

ABSTRACT

The process of monitoring and controlling in the construction of houses in grand hegar dawuan has not yet been carried out, causing a discrepancy between the planning time and the actual time, PT. Mujur Majalengka Utama is a housing development company for the grand hegar dawuan housing estate. To prevent the problems experienced by PT. Mujur Majalengka Utama, improvements need to be made in the process of building the house by setting a risk register and improving and designing SOPs for the house construction process in accordance with clauses 8.1 and 8.7 of ISO 9001:2015, developing a monitoring and controlling dashboard, conducting inspections after processes that often occur. errors, and added 1 worker who was given the task to carry out the proposal of this research. The data used in this study are the design budget (RAB), existing conditions, potential risk data, organizational structure, job description, ISO 9001:2015 requirements. The existing condition of the development process compared to the requirements of ISO 9001:2015 found several gaps. The actual condition that there are still frequent delays in house construction is due to several potential negative internal and external risks which are then processed using the risk register. then a process design is made with input gaps and risk registers. The results of this process design are improved with business process improvement by applying improvement technique steps. The results of this research are dashboard spreadsheets for monitoring and controlling, repairing and designing SOPs for the house construction process that have complied with ISO 9001:2015, gaps, and risk registers.

Keywords— ISO 9001:2015, Risk Register, Business Process Improvement, Standard Operating Procedure, Gap