

ABSTRACT

Telkom Foundation is a combination of Telkom Education Foundation (YPT) and Yayasan Putra Telkom Sandhykara (YSPT) with the organizational structure and new business processes. Many functions and standards that are not going well. One is the business processes related to employee development through continuing education. To identify this issue should be assessed in terms of the level of management that is based on the Organizational Structure Working Procedures (SOTK) which will be used as documentation in the form of Standard Operating Procedure (SOP) as set forth in ISO 9001: 2008.

The data used in this research is the development of business process data of existing employees through continuing education, employment regulations, and SOTK. Once that is done the comparison between the existing business processes with the framework the American Productivity & Quality Center (APQC) and ISO 9001: 2008 clause 6.2 which will be obtained gap from this comparison.

The results of the gap used to identify each process based on the management level consisting of strategy, tactical, and operational, then design the SOP on the operational part. The meal will be obtained with the improvements which will be based on actual conditions in the Telkom Foundation directorate.

The results of this study is the business process at the level of strategic, tactical, and operational. Making SOP proposals on the operational level comprising procedures further education, and Key Performance Indicators (KPIs) and KPI further education process output.

Keywords: Standard Operating Procedure, APQC, ISO 9001: 2008 clause 6.2., Business Process Management level