

## **ABSTRACT**

*Micro, Small and Medium Enterprises (MSMEs) are productive business units carried out by individuals or business entities in all economic sectors. One of the MSMEs engaged in clothing that produces various models of hijab. Currently, the company is facing a problem with the many complaints from customers received through the Shopee online store. One of the reasons for this problem is the absence of monitoring and corrective action. In this research, researcher will design an Internal Quality Audit SOP (Standard Operating Procedure) to assist UMKM in carrying out the process of planning, evaluating, and corrective actions based on the requirements of ISO 9001:2015 Clause 9.2 and ISO 19011:2018. In designing SOP for Internal Quality Audit, researcher used the Business Process Management (BPM) method, that is the BPM Lifecycle by knowing the actual conditions contained in UMKM (process identification) and identifying business processes related to internal audit and the actors involved (process discovery). After that, a gap analysis of existing business processes was carried out related to the integration of ISO 9001:2015 and ISO 19011:2018 requirements to determine design needs (process analysis). Furthermore, the design of the Internal Quality Audit SOP is carried out based on the specifications and design standards that have been adjusted to the integration requirements (process re-design). The results of the draft Internal Quality Audit SOP based on ISO 9001: 2015 can assist companies in planning, evaluating, corrective actions, and continuous improvement to improve the quality of the products and services offered. It is hoped that this will reduce the number of customer complaints and increase customer satisfaction at the online shop.*