

ABSTRACT

SMK Telkom is a vocational school that is directly supervised by Telkom Education Foundation as the main pillar in providing ready field workers. With customized materials and expertise, SMK Telkom Bandung graduates are expected to participate in building national ICT infrastructure. SMK Telkom currently has career service SOP as per ISO 9001: 2008 clause 7.2. Based on the findings of the survey HUBIN SMK Telkom party that the industry is not satisfied with the graduates of SMK Telkom because the competence of graduates is not in accordance with industry needs. This is allegedly caused by the lack of information search by HUBIN. Therefore in the existing SOP Career Services, there needs to be improvements in terms of information search activities. To correct the deficiencies, it is necessary to design career service SOPs in accordance with ISO 9001: 2015 in clause 8.2. In the process of preparing SOPs based on clause 8.2 there are identification of risks to be considered. So that SMK Telkom need to make improvement on standard operating procedure (SOP) of career service in order to get student of competent student in accordance with specification desired by industry world industry (DU / DI). SOP improvement method used by BPI (Business Process Improvement) with result of proposal of career procedure standard operating procedure design according to ISO 9001: 2015 clause 8.2.

Keywords: ICT, HUBIN, Standard Operating Procedure, career services, Business Process Improvement, ISO 9001: 2015