

DAFTAR ISI

| | |
|--|------|
| LEMBAR PENGESAHAN | i |
| LEMBAR PERNYATAAN ORISINALITAS | ii |
| ABSTRAK..... | iv |
| <i>ABSTRACT</i> | v |
| KATA PENGANTAR..... | vi |
| DAFTAR ISI..... | viii |
| DAFTAR GAMBAR..... | xi |
| DAFTAR TABEL..... | xii |
| DAFTAR LAMPIRAN..... | xiii |
| BAB I PENDAHULUAN..... | 1 |
| I.1. Latar Belakang..... | 1 |
| I.2. Perumusan Masalah..... | 3 |
| I.3. Tujuan Penelitian..... | 4 |
| I.4. Batasan dan Ruang Lingkup Penelitian..... | 4 |
| I.5. Manfaat Penelitian..... | 4 |
| I.6. Sistematika Penulisan | 4 |
| BAB II TINJAUAN PUSTAKA | 6 |
| II.1. Sistem Manajemen Mutu..... | 6 |
| II.2. Risk Based Thinking | 7 |
| II.2.1 Definisi Risiko..... | 8 |
| II.2.2 Risk Management Process..... | 8 |
| II.2.2.1 Risk Assesment | 8 |
| II.2.2.1.1 Risk Identification | 8 |
| II.2.2.1.2 Risk Analysis..... | 8 |
| II.2.2.1.3 Risk Evaluation | 9 |
| II.3. Audit Internal | 10 |
| II.4. Proses Bisnis | 11 |
| II.4.1. Metode Perbaikan Proses Bisnis | 11 |
| II.4.2. Bussines Process improvement | 12 |
| II.5. Perancangan Proses | 15 |
| II.5.1. Persyaratan Proses Menurut ISO 9001:2015 Klausul 4.4.1 | 15 |
| II.6 Standar Operasional Prosedur (SOP) | 16 |
| II.6.1. Bentuk SOP | 16 |

| | |
|--|----|
| II.6.2. Penyusunan SOP | 17 |
| BAB III METODOLOGI PENELITIAN | 18 |
| III.1 Model Konseptual | 18 |
| III.2 Sistematika Pemecahan Masalah | 19 |
| III.2.1 Tahap Pengumpulan Data | 21 |
| III.2.1.1 Data Primer | 21 |
| III.2.1.2 Data Sekunder | 21 |
| III.2.2 Tahap Pengolahan Data | 22 |
| III.2.2.1 Penyesuaian <i>Requirement</i> Secara Keseluruhan | 22 |
| III.2.2.2 Analisis <i>Gap</i> | 22 |
| III.2.2.3 Analisis Risiko | 22 |
| III.2.2.3.1 <i>Risk Identification</i> | 22 |
| III.2.2.3.2 <i>Risk Analysis</i> | 23 |
| III.2.2.3.3 <i>Risk Evaluation</i> | 23 |
| III.2.2.3.4 <i>Risk Treatment</i> | 23 |
| III.2.2.4 <i>Risk Register</i> | 23 |
| III.2.3 Tahap Perancangan | 24 |
| III.2.3.1 Merancang Prosedur Audit internal berdasarkan analisis <i>gap</i> dan <i>risk register</i> | 24 |
| III.2.3.2 Improvement dengan metode BPI..... | 24 |
| III.2.3.3 Rancangan prosedur Audit Internal | 24 |
| III.2.3.4 Rancangan <i>SOP</i> Audit Internal SMK Telkom..... | 25 |
| III.2.3.5 Verifikasi..... | 25 |
| III.2.6 Tahap Analisis..... | 25 |
| III.2.6 Tahap Kesimpulan dan Saran | 26 |
| BAB IV PENGUMPULAN dan PENGOLAHAN DATA | 27 |
| IV.1 Pengumpulan Data..... | 27 |
| IV.1.1 Data Primer | 27 |
| IV.1.1.1 Data Tinjauan Risiko pada Proses Bisnis Eksisting..... | 27 |
| IV.1.2 Data Sekunder..... | 28 |
| IV.1.2.1 Profil dan Struktur Organisasi SMK Telkom | 28 |
| IV.1.2.2 Requirement ISO 9001:2015 Klausul 9.2..... | 29 |
| IV.1.2.4 Proses Bisnis Audit Internal <i>Existing</i> di SMK Telkom | 30 |
| IV.2 Pengolahan Data | 33 |
| IV.2.1 Integrasi <i>requirement</i> | 33 |
| IV.2.2 <i>Gap</i> analisis antara <i>requirement</i> terintegrasi dengan Proses Aktual..... | 36 |

| | |
|--|----|
| IV.2.3 Risk Assesment..... | 39 |
| IV.2.3.1 Risk Identification..... | 39 |
| IV.2.3.2 Risk Analysis | 41 |
| IV.2.3.2.1 Likelihood Risiko | 41 |
| IV.2.3.2.2 Dampak Risiko | 41 |
| IV.2.3.3 Risk Evaluation..... | 42 |
| IV.2.3.4 Risk Treatment..... | 44 |
| IV.2.3.5 Risk Register..... | 50 |
| BAB V PERANCANGAN dan ANALISIS | 52 |
| V.1 Perancangan Proses Audit Mutu Internal..... | 52 |
| V.1.1 Perbaikan Proses Menggunakan Metode <i>Bussines Process Improvement</i> | 52 |
| V.1.2 Perancangan proses audit mutu internal berdasarkan <i>ISO 9001:2015</i> (klausul 9.2) dan <i>ISO 19011</i> | 55 |
| V.1.2.1 Menentukan Masukan dan Keluaran Proses | 55 |
| V.1.2.1.1 Masukan (<i>input</i>) proses audit mutu internal..... | 55 |
| V.1.2.1.2 Keluaran (<i>output</i>) proses audit mutu internal..... | 55 |
| V.1.2.2 Menetapkan Urutan Proses, Sumber Daya, dan Penanggung Jawab Pada Proses Bisnis Audit Internal..... | 56 |
| V.1.2.3 Menetapkan Kriteria Proses Audit Mutu Internal | 59 |
| V.1.3 Pembuatan <i>SOP</i> Proses Audit Mutu Internal | 60 |
| V.1.4 Verifikasi Hasil <i>SOP</i> Audit Mutu Internal | 61 |
| V.2 Analisis Hasil Rancangan <i>SOP</i> Audit Mutu Internal..... | 61 |
| V.2.1 Analisis Rancangan <i>SOP</i> Audit Mutu Internal dengan Integrasi <i>Requirement</i> | 61 |
| V.2.2 Analisis Hasil Rancangan Proses dengan Gap Analisis..... | 64 |
| V.2.3 Analisis Rancangan <i>SOP</i> Audit Mutu Internal Berdasarkan Penanganan Risiko | 65 |
| V.2.4 Analisis Rancangan <i>SOP</i> Audit Mutu Internal Berdasarkan Tujuan/Objektif Proses | 66 |
| BAB VI KESIMPULAN dan SARAN..... | 67 |
| VI.1 Kesimpulan..... | 67 |
| VI.2 Saran | 69 |
| DAFTAR PUSTAKA | 70 |