

## ***ABSTRACT***

Universitas Telkom is a merger of several institutions under the carriers and Telkom Education Foundation (YPT), namely Telkom, IM Telkom, and Telkom Polytechnic STISI. Universitas Telkom has a strategy of "building the infrastructure and the region a comfortable and conducive" to support Telkom's initial target is to make the University into a world-class university. With the need for ISO 14001:2004 targets to help realize these targets. Logistics Division is a division of the entire working environment activities. Since the merger of the YPT logistics division joined the household division. When merger of two new problems arise obscurity actors throughout the process because environmental activities that had been undertaken by the division of household is the responsibility logistics manager.

Under these conditions, the necessity of designing SOPs are required by ISO 14001:2004 Business Process Improvement methods to improve existing processes to be more effective and efficient. In this study the authors will be required to design the SOP is based on the ISO 14001:2004 requirements (clauses 4.4.7, 4.5.1, 4.5.3, 4.5.4, 4.5.5). The data required to make improvements is the existing business processes and ISO 14001:2004. The data will be identified to determine what procedures should exist based on ISO 14001:2004 mandatory procedures and procedures that are not designed by the procedure mandatory for ISO 14001:2004. After getting the data the purposes of the procedure performed repairs on existing procedures using activity analysis and streamlining as well as to existing procedures do not design from scratch. The result of this process was made in accordance with the SOP proposal analysis and streamlining activities. Then the proposal will be analyzed whether the SOP has been effective and efficient. If the process has been considered an effective and efficient then the next process is the verification of the suitability of the process by the logistics, supervisor 1 and the supervisor 2.

This study resulted in the SOP proposal and clarify the process to allow the actors to run effectively and efficiently. So the purpose of this study is expected to be achieved. The proposed SOP No 5: (a) SOP Preparedness and Emergency Response, (b) Monitoring and Measurement Operations SOP, (c) Incompatibility SOP, Corrective Action and Preventive action, (d) Recording Control SOP, (e) Internal Audit SOP Environment.

*Key word : Standard Operating Procedure, Mandatory Procedure of Requirement ISO 14001:2004, BPI*