ABSTRACT

PDAM Surabaya, as one of the city’s important assets, is continuously improving itself to fulfill the hope and demand of the city’s citizens. One way to do this is by implementing a Quality Management System based on the international standard of ISO 9001:2000 to maintain the consistency of the process and quality of its product (drinkable water). Before implementing ISO 9001:2000, PDAM needs to reanalyze its readiness in fulfilling the requirements of ISO 9001:2000.

ISO 9001:2000 is a Quality Management System which adopts a process approach and set its goal to improve customer satisfaction by fulfilling customer’s requirements. The first step of this study is the Gap Analysis which identifies each company’s elements readiness to face the ISO 9001:2000. The last step is to design a Quality Management System documentation system distinctive to the company. The final result of this study is the confirmation about the company’s readiness in facing the ISO 9001:2000’s requirements.

Keywords: ISO 9001:2000, Gap Analysis, Quality Management System, Quality Management System Documentation.