

## **ABSTRACT**

*Dinas Pemuda Olahraga dan Pariwisata (Dispopar) Bandung Regency are local government at Bandung regency engaged in the field of youth, sports and eco-tourism. In order to realize the mission of Bandung regency Dispopar then needs to be translated back through the strategic goals and objectives more operational as outlined in the Rencana Kerja(Renja) Dispopar Bandung regency. From the results of the identification process of preparing the Rencana Kerja Dispopar Bandung District has yet to appropriate PERMENDAGRI Number 54 of 2010, and yet there is little documentation of activities Renja preparation. This causes that the preparation of the Rencana Kerja in Bandung regency Dispopar ineffective and inefficient that impact on delay prepare the Rencana Kerja. Therefore, business process improvement will used for Rencana Kerja that meets PERMENDAGRI Number 54 of 2010 as well as the requirements of ISO 9001: 2008 clause 7.3 as standard on the design and development as well as the maintenance and development of design documents properly.*

*To make improvements, Business Process Improvement (BPI) is used. This study starts from the analysis of the gap between actual business processes in preparation Renja Dispopar Bandung Regency with PERMENDAGRI Number 54 of 2010 requirements gap analysis. The results compared with the requirements of ISO 9001: 2008 clause 7.3, resulting in business process in accordance with PERMENDAGRI Number 54 of 2010 and ISO 9001: 2008 clause 7.3. Furthermore, the mapping process owners to determine the responsible parties for each activity. SOP draft proposal done by using BPI, that is by analyzing the activity and streamlining analysis using 13 tools streamlining.*

*The results showed that there are 23 gap between the activities of the business processes in the actual preparation of the Rencana Kerja Dispopar Bandung Regency with the requirements PERMENDAGRI Number 54 of 2010. are not fulfilled on the analysis of compliance with the requirements of ISO 9001: 2008 clause 7.3, ie clauses 7.3.1, 7.3.5, 7.3.6, and 7.3.7. For mapping analysis using matrix RASCI process owners. Activity analysis showed that there were 14 RVA activities and 12 activities BVA. While the results of streamlining the analysis there are 4 activities that experienced process cycle time reduction, 4 activity experienced a simplification, 1 experienced conversion process sequence, 3 activity experienced duplicate elimination. Further verification of the suitability of the SOP process owner with the actual condition Dispopar Bandung regency. The results obtained to produce a Rencana Kerja SOP preparation Dispopar Bandung District and 19 Instruksi Kerja (IK) in accordance with PERMENDAGRI Number 54 of 2010 and ISO 9001: 2008 clause 7.3 effective and efficient.*

*Keyword-Renja, Standard Operating Procedure, ISO 9001: 2008 clause 7.3, Business Process Improvement*