

Assessment Report

UIN Raden Fatah Palembang

Assessment dates	25/11/2020 to 27/11/2020 (Please refer to Appendix for details)
Assessment Location(s)	South Sumatra (000)
Report Author	Hopiffuddin Hopiffuddin
Assessment Standard(s)	ISO 9001:2015



Table of contents

Executive Summary	4
Changes in the organization since last assessment	5
NCR summary graphs	6
Your next steps	8
NCR close out process	8
Assessment objective, scope and criteria	9
Statutory and regulatory requirements	9
Assessment Participants	10
Assessment conclusion	11
Findings from previous assessments.....	12
Findings from this assessment.....	15
Bagian Administrasi Umum Akademik & Kemahasiswaan:.....	Error! Bookmark not defined.
Kelembagaan, Kerjasama dan Humas:.....	Error! Bookmark not defined.
Bagian Umum:	Error! Bookmark not defined.
Bagian Perencanaan & Keuangan:	Error! Bookmark not defined.
Bagian Administrasi Umum Akademik & Kemahasiswaan:.....	21
Kelembagaan, Kerjasama dan Humas:.....	22
Bagian Umum:	22
Bagian Perencanaan & Keuangan:	23
Bagian Administrasi Umum Akademik & Kemahasiswaan:.....	Error! Bookmark not defined.
Kelembagaan, Kerjasama dan Humas:.....	Error! Bookmark not defined.
Bagian Umum:	Error! Bookmark not defined.
Bagian Perencanaan & Keuangan:	Error! Bookmark not defined.
Top Management and LPM:	15
Perpustakaan Pusat UIN:	16
LP2M:.....	17
Kepegawaian:.....	19
Pusat Teknologi Informasi dan Pangkalan Data:.....	20
Next visit objectives, scope and criteria	27

Next Visit Plan 28

Appendix: Your certification structure & ongoing assessment programme 29

 Scope of Certification 29

 Assessed location(s) 29

 Certification assessment program 30

 Justified exclusions / non applicable clauses 30

 Mandatory requirements – re-certification. 30

 Expected outcomes for accredited certification. 31

 Definitions of findings: 31

 How to contact BSI 32

 Notes 32

 Regulatory compliance 33

Executive Summary

Due to COVID-19 outbreak issue, Recertification was conducted through remote audit which has been approved by BSI Group Indonesia's Management, both administration and process control.

In line with the stated strategic direction and intended results of the quality and environment management system, particularly with regard to achieve organization objective as noted in Objectives , the management system has demonstrated that it is largely designed to support the strategic direction and deliver the intended results. Some concerns have raised for improvements.

Changes in the organization since last assessment

The following changes in relation to organization structure and key personnel involved in the certified management system were noted:

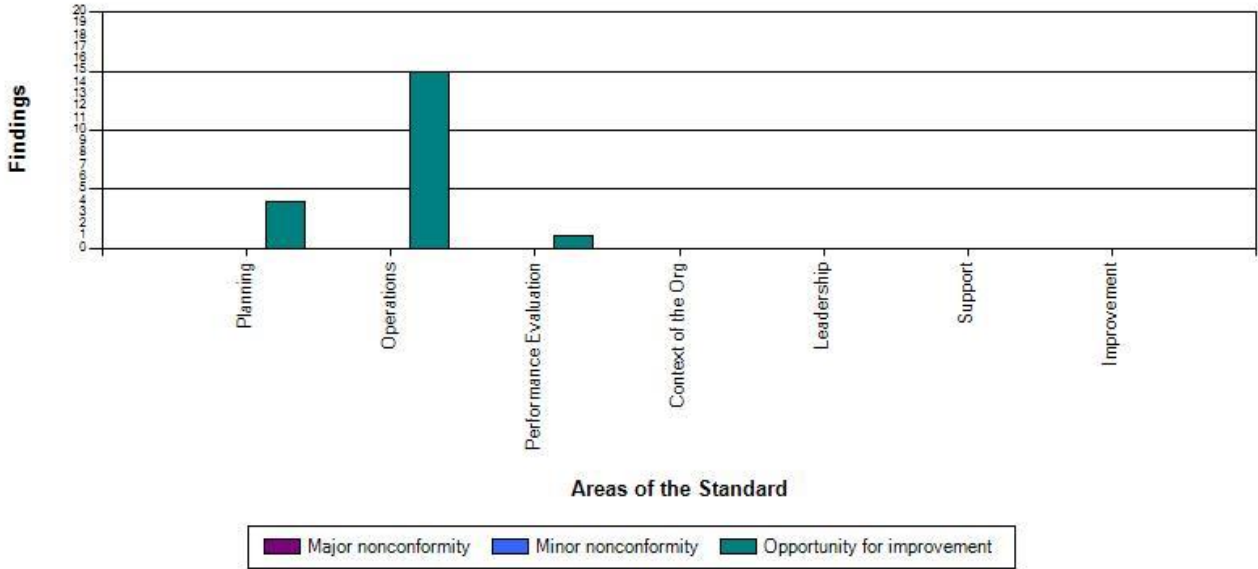
In June 2020 there was update Organization structure

No change in relation to the audited organization's activities, products or services covered by the scope of certification was identified.

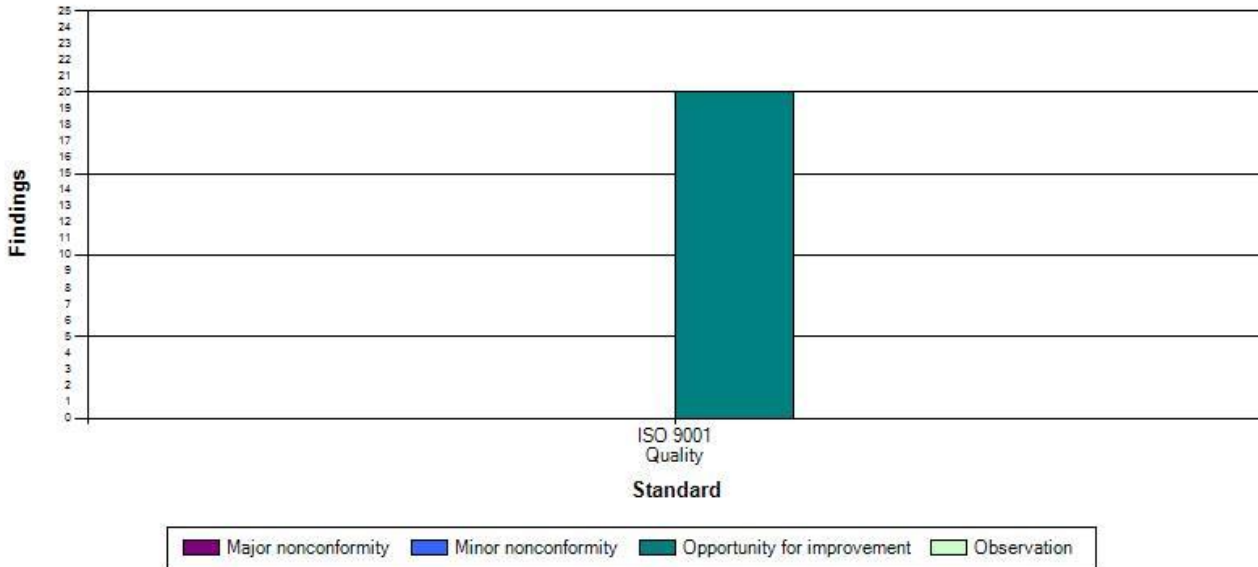
There was no change to the reference or normative documents which is related to the scope of certification.

NCR summary graphs

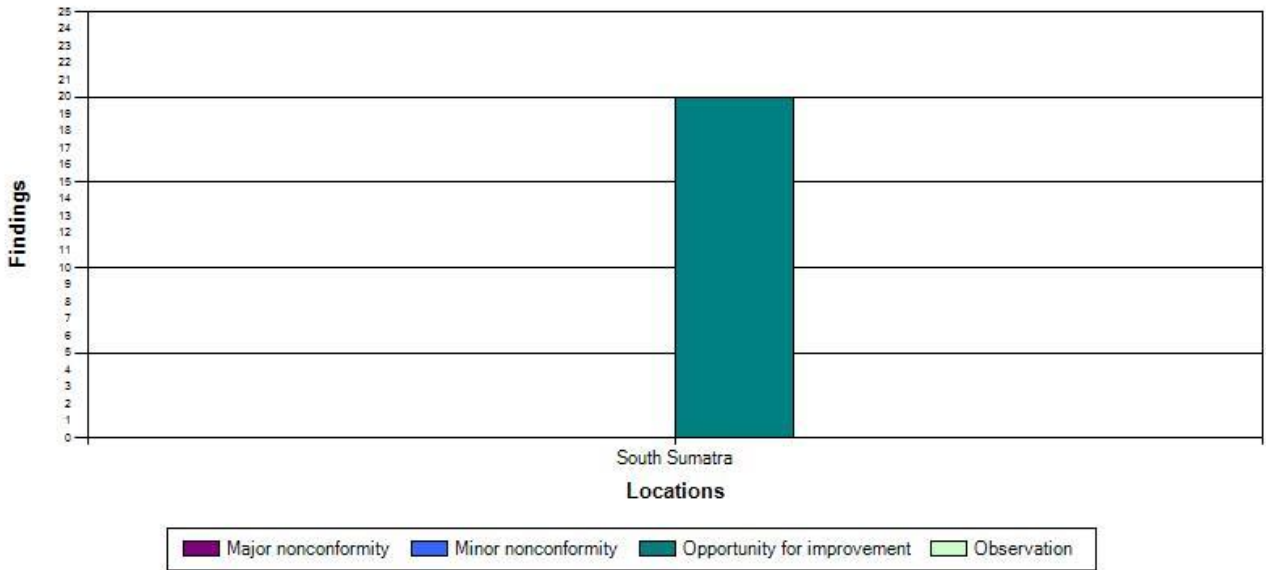
Areas of the standard(s) where BSI recorded findings



Which standard(s) BSI recorded findings against



Where BSI recorded findings



Your next steps

NCR close out process

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed and found to be effectively implemented.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Please refer to Assessment Conclusion and Recommendation section for the required submission and the defined timeline.

Assessment objective, scope and criteria

The objective of the assessment was to conduct a re-assessment of the existing certification to ensure the elements of the proposed scope of registration and the requirements of the management standard are effectively addressed by the organisation's management system.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

ISO 9001:2015
UIN Raden Fatah Palembang management system documentation

Statutory and regulatory requirements

Peraturan BAN-PT No. 59 Tahun 2018

Assessment Participants

Name	Position	Opening Meeting	Closing Meeting	Interviewed(processes)
Prof. Dr. Nyayu Khodijah	Rektor	X	X	X
Dr. Muh. Adil	Wakil Rektor I	X	X	X
Mr. Deky Anwar	LPM	X	X	X
Ms. Indrawati	LPM	X	X	X
For detail pls see the attn list				

Assessment conclusion

BSI assessment team

Name	Position
Kristiawan Hartanto	Team Member
Hopiffuddin Hopiffuddin	Team Leader

Assessment conclusion and recommendation

The audit objectives have been achieved and the certificate scope remains appropriate. The audit team concludes based on the results of this audit that the organization does fulfil the standards and audit criteria identified within the audit report and it is deemed that the management system continues to achieve its intended outcomes.

RECOMMENDED - The audited organization can be recommended for ~~certification~~ / recertification / ~~continued certification~~ to the above listed standards, and has been found in general compliance with the audit criteria as stated in the above-mentioned audit plan.

Use of certification documents, mark / logo or report

The use of the BSI certification documents and mark / logo is effectively controlled.

Findings from previous assessments

Finding Reference	1819891-201909-N1	Certificate Reference	FS 674693
Certificate Standard	ISO 9001:2015	Clause	8.1
Category	Minor		
Area/Process:	Kelembagaan, Kerjasama dan Humas		
Details:	<p>Masa berlaku perjanjian belum ditetapkan atau kriterianya sehingga ada yang paling cepat 2 tahun dan ada yang sampai dengan waktu tak terbatas, serta belum adanya kendali proses untuk memastikan apakah perjanjian kerjasama terlaksana dengan baik sesuai dengan ketentuan perjanjian, seperti:</p> <p>a. Perjanjian Kerjasama dengan PT Bank BNI Syariah No. PKS/SEVPRE/003/2018/ No. B.106/UN-09/5.1/HM/01/07/2018 tanggal 18 Juli 2018 masa berlaku 2 tahun</p> <p>b. Nota Kesepahaman dengan kanwil kemenag provinsi kep Bangka belitung No. B.334/Un.09/5/1/HM.01/12/2017/ No. 738 Tahun 2017 tanggal 17 Desember 2017 masa berlaku 5 tahun</p> <p>c. Perjanjian Kerjasama dengan pemprov sumsel No. 0.067/531.a/PKS/DIsdik.SS/2017/No. B.392/Un.09/3.4/KS.04.2/2017 tanggal 11 September 2017 tidak ada masa berlakunya</p> <p>d. Piagam kerjasama dengan Ma'had al-Jami'ah STAIN Curup Bengkulu No. B.105/Un.09/5.1/HM.01/07/2017 tanggal 26 Juli 2017 tidak ada masa berlaku</p> <p>e. Perjanjian kerjasama dengan perpustakaan UIN Radin inten No. B.203/Un.09/5.1/HM.01/12/2018, No. B.4759/UN.16/R/HM.01/12/2018 tanggal 14 Desember 2018 masa berlaku 3 tahun</p>		
Objective Evidence:	Agreement kerjasama dengan institusi lain		
Cause			
<ol style="list-style-type: none"> 1. belum adanya pedoman pelaksanaan kerja sama. 2. belum adanya komitmen untuk melakukan monev terhadap semua kegiatan. 			
Correction/containment			
<ol style="list-style-type: none"> 1. menetapkan masa berlaku perjanjian. 2. melakukan monev agar dapat memantau pelaksanaan kerja sama 			
Corrective action			
<ol style="list-style-type: none"> 1. menetapkan pedoman pelaksanaan MoU yang salah satunya mengatur tentang waktu atau masa perjanjian kerja sama. 2. melakukan siklus PPEPP/ PDCA dengan tertib sehingga sehingga setiap kegiatan/MoU dapat terpantau. 			

Closed?:
Yes

Finding Reference	1819891-201909-N2	Certificate Reference	FS 674693
Certificate Standard	ISO 9001:2015	Clause	7.1.3
Category	Minor		
Area/Process:	Bagian Umum		
Details:	Pemeliharaan infrastructure belum berjalan secara efektif, pemeliharaan infrastructure yang sudah dilakukan hanya bersifat korektif (perbaikan) bukan preventive (perawatan), seperti pemeliharaan AC, Kendaraan dan lainnya.		
Objective Evidence:	Interview dengan auditee dan melihat laporan pengaduan masalah		
Cause			
Belum adanya jadwal pemeliharaan dan kartu perawatan			
Correction/containment			
Dibuat jadwal perawatan secara berkala			
Corrective action			
Dimasukkan sebagai job deskripsi pada staf, sehingga akan dapat mudah memantau dan pertanggungjawabannya			
Closed?:			
Yes			

Finding Reference	1819891-201909-N3	Certificate Reference	FS 674693
Certificate Standard	ISO 9001:2015	Clause	8.5.1
Category	Minor		
Area/Process:	Perpustakaan Pusat UIN		
Details:	Ditemukannya judul buku yang tumpang tindih, dengan judul sama dan pengarang yang sama di dalam sistem SLIMS contoh Sejarah Indonesia Masa Hindu-budha Pengarang Suwardono		
Objective Evidence:	Check SLIMS System sampling buku Sejarah Indonesia Masa Hindu-budha Pengarang Suwardono		
Cause			
Ketika input data bibliografi tidak mengecek dulu apakah judul tersebut sudah pernah diinput atau belum, jika sudah ada cukup tambah eksemplar			

Correction/containment
Mengecek ulang buku yang sudah diinput
Corrective action
Menghapus data yang dobel lalu menambahkan eksemplar pada judul yang sudah ada
Closed?:
Yes

Finding Reference	1819891-201909-N4	Certificate Reference	FS 674693
Certificate Standard	ISO 9001:2015	Clause	6.1.2
Category	Minor		
Area/Process:	Pusat Teknologi Informasi dan Pangkalan Data		
Details:	Sistem di organisasi sebagian besar sudah berbasis IT dimana keberadaan server menjadi sangat penting, namun mitigasi risiko belum dilakukan seperti belum adanya proteksi kebakaran di ruang server, server back up masih disimpan dalam satu ruangan dengan server utama, dan temperatur belum dikontrol.		
Objective Evidence:	Berdasarkan Interview dengan Auditee terkait risk and opportunities		
Cause	<p>saat ini belum adanya ruang server yang memenuhi standar keamanan dari bahaya kebakaran dan suhu udara untuk sebuah ruangan tempat menyimpan server yang di dalamnya terdapat semua sistem berbasis IT yang ada di UIN Raden fatah. Karena keterbatasan ruang server yang ada saat ini maka infrasutruktur atau peralatan untuk back up (cadangan) penyimpanan data masih disimpan di tyempat yang sama.</p>		
Correction/containment	akan segera disiapkan dan dibuat ruangan khusus tempat menyimpan sercer (data center) yang memenuhi segala aspek standar keamanan		
Corrective action	<p>Pada tahun anggaran 2020 akan di anggarkan alat untuk pengamanan ruang server fire system yang handal seperti Amerex CPS Fire Suppression Systems FM200. Alat Pemadam Kebakaran Di Ruang Komputer Server Seperti Amerex CPS ini menawarkan kecepatan, dan keselamatan orang yang ada didalamnya. System ini melindungi semua aspek dalam ruangan dari ruang kontrol. Pada tahun 2020 juga pembangunan Data Center yang tersertifikasi di kampus A Jaka Baring selesai dan fungsional, dengan sendiri nya sistem Back Up Data ada di 2 (tempat), dan disamping itu juga di rencanakan PUSTIPD juga akan menggunakan Cloud Back UP Sistem</p>		
Closed?:			
Yes			

Findings from this assessment

Top Management and LPM:

Auditee: Ms. Nyayu Khodijah, Mr. Muh. Adil, Mr. Deky Anwar, Ms. Indrawati
 Clause : 4 ~ 10

Confirmation of the scope of activity to be covered of ISO 9001:2015 by assessment and BSI Coding :

- * Company name : UIN Raden Fatah Palembang
- * Address : Jalan Prof. Zainal Abidin Fikry KM 3,5 Palembang South Sumatra 30126 Indonesia
- * Scope is: "The provision of Academic Head Office, Library and Center of Information Technology Database at UIN Raden Fatah Palembang"
- * BSI Code : T68 Education and Training

The Top Management has demonstrated a strong commitment to the implementation and continual improvement of the QMS in meeting with their stakeholders requirements/expectations based on ISO 9001:2015.

During implementation of ISO 9001:2015, the top management feels that is very useful especially for support organization's intended outcomes which are in 2023, 60% study program gets A accreditation and in 2024 UIN Raden Fatah Palembang become "Universitas Unggul", ISO 9001 becomes platform to achieve university accreditation and student's satisfaction.

The QMS Policy established by Top Management and relevant with the nature of business. Copies of this QMS policies are communicated and posted at strategic area such as public area at faculties and website and all employees are understood and aware the spirit of QMS policy in relation to their jobs.

The organization had set measurable objectives in line with improving quality effectiveness and efficiency of their processes and services which aligned with their QMS policy.

Objective Evidences 4 ~ 10

- To achieve organization's intended outcomes in 2023, 60% study program gets A accreditation and in 2024 UIN Raden Fatah Palembang become "Universitas Unggul", organization has determined internal and external issues as well as its mitigation to address those risks by using SWOT analysis method, sample:

Weakness : Program kegiatan belum berbasis APS 4.0

Action Plan : Komitmen pimpinan terhadap kegiatan berbasis APS 4.0, siklus PPEPP & budaya mutu

Threats: Teknologi

Action Plan : Memanfaatkan layanan IT sebagai pusat manajemen data & informasi

- LPM roles and responsibility

> Pengembangan standar mutu, SN Dikti sudah sesuai atau belum

> Audit dan pengendalian mutu ; mengoordinir monev dan audit internal, monitor akreditasi

- LPM Objective target 2020

> Melakukan proses akreditasi untuk 19 Prodi tahun 2020, realization achieved

- Sistem Penjaminan Mutu Internal 2017, Standar Pendidikan Standar kompetensi Lulusan QAUIN-SPMI-SM-03 3 Jul 2017 Rev. 01

- Manual Mutu UIN Raden Fatah, QA UIN-SPMI-MM-02, Rev. 4 dated 1 August 2018

- Kebijakan Mutu, visi , misi QA UIN-SPMI-KM-01 Rev. 2 dated 21 November 2018 Rev. 2 placed every faculty and on website

- Scope of quality management system is determined in document QA UIN-SPMI-MM-02, Rev. 4 dated 1 August 2018 section 4.3, The provision of administration services at UIN Raden Fatah Palembang. All

clauses are applicable

- Internal Audit is conducted every once a year, last Internal Audit conducted on 16 October – 15 November 2020, some record verified:
 - > Jadwal Audit Mutu Internal Tahun 2020 (October – November 2020)
 - > Keputusan Rektor UIN Raden Fatah Palembang, No. 2242 tahun 2020, Penetapan panitia dan peserta dalam kegiatan audit mutu internal pada LPM, ada 56 auditor dated 14 October 2020
- Instrumen AMI (Audit Mutu Internal) , Perlengkapan kerja auditor, Checklist, sample UPPS Fak Adab dan Humaniora, UPPS FAHUM
- Form Deskripsi Kondisi (ketidaksesuaian) was verified, sample UPPS Fak Adab dan Humaniora, UPPS FAHUM
- All nonconformity findings was still on progress for the corrective action
- All Auditor got Internal Auditor Training on 12 -13 October 2018 and 17 – 18 October 2019 sample: Ms. Annisa Astrid, Ms. Fifi Hasmawati, Mr. Aristophan Firdaus, Mr. Muhammad Win Afgani, etc
- In 2020 there was 1 complaint from student regarding with kuota belajar online, Action Plan : Mendapatkan bantuan beasiswa ke UKT dan bekerjasama dengan telkomsel untuk pembelajaran online
- Management review meeting is conducted every year, in 2020 is planned in December 2020. Last Management Review was conducted on 2 December 2019. All agenda as required by standard have been discussed and followed up. Verified :
 - > Schedule management review
 - > attendance list
 - > Notulen meeting, Dihadiri oleh Rektor
- Organization structure of UIN Raden Fatah Palembang updated in June 2020
- LPM Organization chart updated in 27 August 2020, SK Rektor No, B-1021/Un.09/1.2/Kp.07.6/08/2020
- Lecture from external is becoming main external provider in the organization because their contribution directly affected to the quality of education, quality of student and quality of the university, therefore all external lecture will be evaluated every year
 - > Berita acara monitoring and evaluasi dosen 13 february 2019
 - > Berita acara monitoring and evaluasi dosen 26 February 2019
- Every year student is surveyed to measure their satisfaction's perception, last survey was conducted on period 1 December 2019 – 30 April 2020 to 5,529 students, and the average of 10 faculties were getting score >80% (very good)

Conclusion:

In general processes in this department were well controlled (effectively implemented). Planned activity is stated in procedure and in addition with interview result with auditee. Planned activities is implemented properly as shown in objective evidence above

Perpustakaan Pusat UIN:

Auditee: Mr. Diky Kurniadi, Ms. Nirmala

Clause : 6.1-6.3, 7.1-7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1,10.1-10.3

Objective Evidence:

- The Central Library is a library that carries out the procurement and management of all books for which it is responsible (outside of the faculty library)
- To equalize the vision and mission, the faculty and central libraries regularly hold discussions with

various media including the WhatsApp group

- In general, the responsibility of the UIN central library is
 - > Book procurement
 - > Book processing (refers to library standards)
 - > Book inventory to the SLIMS application system
 - > Circulation services such as book lending, book return
- Collection book as per October 2020
 - > Book Title: 16,898 pcs
 - > Total books: 48,573 pcs
- Business Strategy Plan (RSB) 2020-2024 Central Library UPT was still in draft
- LAKIP (Performance Report) Quarter I January - March 2020, Quarter II April - June 2020, Quarter III July - September 2020
 - > The book purchase budget according to the submission for 2020 cannot be implemented due to the COVID-19 pandemic conditions, causing all budget to be taken back by the ministry of religion for handling COVID-19, but in 2021 the following submissions have been made:
 - Book procurement 300 million, E book 100 million, Journal 67.3 million, Audio-visual 50 million
 - Perpustakaan Pusat provide E-Book, E-Jurnal and E-Library
 - For E-Book Library, Perpustakaan Pusat collaborate with PT KUBUKU
 - Job Description of Librarian member
 - Guidance Book for Library
 - > Terjemahan Klasifikasi Desimal DEWEY , DDC Ringkas Edisi Ke-14 Year 2013
 - > DDC 22 , Dewey Decimal Classification edition 22 volume 3 Year 2003
 - > Daftar Tajuk Subjek Perpustakaan Nasional Ri Year 2015
 - > Pengolahan Bahan Pustaka Edisi 2, author Yuyu Yulia, B Mustafa
 - Sample Book to verify in SLIMS application system
 - > Cahaya Palestine, penerbit : Sinar Kejora No. Barcode 2243nir has been inputted SLIMS system on the same date, 29 November 2019, there was: 3 copies book, actual 3 copies book
 - > Teori sosiologi modern edisi ketujuh, author: George Rizer No. ID B0010336 has been inputted into SLIMS system on 30 April 2018, number of copies: 3 books, actual only 1 copy book, 2 books missing
 - Risk & opportunity identification has been identified in 2020

Conclusion:

In general processes in this department were well controlled (effectively implemented). Planned activity is stated in procedure and in addition with interview result with auditee. Planned activities is implemented properly as shown in objective evidence above

LP2M:

Auditee: Mr. Paisol, Mr. Nazaruddin, Mr. Dolla Sobari
 Clause: 6.1-6.3, 7.1-7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1,10.1-10.3

Objective Evidence:

- LP2M, Lembaga Penelitian dan Pengabdian Kepada Masyarakat UIN Raden Fatah Palembang, as other implementation of Tridharma Perguruan Tinggi, found performed their roles and functions well. They are responsible in facilitating the research from lecturer and the outcomes of all researches taken. The manual for each research was in place, named Pedoman Penelitian UIN Raden Fatah Palembang 2020. The manual also mentioning about plagiarism, if the score is 30% or above, the proposal of the

research will be suspected as plagiarism

- Pengabdian Kepada Masyarakat

> Routinely UIN raden fatah held Kuliah Kerja Nyata (KKN) which has been mandatory for each students, mostly KKN location was held in South Sumatera such as Kabupaten Banyuasin, Kabupaten Lahat, Kabupaten Muara Enim, some achievement in 2020

> Besides KKN, as part of Pengabdian Kepada Masyarakat, organization held Sarjana Bina Desa in Kabupaten Muara Enim and Kabupaten Musi Banyuasin

- Penelitian

In 2020 there was 171 proposals for research, based on reviewer there were three proposal canceled, 1 proposal cancelled due to retirement, 2 cancelled due to pass the CPNS. All the proposals passed have got seminar results, and only 141 approved to the next stage which are research and publicity.

- Sample KKN

In 2020 KKN activities was held in two times, January – February 2020 (angkatan 72; 1860 students) and June – September 2020 (angkatan 73; 2.643 students)

- KKN angkatan 72 divided into 174 small groups (1 groups : 9-10 students) with themes KKN berbasis research dan pengembangan potensi local berkarakter

- KKN angkatan 73 divided into 1.055 small groups, because in pandemic situation, KKN location close to the student's hometown with themes KKN berbasis research dan pengembangan potensi local berkarakter Pandemi Covid-19

- Sosialisasi dan Pembekalan KKN regular angkatan 72 tahun 2020 was held on 8 – 9 January 2020

- Workshop dosen pendamping lapangan (pengabdian kepada masyarakat) pemberdayaan bagi dosen was held on 8 – 9 January 2020

- Sosialisasi dan Pembekalan KKN regular angkatan 73 tahun 2020 through youtube channel in May 2020

- Workshop dosen pendamping lapangan (pengabdian kepada masyarakat) pemberdayaan bagi dosen through youtube channel in May 2020

- Students will be evaluated Dosen Pendamping Lapangan (DPL) if the lecture get score B or C, then they will not allowed to join KKN for several times, sample :

> DPL: Syamubi M.Pd.I fakultas Tarbiyah score 73,59% Grade: B

> DPL: Miftahul Husni, M.Pd.I score 91,21% Grade A

- KKN score for students will be evaluated by DPL and Kepala Desa setempat

- List of Nilai KKN Mahasiswa 2020, there was several Mahasiswa that were not passed KKN and must re-joined KKN.

- Sample Research 2020:

> Pengembangan Bahan Ajar Ulumul Quran Berbasis Manuskrip dan Budaya Lokal (Dr.Mardiah Astuti, M.Pd.I)

> Peran Pendidikan Islam dalam Menyongsong Bonus Demografi Bagi Masyarakat di Era Revolusi Industri 4.0 (studi di Kecamatan Ilir Barat I Kelurahan Siring Agung Pakjo Palembang) (Baldi Anggara)

- Rincian Anggaran Biaya Penelitian BOPTN Tahun 2020

- Form Penilaian Proposal Penelitian BOPTN Tahun 2020

- Hasil penelitian proposal penelitian kompetitif tahun 2020, including plagiarism checking by using Litapdimas and google application to check similarity (plagiarism), first check: title, and further check: the content

Conclusion:

In general processes in this department were well controlled (effectively implemented).

Planned activity is stated in procedure and in addition with interview result with auditee. Planned activities is implemented properly as shown in objective evidence above

Kepegawaian:

Auditee : Mr. Fuadi Azmi

Clause: 6.1-6.3, 7.1-7.5, 8.1, 8.2, 8.5, 8.6, 8.7, 9.1,10.1-10.3

Objective Evidence:

- In 2020 there was no recruitment PNS due to Pandemic COVID-19, as well as recruitment for Non PNS was not allowed by Kementerian Agama.
- In the period 2019 – 2024 there was manpower plan needs (113 personnel) in the UIN Raden Fatah Palembang, in 2019 UIN raden Fatah proposed 49 formations but only approved 19 formation, to meets the number of workers, organizations approached several personnel in the other institution for transfer to UIN Raden Fatah as a lecturers, there were 4 lecturers mutation in 2020
- Lecturers/staff mutation's recruitment through screening process, such as educational background, job background, etc
- Surat Tugas for lecturers/staff mutation
 - > Surat Tugas No. B-049/Un.09/1.2/KP.07.5/01/2020; Ahmad Nisam, S.Ag.,M.H.I
 - > Surat Tugas No. B-385/Un.09/1.2/KP.07.5/06/2020; Al Ihwanah, M.Pd.I
 - > Surat Tugas No. B-/Un.09/1.2/KP.07.5/07/2020; Abdul Waris, S.Pd., M.Pd
 - > Surat Tugas No. B-938/Un.09/1.2/KP.07.5/08/2020; Paizaluddin, S.Ag., M.Pd.I
- Peta Kebutuhan Dosen UIN Raden Fatah Palembang for 10 faculties in 2019 – 2024, sample Fak Adab dan Humaniora; Bahasa dan Sastra Arab 1 lecture, Sejarah Peradaban Islam 3 lectures
- Objective Target 2019
 - > 100% tersedianya data pemutakhiran pada aplikasi SIMPEG (Sistem pegawai), achievement: on going
 - > 100% tersedianya data usulan ASN Dklat Teknis dan Non Teknis, Diklat Penjenjangan dan Diklat Peningkatan Profesionalisme, achievement: achieved
- Data Pegawai UIN raden fatah palembang as per 2020, 824 persons
- Formulir Nilai SKP Pegawai Tahun 2019 (evaluated in March – October 2020)
- Rekapitulasi Data dan Hasil Evaluasi Kinerja PNS dan BLU
- Regulation Peraturan Menteri Agama No. 12 tahun 2018 tentang jabatan pelaksana beserta kualifikasinya
- Competence Development, in 2020 there was some program Diklat that was planned and realized, such as;
 - > Pelatihan Teknis Analisis Jabatan (ANJAB) dan Analisis Beban Kerja (ABK) on 16 – 20 November 2020
 - > Pusklat Barang dan Jasa on 22 – 27 November 2020
- In general activity was describe in the "Prosedur Recruitmen tenaga Kependidikan Non PNS, Evaluasi kinerja dosen, kenaikan gaji berkala, Pengajuan surat ijin cuti, pengolahan & pelaporan absensi, pengajuan tugas belajar dan izin belajar.
- Penilaian Mandiri Pembangunan Zona Integritas (PMPZI) 2018; 86,18%, 2019 83,55%, 2020 81,9%

Conclusion:

In general processes in this department were well controlled (effectively implemented). Planned activity is stated in procedure and in addition with interview result with auditee. Planned activities is implemented properly as shown in objective evidence above

Pusat Teknologi Informasi dan Pangkalan Data:

Auditee: Mr. Fahrudin, Mr. Jawadi

Clause: 6.1-6.3, 7.1-7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1,10.1-10.3

Objective Evidence:

- Almost all process in the organization is using application system, sample:
 - > SIMAK (sistem informasi manajemen akademik)
 - > Pelaporan kinerja Pegawai, e-learning, e-jurnal
 - > Aplikasi bina skripsi (tarbiyah), psikologi (SILAYAK= sistem informasi layanan akademik), SLIMS
 - > E-OFFICE
 - > SLIMS
- Risk & opportunity identification has been identified in 2020
- Risk: External Attack (hacking, malicious, Trojan horses), action to address risk: uses firewall protection SANGFOR , for some financial application requires VPN
- Back up data planned on daily basis while for back up aplikasi VM planned on weekly basis
- Maintenance of the application system is conducted on daily basis, such as fixing bugs, etc
- Main server placed in the data center kampus B, equipped with 5 pcs micro server (@1 server; memory 540GB)
- Maintenance IT contracted with PT Gwen TEKNO PRATAMA including equipment maintenance
- For trouble related IT, uses helpdesk application with staging open ticket, in progress and closed, this application was started in November 2020 and has issued 339 ticket 274 closed, 63 tickets in process and 2 tickets open, it needs to be considered to determined clearly the mechanism of helpdesk application
- For students graduated/DO and worker retirement or resigned, the account will be closed according to the date they were no longer active at UIN Raden Fatah
- Panduan sistem aplikasi, sample:
 - > Panduan singkat e-learning : e-learning.radenfatah.ac.id
 - > Petunjuk pemakaian aplikasi surat menurut (e-office) UIN Raden fatah Palembang dated 1 May 2019
- Observe to server room:
 - > Back up server placed in campus A while main server in campus B
 - > smoke detector and Fire protection equipped in the data center
 - > Temperature control monitoring periodically

Conclusion:

In general processes in this department were well controlled (effectively implemented). Planned activity is stated in procedure and in addition with interview result with auditee. Planned activities is implemented properly as shown in objective evidence above

Bagian Administrasi Umum Akademik & Kemahasiswaan:

Auditee : Mrs. Jumiana

Clause : 6.1-6.3, 7.1-7.5, 8.1, 8.2, 8.5, 8.6, 8.7, 9.1,10.1-10.3

Objective Evidence :

- In general activity was describe in the "Prosedur Pendaftaran mahasiswa baru, Prosedur Pendaftaran mata kuliah, mahasiswa drop out/cuti kuliah, pelaksanaan wisuda.

- BAAK : Subbag Administrasi & pendidikan, Subbag administrasi kemahasiswaan & alumni, Subbag informasi akademik kemahasiswaan.

- Risk & opportunity identification has done

- New student profile has been input by SIMAK online

- Administration register of new student was controlling via SIMAK online.

- STANDAR SATUAN BIAYA OPERASIONAL PENDIDIKAN TINGGI PADA PERGURUAN TINGGI KEAGAMAAN NEGERI, 2019 : verified

- PERATURAN MENTERI AGAMA NOMOR 7 TAHUN 2018 TENTANG STANDAR SATUAN BIAYA OPERASIONAL PENDIDIKAN TINGGI PADA PERGURUAN TINGGI KEAGAMAAN NEGERI

Kualitas Input Mahasiswa

- Performance indicator :

Rasio pendaftar terhadap pendaftar lulus seleksi :

Rasio jumlah pendaftar terhadap jumlah pendaftar yang lulus seleksi pada program utama. (PTN \geq 5, PTS \geq 3), Persentase jumlah mahasiswa yang mendaftar ulang terhadap jumlah pendaftar yang lulus seleksi pada program utama. (PTN.PTS \geq 95%)

Persentase pendaftar ulang terhadap pendaftar lulus seleksi : Persentase jumlah mahasiswa yang mendaftar ulang terhadap jumlah pendaftar yang lulus seleksi pada program utama. (PTN.PTS \geq 95%)

Mahasiswa asing : Persentase jumlah mahasiswa asing terhadap jumlah seluruh mahasiswa. (0,5%)

Layanan Kemahasiswaan

- Performance indicator :

Ketersediaan dan mutu layanan kemahasiswaan yang mencakup bimbingan dan konseling, pengembangan nalar, minat dan bakat, pengembangan soft skills, layanan beasiswa, bimbingan karir dan kewirausahaan, dan layanan kesehatan.

- Target/Objectives : INSTRUMEN APT 3.0

Perguruan tinggi menyediakan layanan kemahasiswaan dalam bentuk:

1) pembinaan dan pengembangan minat dan bakat,

2) peningkatan kesejahteraan, serta

3) penyuluhan karir dan bimbingan kewirausahaan

- Verified process : new/old student registration. (Ok)

- Verified process : Permohonan Stop Out, SK Keputusan Rektor Mahasiswa Stop Out (Ok)

- 'Buku Register Ijazah UIN' : catatan pengambilan,

- Data Ijazah : self entry, verified by BAAK, by system.

- Control of revised/updated data certificate : by SK, not revised the certificate.

- Verified : objective of revised certificate.

- Administration related student expenses was handling by SIMAK system.

- Pengajuan beasiswa : verification, selection process (verified)

Conclusion:

Overall process at above areas assessed has shown good and under controlled condition, identified opportunity for improvement.

Kelembagaan, Kerjasama dan Humas:

Auditee : Mr. Mohammad Taher, Mr. Herman Tribadi, Mrs. Elisma, Mr. Anthony

Clause : 6.1-6.3, 7.1-7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1,10.1-10.3

Objective Evidence :

- In general activity was describe in the procedure: SOP Kerjasama, SOP Kelembagaan, SOP Humas that was issued on 1 January 2017

- Risk & opportunity identification has done,

Quality objective :

- Kerjasama dengan instansi di dalam negeri selama tiga tahun terakhir

- Kegiatan kerjasama dengan instansi di luar negeri selama tiga tahun terakhir

- Job Description for 'Bagian Kerjasama, Kelembagaan & Humas

- KEPUTUSAN REKTOR UNIVERSITAS ISLAM NEGERI RADEN FATAH PALEMBANG NOMOR: 1615 TAHUN 2015 NOMOR: 1615 TAHUN 2015 TENTANG PEDOMAN KERJASAMA UNIVERSITAS ISLAM NEGERI RADEN FATAH PALEMBANG

- SOP Kerjasama : verified

- KEPUTUSAN REKTOR UNIVERSITAS ISLAM NEGERI RADEN FATAH PALEMBANG NOMOR: 1625 TAHUN 2015 TENTANG RENCANA STRATEGIS KERJA SAMA TAHUN 2015-2019 : Kerjasama Tingkat Lokal, Kerjasama Tingkat Nasional, Kerjasama Tingkat Internasional.

- List of Agreement/Memorandum of Understanding : verified

- Monitoring of MOU time has not been done

- Risk & opportunity identification has been identified

- Laporan Hasil Monitoring & evaluasi bagian kerjasama : verified

- Humas : wartawan, bulletin 3 monthly,

- Keluhan lingkungan kampus : n.a.

- Sosialisasi mahasiswa baru : verified

- Website update : verified

Conclusion:

Overall process at above areas assessed has shown good and under controlled condition, identified opportunity for improvement.

Bagian Umum:

Auditee : Mr. Indro, Mr. Abdul Halim & team

Clause : 6.1-6.3, 7.1-7.5, 8.1, 8.2, 8.5, 8.6, 8.7, 9.1,10.1-10.3

Objective Evidence :

- In general activity was describe in the "SOP Subbag Rumah Tangga, SOP BMN & SOP Tata Usaha."

- Bagian Umum : Subbag Rumah Tangga, Subbag BMN, Subbag Tata Usaha.

- Risk & opportunity identification has done.

Quality objective was established :

- Sistem informasi untuk pengelolaan prasarana & sarana

- Daftar sarana & prasarana pembelajaran

- Analisa kecukupan dan mutu prasarana yang dikelola PT

- Quality policy has not been understood by personel during audit

- PEDOMAN MANAJEMEN RISIKO UNIVERSITAS ISLAM NEGERI RADEN FATAH PALEMBANG

- E-Office UIN Raden Fatah Palembang : verified surat internal/external

- Status surat : verified.

- Agenda surat keluar masuk

- Disposisi surat : including hardcopy & softcopy.
- SIMAN : Sistem informasi manajemen asset Negara
- Master asset : alat angkutan bermotor, alat berat, dll.
- Identification of asset : verified laptop.
- Penomoran laptop : 15 Oct 2019, Lenovo LP330-141 KBR
- Preventive maintenance schedule of infrastructure has not been determined, such as : AC, computer, vehicle
- Cleaning service : each department, faculty.
- Schedule & record : verified
- Corrective maintenance has done with evidence are "repair request and repair".
- BA Pemeriksaan barang : 17 Nov 2020, CV Cipta Adhiraya Perkasa.
- Pakta Integritas : verified 16 Okt 2020.

Conclusion:

Overall process at above areas assessed has shown good and under controlled condition, identified opportunity for improvement.

Bagian Perencanaan & Keuangan:

Auditee : Mr. Musli D

Clause : 6.1-6.3, 7.1-7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1,10.1-10.3

Objective Evidence :

- SOP : Pengelolaan kas, Pencairan dana BLU, Utang, Sistem Akuntansi

Usulan perubahan anggaran : verified

- Pemberitahuan rencana revisi pada program pendis TA 2020 (Jan 2020)
- Penyampaian usul revisi buka blokir TA 2020 (17 Jan 2020)
- Penyesuaian anggaran pada pendis TA 2020 (17 April 2020)
- Penyampaian usul revisi DIPA TA 2020
- Risk & opportunity identification has done
- Quality policy has not been understood by personel during audit
- Verified detail rincian perubahan anggaran
- Surat pengesahan DIPA BLU Petikan Tahun Anggaran 2020 : Rev 07 (21/11/2020), Rev 04 (15/8/2020), rev 01 (30/3/2020).
- RKA-K/L Revisi 7 Tahun 2020 UIN Raden Fatah Palembang : verified
- Laporan realisasi anggaran – LRA UIN Raden Fatah Palembang : Triwulan 3 30 Sep 2020.

Conclusion:

Overall process at above areas assessed has shown good and under controlled condition.

Finding Reference	1987738-202011-I1	Certificate Reference	FS 674693
Certificate Standard	ISO 9001:2015	Clause	6.1
Category	Opportunity for Improvement		
Area/Process:	Several Units		
Details	<p>a. Kepegawaian Isu SDM merupakan salah satu isu utama dalam aktifitas UIN Raden Fatah, tahapan mitigasi untuk mengatasi risiko tersebut perlu ditetapkan dan diterapkan secara komprehensif sehingga dapat mencapai "intended outcomes" yang telah ditetapkan oleh organisasi, yaitu 60% prodi terakreditasi A pada tahun 2023 dan menjadi universitas Unggul pada tahun 2024</p> <p>b. Perpustakaan Pusat Mitigasi risiko yang telah dilakukan terkait dengan hilangnya buku koleksi perpustakaan perlu dipertimbangkan untuk dievaluasi.</p>		

Finding Reference	1987738-202011-I12	Certificate Reference	FS 674693
Certificate Standard	ISO 9001:2015	Clause	6.2.1
Category	Opportunity for Improvement		
Area/Process:	Bagian Administrasi Umum Akademik & Kemahasiswaan		
Details	Pengembangan sasaran mutu di BAAK dapat dikembangkan secara lebih spesifik untuk mengukur kinerja bagian, misalnya : % kesesuaian penulisan detail informasi dalam ijazah.		

Finding Reference	1987738-202011-I19	Certificate Reference	FS 674693
Certificate Standard	ISO 9001:2015	Clause	9.1.2
Category	Opportunity for Improvement		
Area/Process:	Top Management and LPM		
Details	Kegiatan survey kepuasan mahasiswa secara periodik tahunan telah dilakukan, peningkatan dalam proses survey untuk mendapatkan feedback mahasiswa masih dapat dikembangkan		

Finding Reference	1987738-202011-I16	Certificate Reference	FS 674693
Certificate Standard	ISO 9001:2015	Clause	8.5.1
Category	Opportunity for Improvement		
Area/Process:	Several units		
Details	<p>a. LP2M Mekanisme dalam kegiatan KKN dalam masa pandemik COVID-19 perlu mempertimbangkan ketentuan yang berlaku di organisasi, untuk meminimalisir risiko yang tidak diharapkan</p> <p>b. PUSTI-PD Penanganan trouble ticket pada aplikasi helpdesk perlu dipertimbangkan mekanismenya agar dijalankan secara lebih efektif dan sesuai dengan ketentuan yang berlaku</p> <p>c. Kepegawaian Perlu adanya review dalam Penilaian Mandiri Pembangunan Zona Integritas, karena nilai yang didapatkan terjadi penurunan mulai dari tahun 2018 sampai dengan tahun 2020, namun demikian nilai masih baik</p> <p>d. Kelembagaan, Kerjasama dan Humas 1) Perlu ditetapkan SOP yang menjelaskan koordinasi antara bagian hukum, kerjasama dan departemen terkait penyusunan, evaluasi dan penetapan corrective/preventive action plan setiap MOU/MOA yang ada. Daftar MOU/MOA agar disusun untuk memonitor detail status kesesuaian/compliance & progress implementasinya. 2) Perlu ditetapkan secara spesifik SOP terkait fungsi dan tugas Kelembagaan secara spesifik agar sejalan dengan ketentuan dan tata kerja organisasi PERATURAN MENTERI AGAMA REPUBLIK INDONESIA NOMOR 53 TAHUN 2015, TENTANG ORGANISASI DAN TATA KERJA UNIVERSITAS ISLAM NEGERI RADEN FATAH PALEMBANG Pasal 61 poin b, yaitu : Subbagian Kelembagaan sebagaimana dimaksud dalam Pasal 60 huruf b mempunyai tugas melakukan penyiapan pengembangan kelembagaan.</p> <p>e. Bagian Umum 1) Konsistensi update status disposisi surat-menyurat dalam aplikasi E-Office agar dilaksanakan secara konsisten oleh masing-masing bagian/fungsi terkait, misalnya : disposisi surat dari "Kemenag RI, Nizar (Plt, Sekjen)" yang diterima oleh Bagian Umum Rektorat tanggal 21/10/2020 berstatus BELUM DIBACA. 2) Ketentuan penomoran/identifikasi kode inventaris asset perlu ditetapkan dan dilaksanakan secara konsisten, ditemukan perbedaan kode inventaris asset antara yang saat ini dipergunakan dengan ketentuan dalam aplikasi Sistem Informasi Manajemen Aset Negara (SIMAN) sehingga ada permasalahan saat dilakukan traceability asset.</p>		

	3) Ditemukan beberapa jenis barang/asset tidak sesuai dengan klasifikasi asset dalam aplikasi Sistem Informasi Manajemen Aset Negara (SIMAN), misalnya : Jack (RJ45) Dakwah masuk dalam Master Aset (Alat Berat).
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Next visit objectives, scope and criteria

CAV1

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

ISO 9001:2015

UIN Raden Fatah Palembang management system documentation

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date.

Next Visit Plan

Date	Auditor	Time	Area/Process	Clause
			Top Management	
			Lembaga Penjaminan Mutu	
			Bagian Administrasi Umum Akademik & Mahasiswa	
			Bagian Perencanaan & Keuangan	
			Bagian Umum	
			Bagian Kepegawaian	

Appendix: Your certification structure & ongoing assessment programme

Scope of Certification

FS 674693 (ISO 9001:2015)

The provision of Academic Head Office, Library and Center of Information Technology Database at UIN Raden Fatah Palembang

Assessed location(s)

The audit has been performed at Central Office, Permanent Locations.

South Sumatra / FS 674693 (ISO 9001:2015)

Location reference	0047644155-000
Address	UIN Raden Fatah Palembang Jalan Prof. Zainal Abidin Fikry KM 3,5 Palembang South Sumatra 30126 Indonesia
Visit type	Re-certification Audit (RA Opt 2)
Assessment reference	3032339
Assessment dates	25/11/2020
Deviation from Audit Plan	No
Total number of Employees	51
Effective number of Employees	51
Scope of activities at the site	Main Certificate Scope applies.
Assessment duration	4.5 day(s)

Certification assessment program

Certificate Number - FS 674693

Location reference - 0047644155-000

		Audit1	Audit2	Audit3
Business area/Location	Date (mm/yy):	11/20	11/21	11/22
	Duration (days):	3	3	4,5
Top Management		X	X	X
Lembaga Penjaminan Mutu		X	X	X
Lembaga Penelitian dan Pengabdian Kepada masyarakat (LP2M)			X	X
Bagian Administrasi Umum Akademik & Kemahasiswaan		X		X
Bagian Perencanaan & Keuangan		X		X
Bagian Kerjasama			X	X
Bagian Umum		X	X	X
Bagian Kepegawaian		X	X	X
Bagian Perpustakaan Pusat UIN			X	X
Bagian Pusat Teknologi Informasi dan Pangkalan Data			X	X
Re-assessment				X

Justified exclusions / non applicable clauses

There are no justified exclusions / non applicable clauses of the standard for certificate : FS 674693

Mandatory requirements – re-certification.

Review of assessment finding regarding conformity, effectiveness and relevance of the management system:

Generally management system has been effectively implemented.

Top management was fully support on management system implementation.

Management system strategy and objectives:

Organization currently focuses to focuses to accreditation process by BAN-PT/DIKTI

Review of progress in relation to the organisation's objectives:

The top management strategy was still maintain the management system and optimize the current resources to get accreditation from BAN-PT, because the requirements of ISO 9001:2015 and

Accreditation requirements are almost similar. Policy was reviewed and still aligns with company objective.

Review of assessment progress and the re-certification plan:

There were new organization chart and it's effectively started in June 2020, but no additional functions or unit. so the employee's effective was still same

BSI Client Management Impartiality and Surveillance Strategy:

There was no impartiality issue with BSI Team. The assign client manager has appropriate T and P code.

Continue with the current Total assessment days / Cycle.

Expected outcomes for accredited certification.

What accredited certification to ISO 9001 means

ISO 9001:2015 specifies requirements for a quality management system when an organization: needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements; and aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

What accredited certification to ISO 9001 does not mean

- 1) It is important to recognize that ISO 9001 defines the requirements for an organization's quality management system, not for its products and services. Accredited certification to ISO 9001 should provide confidence in the organization's ability to "consistently provide product that meets customer and applicable statutory and regulatory requirements". It does not necessarily ensure that the organization will always achieve 100% product conformity, though this should of course be a permanent goal.
- 2) ISO 9001 accredited certification does not imply that the organization is providing a superior Product or service, or that the product or service itself is certified as meeting the requirements of an ISO (or any other) standard or specification.

Definitions of findings:

Non-conformity:

Non-fulfilment of a requirement.

Major nonconformity:

Nonconformity that affects the capability of the management system to achieve the intended results.

Nonconformities could be classified as major in the following circumstances:

- If there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;
- A number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.

Minor nonconformity:

Nonconformity that does not affect the capability of the management system to achieve the intended results.

Opportunity for improvement:

It is a statement of fact made by an assessor during an assessment, and substantiated by objective evidence, referring to a weakness or potential deficiency in a management system which if not improved may lead to nonconformity in the future. We may provide generic information about industrial best practices but no specific solution shall be provided as a part of an opportunity for improvement.

Observation:

It is ONLY applicable for those schemes which prohibit the certification body to issue an opportunity for improvement.

It is a statement of fact made by the assessor referring to a weakness or potential deficiency in a management system which, if not improved, may lead to a nonconformity in the future.

How to contact BSI

Should you wish to speak with BSI in relation to your certification, please contact your local BSI office – contact details available from the BSI website:

<https://www.bsigroup.com/en-ID/Contact-us/>

Notes

This report and related documents are prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report. If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

This audit was conducted through document reviews, interviews and observation of activities. The audit method used was based on sampling the organization's activities and it was aimed to evaluate the fulfilment of the audited requirements of the relevant management system standard or other normative document and confirm the conformity and effectiveness of the management system and its continued relevance and applicability for the scope of certification.

As this audit was based on a sample of the organization's activities, the findings reported do not imply to include all issues within the system.

Regulatory compliance

BSI requires to be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to BSI as soon as practical after the event.