

ABSTRACT

Research is an important function that can not be compared with the function of teaching and community service. Science will not develop without support. In the process of monitoring and evaluation of any findings of nonconformity of academic process and academic support process it will happen in report of nonconformity. The section authorized to issue a nonconformity report is the academic administration, the student affairs section, the information section, the faculty administration / study program.

The process of monitoring and evaluation there are research activities that aim to gain knowledge of the process undertaken. In the preparation of monitoring and evaluation procedures this is shown in the form of risk registers that are useful for identifying the risks that exist in each activity in the process of analysis and evaluation and handling such risks. In addition, the use of risk registers is also to meet the ISO 9001: 2015 standards clause 6.1 is the action to handle risks and opportunities.

In this research will be discussed the process of monitoring and evaluation of research activities in the form of Standard Operational Procedure (SOP) based on ISO 9001: 2015 clause 9.1.3 using Business Process Improvement method at Telkom University. This study has been verified which resulted in the proposed internal fund research design at PPM Telkom University taking into account the risk that the application of business process in research can be run more controllable and can improve organizational performance.

Keywords: ISO 9001:2015, Analysis and Evaluation, Business Process Improvement