

**IMPLEMENTATION: QUALITY MANAGEMENT SYSTEM (QMS) ISO  
9001:2015 AT CV. BINA MAKMUR SEHATI**

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### STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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## ABSTRACT

### IMPLEMENTATION: QUALITY MANAGEMENT SYSTEM ISO 9001:2015 AT CV. BINA MAKMUR SEHATI

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To consistently meeting customer requirements and enhancing customer satisfaction, an international standard on Quality Management System (QMS) ISO 9001:2015 is considered to be the best solution for CV. Bina Makmur Sehati. The standard has the same focus as CV. Bina Makmur Sehati has which is to provide product quality that meets customer requirements. Because of lack of documentation done within CV. Bina Makmur Sehati, it is expected that with the implementation of the standard, the required documentation according to clause 8 of the Standard to support the processes and activities done within CV. Bina Makmur Sehati will be covered. The research focused on the implementation clause 8 of the standard and what documentations needed to fulfil the requirement in each of that clause. This research uses gap analysis to compare the current condition of CV. Bina Makmur Sehati related to the standard and the requirements mentioned in ISO 9001:2015 Standard. Thus, a new standard operating procedures example and a quality manual has been developed to help CV. Bina Makmur Sehati fulfilling the requirements of the standard. While creating those documents, some findings were also discovered. Which leads to conclusions and recommendations for the company to adapt with the new documentation and implementation of the standard, such as recruitment of new employee and also further documentation which was not covered by this thesis.

*Keywords: ISO Standard Implementation, Quality Management System, Standard Operating Procedure, Quality Manual.*



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## **DEDICATION**

I dedicate this work for my family, friends, lecturers and other people that will make use of this study in the future.

Special dedication to my father, Rudian Rondiyp, my mother, Yanti Sutejo, and my brother, Bryan Agustianto Rondiyp.

May the blessings and peace be with us always.



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I have found my coursework throughout the Curriculum and Instruction program to be stimulating and thoughtful, providing me with the tools with which to explore both past and present ideas and issues to shape my future.

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