

ABSTRACT

Telkom Foundation is an association of YPT and YSPT which all organizational structures and business processes have changed to be a new one. This situation causes so many business processes do not work in accordance with the functions and standards. One of the problems is the business process employee development through training. Problems like this should be identified to its level management regarding to SOTK before being documented in the form of *Standard Operating Procedure* (SOP) as specified in ISO 9001: 2008.

The data which is used in the research is the development of existing business process data of employees through training, SOTK and employment regulations. Having obtained the data, to evaluate a comparison between the existing business process framework APQC and ISO 9001: 2008 clause 6.2 which produces GAP. Then from the GAP is used to identify its process based on level management so that there are three levels consist of strategy, tactical, and operational level. Then design SOP operational level. This stage shows the improveentss to be carried out by directorate actual conditions in Telkom Foundation.

The results of this study are (1) business process at the strategic level, tactical and operational and SOP at the operational level are comprised of (2) internal training procedures, (3) external training procedures, and (4) KPI process internal training, external training and KPI output.

Keywords: Standard Operating Procedure, APQC, ISO 9001: 2008 clause 6.2., Business Process, Management level.