

# **IMPLEMENTASI ISO 9001:2015 DALAM MENINGKATKAN KINERJA SISTEM MANAJEMEN MUTU**

Oleh:

AGRA NOVAL RIYANTO

## **ABSTRAK**

Penelitian ini bertujuan untuk menganalisis dan mendeskripsikan implementasi standar manajemen mutu ISO 9001:2015 di PT XYZ sebagai upaya untuk meningkatkan kinerja sistem manajemen mutu. Di tengah persaingan bisnis yang semakin ketat, penerapan standar internasional seperti ISO 9001:2015 menjadi strategi penting dalam memastikan konsistensi kualitas, kepatuhan terhadap prosedur, serta peningkatan efisiensi proses operasional perusahaan. Penelitian ini dilakukan dengan pendekatan studi kasus melalui analisis data dokumen internal, observasi proses kerja, serta partisipasi langsung dalam tahapan implementasi, mulai dari perencanaan, penyusunan dokumentasi, pelatihan, hingga audit internal dan tinjauan manajemen. Hasil penelitian menunjukkan bahwa implementasi ISO 9001:2015 di PT XYZ mampu meningkatkan pemahaman karyawan terhadap pentingnya mutu, memperjelas alur kerja antar unit, serta memperkuat budaya perbaikan berkelanjutan di lingkungan perusahaan. Dokumen seperti SOP, instruksi kerja, dan formulir pendukung berhasil disusun dan diimplementasikan secara konsisten. Namun, keberhasilan implementasi juga dipengaruhi oleh komitmen manajemen, partisipasi aktif seluruh unit kerja, dan kesinambungan evaluasi sistem. Oleh karena itu, PT XYZ perlu terus meningkatkan kapasitas sumber daya manusia dan melakukan pengawasan rutin agar sistem manajemen mutu yang telah dibangun dapat berjalan secara optimal dan berkelanjutan.

**Kata kunci:** ISO 9001:2015, sistem manajemen mutu, standar internasional, audit internal, efektivitas proses.

# ***IMPLEMENTATION OF ISO 9001:2015 IN IMPROVING THE PERFORMANCE OF THE QUALITY MANAGEMENT SYSTEM***

By:

AGRA NOVAL RIYANTO

## ***ABSTRACT***

*This research aims to analyze and describe the implementation of the ISO 9001:2015 quality management standard at PT XYZ as an effort to improve the performance of the quality management system. Amid increasingly fierce business competition, the adoption of international standards such as ISO 9001:2015 has become an essential strategy to ensure quality consistency, procedural compliance, and increased operational efficiency. This study employs a case study approach through the analysis of internal company documents, observation of work processes, and direct participation in the stages of implementation, including planning, documentation development, training, internal audit, and management review.*

*The results show that the implementation of ISO 9001:2015 at PT XYZ has improved employee understanding of the importance of quality, clarified workflows between departments, and strengthened a culture of continuous improvement within the organization. Documents such as SOPs, work instructions, and supporting forms were successfully prepared and implemented consistently. However, the success of the implementation is also influenced by management commitment, active participation of all work units, and ongoing system evaluation. Therefore, PT XYZ needs to continuously enhance human resource capacity and conduct regular monitoring to ensure the established quality management system functions optimally and sustainably.*

***Keywords:*** *ISO 9001:2015, quality management system, international standards, internal audit, process effectiveness.*