

ABSTRACT

UKM Konveksi Rajut Kaangge is a small business engaged in the production of knitted clothing, with one of its flagship products being the Cheesy Cardy Stripes. Although this product has gained popularity in the market, customer complaints remain relatively high particularly regarding issues such as uneven stitching, incorrect sizing, and buttons that easily fall off. These problems indicate that the current inspection process is not running optimally, as it relies solely on visual checks without any written guidelines. As a result, substandard products are still being delivered to customers, which does not comply with ISO 9001:2015 Clause 8.7.1 concerning the control of nonconforming products. To address this issue, this research aims to design a work instruction for the inspection process using the Business Process Improvement (BPI) method. The research involved collecting both primary and secondary data, conducting a gap analysis against ISO standards, classifying business activities, and developing the inspection work instruction along with its supporting forms. The proposed design was then verified based on ISO requirements and validated by internal personnel at the UKM.

The findings show that the designed work instruction helps make the inspection process more structured, well-documented, and consistent. Furthermore, it serves as a control tool to minimize the risk of defective products and reduce the number of customer complaints. With the implementation of standardized work instructions, the company is expected to continuously improve product quality and strengthen customer trust in the brand.

Keywords : Work Instruction, ISO, Inspection, BPI, Defective Product