

## **ABSTSRACTION**

*Indonesia joined in AFTA since 2003 and plans to impose AFTA APEC in 2020 demanding the Government of Indonesia to be able to produce quality human resources in order to compete with the Human Resources from neighboring countries that are also members of the AFTA . As is known vocational school in Indonesia is the largest provider of human resources both after university , SMK Telkom Bandung is a vocational school that was established to provide quality education for high school graduates in Indonesia . SMK Telkom Bandung was established in 2013 and is trying to build a good Quality Management System to meet the Telkom Foundation responsibility in maintaining the quality of education and provide a guarantee of a quality Human Resources . Besides, the Indonesian government also stipulates that every vocational school in Indonesia must have been accredited by BAN - S/M in 2014 .*

*In designing the Quality Management System at SMK Telkom Bandung required Standard ISO 9001:2008 is used for continuous improvement and accreditation standards are also needed BAN - S / M which is a requirement of the Government of Indonesia to ensure that the SMK Telkom Bandung meet national accreditation standards . The study was conducted using the method of benchmarking best practices by taking the Quality Management System of SMK 1 and SMK Bina Seyegan London Citizens , each of which has been certified ISO 9001:2008 Standard.*

*Research Quality Management System in SMK Telkom Bandung produce Standard Operating Procedure ( SOP ) and policies to meet the requirements clause Others 4, 5, and 6 ISO 9001:2008 standard is used as part of a Quality Management System in SMK Telkom Bandung . Research proposals resulting from the Quality Management System at SMK Telkom Bandung include the Management Review Procedure, Human Resources Procedure, Procedure Competence, Awareness and Training, Procedures for Infrastructure, Environment Working Procedures, Quality Policy, Quality Goals, and the Position Description.*

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