

ABSTRACT

SMK Telkom Bandung is one of the vocational high schools located on Jl. Radio Palasari Dayeuhkolot, Bandung. SMK Telkom Bandung also implements ISO 9001: 2008 quality management system with ISO 9004: 2000, ISO 14000 and ISO 16000 supplement consistently. The purpose of SMK is to deliver competent graduates so that they can be accepted by the industry. SMK Telkom Bandung established since 2013 and has graduated about 398 students. However, according to BPS data, SMK graduates have high unemployment rate compared to graduates from other education level, therefore SMK Telkom Bandung need to monitor their graduates. Tracer study in SMK Telkom Bandung, tracer study is needed to be able to know the distribution of its alumni so that it can be the basis of evaluation and policy. However, SMK Telkom Bandung still doing tracer study informally and does not have standardized and documented procedures even though it becomes one of the requirement in SMK accreditation tool. Therefore, this study aims to produce a proposed tracer study procedure taking into account the objectives of the institution and implementing ISO 9001 in the process. The design begins with a gap analysis based on actual conditions and Requirement ISO 9001: 2015 clause 8.2.1 on customer communication and PCF on APQC 5.0 points on Developing and Managing Stakeholder Relations and Services. From the result of gap analysis, it is found that there is a need for standardized procedure design and database which store data of alumni. For that, the method used is process design business process management for aligning with the wishes of the organization by applying ISO 9001: 2015. The design process is done by making the process structure in advance to find out what activities are going on so as to generate an efficient process proposal. This research resulted in the proposal of tracer study process in SMK Telkom Bandung in the form of Standard Operating Procedure (SOP) which is expected to be useful for SMK Telkom Bandung. To facilitate the implementation, then created an integrated web-based applications ranging from data collection alumni, update data, and documenting the results of the tracer process conducted.

Keywords: SMK, ISO 9001:2015, Tracer study, Process Design, Business Process Management