

## **ABSTRACT**

*Telkom Polytechnic is one of the private colleges will implement the quality assurance in college is an activity that must be done. Quality assurance standards that will be implemented are ISO 9001:2008 Standards and BAN-PT. Both standards require the documented business processes. However business processes in Politeknik Telkom especially in non-academic unit which is still not effective and efficient. In order to fulfill the requirements, Telkom Polytechnic should make a documented procedure as Standard Operating Procedure.*

*The research focused on requirements of ISO 9001:2008 clauses 4 and 5 with BAN-PT standards 1 and 2. The data used are 2 existing business processes in non-academic unit of Politeknik Telkom, requirements of ISO 9001:2008 clauses 4 and 5; and BAN-PT standards 1 and 2. Having obtained the data, conducted the identification and analysis of business processes required by both standards will obtain the existing non-academic business in accordance with the requirements of ISO 9001:2008 4 and 5 with BAN-PT standards 1 and 2. Then, the critical business processes are selected by using management selection approach with concern on processes importance and opportunities for improvement. Having obtained the critical business processes, it will be improved by Business Process Improvement (BPI) method with analysis and activity stage and analysis for each of streamlining the process so that will be obtained a business processes that more effectively and efficiently. The next step is creating SOP for documenting the business processes that are appropriate with those two standards.*

*The results of this research are (1) Business Process proposed non-academic in Telkom Polytechnic that appropriate with requirements of ISO 9001:2008 clause 4 and 5 with BAN-PT standards 1 and 2, (2) Design of SOP that include a business process that more effective and efficient. As for the names of the SOPs (a) SOP Survei Kepuasan Mahasiswa, (b) SOP Penanganan Keluhan Mahasiswa, (c) SOP Pengelolaan Dana SPP Mahasiswa (d) SOP Rencana Mutu, (e) SOP Pengendalian Dokumen Internal, (f) SOP Penyelenggaraan Rapat Tinjauan Manajemen, (g) SOP Penetapan Kebijakan Mutu dan Sasaran Mutu.*

*Key word: Standard Operating Procedure, BAN-PT Standard, ISO 9001:2008, Business Process, BPI*