

ABSTRACT

Information is a crucial element in any process, especially in the production process. When information can be documented, it enables organizations to identify potential risks or opportunities that can benefit the organization. However, in Small and Medium Enterprise (SME) like AKS Gold Product, which operates in the jewelry industry, based on field observations, that revealed that there are documents and records in the production process that have not been adequately documented by the process operators. This is primarily due to a lack of knowledge among the process operators on how to document information effectively and a lack of awareness about the importance of documenting information. This final project aims to design document and record requirements for production process to ensure that it aligns with the planned objectives. To meet these documentation requirements, a documented information design is developed based on ISO 9001:2015 standards. In this research, the Business Process Management (BPM) method is employed, consisting of a BPM lifecycle that includes process identification, process discovery, process analysis, and process redesign. Using this method, it becomes feasible to design documented information that aligns with the criteria of ISO 9001:2015, specifically clauses 4.4.2 as reference standards. Through an gap analysis of the existing documented information in small enterprises, it is evident that the information recording in these enterprises does not yet meet the ISO 9001:2015 standards. By applying the BPM approach and ISO 9001:2015 criteria to documenting the information, the goal of this final project is to design documented information that complies with ISO 9001:2015 standards. This design is expected to assist small enterprises in consistently producing their products and ensuring that processes align with the planned objectives, thereby allowing the company to meet international quality standards while enhancing the efficiency and effectiveness of its production processes.

Keywords: ISO 9001:2015, Documented Information, SME, Business Process Management