

ABSTRACT

Manufacturing Process Laboratory is a laboratory engaged in manufacturing, which supports all types of jobs related to manufacturing, such as 3D design on an existing software, planning process, cutting process, until the process of merging. Manufacturing Process laboratory is to be concern of the writer because the lab still needs design management systems that help the laboratory performance.

ISO 17025 is a standard used by the laboratory issued by ILAC for standardization in 1999. ISO 17025: 2008 is a standard used by calibration laboratories. Manufacturing Process Laboratory is a laboratory that is approaching in terms of calibration tools or machines. Quality Manual is a guide to implementing a quality management system which included a quality management system requirements that must be met by units within the organization concerned. The quality manual compiled based on the requirements and standards, and a clause on the quality management system ISO 17025: 2008, which is clause 4.2 concern on system management.

The Research start from determine the object of research and observe to the laboratory. After obtaining the observation data, the next step is do the data process by identifying GAP. After that, we obtain the GAP and designing quality manual. And finally analyzing the results of the GAP plan.

The design of quality manual is done by using the benchmarking method to produce the design management system implemented in the Laboratory. The benefit of the quality manual is to make the laboratory performance more effective and efficient laboratory because of the guidelines followed.

Keywords: ISO 17025: 2008, Benchmarking, Laboratory, Manufacturing Processes, Telkom University.