

ABSTRACT

The research focuses on the design of improving the procedure of travel service employees at Telkom University. the problem in this study is the official travel procedures of employees at Telkom University is not referring to ISO 9001: 2015. Therefore, this study uses the requirements of ISO 9001: 2015 clause 8.6 on the release of products and services as a reference. Furthermore, gap identification between requirement and actual condition is obtained so that gap has not fulfilled the requirement. In addition to the use of ISO 9001: 2015, requires the use of risk-based thinking that is a potential risk analysis that may occur in the procedures of travel planning official service. The potential risk data obtained from the data processing through the stages of risk assessment and risk treatment are summarized into risk registers. Furthermore gap and risk register that has been obtained as a guide in carrying out the procedure of travel service employees proposal. The results of the process design is done by improvement with business process improvement method with step apply improvement technique. From the results of improvements made, resulting in the proposal of SOP. The result of this research is SOP of official service trip that has fulfilled ISO 9001: 2015 clause 8.6, gap, and risk register.

Key word : ISO 9001:2015, Risk Register, Business Process Improvement, Standard Operating Procedure, Procedure