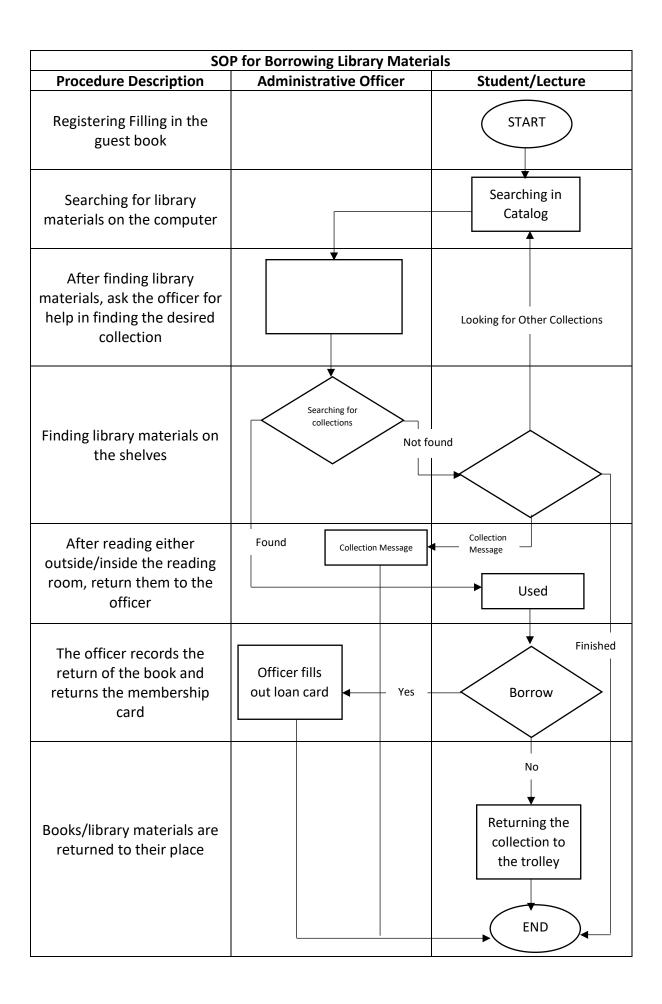# STANDARD OPERATING PROCEDURE
(SOP)

DEPARTMENT OF BUSINESS STATISTICS

FACULTY OF VOCATIONAL STUDIES

SEPULUH NOPEMBER INSTITUTE OF TECHNOLOGY

2017

SOP for Incoming Mail Processing			
Procedure Description	**Administrative Officer**	**Head of Department**	**Head of Administration**
Administrative officers receive incoming mail	START		
Administrative officers check the address of the incoming mail. Is it private, confidential, or general.	◇ ——— Genera		
If the incoming mail is confidential and private, the administrative officer immediately gives the letter to the person concerned. If the incoming mail is general, the administrative officer gives the incoming mail agenda number and disposes it to the Head of Department.	Confidential and Private ▢	▢	
The Head of Department provides a list of recipients of incoming mail to the Sub-Division Head.		▢	
The Sub-Division Head provides the list to the Administrative Officer.			▢
The administrative officer distributes the mail and archives it .	END		

SOP for Outgoing Mail Processing				
Procedure Description	**Administrative Officer**	**Head of Administration**	**Secretary of Department**	**Head of Department**
The outgoing letter is printed and initialed by the Sub-Division Head and then given to the Administration Officer to be requested to be initialed by the Department Secretary.		START		
The Department Secretary initials the letter.			☐	
After being initialed by the Department Secretary, the Outgoing Letter is signed by the Department Head.				☐
After being signed by the Department Head, the Outgoing Letter is given a letter number, archived, and distributed by the Administration Officer.	END			

SOP of Preparation for Consumption of Incidental Activities			
Procedure Description	**Administrative Officer**	**ITS Food**	**Academic Officer**
Academic officers submit the seminar exam activity schedule to the administrative officer a maximum of one day before the activity takes place.			START
The administrative officer checks the schedule and sees the amount of consumption needs. Does the activity time meet the requirements for purchasing consumption.	◇		
If the activity time takes place at 07.00 - 09.00 WIB or starting at 15.00, the administrative officer orders consumption. If not, the administrative officer does not need to order consumption.	yes		
The administrative officer contacts the cake shop to order consumption and asks whether the consumption can be delivered directly to the department or not.	◇	yes	
If a delivery can be made, ITS Food sends the consumption to the department. If not, the administrative officer takes the consumption directly to the ordered shop	No		
The administrative officer distributes consumption at the ongoing activity.	END		

SOP for Routine Consumption Preparation of the Business Statistics Department		
Procedure Description	**Administrative Officer**	**ITS Food**
The administrative officer makes a list of consumption menus for the next week.	START	
The administrative officer contacts ITS Food to order the food		
The Catering sends consumption to the Department		
The administrative officer makes a payment transaction with ITS Food.		
The administrative officer prepares consumption in the dining room for lunch.	END	

SOP for Borrowing Library Materials

Procedure Description	Administrative Officer	Student/Lecture
Registering Filling in the guest book		START
Searching for library materials on the computer		Searching in Catalog
After finding library materials, ask the officer for help in finding the desired collection		Looking for Other Collections
Finding library materials on the shelves	Searching for collections — Not found	
After reading either outside/inside the reading room, return them to the officer	Found — Collection Message	Collection Message → Used
The officer records the return of the book and returns the membership card	Officer fills out loan card ← Yes	Borrow — Finished
Books/library materials are returned to their place		No → Returning the collection to the trolley → END

SOP for Collecting KP, TA, Thesis, Dissertation			
Procedure Description	Student	Administrative Officer	Secretary of Department
Preparing books to be collected	START		
The officer checks the completeness of the signatures in the KP, TA, Thesis, Thesis, Dissertation books	Students write in the master book for collecting KP, TA, Thesis, Dissertations	☐	
The officer provides a receipt in the form of a KP, TA, Thesis, Thesis, Dissertation collection form		☐	
The officer receives the KP, TA, Thesis, Thesis, Dissertation books and then stores them		END	

SOP for Making Membership Cards			
Procedure Description	**Student**	**Administrative Officer**	**Secretary of Department**
Students apply for Membership Cards	START		
Complete the requirements for making membership cards. Prepare 3x3 photos and KTM Fill in the membership card making form			
Officers process the making of membership cards and record them in the membership book			
Cards are handed over to students		END	