

ABSTRACT

Documented information is information that is needed to be controlled and managed by the organization and the media in it. In supporting the implementation of ISO 21001:2018 at SMK Pariwisata Telkom Bandung, well documented management information is needed as a tool to develop and improve organizational performance and assist the organization in facilitating the audit process.

At SMK Pariwisata Telkom Bandung, it is known that the actual conditions of the documentation of information in the preparation and implementation of learning activities process has not been good because process participants do not know the information that need to be documented and it functions. So, it is necessary to know what information that already available in actual conditions and how the management of documented information in the process of preparation and implementation of learning activities.

The research methodology is business process management by looking directly at the information generated from the process. The research begins by identifying the problems and modeling the actual business process in the preparation and implementation of learning activities. Next, identify the flow of information and identification of information needs based on the requirements of ISO 21001:2018, process, and accreditation to determine the function and level of information availability, then a gap analysis is carried out. After that, the contents of the information that are not available are designed and analysis of significance and manageability of information needs is carried out.

The results of this research are there are 13 information that mandatory to be documented based on its benefits and related to the actual conditions of information management it is known that all information that mandatory to be documented manageable or easy to manage. Recommendations from the results of research that have been carried out is SMK Pariwisata Telkom Bandung can document the information that need to be documented to support the implementation and certification of ISO 21001:2018 and support continuous improvement.

Keywords: Business Process, Business Process Management, Documented Information, Management Information, ISO 21001:2018