

ABSTRACT

CV Banyu Hitam Abadi is a coffee bean supplier company that faces problems in procuring raw materials, such as stock shortages in warehouses and inconsistencies in the quality of raw materials from suppliers. This was not detected by the company, causing delays in deliveries to customers. The company does not yet have a documented Standard Operating Procedure (SOP) for this process. This study aims to design an SOP for raw material procurement that includes monitoring raw materials in accordance with ISO 9001:2015 Clause 8.5.4, Clause 9.1.1, and Indonesian Ministry of Industry Regulation No. 75/M-IND/PER/7/2010, using the Business Process Management (BPM) method. The design process began with data collection and processing, including identifying the actual business process, analyzing the gap between the actual conditions and the requirements of ISO 9001:2015, designing the proposed business process, designing the SOP, and verifying and validating the SOP design. The research results produced SOPs covering raw material stock monitoring, EOQ and ROP calculations, and quality inspection of received raw materials. With the implementation of these SOPs, it is expected that the company can reduce delivery delays, improve raw material quality, and optimize the procurement process.

Keywords: SOP, EOQ, ROP, ISO 9001:2015, business process management, raw material procurement.