ABSTRACT

Aaz Muzaki (2021081050)

Design of Standard Operating Procedures (SOP) on Internet Service Work Order Tracking and Monitoring System at PT. Hipernet Indodata (HI)

This professional work focuses on designing a Standard Operating Procedure (SOP) for the internet service Work Order (WO) tracking and monitoring system at PT Hipernet Indodata. An analysis was conducted to evaluate the existing SOP and identify a number of problems, such as inefficiency and lack of clear documentation, which resulted in difficulties in coordination between teams. A new SOP was drafted with the aim of improving workflow efficiency, clarifying the roles of each team involved, and minimizing the potential for miscommunication between Sales Support, Finance Support, and Vendor Management. The design process involved analyzing constraints, mapping flow charts, and developing a digital system that could facilitate real-time tracking and monitoring of WO. The implementation of a more structured SOP is expected to reduce the risk of operational errors, speed up the Work Order completion process, and improve service quality to customers. With SOP integrated with digital systems, companies can optimize workflow management and increase transparency at every stage of the process. The learning from this professional work activity provides a deeper insight into the importance of effective business process analysis and the role of technology in supporting the improvement of company operational perFormance.

Keywords*: SOP, Work Order, tracking, monitoring, digital system, vendor management*