

ABSTRACT

Batik Mahkota Company is one company which is developing batik in Cirebon. Batik Mahkota want to implement quality management system to manage process realization of stamp batik to fulfill requirement of ISO 9001:2008. This standard requires a documented business processes and load plan-do-check-action cycle, but in fact condition of company haven't documented business process so that the process has not work effectively and efficiently.

This research was conducted to improving and documenting business processes based on ISO 9001:2008 clause 7 for product realization process for stamp batik. Data needed for this research is company existing business process, SOP and other requirements of benchmark partner (Batik Komar and Clarion Shoes Company), and job description of product realization process. Then, data is used to identify gap between requirement of ISO 9001:2008 clause 7 and company existing business process. Then, gap result is used as the requirement that must be fulfilled by the company and processing through benchmarking analysis that can be used to design recommendation of Standard Operating Procedures, work instructions, and form.

*The proposed design in this research consist of (1) SOP Rencana Produksi (2) SOP Penerimaan Pesanan (3) SOP Pembelian Produk (4) SOP Pembuatan Desain & Motif Batik Cap (5) SOP Persiapan Awal Produksi (6) SOP Produksi Batik Cap (7) SOP Pengiriman Pesanan dan Penjualan (8) SOP Penanganan Keluhan Pelanggan (9) Instruksi Kerja Pengecapan dan Penyimpanan Cap (10) Instruksi Kerja Pewarnaan (11) Instruksi Kerja Pelorodan, Pencucian dan Penjemuran (12) Instruksi Kerja *Quality Control* (13) Instruksi Kerja *Finishing*.*

Key Words: Standard Operating Procedure, Work Instruction, ISO 9001:2008 clause 7, Business Process, Benchmarking.