

ABSTRACT

Rumah BUMN Bandung is one of the active Rumah BUMN and there are many activities under the auspices of Bank BRI. Rumah BUMN Bandung employees often have difficulty finding documents, sometimes documents that have expired are still being used, and mistakes are made in providing documents to fellow employees. This is because Rumah BUMN Bandung has not implemented quality document control standards. The aim of this research is to describe the documents that need to be controlled and to design an SOP for quality document control and an information system in the form of a use case diagram. In an effort to deal with existing problems, researchers will design a Quality Document Control SOP and an information system in the form of a use case diagram. The method used in this research is Business Process Management (BPM), namely BPM Lifecycle. The results of this design are a draft SOP for Quality Document Control and a use case diagram for users in the document control process.

Keywords — document, ISO, control, Rumah BUMN, quality