

ABSTRACT

The object of study in this research is one of the rubber industry companies in Indonesia. The company has problems related to controlling documented information in its quality management system in the procurement of production raw materials, the lack of documented information in the company which results in the company owner being unable to align the company's performance and unable to process internal audits and improvement processes. To support effectiveness in implementing and managing a quality management system in accordance with ISO 9001:2015, one aspect of the important information required is documented control.

This research focuses on proposals for designing documented information using the Business Process Management (BPM) method, namely BPM Life-Cycle which starts from the process of collecting primary data and secondary data as an identification stage, then the process of identifying needs for documented information flow as a discovery process, then carrying out gap analysis as an analysis process, after that it continues with designing documented information that is not yet available and carrying out significance analysis as a redesign stage.

After implementing BPM Life-Cycle in designing the proposed documented information, it was found that three of the eight information documents were not yet available according to ISO 9001:2015, the three documents that were not yet available included the Purchase Order document in the process of ordering raw materials, the Material Receiving Report document in the process of receiving raw materials, and finally the Raw Material Inspection Minutes document during the inspection process, while other information has not been properly documented and needs to be readjusted to the ISO 9001:2015 standard according to clause 4.4.2, clause 8.1, clause 8.5.3, clause 8.7.2, clause 9.1.1, and clause 9.1.3.

By completing documents that are not yet available, it can help companies monitor company performance and process internal audits and continuous process improvements.

Keywords – Manufacturing Industry, Business Process, Documented Information, Business Process Management, ISO 9001:2015