

## **ABSTRACT**

*In maintaining the campus environment, a special SOP is needed for monitoring and evaluation to avoid fatal mistakes due to incorrectly determining maintenance actions in the existing environment and the Head of Department can easily monitor, measure, analyze and evaluate every maintenance activity carried out. However, at present the University of Telkom itself does not have SOPs for Monitoring and Evaluation of Environmental Maintenance and only there are SOPs for maintenance of facilities and infrastructure where the scope is still very broad and even in the previous SOP the documentation process has not been carried out in maintenance activities, so that the Section Chief has difficulty monitoring and evaluating the results of maintenance that has been carried out.*

*Business Process Improvement is a structured approach to analyzing company activities by focusing on minimizing inefficient waste and bureaucracy. The purpose of this research is to redesign business processes so that they become better from the aspect of efficiency and bureaucracy does not occur simultaneously, but gradually and does not require a long time so that business processes do not swell and become business processes that are effective, efficient, and flexible.*

*The design of the process of monitoring and evaluating the activities of maintaining the campus environment is done by considering the analysis of the actual conditions and gap analysis with the requirements of ISO 14001: 2015 clause 9.1. In addition, the design of the process of monitoring and evaluating environmental maintenance activities based on ISO 14001: 2015 clause 9.1 must determine inputs and outputs, sequence of processes, and improvement. After that the process is improved using the Business Process Improvement so that the process becomes more efficient. Then the improved process resulted in a proposed environmental monitoring and evaluation process.*

*The process is made in the form of SOPs that can be used as a guide for companies in monitoring and evaluating environmental maintenance. Through this SOP it is hoped that Telkom University can monitor, measure, analyze and evaluate the results of campus environmental maintenance activities more effectively and efficiently.*

**KEY WORDS:** *ISO 14001:2015, SOP, Monitoring and Evaluation, Environmental Maintenance, Business Process Improvement.*