

ABSTRACT

CV Agonas is a Micro, Small, and Medium Enterprise (MSME) engaged in shoe production, with its flagship product being PDL shoes. Based on sales data from e-commerce platforms and customer reviews, various complaints have been identified regarding product quality, such as sizes not matching product descriptions, zipper damage, and uneven stitching. These issues indicate that the Quality Control (QC) process implemented is not yet optimal, and there is no documented Standard Operating Procedure (SOP). This study aims to design a quality control SOP tailored to the company's needs and aligned with the requirements of ISO 9001:2015 Clause 8.7, using a Business Process Management (BPM) approach. The steps involved include identifying the current state of the production process, conducting a gap analysis against ISO standards, and designing verification and validation procedures for the SOP. The final outcome is a structured and systematic SOP document expected to minimize customer complaints, improve product quality, and enhance operational efficiency and consistency at CV Agonas.

Keywords: PDL shoes, Quality Control, ISO 9001:2015, SOP, Business Process Management.