

ABSTRACT

Cooperation between garment industry businesses (SMEs) and service providers (makloon) is one of the most common strategies used to increase business capacity and efficiency. In practice, this collaboration does not always run optimally due to challenges such as production delays, insufficient quality control, and the absence of written agreements regarding time standards or responsibilities between parties. This leads to mismatched expectations between SMEs and contract manufacturers. Recognizing the importance of certainty and clarity in the collaboration, this study aims to design a Service Level Agreement (SLA) based on ISO 9001:2015 clause 8.4, which can clarify responsibilities and improve production timeliness between SMEs and contract manufacturers. A time study method based on historical data was also applied to set production completion deadlines using standard time measurements. The design results show that standard production time is calculated by combining simulations of the number of workers (5–20 workers) with production targets of 100–700 pieces, plus *buffer* times of 10%, 30%, and 50%. This calculation produces production time standards based on product type. The addition of SLA requirements such as key performance indicators (KPIs), tolerances and allowances, quality control procedures, and penalties or consequences helps make the SLA content clearer and easier to implement. This design is intended to serve as a reference for businesses (SMEs) and service providers (makloon) in establishing more consistent and aligned cooperation with agreed-upon production targets. The implementation of a service level agreement (SLA) impacts the improvement of the consistency of production collaboration processes between SMEs and makloon. The SLA clarifies the flow of responsibilities, completion deadlines, and quality criteria that must be met. This document also serves as a performance evaluation tool and promotes transparency through more organized record keeping. This aims to support the creation of more professional, measurable, and consistent collaborations.

Keywords: Service Level Agreement (SLA), ISO 9001:2015, Time study, Key performance indicator (KPI), Makloon, SMEs