

ABSTRACT

Telkom Vocational School (SMK Telkom) is one of the institution of secondary education school under The Telkom Education Foundation. SMK Telkom has a vision of, “Being a role model of quality education in the form of Indonesian human resources who are competent and virtuous”. In order to achieve the vision, SMK Telkom should have a national quality standard. However, SMK Telkom has not set any standard for the business process in all of the department, especially the curriculum department which is the main process in learning activities. Therefore, it is necessary to identify and design of the quality management system based on Clause 7 ISO 9001:2008 and BAN-S/M standard.

Data used are existing business process in curriculum department of SMK Telkom, requirements of the ISO 9001:2008 clause 7 and BAN-S/M standard. After data are fully gathered, the next step is identifying and analyzing the business processes in curriculum department that required by the ISO 9001:2008 Clause 7 and BAN-S/M Standard. The result of the identification in curriculum department, will be improved using business process improvement method, which is analyze and streamlining each activites to obtain effective and efficient business process.

The results of this research are the documentation design of improved business processes in Standard Operational Procedure and the other requirement in order to meet the requirements of ISO 9001:2008 Clause 7 and BAN-S/M Standard. For curriculum department, the proposed design are, (1) Preparation and Development of Curriculum, (2) Preparation of Schedule Lessons and Teaching Duties, (3) Control of Teaching and Learning Activities, (4) Planning and Implementation of Examination, and (5) Determination of Grade. And other requirement besides the curriculum departement are (1) Acceptance of New Students, (2) Purchase, (3) Control of Industry Practice, (4) Mentoring and Student Protection, (5) Preparation of Quality Plan, (6) Job Market, (7) Handling Customer Complaints, (8) Identification and Traceability, (9) Ownerships of Student.

Keywords: Standard Operational Procedure, BAN-S/M Standard, ISO 9001:2008, Business Process, Business Process Improvement.