

ABSTRACT

Batik Mahkota is one of batik's developed companies in Cirebon, Indonesia. Batik Mahkota always tries to give the best quality service in producing batik as a way of responsibility to the customer services being delivered. ISO 9001:2008 is one of Quality Management System that can be applied in Batik Mahkota. The purposes of Quality Management System application is determining standard of process in Batik Mahkota, so that can ensure quality of their product. Quality Manual is one of document that must be fulfilled by Quality Management System ISO 9001:2008 requirements. Quality Manual is documented to help the company implement their Quality Management System. Therefore, the company need to determine Quality Manual as fulfillment of ISO 9001:2008 requirements and manual for implementing their Quality Management System.

In designing Batik Mahkota's Quality Manual,uses some data, such as existing data of Quality Management, ISO 9001:2008 requirements data, and benchmarking data of other similar company (Batik Komar and CLARION Shoes Company). That data were processed through comparison existing Quality Management with ISO 9001:2008 requirements and analysis benchmarking analysis. Comparison existing Quality Management with ISO 9001:2008 requirements analysis is carried out by comparing between existing condition of Quality Management in Batik Mahkota with ISO 9001:2008 requirements, then determining things that necessary to be proposed for company. While benchmarking analysis, is carried out by comparing Quality Management's company with Quality Manual that applied in other companies. This analysis used some comparison criterias, such as Quality Management System organizational structure, quality policy and targets, the scope of Quality Management System, Quality Manual form, business process mapping, and quality assurance cycle.

The proposed design of quality manual includes (1) Quality Policy and Targets (2) Proposed Quality Management System Organizational Structure (3) Proposed business process mapping (4) The scope of Quality Management System (5) Quality assurance cycle. The proposed design is expected to improve Batik Mahkota's Quality Management System.

Keywords: Quality Manual, ISO 9001:2008, Benchmarking