

ABSTRACT

This study focuses on the design of SOP for Control of Information Documented in SMK Telkom which has implemented the quality management system with the standard of ISO 9001: 2008. But in 2015, ISO has released their updated ISO 9001. Therefore, the company needs to adjust the requirements based on ISO 9001: 2015. One of the important points is the company must consider the risks in every process. To design documented information process, the company needs to meet the requirements of ISO 9001: 2015 clause 7.5. Documented information is required as evidence that the implementation of the quality management system has been implemented. The design process of documented information is considering the analysis of actual conditions, and gap analysis with requirements. Then the process of documented information was improved by analyze value added and apply improvement technique, therefore the process becomes more effective and efficient. Afterwards the process has been improved which made SOP draft documented information. By following the SOP, SMK Telkom can maintain the document order between valid documents and invalid documents to avoid misuse of documented information.

Keyword : ISO 9001:2015, documented information, apply improvement technique