

ABSTRACT

Batik Mahkota is one of the batik makers at Cirebon who will implement quality management system in the realization process of hand-drawn batik product based on the standard ISO 9001: 2008. Standard ISO 9001: 2008 requires a documented business processes. However, business processes of Batik Mahkota especially in the product realization process, has not been documented by the company so the company needs to document the product realization processes to fulfill the standard requirements. Business process documentation can be presented in the SOP (Standard Operating Procedure) and Work Instructions.

In designing a business processes that appropriate to the standard ISO 9001: 2008, the data used are the current business process, benchmarking data of other companies (Batik Komar and PT. Clarion) and also clause 7 of ISO 9001: 2008. The data will be used for identification of conformity (GAP) between the current business processes with the standard requirements of ISO 9001: 2008 and for the purpose to analysis benchmarking methods. GAP identification results will then be used as input in the analysis of benchmarking methods, and the results of the benchmarking method proposed in the design stage of the business process Batik Mahkota. The next step is creating SOP for documenting the business processes that are appropriate with the standards.

The proposed design in this research consists of (1) business processes in the realization of hand-drawn batik products in accordance with ISO 9001: 2008, (2) SOP that includes business processes that comply with ISO 9001: 2008, there are (a) SOP Product Planning, (b) SOP Order Acceptance, (c) SOP Material Purchase (d) SOP Production Process of Hand-Drawn Batik, (d) SOP Preparation of Initial Production, (e) SOP Creation Design & Motif of Hand-Drawn Batik, (f) SOP Delivery Order & Sales, (g) SOP Handling Customers Complaints, and (3) Other requirements in accordance with the requirements of ISO 9001: 2008 clause 7 are (i) Product Quality Objectives and Requirements, (ii) Work Instruction Wax Dyeing of Hand-Drawn Batik, (iii) Work Instruction Coloring, (iv) Work Instruction Dewaxing, Washing and Drying, (v) Work Instruction Quality Control, (vi) Work Instruction Finishing, (vii) Business Process Mapping. The proposed design is expected to provide an input to the Batik Mahkota's quality management system.

Keywords: *Hand-drawn Batik, Quality Management System, ISO 9001: 2008, Clause 7, Product Realization Process, Benchmarking, Standard Operating Procedure , Work Instruction*