

ABSTRACT

Puskesmas Bojongsoang is one of health care institutions devoted to the public . It was held by permission of Pemkab Bandung and operate effectively on January 27, 2010 until now on Jalan Raya Bojongsoang. Puskesmas Bojongsoang is a non - care health centers that provide basic six services which executed by decision of the Ministry of Health in Indonesia.

In 2013 Pemkab Bandung launched a program to implementing the international standard of ISO 9001:2008 in every sector of its service units, including puskesmas. Puskesmas Bojongsoang as an health center located in Kabupaten Bandung, need to prepare and design a quality management system based on ISO 9001:2008 to support program initiated by Pemkab Bandung.

ISO 9001:2008 is a standard for quality management system. One of the requirements is the need to designed, established, maintained, and documented the six procedures required by ISO 9001:2008. The six procedures are document control, record control, internal quality audit, corrective action, and preventif action.

In designing standard operating procedures, used some of the data, such as; existing data (organizational structure, business process mapping, and data relatingterkait prosedur wajib, benchmarking data of the other puskesmas (Puskesmas Pasundan, Puskesmas Margahayu), and ISO 9001:2008. The data analysis was performed with identification and gap analysis and benchmarking analysis.

Gap analysis used to acquire gap known from the comparison between the existing Puskesmas Bojongsoang with ISO 9001:2008's clauses. While the analysis of benchmarking is to compare the procedures established by the puskesmas of benchmarking partners to produce standard operating procedures which proposed.

The proposed design in this research consist of: (1) SOP Pengendalian Dokumen dan Rekaman, (2) SOP Audit Mutu Internal (3) SOP Pengendalian Produk Tidak Sesuai, and (4) SOP Tindakan Perbaikan dan Pencegahan.

Keywords : Standard Operating Procedures , ISO 9001:2008, Benchmarking