

ABSCTRACT

SMK Telkom is an educational organization which managed by Yayasan Sandhykara Putra Telkom (YSPT) under the direction of PT.Telkom and has established since 1991. In the academic year of 2013/2014, SMK Telkom opened a new branch in Bandung and has three departments namely multimedia, computer network engineering, and access network engineering. As one of institutions which producing quality human resources, SMK Telkom Bandung is required to produce graduates that meet requirement of industry and government regulations.

At present, the company as a human resources users stipulating that graduates of vocational education should come from educational organizations which implement international standards ISO 9001:2008. This was confirmed by the establishment of a strategic plan of vocational education to support the development of international vocational education itself. According to that, standardization process that can be achieved through the implementation of ISO 9001:2008 Quality Management System is needed by SMK Telkom Bandung.

ISO 9001:2008 Standards specifies the documentation requirements that must be met by educational organizations. This study focuses on the design of six mandatory procedures required by The International Standard of ISO 9001:2008. There are procedures of document control, procedures of record control, procedures of internal audit, procedures of control of nonconforming product, corrective action procedures and preventive action procedures.

Designing the procedures, the author using the benchmarking method and utilizing mandatory procedures from SMK N 1 Seyegan and SMK Bina Warga. The best process from both benchmark partners will be adopted and implemented in SMK Telkom Bandung, with no exclusion utilize the integration of ISO 9001:2008 Standards and BAN-S/M Accreditation Standards.

Keywords : SMK, Standard Operating Procedure, ISO 9001:2008, Benchmarking