

ABSTRACT

ISO 9001:2015 is an international standard for quality management systems. According to survey results (ISO, 2021) the number of companies in Indonesia that are ISO 9001:2015 certified is around 73% of the total companies in Indonesia. One of the companies that has not implemented ISO 9001:2015 is the UMKM in the fashion sector which produces various types of hijab, namely daily hijab, instant hijab, pashmina, bergo, etc. Product marketing uses online sales methods. Based on an assessment of the 30 most popular products at shopee, there are consumer complaints about the inconsistent quality of the ingredients. This problem is caused by the absence of standards governing the mechanism for selecting fabric vendors. Therefore, it is necessary to know the priority level of vendor selection criteria and effective vendor selection business processes for UMKM with limited resources.

The purpose of this research is to design a standard vendor selection mechanism that is in accordance with the requirements of clause 8.4.1 of ISO 9001: 2015 and vendor selection requirements according to William J Stevenson. The method used to determine the priority level of vendor selection criteria is the AHP method. And to determine the design of effective business processes in vendor selection using the business process improvement (BPI) method.

The results of the vendor selection mechanism design are in the form of vendor selection SOPs along with supporting documents that are in accordance with ISO 9001: 2015 requirements, so as to minimize consumer complaints about product quality.

Keywords — ISO 9001:2015, Vendor Selection, AHP, Business Process Improvement