

***DESIGN AND DEVELOPMENT OF STANDARD OPERATING  
PROCEDURE AT PT PELANGI BATAM***

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***ABSTRACT***

*This internship report aims to resolve the problems that occur in PT Pelangi Batam on making design and development of Standard Operating Procedures (SOP) due an unavailability of adequate operational operations. The internship report activities are conducted during the month of August until October 2018.*

*The method of implementation in this internship report are observation, interview, system design and implementation. In outline, the steps in this internship report start with analyzing the problems that occur within the company, formulating problems, designing Standard Operating Procedures, job descriptions and job specifications according to appropriate company standards, making the results of activities in the form of a guidebook, and implementing the results of activities that was designed,*

*The internship report can provide the appropriate results of the Standard Operating Procedure. The form of SOP was use a flowcharts procedure accompanied by job descriptions and job specifications. The implemented system was designed according to the needs of the company owner.*

*Key words: Job description, job specification, Standard Operating Procedure*