

ABSTRACT

Telkom Foundation is a Foundation initiated by PT Telekomunikasi Indonesia Tbk (PT Telkom). Telkom Foundation has implemented a quality management system such as ISO 9001: 2008 to ensure the quality of services provided to the public in the field of education. But, for real Telkom Foundation has a problem which affected by changing the organization structure. This Changes effected to some aspect from business process which unconfirmmity. Directorate of Primary and Secondary Education Telkom Foundation is one of directorate which have some critical business process it will impact on other business processes as well as the quality of implementation.

This study focused on critical business processes in the Directorate of Primary and Secondary Education Telkom Foundation to Standard ISO 9001: 2008. The data used in this research that the existing business processes, ISO 9001: 2008, and a questionnaire of critical business processes. Business process improvement starts from defining business processes critical to the management method of selection approach and see the level of interest of the business process. Once selected critical business processes, further improvements to the method of BPI (Business Process Improvement). In the next stage of analysis activities to improve the effective activity that has not become effective by streamlining processes. The results of the analysis and streamlining activities would be the basis / guidelines for the proposed improvements on critical business processes.

Making the business process proposed by the standard ISO 9001: 2008. Judging from the gap and the result of interview with business process owner, preparation of RKA and RKM Secondary Education ineffective due to changes in the organizational structure of the Directorate of Primary and Secondary Education Telkom Foundation. Then made a business proposal preparation process RKA and RKM Primary and secondary education is based on the structure of the new organization.

Keywords: *ISO 9001:2008, Business Process Improvement, Business Process, Standard Operating Procedure*