

## ABSTRACT

*The design of improving the Standard Operating Procedure (SOP) for the assembly process in the production of sharp box containers (Fullset) which is discussed in this study has problems that occur, where there is a delay in achieving the Fullset production target caused by the assembly process time in Fullset production. exceed the standard time set by the company. This happens from several factors, namely method, man, and environment factors.*

*In designing the improvement of the Standard Operating Procedure (SOP) for the assembly process in the production of sharp box containers (Fullset) at PT XYZ, it is carried out using the Business Process Improvement (BPI) method. Meanwhile, to find the root of the problem that occurs in the length of time the assembly process exceeds the standard time using the 5 Why's method. So that in this study the BPI method can help simplify the production process to make it more efficient, effective, and adaptive in accordance with the CPAKB guidelines applied to PT XYZ.*

*So that the results of the proposed SOP assembly process obtained a total of 7 activities, with 4 RVA activities and 3 BVA activities. While the assembly process before the design has a total of 11 activities, with 5 RVA activities, 5 BVA activities, and 1 NVA activity. So that the efficiency of the assembly process is obtained, there is an increase in efficiency of 24.27%. Where the level of efficiency in the cycle time before the proposed improvement is 51.26%. Meanwhile, after improving the efficiency level at the time of the assembly process it increased with an efficiency value of 75.53%. This explains that the higher the level of efficiency achieved, the faster it will reach the target for Fullset products.*

***Keywords: Standard Operating Procedure, Business Process Improvement, 5 Why's, Quality Control, CPAKB.***