

ABSTRACT

Faculty of Information Technology (FTI) is one of the newest faculties of Maranatha Christian University (UKM). It has been well accepted by the community to this moment and has 3 (three) main study programs, which are, *S1 Teknik Informatika*, *S1 Sistem Informasi* and *D3 Teknik Informatika*. The main 2 (two) processes involved in FTI are academic and administration processes. These 2 (two) processes are crucial to the development and improvement of FTI. FTI operates fully with high contribution from individuals such as TET, TAT/TKT, students and other supporting individuals. The overall task conducted in FTI is a system that contains procedures that must be obeyed by overall individuals involved in FTI, in order to manage quality management system continually. The final project conducted in FTI was focused on analysis and design of FTI Standard Operating Procedures (SOPs) documentation. The SOPs were designed for overall procedures involved in both academic and administration processes, which were established by the FTI. The ISO 9001:2000 standard was used as a standard guideline in analysis, design and writing of SOPs (procedures and forms). The main goal of this final project is to provide SOPs documentation required by the FTI in order to achieve its Quality Management System implementation.

Key words: standard operating procedure, procedure, form, ISO 9001:2000, quality management system, quality manual, ISO 9001:2000 clause 4

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DAFTAR SINGKATAN

FTI	Fakultas Teknologi Informasi
UKM	Universitas Kristen Maranatha
SK	Surat Keputusan
TET	Tenaga Edukatif Tetap
TAT	Tenaga Administratif Tetap
TKT	Tenaga Kerumahtanggaan Tetap
SOP	<i>Standard Operating Procedures</i>
ISO	<i>The International Organization for Standardization</i>
QMS	<i>Quality Management System</i>
SMK	Sistem Manajemen Kualitas
KP	Kerja Praktek
STA	Seminar Tugas Akhir
TA	Tugas Akhir
BSI	<i>British Standards Institution</i>
ANSI	<i>American National Standards Institute</i>
OSI	<i>Open Systems Interconnection</i>
COS	<i>Corporation of Open Systems</i>
AQAP	<i>Allied Quality Assurance Publications</i>
TQM	<i>Total Quality Management</i>
DKBS	Dokumen Kontrak Beban Studi
PT	Perguruan Tinggi
LB	Luar Biasa
KBK	Kelompok Bidang Keahlian
PJS	Pejabat Struktural
DO	<i>Drop Out</i>
BAA	Biro Administrasi Akademik
HIMA	Himpunan Mahasiswa
SEMA	Senat Mahasiswa
MoU	<i>Memorandum of Understanding</i>

DAFTAR ISTILAH

<i>input</i>	masukan yang dibutuhkan dalam suatu proses
<i>output</i>	hasil yang diperoleh dari suatu proses
<i>training</i>	pelatihan
<i>format</i>	bentuk atau susunan