

ABSTRACT

SMK Telkom Bandung is one of the vocational high schools located on Jl. Radio Palasari Dayeuhkolot, Bandung which has implemented ISO 9001: 2008 quality management system with ISO 9004: 2000 supplement, ISO 14000 and ISO 16000 consistently. One of the services that can help students to study in SMK Telkom is the school library that is required to be able to help improve the quality of education along with the development of science and technology. To know condition of library related some important aspect in process management need to be measured maturity level of process at library of SMK telkom. This study aims to measure the maturity of process in SMK Telkom library by using model developed by Object Management Group (OMG) that is Business Process Maturity Model (BPMM). The method used in data collection is the method of observation and interview to the informant. In the evaluation phase, the design of the evaluation instrument based on specific goals and specific practice on the level of level 3 maturity in the process of Organizational Process Management (OPM) chosen based on the implementation of ISO 9001 standard in SMK Telkom which means the process has been standardized. The developed evaluation instrument is then submitted to the resource person and the interview result is then processed using self assessment method using the assessment scale developed from Business Process Maturity Assessment by David Brown in 2014 which produces gap and Level 3 maturity level - OPM. The results of this study found that the maturity of the pro on the specific goals of 1 is 47%, the specific goals 2 is 48%, and the specific goals 3 is 73% with the percentage of the overall process area is 58% of the 100% total to reach level maturity level 3 on process area Organizational Process Management. The results of this research evaluation will produce suggestions for improvement of any specific practice that has not received maximum score that is expected to be beneficial for the SMK Telkom Bandung. The results of the evaluation that has not reached the level of maturity level 5 or continuous improvement in its specific practice needs to be done periodic improvement on every process contained in the library SMK Telkom Bandung

Keywords: Education, Library, Business Process Maturity Model, Maturity Level 3, Organizational Process Management