

ABSTRACT

Sekolah Tinggi Seni Rupa dan Desain Indonesia Telkom (STISI Telkom) is an organization that will implement the BAN PT standard and ISO 9001:2008 as support standard for quality assurance. Both standards require the documented processes but in STISI Telkom especially in non academic line has processes that are still not effective and efficient. In order to fulfill the requirements, STISI Telkom should make Standard Operating Procedure .

In improving processes that are appropriate with BAN PT Standard and ISO 9001:2008, the data used are existing business process, critical business process STISI Telkom, the BAN PT standard and ISO 9001:2008 clauses. After data are fully gathered, the next step is analyzing the processes business required by the standards. So, the existing processes that appropriate with the standards will be known. These processes will be improved by BPI. The improvement starts with selecting critical processes. The critical processes are selected using informed approach with attention to customer need, evaluation of processes importance, and opportunities for improved. Then, that processes will be improved by analyzing the activity and streamlining analysis so the process will be more effective and efficient. The next step is creating SOP for documenting the business processes that are appropriate with the standards.

The proposed design in this research consists of (1) business process of non academic line for STISI Telkom that appropriate with the study program accreditation standard and ISO 9001:2008, (2) SOP that include the effective and efficient business process. The names of the SOPs are (a) SOP Pengendalian Kehadiran Pegawai, (b) SOP Penanganan Keluhan Mahasiswa, (c) SOP Bimbingan dan Konseling, (d) SOP Pembuatan SK, (e) SOP Survei, (f) SOP Survei Industri, (g) SOP Peminjaman Kendaraan Bermotor Dinas.

Key word: Standard Operating Procedure, Study Program Accreditation Standard and ISO 9001:2008, BPI