

ABSTRACT

Universitas Telkom (Tel-U) is a private University located in Bandung, West Java Indonesia. Tel-U will implement the ISO 14001:2004 standard as supporting the implementation of Environmental Management System. There are several activities that affect the environmental in Tel-U. However, these activities have not been documented.

In this research, the authors conducted a design of SOP based on mandatory procedures of ISO 14001:2004 requirements (clause 4.3.1, 4.3.2, 4.5.2, 4.4.2, 4.4.3, 4.4.5, and 4.4.6). The data used to conduct business improvement of business process is the actual of business process data and mandatory procedures of ISO 14001:2004 requirements. After data are fully gathered, the next step is analyzing the proposal business processes. These processes will be improved by BPI method by analyzing the activity and streamlining analysis, so the business processes will be more effective and efficient. For the design of the actual business processes that doesn't exist, the data used is mandatory requirement procedures of ISO 14001:2004 and related business process in general. Then do the analysis, design and verification of business processes to be obtained that appropriate with the mandatory procedures. The next step is creating SOP for documenting the business processes.

The proposed design in this research are (1) environment business processes that appropriate with the mandatory procedures of ISO 14001:2004 requirements, (2) SOP that include the effective and efficient business process. The names of the SOPs are (a) SOP Identifikasi Aspek dan Dampak Lingkungan, (b) SOP Identifikasi Peraturan dan Persyaratan Lingkungan, (c) SOP Komunikasi, (d) SOP Pelatihan dan Pengembangan Karyawan, (e) SOP Pengendalian Dokumen, dan (f) SOP Pengendalian Operasional.

Keyword : Standard Operating Procedures, mandatory procedures of ISO 14001:2004 requirements, BPI