ABSTRAK

PERANCANGAN MODEL PROSES BISNIS MANAJEMEN LABORATORIUM TEKNIK INDUSTRI BERDASARKAN ISO 17025:2017 KLAUSUL 7 MENGGUNAKAN PENDEKATAN *BUSSINES PROCESS MANAGEMENT*

Navis Alia Rakhmadani

H1E021022

Laboratorium Teknik Industri Universitas Jendral Soedirman memiliki peran dalam mendukung kegiatan pendidikan, penelitian, dan juga dalam pengujian. Namun pengelolaan yang belum terstandarisasi dapat menimbulkan ketidakefisienan proses serta ketidaksesuaian dengan peryaratan mutu. Penelitian ini bertujuan untuk merancang model proses bisnis manajemen Laboratorium Teknik Industri berdasarkan klausul 7 ISO/IEC 17025:2017 dengan menggunakan pendekatan *Business Process Management* (BPM). Metode penelitian dilakukan melalui identifikasi proses bisnis eksisting, pemetaan proses menggunakan BPMN, serta analisis kesesuaian terhadap klausul 7 ISO/IEC 17025:2017. Selain itu, dilakukan analisis *value added* untuk mengidentifikasi aktivitas yang bernilai tambah dan tidak bernilai tambah. Hasil penelitian menunjukan Sebagian besar aktivitas dikategorikan dalam *Bussines Vaue Added* karena tujuan perancangannya adalah kepatuhan tehadap klausul 7. Model proses bisnis usulan diharapkan dapat meningkatkan kepatuhan persyaratan pemenuhan standar ISO/IEC 17025:2017 Klausul 7.

Kata kunci: ISO/IEC 17025; klausul 7; manajemen laboratorium; business process management; BPMN

ABSTRACT

DESIGN OF BUSINESS PROCESS MODEL MANAGEMENT OF INDUSTRIAL ENGINEERING LABORATORY BASED ON ISO 17025:2017 CLAUSE 7 USING THE BUSINESS PROCESS MANAGEMENT APPROACH

Navis Alia Rakhmadani

H1E021022

The Industrial Engineering Laboratory of Jendral Soedirman University has a role in supporting educational, research, and also testing activities. However, management that has not been standardized can cause process inefficiencies and incompatibility with quality standards. This research aims to design a business process model for the management of the Industrial Engineering Laboratory based on clause 7 of ISO/IEC 17025:2017 using the Business Process Management (BPM) approach. The research method was carried out through the identification of existing business processes, process mapping using BPMN, and analysis of conformity to clause 7 of ISO/IEC 17025:2017. In addition, value-added analysis was carried out to identify value-added and non-value-added activities. The results of the study show that most of the activities are categorized in Bussines Vaue Added because the purpose of the design is compliance with clause 7. The proposed business process model is expected to improve compliance with the requirements of compliance with the ISO/IEC 17025:2017 Clause 7 standard.

Keywords: ISO/IEC 17025; clause 7; laboratory management; business process management; BPMN