

## **ABSTRACT**

*PT. Telehouse engineering is a private company engaged in the mechanical, infrastructure, electrical and infrastructure sectors which located in Ujung Berung Bandung. This private company has been certified by ISO 9001: 2015, ISO 14001: 2015 and OHSAS 18001: 2008, and now PT. Telehouse engineering has implemented integration between these standard but has not been certified by the ISO. In its own implementation, the Telehouse company has not considered the risks especially in the control of documented information process, so that in this research will get recommendation SOP design that refers to the actual condition control of documented information in the company. This actual condition will be compared with ISO 9001: 2015 clause 7.5 and ISO 14001: 2015 clause 7.5 to obtain a gap analysis. Then this actual condition will also be input into the risk assessment until the handling of the risk is obtained which is possible to inhibit the control of documented information process in the company. The results of the gap and risk management will be input in designing procedure and to improve the new process is carried out using business process improvement methods, especially in the stage of applying improvement techniques to improve the performance control of documented information in the company. The results of processing the data have 3 gaps that have not been fullfil by the company, and there are 2 risks that must be treatment. The design of the recommendation process is caaried out using the Business Process Improvement method because this method can improve new business processes that are simpler but the output of the process remains optimal. The end result in this research is a design procedure control of documented information by considering risk that are useful to PT. Telehouse to ensure that the control of documented information process in this company fullfil ISO requirements.*

***Keywords: requirements, gap analysis, risk asessment, control of documented information, business process improvement***