

The importance of production standard operating procedure in a family business company

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Abstract. Plastic industry is a growing sector, therefore UD X which engage in this business has a great potential to grow as well. The problem faced by this family business company is that no standard operating procedure is used and it lead to problem in the quality and quantity produced. This research is aim to create a production standard operating procedure for UD X. Semi-structure interview is used to gather information from respondent to help writer create the SOP. There are four SOP's created, namely: classifying SOP, sorting SOP, milling SOP and packing SOP. Having SOP will improve the effectiveness of production because employees already know how to work in each stages of production process.

Keywords: family business, SOP, plastic industry

1. Introduction

1.1 Background of the study

Plastic is a product that we use everyday. In addition, because of its strong, lightweight, flexible, rustproof and not easily broken characteristic make plastic often used in the society. Plastic started to be used as daily appliances. In addition to being supported by the food and beverage industry, demand also comes from other sectors such as infrastructure, automotive and agriculture. Due to this, the prospect of plastic market in the future is bright and very promising to run.

The author used UD X as the object of research which is a business engaged in plastic manufacturing. UD X is a family business company located in Ambon, engaged in manufacturing related to the processing, milling and production of plastic waste. Starting from the process of sorting raw materials received in accordance with its type, then discarding parts that are not used (such as labels on plastic bottles, or separating the neck & close lid of the bottle because it is a different materials from plastic bottle). Before the milling, weighing will be done in advance to know the production capacity of each employee and as a proof of their memorandum to receive payment. The next process is the milling and washing, then it is packed into a sack and arranged.

The problem faced is the fluctuating quantity of production whereas the amount of raw materials entering the production warehouse is stable. Other than that, because the majority of the production process that occurs is done by human hands, sometimes the quality produced do not have the quality control or the right standard because the assessment of each person is different.

Quality Control is very important and required by a manufacturing company to stabilize the quality of the products they have or produce. As a manufacturing company, it is very important for UD X to keep the quality of the products sold and to stabilize the quantity of production. The need to have

