

ABSTRACT

Documented information is one of the keys in the application of the quality management system to the organization that is used as a tool for disseminating information and knowledge as well as storing evidence of performance and saving the organization's experience. Telkom University is one of the private universities that consistently implements the Quality Management System (QMS). Currently, the University has implemented document control process based on ISO 9001: 2008 and needs to be improved to ISO 9001: 2015 version to ensure QMS at the University. In the ISO 9001: 2015 version, there are several documents and records that must be owned by the organization with the number of quality documents required to be controlled and maintained, and 17 documented information that is to be retained and used as objective evidence stating that certain requirements have been fulfilled, but there are some documents that still not fulfilled by the University.

On the actual process, document control at Telkom University is done by using Document Management System. However, and the control of the records is still controlled manually. However, the DMS still need to be improved if the University wants maximum performance. In addition, ISO 9001: 2015 requires that not only quality documents to be controlled but quality records should also be included.

SOP design is done by identifying and comparing the requirement of ISO 9001: 2015 Clause 7.5 with existing condition at Telkom University to get gaps. After that, risk identification is done as one of the requirements in ISO 9001: 2015 on risk management, to obtain risk register. The result of risk register and gaps is used as a reference in making the draft which will be done by BPI method, so that resulted improvement for Documented Information SOP based on ISO 9001: 2015 clause 7.5.

Keywords: Documented Information, ISO 9001:2015, DMS, Business Process Improvement