

ABSTRACT

This research focuses on the design of monitoring procedures, measurement, analysis and evaluation of teaching activities referring to ISO 9001: 2015. The problem of this research is SMK Telkom not yet have monitoring procedure, measurement, analysis and evaluation to teaching activity which refer to ISO 9001: 2015. In this study using the requirements of ISO 9001: 2015 clause 9.1.1 with clause 9.1.3 to generate SOP proposal monitoring, measurement, analysis and evaluation of teaching activities. Data collected in the form of existing teaching activity process, risk potential data, corporate organizational structure, and requirement of ISO 9001: 2015 clause 9.1.1 and clause 9.1.3. Existing process and requirement is processed so as to get the actual condition which contains result of identification with gap analysis. Potential risk data is done in preparing risk assessment so that the risk register is obtained. Then do the design process with input result gap and risk register. The result of the process design is improved by business process improvement method with the step of apply improvement technique. From the results of improvements made, resulting in the proposal of SOP. The results of this research are SOP monitoring, measurement, analysis and evaluation that have met ISO 9001: 2015 clause 9.1.1 and clause 9.1.3, gap, and risk register. In addition, the results of this study will be designed a web-based applications using joget workflow software with the name of Monev App.

Keywords: ISO 9001:2015, Teaching Activity, Risk Register, Business Process Improvement, Standard Operating Procedure