

## **ABSTRACT**

*Puskesmas Bojongsoang is one of health care institutions devoted to the public . It was held by permission of Pemkab Bandung and operate effectively on January 27, 2010 until now on Jalan Raya Bojongsoang. Puskesmas Bojongsoang is a non - care health centers that provide basic six services which executed by decision of the Ministry of Health in Indonesia.*

*In 2013 Pemkab Bandung launched a program to implementing the international standard of ISO 9001:2008 in every sector of its service units, including puskesmas. Puskesmas Bojongsoang as an health center located in Kabupaten Bandung, need to prepare and design a quality management system based on ISO 9001:2008 to support program initiated by Pemkab Bandung.*

*ISO 9001:2008 is a standard for quality management system. One of the requirements is the need to designed, established, maintained, and documented the six procedures required by ISO 9001:2008. The six procedures are document control, record control, internal quality audit, corrective action, and preventif action.*

*In designing standard operating procedures, used some of the data, such as; existing data (organizational structure, business process mapping, and data relatingterkait prosedur wajib, benchmarking data of the other puskesmas (Puskesmas Pasundan, Puskesmas Margahayu), and ISO 9001:2008. The data analysis was performed with identification and gap analysis and benchmarking analysis.*

*Gap analysis used to acquire gap known from the comparison between the existing Puskesmas Bojongsoang with ISO 9001:2008's clauses. While the analysis of benchmarking is to compare the procedures established by the puskesmas of benchmarking partners to produce standard operating procedures which proposed.*

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

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