

## **ABSTRACT**

*STISI Telkom is one of higher education institution in Indonesia. As the provider of educational services, STISI Telkom can not avoid quality assurance effort as a way of responsibility to the public for educational services being delivered. ISO 9001:2008 is one of Quality Assurance that can be applied. This quality assurance system requires documents to support the application, there are 6 standard operating procedures shall be established, documented, implemented and maintained.*

*In designing standard operating procedures for STISI Telkom, used some data, such as existing data, benchmarking data of other institutions (IT Telkom, Universitas Brawijaya), ISO 9001:2008. The data analysis was performed with identification and analysis of ISO 9001:2008's clause and Benchmarking analysis.*

*Identification and analysis of ISO 9001:2008's clause is carried out by identifying the interest clause becomes one of the requirement in the application of ISO 9001:2008. Whereas benchmarking analysis is carried out by comparing 6 standard operating procedures IT Telkom to Universitas Brawijaya. In this benchmarking analysis, each clause has each requirement to implemented in standard operating procedure. This Requirement is used as comparison criterias.*

*The proposed design in this research consist of (1) SOP Pengendalian Dokumen (2) SOP Pengendalian Rekaman (3) SOP Audit Internal (4) SOP Pengendalian Produk Tidak Sesuai (5) SOP Tindakan Perbaikan dan Tindakan Pencegahan*

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