

ABSTRACT

Service quality for students was not only to fulfill the needs of organization, but also for the needs of students who felt the services. Students' satisfaction was positive respond from students for the services who given by university because there was conformities between hope and reality. In this current condition, Telkom University has had ISO 9001:2008 standard, but in the standard ISO has not had standard to support the conformities in fulfillment needs and expectations from students to study program. Thus, Telkom University needed to apply ISO 9001:2015 standard to support the conformities in fulfillment needs and expectations from students to study program. In ISO 9001:2015, University needed to consider risk based thinking for decreasing opportunity and preventing risk that would happened. To solve this problem, from this research was using business process improvement method (BPI). This method was used to collect data which needed in designing proposal process of students' needs and expectations survey from study program include the indicators. Furthermore, this research was also considered knowledge management and knowledge convention as management of knowledge which had by institution. Final result from the research was SOP students' needs and expectations survey in Telkom University based on ISO 9001:2015 4.2 clause and considered knowledge management. Also this research resulted risk register from risk based thinking. This SOP would be a guidance from institution in doing students' needs and expectations survey to study program.

Keywords: Need, Expectations, ISO 9001:2015, SOP, Knowledge Management