

**PERANCANGAN PENANGANAN SURAT DAN DOKUMEN BERDASAR  
ISO 9001:2008  
MENUJU *E-OFFICE*  
(Studi Kasus d Fakultas Teknik Universitas Diponegoro)**

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**ABSTRAK**

*Fakultas Teknik Universitas Diponegoro (UNDIP) sebagai institusi penyedia pelayanan pendidikan bermaksud untuk meningkatkan kualitas pendidikannya dengan menerapkan Sistem Manajemen Mutu (SMM) berdasar ISO 9001:2008. Permasalahan yang dialami Fakultas Teknik UNDIP adalah terlambatnya surat sampai ke tujuan sehingga mengakibatkan lost opportunity, sering terjadi kesalahan alur distribusi surat menyebabkan ketidakpuasan stakeholder, sulitnya mencari kembali dokumen yang sudah lama, pengendalian pada dokumen yang sudah expired. Oleh karena itu diperlukan sistem yang dapat meningkatkan kualitas pelayanan Fakultas Teknik UNDIP untuk mencegah permasalahan - permasalahan yang terjadi serta meningkatkan efektifitas dan efisiensi kerja, yaitu dengan perancangan sistem e-office pada distribusi surat dan pengendalian dokumen, dimana dengan e-office semua serba paperless sehingga pekerjaan menjadi lebih efisien, efektif, dan ringkas. Selain itu penerapan Quality Management Systems (ISO 9001:2008) level 3 yaitu pembuatan instruksi kerja (Working Instruction) mengenai penanganan distribusi surat dan pengendalian dokumen. Perancangan Prosedur Mutu dan Instruksi kerja melalui deep interview dengan pihak – pihak terkait, sedangkan perancangan sistem e-office dilakukan dengan beberapa tahap yaitu persiapan sistem, hardware, software, dan kesiapan SDM yang ada di Fakultas Teknik Univeritas Diponegoro. Dari penelitian ini didapatkan hasil bahwa Fakultas Teknik Universitas Diponegoro memerlukan dokumentasi mutu berupa Prosedur Mutu dan Instruksi Kerja mengenai distribusi surat dan pengendalian dokumen. Sedangkan untuk sistem e-office belum dapat diterapkan di Fakultas Teknik Universitas Diponegoro karena dibutuhkan kesiapan dari segala aspek meliputi SDM atau budaya kerja dan sistem e-office.*

*Kata Kunci : e-office, instruksi kerja, Sistem Manajemen Mutu ISO 9001:2008,*

**ABSTRACT**

*Faculty of Engineering, University of Diponegoro (Diponegoro University) as an institution of education service provider intends to improve the quality of education by implementing a Quality Management System (QMS) under ISO 9001:2008. Problems experienced by the Faculty of Engineering UNDIP is delay in a letter to its destination resulting in a lost opportunity, frequent errors causing mail flow distribution stakeholder dissatisfaction, difficulties to get back a document that is long, the control on the documents already expired. Therefore we need systems that can improve the service quality of Engineering Faculty of Diponegoro University in order to prevent problems that occur and to improve the effectiveness and efficiency of work, that is by design e-office systems on the distribution of mail and document control, where the e-office completely paperless so that all work become more efficient, effective, and concise. In addition, the implementation of Quality Management Systems (ISO 9001:2008) level 3 that is making the work instructions (Working Instruction) regarding the distribution of mail handling and document control. Procedure Design Quality and Work Insruction through deep interviews with the parties - stakeholders, while the e-office system design is done by several stages, preparation systems, hardware, software, and the readiness of human resources in the Faculty of Engineering, University of Diponegoro. From this study showed that the Faculty of Engineering, Diponegoro University requires quality documentation in the form of Quality Procedures and Work Instructions regarding the distribution of mail and document control. As for e-office systems can not be applied in the Faculty of Engineering, Diponegoro University because it takes the readiness of all aspects of culture include human resource or employment and e-office systems.*

*Keywords: e-office, Quality Management System ISO 9001:2008, work instructions.*