ABSTRACT

Politeknik Telkom is a private college that will take sertification of ISO 9001:2008. To do so, Politeknik Telkom must implementing the standards required by BAN-PT and ISO 9001:2008. This two standards requires a documented business process. However, business process in di Politeknik Telkom especially in the human resouce unit stil not effective and efficient because it do not referring to any standards. Because of that, the business process must be fixed before it is documented. One way to document is by using SOP.

This reserach focused on the requirement of BAN-PT standard 4 and ISO 9001:2008 clause 6.2 standards about human resource. The datas used in this research is data of the existing business process of professional development in Politeknik Telkom, requirement of BAN-PT standard 4 and ISO 9001:2008 clause 6.2 standards. After those data are obtained, it will be identified and analyzed according to these two standards that will cause a gap to appear that needs to be matched with these two standards so that it can fulfill the requirements from BAN-PT 4th standard and ISO 9001:2008 clausul 6.2. Business process that already matched the standards will be improved with Business Process Improvement (BPI) method so that the business process become an effective and efficient business process using streamlining tools. Last, the suggested business process will be documented in SOP.

The results that will be gained from this research are (1) a suggested business process of business process of professional development in Politeknik Telkom matched with requirement of BAN-PT 4th standard and ISO 9001:2008 clausul 6.2 standards, (2) an effective and efficient business process documentation in form of SOP. The SOP made are (a) SOP Evaluasi Kinerja, (b) SOP Penyelenggaraan Pelatihan, (c) SOP Penyelenggaraan Pendidikan, (d) SOP Penyusunan Job Description dan Job Competence, (e) SOP Rekruitasi Asisten, (f) SOP Rekruitasi dosen LB, (g) SOP Rekruitasi Outsourcing. These results will be helping Politeknik Telkom in implementing a business process that matched the requirements from BAN-PT 4th standard and ISO 9001:2008 clause 6.2 to prepare for the ISO 9001:2008 sertification in 2013.

Key words : Business Process, Standard Operating Procedure, BAN-PT standards, ISO 9001:2008, BPI