

Assessment Report

Fakultas Adab dan Humaniora UIN Raden Fatah Palembang

Assessment dates	29/01/2020 to 29/01/2020 (Please refer to Appendix for details)
Assessment Location(s)	Palembang (000)
Report Author	Hopiffuddin Hopiffuddin
Assessment Standard(s)	ISO 9001:2015



Table of contents

Executive Summary	3
Changes in the organization since last assessment	4
NCR summary graphs	5
Your next steps	7
NCR close out process	7
Assessment objective, scope and criteria.....	8
Assessment Participants.....	9
Assessment conclusion.....	10
Findings from previous assessments.....	11
Findings from this assessment.....	14
Dekan & Wakil Dekan (Top Management):.....	14
Program Studi Sejarah & Kebudayaan Islam (S2):	14
Perpustakaan:	15
Program Studi Ilmu Perpustakaan:	16
Laboratorium:	17
Tim Penjaminan Mutu / Gugus Kendali Mutu::	18
Minor (1) nonconformities arising from this assessment.	19
Next visit objectives, scope and criteria	21
Next Visit Plan	22
Appendix: Your certification structure & ongoing assessment programme	23
Scope of Certification	23
Assessed location(s).....	23
Certification assessment program	24
Expected outcomes for accredited certification.....	24
Definitions of findings:	24
How to contact BSI.....	25
Notes	25
Regulatory compliance.....	26

Executive Summary

This audit objective is extension to scope, covering three other programs in the faculty. Generally, the quality management system state is relatively similar with the existing scope. No new activity is recorded.

In line with the stated strategic direction and intended results of the university's quality management system, particularly with regard to achieve organization objective as noted in quality objectives, the management system has demonstrated that it is largely designed to support the strategic direction and deliver the intended results.

There are however further possible opportunities to improve relating to achieving the intended results.

Changes in the organization since last assessment

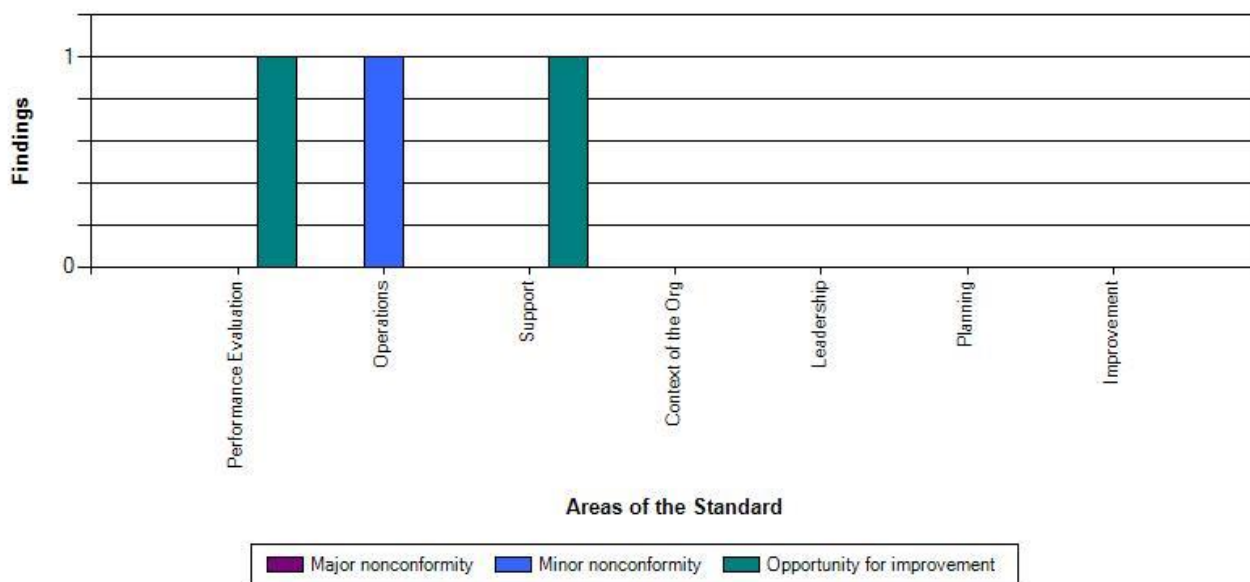
There is no significant change of the organization structure and key personnel involved in the audited management system.

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

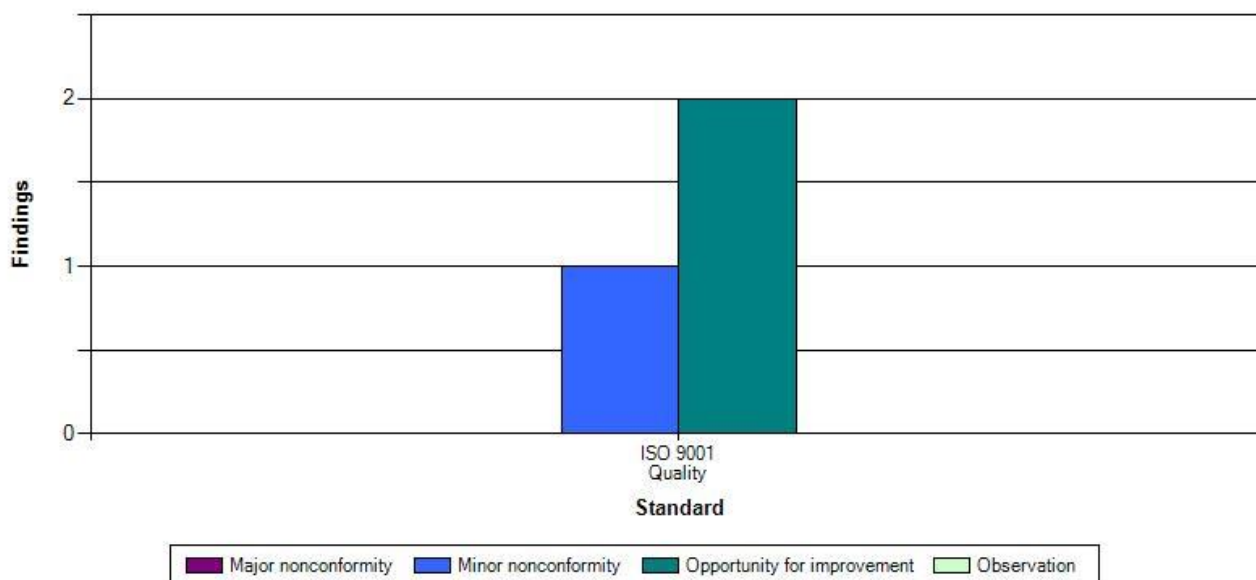
There was no change to the reference or normative documents which is related to the scope of certification.

NCR summary graphs

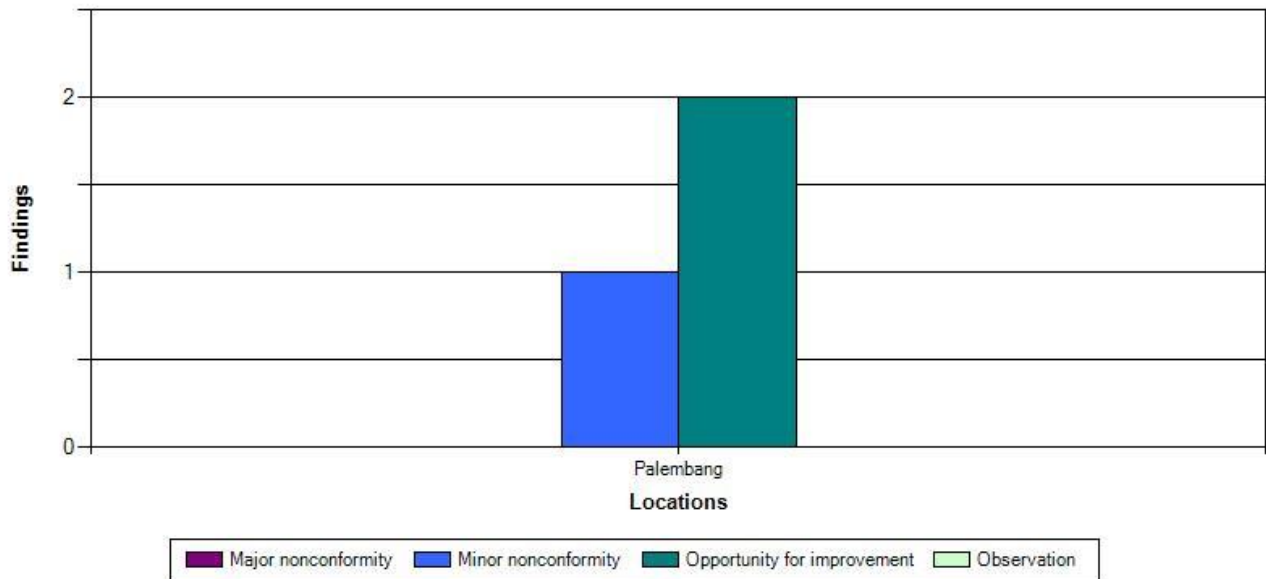
Areas of the standard(s) where BSI recorded findings



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.

A nonconformity requiring attention was identified. This, along with other findings, is contained within subsequent sections of the report.

A nonconformity relates to a single identified lapse, which in itself would not indicate a breakdown in the management system's ability to effectively control the processes for which it was intended. It is necessary to investigate the underlying cause of any issue to determine corrective action. The proposed action will be reviewed for effective implementation at the next assessment.

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 surveillance assessment and look for positive evidence to ensure that 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 organisation's 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 and where applicable to identify potential areas for improvement of the 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
Fakultas Adab dan Humaniora management system documentation

Assessment Participants

Name	Position	Opening Meeting	Closing Meeting	Interviewed(processes)
Pls see the attn list		X	X	X

Assessment conclusion

BSI assessment team

Name	Position
EriPradhana Bharata	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 - Corrective Action Plan Required ('Minor' findings only): The audited organization may be recommended for certification / continued certification, based upon the acceptance of a satisfactory corrective action plan for all 'Minor' findings as shown in this report. Effective implementation of corrective actions will be reviewed during the next surveillance audit.

Please submit a plan to BSI detailing the nonconformity, the root cause, correction and your proposed corrective action, with responsibilities and timescales allocated. The plan is to be submitted no later than 14/02/2020. If the corrective action plan is not received by this date you may be putting your certification status at risk. Send the plan through the BSI Assurance Portal (if this is enabled for your account) or by email to bsi.id@bsigroup.com, referencing the report number 3115073.

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	1732751-201901-N1	Certificate Reference	FS 637564
Certificate Standard	ISO 9001:2015	Clause	9.1.3
Category	Minor		
Area/Process:	LPM Activity		
Details:	Pedoman Monev Tridarma sudah ditetapkan, akan tetapi tidak terdapat bukti kegiatan MONEV yang sudah dilaksanakan untuk tahun 2018 dapat ditunjukkan selama audit berlangsung		
Objective Evidence:	Monitoring and Evaluation Program and Activity		
Cause			
tupoksi belum dijalankan			
Correction/containment			
akan dilakukan perbaikan			
Corrective action			
melakukan monev sesuai tupoksi 4			
Closed?:			
Yes			

Finding Reference	1732751-201901-N2	Certificate Reference	FS 637564
Certificate Standard	ISO 9001:2015	Clause	6.1.1
Category	Minor		
Area / Process:	LPM Activity		
Details:	Disebutkan di dalam Manual Mutu FDH UIN, untuk metode dalam penerapan SPMI terdapat langkah yang terkandung di Chapter E, Sub Clause 4, bahwa Melakukan Evaluasi diri dengan merencanakan SWOT Analysis, akan tetapi tidak terdapat bukti bahwa SWOT analysis sudah dilaksanakan		
Objective Evidence:	Interview and Document verification of Manual Mutu FDH UIN		
Cause			
belum memahami pertanyaan auditor			
Correction/containment			

evaluasi diri sudah disiapkan
Corrective action
evaluasi diri akan ditunjukkan
Closed?:
Yes

Finding Reference	1788473-201906-N1	Certificate Reference	FS 637564
Certificate Standard	ISO 9001:2015	Clause	8.1
Category	Minor		
Area/Process:	Program Studi Ilmu Perpustakaan		
Details:	Belum cukup bukti bahwa Rencana Pembelajaran Semester (RPS) sudah dibuat untuk Mata Kuliah semester ganjil 2018 sudah dibuat, contoh mata kuliah pengelolaan arsip vital, aplikasi teknologi informasi, pembinaan dan pengembangan koleksi, dll		
Objective Evidence:	contoh mata kuliah pengelolaan arsip vital, aplikasi teknologi informasi, pembinaan dan pengembangan koleksi, dll		
Cause			
SOP Proses Belajar Mengajar belum dilaksanakan secara menyeluruh sehubungan dengan proses pengumpulan RPS ke Prodi			
Correction/containment			
Prodi telah mengumpulkan Rencana Pembelajaran (RPS) untuk Matakuliah yang dimaksud pada semester Ganjil 2018 yang diprint melalui Laporan Beban Kerja Dosen (LBKD), sedangkan untuk dosen tidak tetap Prodi telah melayangkan surat kepada dosen ybs untuk mengumpulkan kembali RPS yang diminta			
Corrective action			
Melaksanakan SOP Proses Belajar Mengajar secara utuh pada setiap semseter dengan melayangkan surat dan memastikan dosen ybs menyerahkan RPS ke Prodi pada awal semester.			
Closed?:			
Yes			

Finding Reference	1788473-201906-N2	Certificate Reference	FS 637564
Certificate Standard	ISO 9001:2015	Clause	8.5.1
Category	Minor		
Area/Process:	Program Studi Sejarah dan Kebudayaan Islam (S2)		

Details:	organisasi belum dapat memastikan adanya tindakan yang dilakukan untuk mencegah terjadinya human eror dalam proses penginputan nilai mahasiswa.
Objective Evidence:	Evidence : an Chandra Maulana keaktifan 10; Tugas 17; Mid 25,5; UAS 24 Total seharusnya 76,5 tetapi di form manual penilaian dosen hasil akhir menjadi 84,5 (A)
Cause	
<ol style="list-style-type: none"> 1. Human error dalam proses penjumlahan versi manual. 2. Adanya dua versi penilaian; versi manual dan simak online yang belum ditetapkan, yang mana diantara keduanya diakui keabsahannya. 3. Belum sempurnanya SOP UAS, yang seharusnya sampai pada tahap verifikasi dan validasi. 	
Correction/containment	
<ol style="list-style-type: none"> 1. Melakukan verifikasi atas kesalahan dan menyampaikan koreksi kepada dosen yang bersangkutan dengan mengacu kepada versi simak. 2. Menetapkan form penilaian simak sebagai acuan nilai. 3. Menyempurnakan SOP UAS dan implementasinya. 	
Corrective action	
<ol style="list-style-type: none"> 1. Menetapkan form penilaian simak online sebagai satu-satunya acuan nilai. 2. Menyempurnakan SOP UAS. 3. Melaksanakan verifikasi hasil penilaian dosen pada simak online sebelum divalidasi. 	
Closed?:	
Yes	

Findings from this assessment

Dekan & Wakil Dekan (Top Management):

Auditee. : Mr. Nurhuda, (Dean) Pudek1, Mrs. Endang , Mrs. Betty (Pudek 2), Mr . Dolla Sobari (PUdek 3)

Clause : 4, 5, 6

Objective evidence.

- Strong commitment shown by top management, Dr. Nurhuda as the Dean of this faculty, also the rector of UIN Raden Fatah Palembang.
- Accreditation result .B.
- Fakultas Adab dan Humaniora sebagai Pusat Kebudayaan Melayu ISLAM Palembang
- IKU Fakultas Adab from Universitas.
- Visi & Misi - has been established and still update 2025 (S1) and 2030 (S2) .
- Isu Internal - (Layanan dan Komunikasi) , dulu susah sekarang di permudah. dan diperjelas.
- Isu Eksternal - penyerapan tenaga kerja. .
- Program Improvement - Peningkatan pelayanan sarana dan prasaraa
- 240 Mahasiwa baru
- 350 Lulusan (4 kali dalam 1 tahun).

Conclusion.

In general it was shown strong commitment top management Adab and Humaniora Faculty . They commit to implement this QMS as a tool to improve, and also strengthen the accreditation process. The intended results, like accreditation status from BAN PT, was found achieved through this system

Program Studi Sejarah & Kebudayaan Islam (S2):

Auditee: Mr.Otoman

Clause: 7.1.4, 7.1.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9, 10

Objective evidence.

- Total 30 Mahasiswa Aktif
 - Total Yang baru masuk 13 Mahasiswa.
 - Renstra 2018
 - Meningkatkan Jumlah Mahasiswa 5 % dari tahun sebelumnya. actual sebelumnya 7 Mahasiswa actual 13 Mahasiswa.
 - UU No 20 tahun 2003 tentang sistem pendidikan nasional
 - UU no 14 tahun 2005 tentang guru dan dosen
 - PP No 60 tahun 1999 tentang Pendidikan Tinggi
 - PP No 19 tahun 2005 tentang Standar Nasional Pendidikan
 - PP RI no 37 tahun 2009 tentang Dosen
 - Quality Objective of Faculty and Quality Objective of Prodi refer to Document for national accreditation
- Verified and reviewed some record or evidence the effectiveness of implementation :
- Academic Guidance 2019/2020 - Book year 2018
 - Calendar Academic 2019-2020 - Book year 2019
 - Learning process management documents such as curricula, syllabus, RPS, lecture competence, monitoring and evaluation, realization of RPS, attendance list, validation of examination paper and scoring. - MKB 52854 Sejarah Sosial Intelektual Islam Indonesia (SKI 5382) - SK pengajar 2018 dan kompetensi pengajar

- SOP Penerimaan Mahasiswa baru Program Magister (still draft)
- SOP Pembimbingan Tesis
- SOP Ujian Proposal Tesis
- SOP Ujian Terbuka Tesis
- SOP Ujian Seminar hasil Tesis.
- Laporan Kegiatan Publikasi dan Promosi S2. (bulan Februari dan Maret 2019).
- Daftar Hadir Peserta Tes Wawancara Date 3 Juli 2019 (Gelombang 1 - 7 Mahasiswa)
- Daftar Hadir Peserta Tes Wawancara Date 30 Juli 2019 (Gelombang 2 - 6 Mahasiswa)
- Berkas Daftar ulang Mahasiswa baru. (total 12 Mahasiwa)
- Keputusan Rektor UIN Raden Fatah No. 1363 Tahun 2019 Tentang Penetapan Panitia Kegiatan Orientasi Mahasiswa/i Baru.
- Laporan Kegiatan Orientasi Mahasiswa Baru. Tahun 2019/2020.
- Total 40 Dosen - 5 Prodi . (total 44 SKS)
- Laporan Kegiatan Workshop Kurikulum KKKNI Tahun 2019 - 9 Juli 2019
- Keputusan Rektor UIN Raden Fatah Palembang No. 1171 Tahun 2019 Tentang Penetapan Kewajiban Mengajar Dosen Tetap PNS Pada Semester Ganjil Tahun Akademik 2019 /2020 Date 2 Juli 2019.
- Rencana Perkuliahan Semester (RPS) - Program Pasca Sarjana SPI
- Note: Terdapat perbedaan content dan format untuk Rencana Perkuliahan Semester (RPS) untuk Matakuliah Sejarah Sosial dan Intelektual Islam di Indonesia (Dr. Nor Huda) dengan Matakuliah Teori dan Metodologi Sejarah (Dr. Endang R.) , selain content tidak terlihat adanya informasi tentang bobot penilaian dan kontrak perkuliahan dengan mahasiswa.
- Daftar hadir Perkuliahan Dosen. eq. Sejarah Sosial Budaya Islam Melayu . - 15 Sept - 15 Desember 2019
- Soal Ujian Akhir Semester - Dr. Herlina S.Ag.
- Detail Nilai Mata Kuliah Mahasiswa - Sejarah Sosial Budaya Islam Melayu,

Conclusion

In general processes in this department were well controlled, Planned activities is implemented properly as shown in objective evidence above. Organization team has conducted well system implementation and reporting activity to Ka.Prodi for any issue that can be closed or outstanding activity.

Perpustakaan:

Auditee : Mrs. Binti, Mrs. Yusni

Clause : 7.1.4, 7.1.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9, 10

Objective evidence.

Libraries formulate its purpose as follows:

1. Procurement of books;
 2. Utilization book;
 3. Provide a means to support the use of bibliographic references;
 4. Provide skilled personnel and dedicated to serving the needs of library users;
 5. Cooperate with other libraries to develop library programs.
- Rencana Strategis Fakultas ADAB dan Humaniora (2019/2020)
 - Rencana Kerja Anggaran Fakultas ADAB dan Humaniora Tahun anggaran 2020.
 - SOP Perpustakaan (Library), Identification of book using Color identification, red, yellow (BSA), green,

and Pink (SKI) for each Program study.

- IK Penerimaan dan Pengembalian Buku di Perpustakaan
- Tata tertib perpustakaan. dan Informasi jam buka pelayanan perpustakaan.
- Pengelolaan Perpustakaan dengan menggunakan Aplikasi SLIM (Senayan Librarian Management System).
- Syarat Bebas Pustaka eq. An Hermonika Prodi Pustaka, An, Rika Rinarti. Date 29/01/2019
- All data dapat ditunjukkan dalam aplikasi SLIM.
- OFI - Untuk Feed back dari Pelanggan (pengunjung) belum dapat ditunjukkan .
- Book verification on location taken as sample : " Cermat Berbasa Indonesia" has found on location and e-slim library data. - Total Book : 3930 Pcs, Total Title 2680 - Total Eksemplar on borrow : 82

Conclusion

In general processes in this department were well controlled, Planned activities is implemented properly as shown in objective evidence above. Opportunities for improvement has been raised regarding feed back from customer has not been taken.

Finding Reference	1881428-202001-I1	Certificate Reference	FS 637564
Certificate Standard	ISO 9001:2015	Clause	9.1.2
Category	Opportunity for Improvement		
Area/Process:	Perpustakaan		
Details	Proses pelayanan perpustakaan secara umum telah berjalan dengan baik, dari proses indentifikasi buku, proses keanggotaan , sirkulasi. Namun dapat dipertimbangan masukan / kritik dan saran dari Pelanggan (pengunjung) perpustakaan dilakukan		

Program Studi Ilmu Perpustakaan:

Auditee : Mr. Yanto, M.Hum., M.IP, Mr. Misroni

Clauses: Clause: 7.1.4, 7.1.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9, 10

Objective Evidence:

- Renstra and Renop Fakultas Adab dan Humaniora 2016-2020
 - > Rata-Rata IPK 3,4, achievement > 3,4
 - > Target kelulusan 3,5 tahun paling lama 5 tahun starting from the class of 2017 students
- To discuss about kurikulum, organization follows Asosiasi Penyelenggara Pendidikan Tinggi Ilmu Perpustakaan dan Informasi Indonesia with member no. 01S2018033
- Masa Studi Maksimal dated 23 January 2020 No. B.036/Un.09/4.3/PP.009/01/2020
- Kurikulum Program Studi Ilmu Perpustakaan 2019
- Some Subject was verified:
 - a. Sejarah Peradaban Islam
 - > RPS Sejarah Peradaban Islam, Subject No. UIN1122 (there was only 4 item that similar with 9 item in Syllabus, and only 1 reference from syllabus that used as a textbook)
 - > Syllabus Sejarah dan Peradaban Islam, Subject code FAH2622
 - > Presensi Kehadiran Dosen

- > Daftar Hadir Mahasiswa
- > Daftar Nilai kelas 19ipA and 19ipB
- > Daftar Soal UTS dan UAS, there was no validation
- b. Komunikasi untuk Perpustakaan
 - > Sylabus Komunikasi untuk Perpustakaan, Subject No. PUS3302
 - > RPS Komunikasi untuk Perpustakaan, Subject No. PUS3292
 - > Presensi Kehadiran Dosen
 - > Daftar Hadir Mahasiswa
 - > Daftar Nilai kelas 18ipA and 18ipB
 - > Daftar Soal UTS dan UAS, there was no validation
 - Ratio Lecture wit Student 1:35
 - Beban Kinerja Dosen 2019

Conclusion

In general processes in this department were well controlled, Planned activities is implemented properly as shown in objective evidence above. However there is nonconformity that raised related to the learning course process

Laboratorium:

Auditee : Dr. Mashur, Mr Sirajuddin Fikri, Mr. Berkah, Mr. Abdul Majid
 Clause: 6,7,8,9,10

Objective Evidence:

- Program Baca Tulis Quran, Tahfiz, Intensif Bahasa Inggris, Bahasa Arab, Seni Budaya, Ibadah Kemasyarakatan (sholat Jenazah, Qiroah) `
- Absen Peserta Program Baca Tulis Al-Quran 2019 Kelompok 2
- Sertifikat BTA (Baca Tulis Quran) 29 January 2019
- Sertifikat Tahfidz Al-Quran dated 16 January 2020 , Ilham Dwi Pangestu (Amat baik)
- Serifikat Baca Tulis Quran Alvi Iswari dated 29 January 2019
- Buku Panduan Tahfidz Al-Quran Disusun oleh Drs. Abdurrasyid, M. Ag, M. Sirajudin Fikri, M.Hum
- Buku Panduan Praktik Ibadah Kemasyarakatan Tata cara Merawat, Memandikan dan mengkafani
- Sertifikat No. 17/57/141.SK/BA/X/2018 (Asset list)
- Panduan Baca Tulis Al-Quran Disusun Oleh, Drs. Abudrrasyid, M.Ag , Muhammad Sirajudin Fikri, M.Hum
- Arsip Peta Sejarah Islam and Arsip Naskah, it need to be stored properly
- Arsip Naskah Laboratorium
- Daftar Inventaris Ruang laboratorium Terpadu dated 2 January 2020
- Agreeemnt with MEC for Indonesia and Bahasa inggris (toefl) examination
- Agreement with Latansa for Bahasa Arab examination

Conclusion

In general processes in this department were well controlled, Planned activities is implemented properly as shown in objective evidence above.

Finding Reference	1881428-202001-I2	Certificate Reference	FS 637564
Certificate Standard	ISO 9001:2015	Clause	7.1.3
Category	Opportunity for Improvement		
Area/Process:	Laboratorium		
Details	Arsip Naskah Melayu dan Arsip Peta sejarah islam perlu adanya treatment dan preservasi khusus sehingga bisa tersimpan dengan sangat baik dan tidak rusak		

Tim Penjaminan Mutu / Gugus Kendali Mutu:

Clause: 9.1

Objective Evidence:

1. GPMF Report Semester Ganjil 2019/2020 --> Monitored and Evaluate Study Program's Tridharma
 - Tridharma Pengajaran, include :
 - Standar Proses
 - Standar Sarana dan Prasarana
 - Standar Tenaga Pengajar
 - Standar Pembiayaan
 - Tridharma Penelitian, include :
 - Standar Proses
 - Standar Sarana dan Prasarana
 - Standar Tenaga Pengajar
 - Standar Pembiayaan
 - Tridharma Pengabdian Masyarakat, include :
 - Standar Proses
 - Standar Sarana dan Prasarana
 - Standar Tenaga Pengajar
 - Standar Pembiayaan
2. GPMP Report
 - Program Studi ilmu perpustakaan --> Laporan Monev Semester Ganjil 2019/2020
 - Program Studi Sejarah & Kebudayaan Islam (S2) --> Laporan Monev Semester Ganjil 2019/2020

Conclusion

In general processes in this department were well controlled, Planned activities is implemented properly as shown in objective evidence above.

Minor (1) nonconformities arising from this assessment.

Finding Reference	1881428-202001-N1	Certificate Reference	FS 637564
Certificate Standard	ISO 9001:2015	Clause	8.3.4
Category	Program Studi Ilmu Perpustakaan dan Program Studi Sejarah & Kebudayaan Islam		
Area/Process:	Laboratorium		
Statement of non conformance:	<p><u>Prodi Ilmu Perpustakaan</u></p> <p>1. Mata kuliah sejarah peradaban Islam (SPI) dengan kode FAH2622 sudah ada syllabus dan RPS namun dari 9 pokok bahasan yang ada di dalam syllabus, hanya 5 pokok bahasan saja yang tidak masuk ke dalam RPS dan materi perkuliahan di presensi kehadiran dosen, seperti: :</p> <ul style="list-style-type: none"> > Dinasti-dinasti pasca mongol di wilayah budaya arab > Perkembangan peradaban islam di wilayah arab di bawah kekuasaan mongol > Sejarah dan perkembangan islam di Indonesia > Sejarah dan perkembangan peradaban Islam di wilayah pengaruh kulyur melayu di Indonesia <p>2. Dari sekian banyak referensi yang ada di dalam syllabus, hanya 1 saja yang digunakan di dalam RPS dan referensi lainnya merupakan literatur terbitan tahun lebih lama dibandingkan dengan literatur yang ada di dalam syllabus</p> <p><u>Prodi Sejarah & Kebudayaan Islam</u></p> <p>1. Terdapat perbedaan content dan format untuk Rencana Perkuliahan Semester (RPS). eq.</p> <ul style="list-style-type: none"> - Matakuliah Sejarah Sosial dan Intelektual Islam di Indonesia dengan Matakuliah Teori dan Metodologi Sejarah - Tidak terlihat adanya informasi tentang bobot penilaian dan kontrak perkuliahan dengan mahasiswa. <p>2. Belum dapat ditunjukkan proses verifikasi dan validasi soal ujian untuk Mid Test dan UAS telah dilakukan eq. Matakuliah Sejarah Sosial dan Intelektual Islam di Indonesia dengan Matakuliah Teori dan Metodologi Sejarah</p>		
Clause requirements	<p>Design and development controls</p> <p>The organization shall apply controls to the design and development process to ensure that:</p> <ul style="list-style-type: none"> a) the results to be achieved are defined; b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements; c) verification activities are conducted to ensure that the design and development outputs meet the input requirements; d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use; 		

	<p>e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities;</p> <p>f) documented information of these activities is retained.</p> <p>NOTE Design and development reviews, verification and validation have distinct purposes. They can be conducted separately or in any combination, as is suitable for the products and services of the organization.</p>
Objective Evidence	Kurikulum, sylabus dan Rencana Pembelajaran Semester, soal UTS dan UAS
Cause	
Correction/containment	
Corrective action	

Next visit objectives, scope and criteria

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

Fakultas Adab dan Humaniora 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
			Penjaminan Mutu (LPM)	
			Program Studi Bahasa & Sastra Arab	
			Program Studi Sejarah dan Kebudayaan Islam	
			Kepegawaian, Sarana & prasarana	

Appendix: Your certification structure & ongoing assessment programme

Scope of Certification

FS 637564 (ISO 9001:2015)

The provision of educational services for Program Studi Sejarah Kebudayaan Islam, Program Studi Bahasa dan Sastra Arab, Program Studi Sejarah dan Kebudayaan Islam (S2) and Program Studi Ilmu Perpustakaan

Assessed location(s)

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

Palembang / FS 637564 (ISO 9001:2015)

Location reference	0047564507-000
Address	Fakultas Adab dan Humaniora UIN Raden Fatah Palembang Jl. Prof. K.H. Zainal Abidin Fikry No. 1 km 3,5 Palembang 30126 Indonesia
Visit type	Continuing assessment (surveillance)
Assessment reference	3115073
Assessment dates	29/01/2020
Deviation from Audit Plan	No
Total number of Employees	39
Effective number of Employees	39
Scope of activities at the site	Main Certificate Scope applies.
Assessment duration	2 day(s)

Certification assessment program

Certificate Number - FS 637564

Location reference - 0047564507-000

		Audit1	Audit2	Audit3	Audit4	Audit5	Audit6
Business area/Location	Date (mm/yy):	02/2017	02/2018	02/2019	02/2020	02/2021	02/2022
	Duration (days):	1	1	2	2	2	3
Dekan & Wakil Dekan (Faculty)			X	X	X		X
Penjaminan Mutu (LPM)		X	X	X	X	X	X
Program Studi Bahasa & Sastra Arab		X		X		X	X
Program Studi Sejarah dan Kebudayaan Islam		X	X	X		X	X
Kepegawaian, Sarana & prasarana		X		X		X	X
Laboratorium & perpustakaan			X	X	X		X
Program Studi Sejarah dan Kebudayaan Islam (S2)				X	X		X
Program Studi Ilmu Perpustakaan					X		X

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 registration, please contact your customer service officer.

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Notes

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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 on-site 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.