

ABSTRACT

The research focuses on improving the Internal Quality Audit Standard Operating Procedure (SOP) in the existing SMK Telkom for improvement based on the new ISO standards. Requirements required to make improvements to the Internal Quality Audit process are ISO 9001: 2015 Clause 9.2 and ISO 19011: 2011. Both requirements are combined with the integration so that obtained a requirement that used as a reference in this study. Furthermore, the results of the integration of requirements will be identified gap with actual conditions and SOP internal audit quality eksisitng so gap that has not met the results of the integration requirements. In addition to the use of ISO 9001: 2015, requires the use of risk-based thinking is a potential risk analysis that may occur in the process of implementation of internal quality audit. The potential risk data obtained from the data processing through the stages of risk assessment and risk management are summarized into risk registers. Furthermore, gaps and risk registers that have been obtained are used as guidelines in conducting internal audit quality proposal process so as to obtain the new Internal Quality Internal SOP design. In this research also use improvement of business process based on Business Process Improvement method to obtain optimal business process according to function and its usage. The results of this study are SOP design that has been in accordance with the integration of requirements and has considered possible risks that may have a negative impact on the process of internal quality audit at SMK Telkom. In addition, in the process pengaplikasin research results designed internal audit quality portal using web-based applications that joget workflow which will be expected to facilitate the process of implementation and storage of Internal Quality Audit results in SMK Telkom.

Keyword: internal Quality Audit, SOP, ISO 9001:2015, ISO 19011:2011, Risk Based Thinking, risk register, gap, Business Process Improvement.