

ABSTRACT

The Information Systems Undergraduate Study Program is one of the study programs at the Faculty of Industrial Engineering (FRI). In the implementation of learning activities, it is supported by activities that can provide insight, practical activities to students through practicum activities. To measure the success and quality of practicum activities in the laboratory, it is necessary to carry out monitoring and evaluation activities through the feedback medium provided by the study program. Based on the results of the interviews, information was obtained that the study program did not have standard document references in the form of Standard Operating Procedure and standard procedure flows related to the process of measuring student satisfaction. Therefore, this research focuses on designing Standard Operating Procedures for measuring student satisfaction with practicum activities based on ISO 9001:2015 Clause 9.1.2 using the Business Process Improvement method.

The method used in the design of this SOP is Business Process Improvement (BPI) which is used to improve the process flow or flow procedure in the process of measuring student satisfaction with practicum implementation. Business Process Improvement or also known as Business Process Improvement is a series of systematic methodologies that can enhance, develop, or improve business process flows so that business processes can become more effective, efficient, and adaptive in their operations.

The results of the design in this study are SOP for measuring student satisfaction based on the requirements of ISO 9001:2015 Clause 9.1.2 related to Customer Satisfaction. The SOP contains general descriptions, process descriptions, performance measures, and other indicators. The SOP can be used as a documented reference in the implementation of activities to measure student satisfaction with practicum activities.

Keywords: ISO 9001:2015, Clause 9.1.2, Student Satisfaction, Business Process Improvement.