

ABSTRACT

Puskesmas Bojongsoang is one of health care providers unit in the district of Bandung. Puskesmas Bojongsoang under the auspices of Bandung began to effectively provide services since 27 January 2010. As health care providers, Puskesmas Bojongsoang role in increasing the level of public health. For this purpose we need a management system to regulate and control the quality of service. But Puskesmas Bojongsoang do not yet have a quality management system. Therefore need to be designed a quality management system in accordance with the requirements of ISO 9001: 2008.

In designing Puskesmas Bojongsoang quality management system, the data used are puskesmas Bojongsoang existing data; benchmarking data of puskesmas Pasundan and Margahayu, and Clauses 4 and 5 of ISO 9001: 2008. After data are fully gathered, performed the analysis by comparing the data clauses 4 and 5 of ISO 9001: 2008 obtained from benchmarking partner with existing data to determine the gap. From this analysis will produce a draft proposal Puskesmas Bojongsoang quality management system based on ISO 9001: 2008 clauses 4 and 5 requirements.

The proposed design in this study consist of (1) business process and SOP Puskesmas Bojongsoang in accordance with the requirements of ISO 9001: 2008 clauses 4 and 5. As for some of the SOP (a) Documents and Records Control Procedure (b) Management Review Procedure (c) Internal Communication Procedure

Keywords : Quality management system, SOP, ISO 9001:2008, Business process, Benchmarking