

## **ABSTRACT**

*TITO project is a turnover project of copper wire telephone network into optic fiber which will increase the speed of internet access through home phone to 10 Mbps-80 Mbps. Conversion of knowledge is required to maintain the assets contained in an organization by documenting the knowledge possessed by business process perpetrators in the form of tacit knowledge into explicit knowledge, so it can be properly stored and can be easily learned by the perpetrators. Perpetrators of the survey process called surveyors, while the perpetrators of the design process called drafter. The survey and design activities do not have good documentation and there are some differences in the process flow of each surveyor and drafter. It caused by experience and habituality in conducting survey and design process. To obtain a uniform and well-documented business processes required necessary best practices survey and design process.*

*SECI method consists of four stages of knowledge conversion, they are socialization, externalization, combination, and internalization. In the early stages required data exploration which is performed by key person who has output quality, experience and good understanding. After that, the next steps are documentation of the interview, business process flow, tacit knowledge and explicit knowledge. To get the best practice of survey process and design process in the form of SOP and will be reference of process work required calculations using the factor rating method. The highest Wtd value in ISP survey process is value which is done by surveyor of ISP 3 as much as 13.017, in OSP survey process is value which is done by surveyor of OSP 1 as much as 9.715, in ISP design process is value which is done by drafter ISP 1 as much as 9.868, and in OSP design process is value which is done by drafter OSP 4 as much as 9.332. Each best practice process does not entirely refer to the business processes that have the highest value because it is not determinate that business processes not choosen are not good. So every activity in business process will be consulted back to the perpetrators of the process. The final stage is to do FGD to introduce best practice processes to the perpetrators of the process. Results from the FGD process is every best practice can be applied by the perpetrators.*

*Keywords: Standard Operation Procedure (SOP), best practice, survey, design, knowledge conversion.*