

## ABSTRACT

*CV. Genethics is a company engaged in the field of apparel with the company's main focus on product quality and customer satisfaction. The products produced by the company include 3D custom t-shirts and jerseys. This final project only focuses on jersey products. Based on production data for the period September 2022 - September 2023, there are still many defective products, especially in the sublimation process. The sublimation process is the focus of research in this Final Project with the aim of reducing defects because it has critical problems based on FMEA analysis and produces the highest number of defects. The preparation of this Final Project uses the Business Process Improvement (BPI) method in helping solve company problems related to quality improvement in existing business processes. The first stage is Organizing for Improvement which has the aim of determining critical business processes and organizing improvements. The second stage is Understanding the Process which aims to understand and explore all aspects of the current business process. The third stage is Streamlining where the sublimation process is carried out to simplify the process which aims to increase the effectiveness and efficiency of the current process. Streamlining tools used in simplifying are simplification, upgrading, duplication elimination, process cycle-time reduction, and bureaucracy elimination. From the results of data collection and processing, a design process is carried out which results in an improvement proposal in the form of designing a Standard Operating Procedure (SOP) for the sublimation process with additional documents in the form of checklists and defect forms in the activity of checking the sublimated fabric.*

**Keywords: Quality, Defect, FMEA, Sublimation Process, BPI, SOP**