

ABSTACT

Telkom University is one of universities that located in Bandung, that has been standardized ISO 9001: 2008. But as the era progresses, ISO 9001: 2008 will expire in 2018, then Telkom University also wants to update and implement ISO 9001: 2015 as their standard. The striking change in ISO 9001: 2015 is the existence of risk based thinking in which the organization must consider the risks in each process. One of the things to note is that Telkom University should consider the risk on each process. To design the process activities of infrastructure maintenace it is necessary to meet the requirements of ISO 9001: 2015 clause 7.1.3. The design of infrastructure maintenaceby considering actual condition analysis and gap analysis with requirements. In addition, the design process activites of infrastructure maintetnace based on ISO 9001: 2015 clause 7.1.3 where to determine input and output, process sequence, and improvement. After that process improvement is done, using business process improvement by performing value added analysis on every activities and given the suggestion using the tols found in the improvement technique wheel, so that process become more efficient. Then the process that has been improved resulting the proposed infrastructure maintenance process. The process is made into a form of SOP infastructure maintenance. Through this SOP is expected to Telkom University can monitor, measure, analyze and evaluate the results of teaching activities more effectively and efficiently.

KEY WORD : *ISO 9001:2015, SOP, Infrastructure Maintenance, Risk Based Thinking, Business Process Improvement*