

ABSTRACT

The research conducted focuses on designing improvement procedures for proposing student activity programs at Telkom University. The problem in this study is that the procedure for proposing student activity programs at Telkom University still does not refer to ISO 9001: 2015 and has not identified risks, the impact of which is that there are several activities that have a high enough risk. Therefore, this study uses the requirements of ISO 9001: 2015 clause 6.1 concerning Actions to deal with risks and opportunities. The first stage is to identify the gap between the requirements and the actual conditions so that a gap that has not met the requirements is obtained. ISO 9001: 2015, requires the use of risk based thinking by analyzing potential risks that may occur in the procedure for proposing student activity programs. Potential risk data obtained from the results of data processing through the stages of risk assessment and risk treatment are processed into risk registers. Furthermore, the gaps and risk registers that have been obtained are used as guidelines in making improvements to the procedure for proposing student activity programs using the business process improvement method using step apply improvement technique. From the results of the improvements made, the SOP of student activity program proposals has resulted in fulfilling the ISO 9001: 2015 clause 6.1, gap, and risk register.

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