

ABSTRACT

PT. Telehouse Engineering (TE) is a national private company engaged in the mechanical, electrical and infrastructure manufacturing business. One of the business processes is internal audit. Problems related to the internal audit business process at PT. Telehouse Engineering has not yet implemented ISO 19011: 2018, determined its risks and handling, carried out evaluations and competencies of internal auditors, determined internal audit methods and lacked management commitment both in the quality and environmental management systems. In making the design of an internal audit SOP must conform to the requirements of ISO 9001: 2015 Clause 9.2, ISO 14001: 2015 Clause 9.2 and ISO 19011: 2018 using the method of business process improvement at the stage of implementation improvement technique SOP for internal quality and environmental audit in the form of detailed forms internal audit planning, detailed audit program form, verification form of internal audit implementation, quality and environmental internal audit plan timeline, internal quality and environmental audit conclusion form and internal quality management system and environmental management system procedures. The results of the internal audit SOP design are expected to help companies to ensure the effectiveness, efficiency, satisfaction of the auditee and internal auditors and better than before in the future internal audit activities. The results of the proposed SOP have been verified by the quality assurance coordinator of PT. Telehouse Engineering.

Keywords: ISO 9001: 2015, ISO 14001: 2015, ISO 19011: 2018, internal audit, requirements, risk, business process improvement, apply improvement technique, SOP, quality, environment, PT. Telehouse Engineering

