

ABSTRACT

CV. Gradient is a manufacturing company that produces mold, presstool, JIG and fixture, spare parts and repair. To improve competitiveness with other similar companies, CV. Gradient plans to implement ISO 9001:2008 quality management system. Application of ISO 9001:2008 requires an organization to design some of documents that consists of the standard operating procedure (SOP) and other policies. This document is needed to ensure that the quality management system is carried out in a controlled, targeted and measurable.

This research focuses on designing standard operating procedure (SOP) and other policies that meet the requirements of ISO 9001:2008 clause 7. Data collected in this research is the existing condition CV. Gradient, benchmark partners SOP (PT.Cisangkan and Clarion) and document quality standards ISO 9001:2008 clause 7. The data is processed by identifying gaps between existing condition CV. Gradient with requirements of ISO 9001:2008 clause 7. The gap is eliminated by the method of benchmarking, so we get a best practice of standard operating procedure (SOP) and other policies designed benchmark partners (PT Cisangkan and Clarion) in fulfill the requirements of ISO 9001:2008 clause 7.

*This research, proposed design (1) SOP Perencanaan Realisasi Produk (2) SOP Tinjauan Order (3) SOP Penanganan Keluhan Pelanggan (4) SOP Perancangan dan Pengembangan Produk (5) SOP Pengadaan Material (6) SOP Proses Produksi dan Penanggulangan Produk *Reject* (7) SOP Penyimpanan dan Pengiriman Produk Jadi (8) SOP Kalibrasi Alat Ukur (9) Instruksi Kerja Penggunaan Mesin CNC (10) Instruksi Kerja Penggunaan Mesin *Injection* (11) Instruksi Kerja Pengemasan Produk (12) Instruksi Kerja Pemeliharaan Properti Pelanggan dan (13) Instruksi Kerja Kalibrasi Alat Ukur Jangka Sorong.*

Keyword: Standard Operating Procedures, ISO 9001:2008, Benchmarking