

ABSTRACT

CV Gradient is a company engaged in manufacturing and general trading services since 1993. CV Gradient can support all types of manufacturing jobs to produce various kinds of products such as mold (plastic, aluminum, rubber), prestool, JIG & Fixture, Sperepart, and Repair. CVGradient plans to implement a quality management system certified and internationally recognized quality productin order to qualify the product and according to consumer demand. In the implementation of quality assurance system documentation necessary to process one of them a documented procedure which means that the procedure is established, documented, implemented and maintained. This procedure can take the form of Standard OperatingProcedure (SOP) as well as other policies. SOP and other policies made in this study is only limited by clauses 6 and 8 of ISO9001:2008.

Designing SOP and policies carried out by identifying the requirement results from the requirements of ISO 9001:2008 clauses 6 and 8, CV Gradient existing condition and data benchmarking other companies (Clarion and PT. Cisangkan). The data is used to perform data processing with the identification of gaps that occur between the requirements of ISO 9001:2008 requirements of clause 6 and 8 and CV Gradient existing condition. While benchmarking analysis is done by comparing the results of benchmarking data is another company SOP (Clarion and PT. Cisangkan) by identifying the business processes that a company benchmark partners on how fulfill requirement clauses 6 and 8 of ISO 9001:2008. Once identified and compared to obtain business processes that can be taken as a recommendation to CV Gradient.

The results obtained to meet the requirements of clause 6 and clause 8 of ISO9001:2008 in CV Gradient included etermination procedures and the provision of mechine and infrastructure needs, determination procedures and the provision of human resources requirements, determination procedures and the provision off unding requirements, procedures, employee training, infrastructure maintenance procedures, IK enginemaintenance, maintenance of environmental hygiene IK, IK customer satisfaction measurement process, measurement procedures and monitoring processes, specifications employee competence, and employee relations expiration rules.

Keywords: ISO 9001:2008, Benchmarking, Standard Operating Procedur