

ABSTRACT

Politeknik Telkom is a private college that will implement the BAN-PT standard and ISO 9001:2008. Both standards require the documented business processes. However business processes in Politeknik Telkom especially in academic unit which is still not effective and efficient. In order to fulfill the requirements, Politeknik Telkom should make a documented procedure as Standard Operating Procedure.

The research focused on requirements of the Accreditation Program standards 5 and ISO 9001:2008 clauses 7. The data used are existing business process in academic unit of Politeknik Telkom, requirements of the Accreditation Program standards 5 and ISO 9001:2008 clauses 7. After data are fully gathered, the next step is identifying and analyzing the business processes in academic unit that required by the Accreditation Program standards 5 and ISO 9001:2008 clauses 7, so that the business processes will appropriate with both of two standards. Then, the critical business processes are selected by using management selection approach with a concern of processes importance and opportunities for improved. Critical processes business will be improved by Process Improvement (BPI). The business processes will be improved by analyzing the activity and streamlining analysis so that the business process will be more effective and efficient. The next step is creating SOP for documenting the business processes that are appropriate with those two standards.

The proposed design in this research are (1) business process of academic unit Politeknik Telkom that appropriate with requirements of Accreditation Program standards 5 and ISO 9001:2008 clauses 7, (2) SOP that include more effective and efficient business process. As for the names of the SOPs (a) SOP Her-Registrasi, (b) SOP Perubahan Rencana Studi, (c) SOP Layanan Info Akademik, (d) SOP Peminatan Program Studi, (e) SOP Perubahan Nilai Mahasiswa.

Key word: Standard Operating Procedure, Study Program Accreditation Standard, ISO 9001:2008, Business Process, BPI