

ABSTRACT

SMK Telkom Bandung is being the one implementer school for secondary education in Indonesia. As a High School that provides education services, SMK Telkom Bandung have responsibility for the underwriting of the education quality that will be given to the public. To get the quality of the education services provided requires standardized work processes that using the documented procedure. Manual quality design which refers to ISO 9001:2008 is one of Quality Management System implementation. For supporting this implementation, ISO 9001:2008 requires the manual quality to cover the scope, related procedure and interaction description between processes.

Conducing the Manual Quality Design of SMK Telkom Bandung is done by identifying smoe data such as: existing data condition of SMK Telkom Bandung, benchmarking data of another high school that have been certified with ISO 9001:2008 (SMKN 1 Seyegan and SMK Bina Warga Bandung), the accreditation standard BAN-S/M, the ISO 9001:2008 standard. The data is used to perform the data processing with benchmarking analysis to compare the manual requirement other high schools that have similar characteristic. Standard data BAN S/M and ISO 9001:2008 standard will be integrated and the gap analysis with the existing condition of SMK Telkom Bandung will be done as the results. Benchmarking and gap analysis results obtained a reference in the proposed design.

The results obtained to meet the requirements of ISO 9001:2008 in SMK Telkom Bandung include designing manual quality design that include the scope, related procedure and interaction description between processes, organizational structure, quality policy and quality objectives.

Keyword: Manual Quality, ISO 9001:2008, Benchmarking