

ABSTRACT

Telkom University is a private university that has been certified to apply Quality Management System in accordance with ISO 9001: 2008. ISO as an international standard has published a new standard that requires Telkom University to implement ISO 9001: 2015 as a form of planned and sustainable improvement supported by the Regulation of Education and Culture of the Republic of Indonesia number 50 of 2014 in article 2. ISO 9001: 2015 there is a requirement for the company in conducting internal audit in an effort to improve the effectiveness of the quality management system, the improvement opportunities and improvements that have been applied.

The design of SOP is do by integrating clause 9.2 (internal audit) with Borang AIPT BAN-PT 2011, and ISO 19011: 2011 (internal audit implementation guideline). The actual condition and the existing SOP will be compared with the integration requirement so that obtained the gap analysis has not met the result of the integration requirement. The main change in the implementation of ISO 9001: 2015 is the implementation of risk based thingking applied through risk register. Risk register arrange based on the stages of risk assessment and risk treatment as a form of internal risk management in Telkom University on internal quality audit process. The results of the gap analysis and risk treatment at the risk register will be inputed into the arrange of internal quality audit SOP. In arrange of SOP internal quality audit refers to ISO 9001: 2015 clause 4.4.1. Then the business process that has been made will be made improvements using business process improvement method at the stage of apply improvement techniques.

The results of this research is resulting in internal quality audit SOP at Telkom University that has been verified to meet the three standard requirements and has anticipated the risks that impact on the failure of internal quality audit business process. With this SOP is expected to be able to help Telkom University to achieve effective objectives in internal quality audit so as to create a continuous quality improvement that gave birth to the satisfaction of the interest parties.

Keywords: *SOP, business process improvement, ISO 9001:2015, Borang AIPT BAN 2011, ISO 19011:2011, risk based thingking, internal quality audit.*