

## **ABSTRAC**

*PT XYZ is a company engaged in manufacturing that produces Plastic & Printing. One of the products produced by PT XYZ is Flexible packaging. Flexible Packaging is commonly used to cover mineral water glass packaging, brand labels that are circular on plastic bottles, packaging of instant noodles, detergents, kitchen spices, snacks and the like. The material to be printed is presented in the form of rolls, once production (one roll) can produce a series of prints that reach hundreds or even thousands of meters long. The printouts that are still presented in the form of rolls will then be given to the customer. In carrying out the production process, PT XYZ must ensure that the production process runs well so that the resulting product has good quality in accordance with the wishes of the customer. However, according to the Production Admin, so far there are still various kinds of defects in the product. When a product defect occurs, the defective product cannot be repaired. Defective products also cannot be cut for disposal, because in addition to the complicated cutting process, it turns out that consumers want whole rolls. Defects in Flexible Packaging products are the most common problems found in PT XYZ because defects in Flexible packaging products on average exceed the defect tolerance limit, which is 8% for the period January 2021 to December 2021 or throughout 2021, while the average defect per month is 10.08 %. Based on the data that has been obtained, the type of Ink Streaking defect is a defect with the highest frequency of occurrence, which is 1,619,183 meters. Thus, seeing the large number of defects in the type of ink streaking defect will affect the quality of the products produced and customer satisfaction. Based on the results of interviews and discussions with the production admin, there were problems, namely the quality of the raw materials used in the production process was not good and there was no SOP for inspection of raw materials. So that in this final project the author designed the SOP for the Inspection Process for plastic ore raw materials on Flexible packaging products using the Business Process Reengineering method.*

*The results of the research in this final project are two examinations through two tests, water content and melt flow rate. If the test results meet the standards then*

*the goods can be stored in the warehouse or continue to the production process. If the results of the inspection through the two tests above are not up to standard, the QC department will report to purchasing and the purchasing department will return the product.*

*The proposed SOP design is able to assist the work process so that the proposed SOP will be a reference and can support the production of PT XYZ and meet customer requirements according to standards and requests. With this SOP in PT XYZ then the head of the section can monitor each process is running according to the procedure or not and each process can be known who is responsible.*

***Keywords: Flexible Packaging, Standard Operating Procedure, Business Process Reengineering, Defect, Quality Control***