

Abstract - Actual conditions of CV. XYZ is a spare parts supplier in a large automotive component company does not currently have a supportive standard to understanding the needs and expectations of interested parties which is the latest requirement in ISO 9001: 2015 in clause 4.2. In addition the company needs to get ISO 9001: 2015 certified due to the demands of the customer requiring the supplier to get ISO 9001: 2015 certification, if not get then customer will decide cooperation with supplier company. The interested parties selected are customers because they have high urgency based on actual conditions and stakeholder identification. This study focuses on designing interested parties needs and expectations based on ISO 9001: 2015 Clause 4.2.

Data collected in this research are profile data, structure, job description, vision and mission, risk potential data, existing business process, process time estimate, process objectives and requirement of ISO 9001: 2015 clause 4.2. Existing process data and requirements processed so as to produce gap analysis and proposals, while the risk of risk data conducted risk assessment that generates output in the form of risk registers. In addition, the method used is SECI. Data obtained at the stage of socialization is the existing business process and objective process derived from tacit knowledge. At the externalization stage it generates business process design is documented. The combination stage is added with gap analysis and Key Performance Indicator (KPI), and the internalization stage produces a proposed process proposal output that considers the risk in accordance with the ISO 9001: 2015 Standard Operating Procedure (SOP) requirements.

The output of this study is Standard Operating Procedure (SOP) Determination of Needs and Expectations Interested Parties CV. XYZ. To streamline the process, an integrated web-based application from start identifying interested parties until the company performs documentation as a monitoring process of determining the needs and expectations of the interested parties.

Keywords: ISO 9001: 2015, Risk Register, SECI, Standard Operating Procedure, Needs, Expectations.