

ABSTRACT

UD Dwi Mulya Plastik is an MSME engaged in the manufacturing industry of plastic-based household appliances. This study based on the results of field observations shows that the existence of documents and records in the production process has not been properly documented. This is due to a lack of understanding of how to properly document information and a lack of awareness of process implementers in documenting information. This study aims to design documented information in accordance with ISO 9001: 2015 standards in the production process and in this study to design documented information using the Business Process Management (BPM) method, namely the BPM lifecycle which consists of process identification, process discovery, process analysis, process redesign. This method will enable the standardization of MSME documented information in accordance with ISO 9001: 2015 clauses 4.4.2 and 7.5. Based on the results of the gap analysis of UD Dwi Mulya Plastik's actual documented information. Based on the analysis conducted, it can be seen that the recording of information at UD Dwi Mulya Plastik currently does not meet ISO 9001: 2015 standards. By applying the BPM approach and documented information criteria that have been set, documented information has been designed in accordance with ISO 9001: 2015 standards. After that, a verification and validation process was carried out regarding the design to UD Dwi Mulya Plastik. The results of this study are documented information on the production process consisting of material order documents to suppliers & receiving orders for goods, checking documents for basic materials that have been purchased, pemagnetan process documents, coloring process documents, material heating process documents, product printing process documents, product checking process documents, grinding process documents which are expected to help UD Dwi Mulya Plastik to produce products and processes run as planned so that these MSMEs will meet international quality standards and can improve the efficiency and effectiveness of their production processes.

Keywords - ISO 9001:2015, Gap Analysis, Business Process Management, Documented Information.