

ABSTRACT

The Faculty of Industrial Engineering (FRI) is one of the faculties located at Telkom University, which prioritizes the quality of good quality management, so it is necessary to pay attention to the quality of infrastructure as a support in the process of implementing teaching activities. However, currently the Resources, Finance, and Logistics Section of the Faculty of Industrial Engineering does not have and implement infrastructure maintenance procedures that refer to the requirements of ISO 9001: 2015 clause 7.1.3 concerning infrastructure. The absence of this SOP results in non-optimal infrastructure maintenance, which can reduce the operational effectiveness of the infrastructure. This is evidenced by the existence of complaints because the air conditioner is not functioning properly in the classroom on the 9th Floor of the TULT Building as much as 37%, and complaints related to the mouse in the laboratory in the TULT Building cannot function properly by 39%. The purpose of this research is to design a standard operating procedure (SOP) for infrastructure maintenance that meets the requirements of ISO 9001: 2015 clause 7.1.3 to be implemented at the Faculty of Industrial Engineering. This research uses the Business Process Management (BPM) method which includes the stages of process identification, process discovery, process analysis, and process design.

The results of this study indicate that the draft SOP for Infrastructure Maintenance made based on ISO 9001: 2015 has provided a structured and systematic framework. This SOP includes detailed steps for the implementation of routine and corrective maintenance, ensuring that each maintenance action meets ISO 9001:2015 standards.

The design of this SOP is expected to improve the effectiveness of infrastructure maintenance at FRI, reduce user complaints, minimize operational costs, and support sustainable infrastructure maintenance. In addition, this SOP is expected to extend the life of infrastructure at the Faculty of Industrial Engineering, Telkom University.

Keywords: ISO 9001: 2015, Infrastructure Maintenance, SOP, BPM