

## ***ABSCTRACT***

CV. Gradient is a manufacturing company making mold (plastic, aluminum, rubber), presstool, JIG and fixture, spare parts and repair which was established in 1993. In order to compete with other similar companies, CV. Gradient intends to implement ISO 9001:2008 quality assurance standards. In applying ISO 9001:2008 takes a few documents that have to be made, such as standard operating procedure (SOP) and other policies. System documentation is necessary to ensure that the implementation of quality management system takes place in a focused, controlled and measured.

This research focused on designing standard operating procedure (SOP) and other policies to fulfill the requirement clause 4 and clause 5 of ISO 9001:2008. The data used in this research is the existing condition data of CV. Gradient, benchmark data of another company (PT Cisangkan and Clarion) and the ISO 9001:2008 standard document clause 4 and clause 5. The data is used to identify gaps and benchmarking analysis. To identify gaps comparisons between existing condition CV. Gradient with the requirement clause 4 and clause 5 of ISO 9001:2008, is necessary to be done, so the gap comparison can be acknowledged. Furthermore, to eliminate gaps benchmarking analysis is used, to determine the standard operating procedure (SOP) and other policies designed another company (PT Cisangkan and Clarion) to meet the requirements of clause 4 and clause 5 of ISO 9001:2008.

The design proposed in this study were (1) Business Process Mapping (2) Quality Policy (3) Quality Objectives (4) SOP QMS Planning (5) Organizational Structure and Job Description (6) Letter Assignment Management Representative (7) Document Communication System internal (8) SOP manajmen review.

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