

## ABSTRACT

*Telkom Foundation is a foundation in the field of education that have implemented a quality management system based on ISO 9001: 2008. Standard ISO 9001: 2008 has a requirement for a documented business processes. But particularly business processes in Directorate Early and Primary Education, which is part of the Telkom Foundation existing business processes that are not yet effective that need to be fixed first before designing the SOP.*

*Business process improvement guided by the standards of ISO 9001: 2008. The data used for business process improvement is data existing business processes Directorate Early and Primary Education, critical business processes and standards ISO 9001: 2008. Business process improvement starts from determining the critical business process management using the selection approach by taking into account the interests of the business process level. After the critical business processes that are selected will be repaired using Business Process Improvement. The next stage is the process of activity analysis to improve the activity that has not been effective, further streamlining processes to increase effectiveness. Results of the analysis process and streamlining activities form the basis for the design of the proposed SOP.*

*The design of the proposed SOP critical business processes are designed based on the standard ISO 9001: 2008. Seen from the gap that is found on the corrective actions will be aligned with the standard ISO 9001: 2008 clause 8.5.2 which describes the corrective action to be done. SOP proposal in this study is SOP Corrective Action Early and Primary Education Telkom Foundation.*

**Keywords** : *ISO 9001:2008, Standard Operating Procedure, Business Process Improvement, Business Process, Critical Business Process*