

ABSTRACT

SMK Telkom is a vocational school that has strong support and closeness with Telkom Groups. In order to realize its vision of support to the quality of study programs in teaching and learning process in addition to the existence of curriculum in the field of ICT institutions also implement ISO 9001 quality management system. The current condition of ISO company has issued the latest SMM that is ISO 9001: 2015 which must be applied company or institution. In implementing ISO 9001: 2008, but ISO has just issued ISO 9001: 2015 standard. One of the things that need to be considered in saturation of ISO 9001: 2015 is that the organization takes into account the risks in each process, it takes the process of risk and opportunity management measures. To design an action process to deal with risks and opportunities, the company needs to meet the requirements of ISO 9001: 2015 clause 6.1, ISO 31000: 2009, and risk management theory. The design of risk and opportunity handling process is done based on gap identification between actual condition and requirement. In addition, the design of action processes to deal with risks and opportunities is made in accordance with ISO 9001: 2015 clause 4.4.1 where to determine inputs and outputs, sequence of processes, personnel, resources, and improvement. After the process is designed, the business process improvement method is analyzed with value added and improvement of technique so that the process becomes more efficient. Then the process has been improved which made SOP draft action to handle risks and opportunities. The result of SOP design is expected to be used by SMK Telkom in handling the risks and opportunities that will happen.

Keywords : business process improvement, ISO 9001: 2015, ISO 31000: 2009, Standart Operating Procedure.