

ABSTRACT

This research aim to draft a Standard Operating Procedure (SOP) and other policies to fulfill the requirements clauses 4, 5, and 6 Standard ISO 9001:2008 on the CV. Bonsai Interior.

CV. Bonsai Interior is a company which engaged in craft of making decorative flowers. Product of CV. Bonsai interior consists of a Artificial Flowers, Dried Flowers and Flower Latek. The conditions of CV. Bonsai Interior is currently experiencing difficulties in implementing export products abroad. This is because there are several countries that require the consumer supplier / vendor must have a quality management system ISO 9001:2008. So as the CV. Bonsai Interior difficult to spread its wings to the international market. In addition to these problems, there are other issues such as customer complaints where biggest level of customer complaints received due to product mismatches. Based on the problems above CV. Bonsai Interior need to implement a management system that ensures conformity process and produce products that have a specification, quality and consistent. Then CV. Bonsai Interior need to implement a standard that has been recognized internationally with regard to the quality management system ISO 9001:2008

Standard ISO 9001:2008 is an international standard that focuses on the quality management system. This standard contains instructions in the form of requirements that must be fulfilled by companies that want the implementation of ISO 9001:2008. In the mentioned requirements that companies need to design documents such as Quality Manual, Quality Policy, Quality Goals, Job Description and Procedures relating to clause 4, 5, and 6 ISO 9001:2008.

The method used is the method of benchmarking. Benchmarking is a way of improving the performance of business processes by comparing the business processes of other companies which have certain advantages. In this study, the benchmark is a partner company of PT. Clarion and PT. Sinjaraga Santika Sport. The reason for choosing these companies because these companies have implemented quality management system ISO 9001:2008.

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