

Prepared by : HCRD	Issue Handling	Date : 1 March 2020
Checked by : Rectorate		Revision : 00
Approved by: QA & MR	Doc. No.: sop-crd/ih/02/ikb/03/2020/00	Page : 01 Of 02

COVER STANDARD OPERATING PROCEDURE

1. Tujuan:
Objectives:
 To be a guideline for analysis handling issue.
 To be a guideline for encounter the issue not to become a crisis.

2. Ruang Lingkup:
Scope:
 Rectorate & PGP Management, Communication Reputation Department, All Department in LSPR

3. Tanggung Jawab:
Responsibilities:

1. Head of Departement	: To create the document draft
2. Rectorate	: To check and approve minor document
3. QA & MR	: To check and approve major document

4. Referensi:
Reference:
 -

5. Definisi:
Definition:
 -



Approved By:

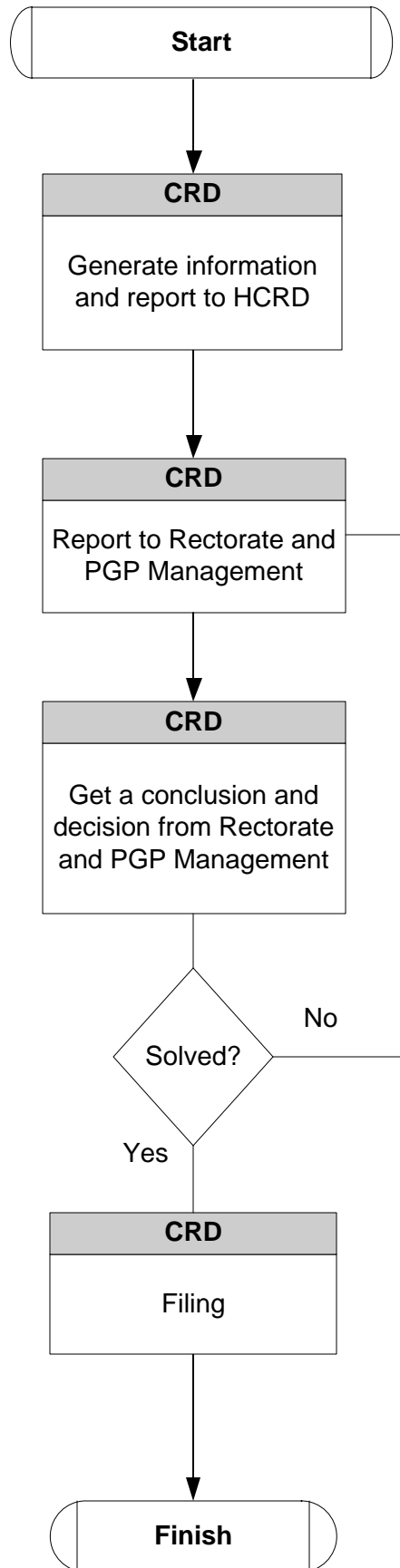
Rector

QA/MR

Doc. Control

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STANDARD OPERATING PROCEDURE



Dokumen	Referensi
<i>Issues Log Book</i> <i>WI Media</i> <i>Monitoring</i>	Issues are collected from any sources such as: - Email - Social Media - Complaints Log Book - Mass Media - etc.
Issues Log Book	Based on Issue Life Cycle, start from Potential Stage, CRD will report the issue's information to Rectorate and PGP Management to prevent become an emerging issue or even crisis
Conclusion Report	Rectorate and PGP Management have discussed and made decision for CRD to take action
Issue Log Book	. After the issue solved, CRD will file the issue into an Issue Log Book

