

## **ABSTRACT**

*The existence of Cimahi City Public Library, which is located at Jalan Cihanjuang, become part of people's lives to seek more knowledge, particularly for the student. In general, the implementation of service, there are several obstacles, among others; limited human resources in the field of libraries, adequate infrastructure either in the form of literature as well as space in library is still far from standard. ISO 9001: 2008 is the standard for quality management systems. The design of SOP corrective action is expected to help Public Library of Cimahi City to improve the service quality and satisfaction of readers. SNP 003:2011 is the standard of the public library district/city. SNP 003:2011 provides a benchmark on library management that applies to public library district/city.*

*In designing the standard operating procedure required several existing data such as the data that is the organizational structure, business process maps, documents of corrective action procedures, benchmarking partner data (Kantor Perpustakaan dan Arsip Kota Bandung dan Perpustakaan Perguruan tinggi Universitas Telkom) and ISO 9001: 2008. The data analysis is carried out by means of identification, gap analysis and benchmarking analysis.*

*Gap analysis performed by comparing the existing condition of Cimahi City Public Library with Clause 8.5.2 corrective action ISO 9001: 2008. While benchmarking analysis comparing the SOP (Standard Operating Procedure) Clause 8.5.2 corrective action from benchmarking partners. From this research produced the design of SOP corrective action based on ISO 9001:2008.*

***Keywords : ISO 9001:2008, Standard Operating Procedures, Benchmarking***

