

ABSTRACT

CV Ciarmy is a micro, small, and medium enterprise (MSME) located in Bandung Regency, engaged in the footwear manufacturing industry, producing products such as PDL (Field Service Shoes), PDH (Daily Service Shoes), and safety shoes. Although the production volume of PDL shoes is relatively high, the production process still relies heavily on the experience and habits of individual workers without standardized guidelines to ensure product quality consistency. Quality control is conducted only at the final stage, covering size conformity, accessory completeness, and pair uniformity. Identified defects are not recorded systematically, and rework actions are rarely performed, especially during high-volume production periods. Observations show that the highest product defects occur in the upper stitching category (37%) and raw materials (35%) of the total identified nonconformities. The sewing stage is considered the most critical, as defects at this stage are visually apparent and significantly impact the final appearance of the product. This study aims to establish quality criteria and standards, as well as design a Standard Operating Procedure (SOP) for Quality Control in PDL shoe production that aligns with the needs of CV Ciarmy and complies with ISO 9001:2015, particularly clause 8.7.1 on control of nonconforming outputs and clause 9.1.1 on monitoring, measurement, and performance evaluation. The method used is Business Process Management (BPM) with a BPM Lifecycle approach, consisting of process identification, discovery, analysis, and redesign phases. The results indicate that the designed SOP provides a systematic and structured framework covering inspection workflows for raw materials, semi-finished, and finished products. It is also equipped with quality criteria, supporting forms such as checklists, and work instructions tailored to the operational conditions of CV Ciarmy. Based on validation through implementation simulation and the calculation of the Unit Satisfaction Index (IKU) by 30 production staff, a score of 84.27 was achieved, classified as "good." This result indicates that the SOP was well received by production staff and considered effective in supporting more structured and consistent quality inspections. The implementation of the SOP is expected to improve the effectiveness of quality control, expedite the handling of nonconforming products, reduce defect rates, increase customer satisfaction, and support continuous improvement in the production process.

Keywords— *quality control, SOP, ISO 9001:2015, BPM lifecycle, IKU.*