

ABSTRACT

In ensuring the quality of education to improve the competitiveness of the school, the school can use the ISO 9001: 2015 standard that ensures the quality provided by the school. One way to improve the quality of SMK, namely by increasing customer satisfaction that can be achieved through the handling of complaints. For that, the organization must handle and communicate customers well. In the handling of complaints, ISO 10002: 2014 can be used as a requirement that must be met by the organization so that the process of handling customer complaints can be handled properly to improve customer satisfaction. The research undertaken focuses on designing customer complaint handling processes based on ISO 9001: 2015 clause 7.4, ISO 10002: 2014 clause 7, and complaint management theory. To conduct research, data collecting such as profile data, organizational structure, job description / responsibility, vision and mission, actual condition data, actual business process, and process objectives. Data collected as requirement are ISO 9001: 2015 clause 7.4, ISO 10002: 2014 clause 7, and complaint management theory. After that done data processing to get gap between actual condition with requirement, which later will generate proposal of new process. Processing of potential risk after which risk assessment will be conducted, to obtain a risk register which contains evaluation of risk and mitigation which is used as reference and consideration in making process proposal. After, the proposal process is obtained by considering the gap, risk register, and objective of the process will be improved by using business process improvement method at the 6th stage of apply apply technique. The first stage is to analyze the value added of each activity in the process which will then be improved by using a tool called improvement technique wheel, which will give birth to a new proposal process. The output of this research is the documentation of the process into an SOP that starts from handling the complaint, until the complaint is reported and accounted for. This study also produced a new job description for BK teachers. To simplify the process, it is designed web-based applications that are integrated with the customer to the internal SMK Telkom to facilitate the handling of incoming complaints.

Key Word : Bussiness Process Improvement, Risk Based Thinking, Standard Operating Procedure, Apply Improvement Technique, value added