

# Assessment Report

## Fakultas Ekonomi dan Bisnis Islam UIN Raden Fatah Palembang

Assessment dates	30/01/2020 to 31/01/2020 (Please refer to Appendix for details)
Assessment Location(s)	Palembang (000)
Report Author	Wira Prasetya
Assessment Standard(s)	ISO 9001:2015



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## Executive Summary

The organization has shown its commitment in the implementation of quality management system by defining its strategic direction and plan through RENSTRA 2016-2020, conducting internal audit and monitoring-measurement as guided by LPM. The Dean and Vice Deans as Top Management has strong commitment in keeping the integrity of the QMS.

However, the implementation is not in the same level throughout the organization. The inconsistency and ineffectiveness was found in certain process and area.

## Changes in the organization since last assessment

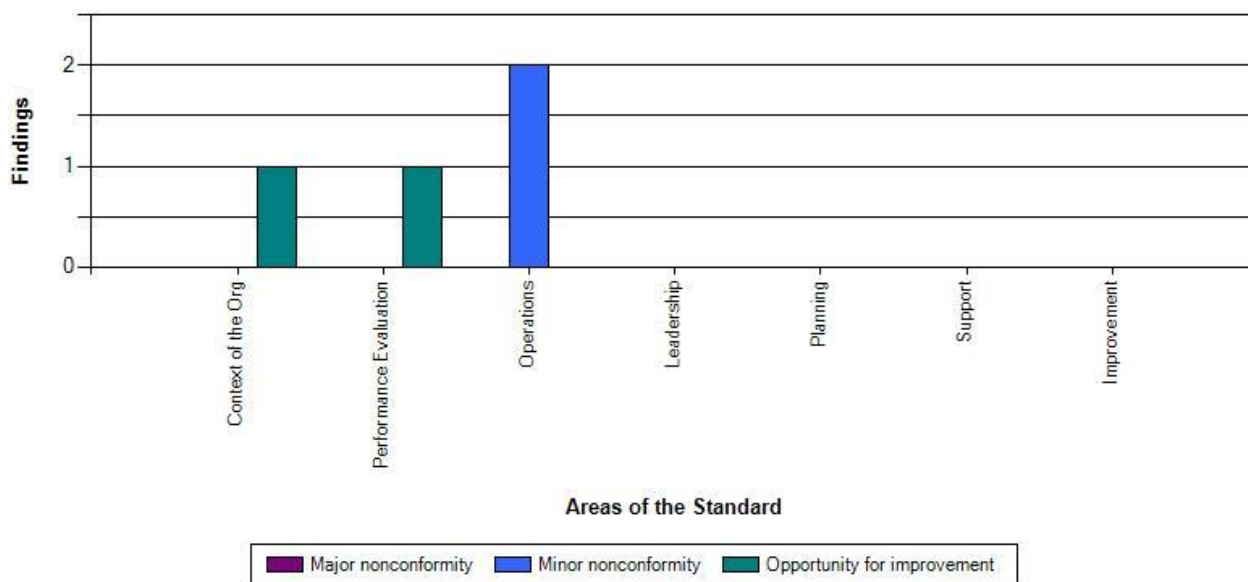
There is no significant change of the organization structure and key personnel involved in the audited management system.

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

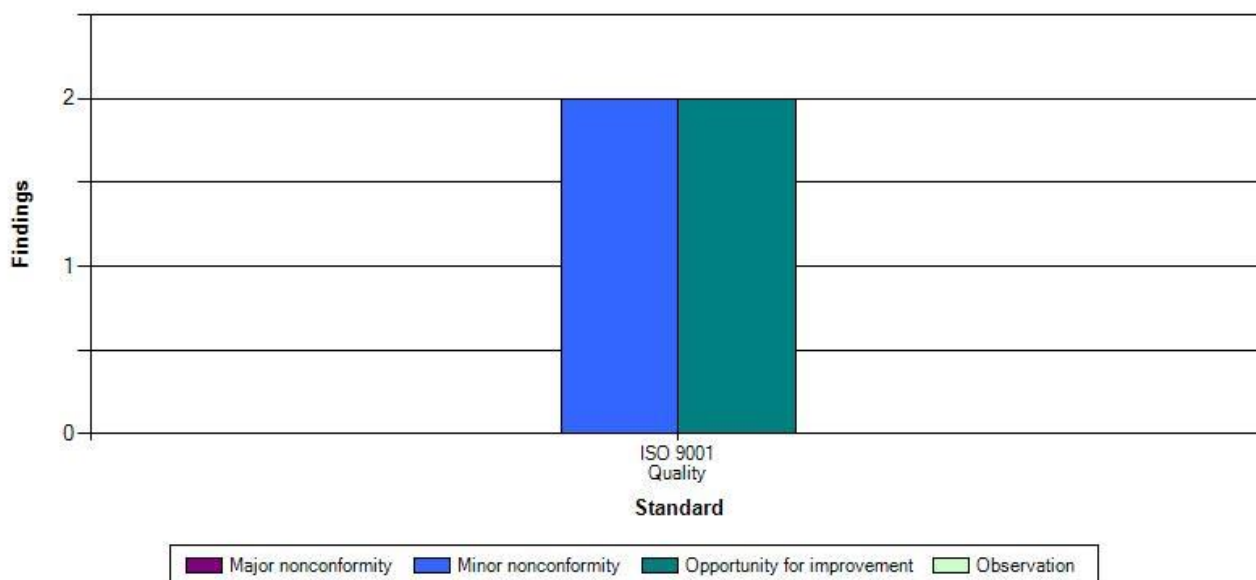
There was no change to the reference or normative documents which is related to the scope of certification.

## NCR summary graphs

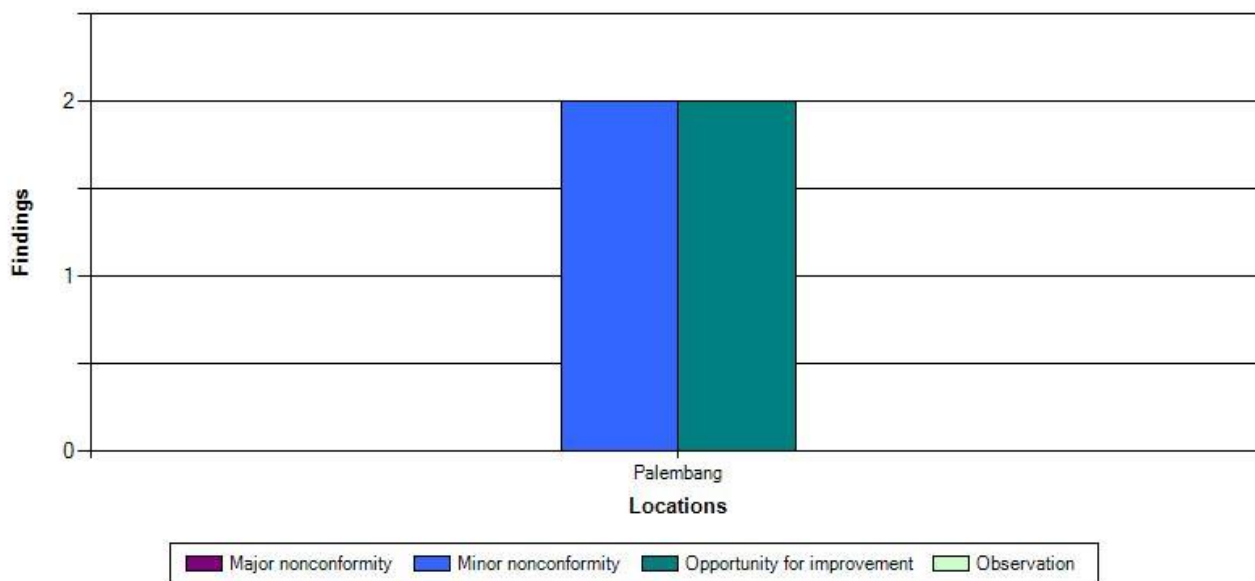
### Areas of the standard(s) where BSI recorded findings



### 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.

2 nonconformities requiring attention were identified. These, along with other findings, are 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 Ekonomi & Bisnis Islam management system documentation

## Statutory and regulatory requirements

- 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 No 37 Tahun 2009 tentang Dosen



## Assessment Participants

Name	Position	Opening Meeting	Closing Meeting	Interviewed(processes)
Qodariah Barkah	Dekan	X	X	X
Maftihatusolihah	Wakil Dekan I	X	X	X
Rudi A	Wakil Dekan II	X	X	X
Nilawati	Wakil Dekan III	X		X
M. Rusydi	Kaprodi Magister Ekonomi Syariah	X		X
Rika Lidyah	Kaprodi Perbankan Syariah	X	X	X
Abu Bakar	GPMF	X		X

## Assessment conclusion

BSI assessment team

Name	Position
Wira Prasetya	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.

You are required to identify the cause and implement corrections and corrective actions required to address all nonconformities before your next BSI assessment relating to the certificate against which the nonconformities were raised.

### 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

<b>Finding Reference</b>	1465107-201704-N4	<b>Certificate Reference</b>	FS 637989
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	6.2.1
<b>Category</b>	Minor		
<b>Area / Process:</b>	Penjaminan Mutu		
<b>Details:</b>	Sasaran mutu belum dikontrol secara efektif. Hal ini terindikasi dengan sasaran yang ada di instrument audit internal prodi doktor/master/ universtitas 2017 tidak sama dengan Standar mutu akademik UIN 2015		
<b>Objective Evidence:</b>	- Instrument audit internal prodi doktor/master/ universtitas 2017 - Standar mutu akademik UIN 2015		
<b>Cause</b>			
Kurangnya sumber daya dosen			
<b>Correction/containment</b>			
Perlu kontrol terhadap sasaran mutu sesuai dengan standar mutu akademik UIN			
<b>Corrective action</b>			
Menyesuaikan sasaran mutu dengan standar mutu UIN 2015.			
<b>Closed?:</b>			
Yes			

Finding Reference	1738765-201901-N1	Certificate Reference	FS 637989
Certificate Standard	ISO 9001:2015	Clause	6.1.1
Category	Minor		
Area/Process:	Penjamin Mutu		
Details:	Isu-isu utama mengenai Percepatan Akreditasi 9 standar paling lambat bulan April 2019, Score min TOEFL untuk Mahasiswa & Hafalan Juz 30 belum dipertimbangkan saat melakukan SWOT Analysis, untuk ditetapkan mitigasinya yang sesuai, agar hasil yang diharapkan (intended outcome) yang tertuang pada Visi Misi Fakultas tercapai. Visi Misi: "Menyelenggarakan Pendidikan dalam bidang Ilmu konomi & Bisnis Islam yang berstandar Internasional, berwawasan Kebangsaan & Berkarakter Islami pada tahun 2030"		
Objective Evidence:	SWOT Analysis		
Cause			
Kurang paham, jika SWOT analysis harus dilengkapi untuk ditetapkan mitigasinya			

<b>Correction/containment</b>
Melengkapi, SWOT Analysis relevan dengan isu-isu internal & eksternal
<b>Corrective action</b>
Review secara berkala SWOT Analysis yang telah dilengkapi disesuaikan dengan isu-isu internal dan eksternal yang relevan
<b>Closed?:</b>
Yes

Finding Reference	1738765-201901-N2	Certificate Reference	FS 637989
Certificate Standard	ISO 9001:2015	Clause	9.2.1
Category	Minor		
Area / Process:	Penjamin Mutu		
Details:	Kriteria audit ISO 9001:2015 tidak ditetapkan pada pelaksanaan Audit Internal yang telah dilaksanakan pada tanggal 21 Aug 2018.		
Objective Evidence:	Checklist Internal Audit		
Cause			
Checklist Audit masih mengacu ke standar BAN PT			
Correction/containment			
Mengintegrasikan Standar ISO 9001:2015 & BAN PT ke dalam checklist internal audit			
Corrective action			
Sosialisasi penggunaan checklist internal audit yang telah diintegrasikan			
Closed?:			
Yes			

## Findings from this assessment

### Top Management (Dekan, Wakil Dekan):

Auditee: Mrs. Qodariah (Dekan), Mrs. Maftihatusolihah (WD I), Mr. Rudi (WD II), Mrs. Nilawati (WD III)  
 Clause: QMS 4.1, 4.2, 5.1, 5.2, 5.3, 9.3, 10.3

Identified issues and organization's action plans:

- Achieving ideal ratio between students and lecturers
- Shift of learning method to student centered learning (SCL)
- Towards international class university: bilingual class, overseas community development program (KKN), joint research, held international seminar
- RENSTRA 2016-2020 focusing in capacity strengthening
- Achieving "B" Accreditation for all departments
- New trends and patterns in finance industry, including fintech and digital economy
- New location of faculty in Jakabaring
- The load of the lecturers

Objective evidences:

- > Rapat Tinjauan Manajemen Fakultas (21/1/2020)
- Agendas in the minutes of meeting: monitoring of academic activity and process, asset and infrastructure, academic and administration issues, courses entries, students data collection, meeting with interested parties, continual improvement

<b>Finding Reference</b>	1878251-202001-I1	<b>Certificate Reference</b>	FS 637989
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	4.1
<b>Category</b>	Opportunity for Improvement		
<b>Area/Process:</b>	Top Management (Dekan, Wakil Dekan)		
<b>Details</b>	Pembaruan konteks organisasi, termasuk di dalamnya identifikasi isu-isu internal dan eksternal serta beban kinerja dosen dapat dilakukan mengingat perubahan dan perkembangan yang akan dialami fakultas menjelang perpindahan lokasi.		

### GPMF Fakultas Ekonomi dan Bisnis Islam:

Auditee: Mr. Abu Bakar

Clause: QMS 4.1, 6.1, 6.2, 7.5, 9.1, 9.2, 10.3

Objective evidences:

- > List of issues:
  - Infrastructure
  - Lecturers joint research with international institutions
- > Pedoman Monitoring dan Evaluasi Tridarma
- > GPMP and GPMF MONEV Findings and Recommendations
- MONEV findings, samples:

Some of the lecturers have not been professionally certified

No international grant achieved last year

No international joint research on current issues during 2019

As much as 30% permanent lecturers have not been member of international scientific society

Currently no scientific publication raised from community development program in the nationally accredited journal

- MONEV Recommendations, samples:

Recruiting qualified lecturers

Encouraging lecturers as professor candidates

Providing new infrastructure and equipments to support academic activity

- The 2019 GPMF MONEV has been analyzed, reported, and presented in the university level management review, providing information on findings and recommendations

Conclusion:

The GPMF as the party who conduct monitoring and measuring of QMS in the organization also acts as advisor to top management. The process is well implemented, with relevant evidences shown during the assessment.

<b>Finding Reference</b>	1878251-202001-I2	<b>Certificate Reference</b>	FS 637989
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	9.1.3
<b>Category</b>	Opportunity for Improvement		
<b>Area/Process:</b>	GPMF Fakultas Ekonomi dan Bisnis Islam		
<b>Details</b>	Laporan Monev menunjukkan hasil analisis data pada periode tersebut. Belum terdapat analisis lebih lanjut yang dapat menunjukkan perkembangan kinerja dari waktu ke waktu.		

## Prodi Perbankan Syariah:

Auditee: Mrs. Rika Lidia (Kaprodin PBS)

Clause: QMS 6.1, 6.2, 7.1, 7.2, 7.4, 7.3, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1, 10.2, 10.3

The implementation of QMS is headed by Kaprodin, with GPMP act as monitoring-evaluation function and advisor.

Objective evidences:

> Renstra dan Rencana Operasional 2015-2019:

- SWOT Analysis -> Sample of strategi: conducting frequently and scheduled evaluation of curriculum by studying the current trends of banking industry -> shown in quality objectives

> Keunggulan: kualifikasi dosen, kecukupan sarana prasarana, kurikulum (disusun dengan mengundang pakar), penunjang akademis (bank mini, galeri pasar saham)

> Laporan Monitoring dan Evaluasi (Monev) Prodi Perbankan Syariah Semester Genap 2018/2019

> Laporan Monev Prodi Perbankan Syariah Semester Ganjil 2018/2019

> Pedoman Penulisan dan Pembimbingan Skripsi (FEBI) 2017

> Laporan Evaluasi Kinerja Dosen 2018 by students, sample 10 lecturers. Overall result: Good.

> Laporan Evaluasi Kepuasan Pelayanan kepada Mahasiswa PBS S1. Overall result: Adequate.

> RPS, absensi, nilai, soal:

- Komunikasi Bisnis (SPS5142), 2 SKS Semester V, lecturer Hilda, SE, M.Si., reference available, absence and materials, nilai SIMAK dan manual (sesuai); soal ujian UTS dan UAS diverifikasi oleh Kaprodi

NOTE: RPS berbeda dengan RPS versi buku besar (2017/2018) dan tidak terdapat verifikasi oleh kaprodi

- Bahasa Inggris (SPS1062), 2 SKS Semester I, lecturer Drs. Rusdi Zubir, M.Si., reference available, absence and materials, nilai SIMAK dan manual (sesuai); soal ujian UTS dan UAS

NOTE: RPS belum diverifikasi

> Pedoman Akademik 2018

#### Conclusion:

The Kaprodi has strong commitment in QMS implementation in the Prodi, in line with quality assurance process required in the BAN-PT Accreditation. Monitoring and evaluation are performed by GPMP, in coordination with GPMF and reported to LPM. This monitoring and evaluation process is conducted through planning and effectively implemented.

The academic process, as the core process of this area, is performed through rigid guidance to ensure the course materials fulfill the expectation of interested parties. However, there is a finding in this area regarding the validation of course material, in which the organization fail to show the evidence of validation for the samples taken.

### Prodi Magister Ekonomi Syariah:

Auditee: Dr. M. Rusydi, M.Ag. (Kaprodi MES), Mrs. Yusi Resita (GPMP)

Clause: QMS 6.1, 6.2, 7.1, 7.2, 7.4, 7.3, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1, 10.2, 10.3

Objective evidence:

> Renstra

> RPS dan dokumen bukti pelaksanaan perkuliahan:

- Manajemen Sumberdaya Manusia (MES6511), 2 SKS Semester III, lecturer Dr. Diah Isnaini Asiai, SE, MM., reference available, absence and materials available, nilai SIMAK available.

NOTE: The class was started in July 2019, but the RPS was created and signed by the lecturer on December 15, 2019. No validation of RPS found in the document.

- Ekonometrika (MES651), 2 SKS Semester I, lecturer Dr. Dinnul Alfian Akbar, SE, M.Si., reference available, details of materials per weeks not available, absence available

NOTE: The Ekonometrika use different format of RPS from the previous sample, and no sign of validation on the document

> Pedoman Akademik Pasca Sarjana 2015

NOTE: Prodi Magister Ekonomi Syariah was a part of Fakultas Pasca Sarjana. However in 2017 it was transferred to Fakultas Ekonomi & Bisnis Islam. The academic guidance or syllabus has not change since, and still bear the name of the former faculty.

#### Conclusion:

The Kaprodi has strong commitment in QMS implementation in the Prodi, in line with quality assurance process required in the BAN-PT Accreditation. Monitoring and evaluation are performed by GPMP, in coordination with GPMF and reported to LPM. This monitoring and evaluation process is conducted through planning and effectively implemented.

The academic process as the core process of this area, however, showed that the organization has not perform effective control in this particular aspect. The findings in this area related to failure to show the evidence of RPS validation for the samples taken, and the reference used by the lecturers to create their course material is still the old one from 2015 from the time when this Prodi still belongs to the former faculty, and no change in the syllabus since.

**Laboratorium & Perpustakaan:**

Auditee: Mrs. Rafiqah (Head of Faculty Library), Mrs. Juwita Anggraini (Head of Faculty Laboratories)

Clause: QMS 6.1, 6.2, 7.1, 7.2, 8.1, 8.2, 8.5, 8.6, 8.7

Objective evidence:

> Inventory management, including borrowing of books, is performed through SLIM application.

Currently 1930 titles and 3204 exemplars of books.

> Annual proposal for books procurement. In 2019, 57 titles and 156 exemplars were proposed to University's Procurement Bureau.

> Checking of books condition is performed randomly without schedule

> Qualification for librarian: degree in library science

> List of laboratories:

- Mini Bank Simulation Lab

- Stock Market Lab

- BMT/Koperasi Lab

- Computer Lab

> Lab Organization Structure

> Maintenance of assets is performed when the asset is broken. The need for repair will be proposed to university. Samples:

- Permohonan Perbaikan Komputer (3/10/2019)

- Pengajuan Perbaikan: komputer, modem, AC, kursi (13/5/2019)

Conclusion:

Generally, QMS implementation in this area is performed as expected.



## Minor (2) nonconformities arising from this assessment.

<b>Finding Reference</b>	1878251-202001-N1	<b>Certificate Reference</b>	FS 637989
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	8.3.4
<b>Category</b>	Minor		
<b>Area/Process:</b>	Prodi Perbankan Syariah		
<b>Statement of non conformance:</b>	<p>Terdapat inkonsistensi dalam alur proses validasi materi akademik:</p> <p>1) RPS mata kuliah Komunikasi Bisnis (SPS5142) dan Bahasa Inggris (SPS1062) belum diverifikasi</p> <p>2) RPS mata kuliah Manajemen Sumberdaya Manusia dan mata kuliah Ekonometrika (Prodi Magister Ekonomi Syariah) tidak divalidasi. RPS Ekonometrika detail materi per tatap muka tiap minggu tidak tersedia.</p>		
<b>Clause requirements</b>	<p>Design and development controls</p> <p>The organization shall apply controls to the design and development process to ensure that:</p> <p>a) the results to be achieved are defined;</p> <p>b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements;</p> <p>c) verification activities are conducted to ensure that the design and development outputs meet the input requirements;</p> <p>d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;</p> <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>		
<b>Objective Evidence</b>	Komunikasi Bisnis (SPS5142), Bahasa Inggris (SPS1062), Manajemen Sumberdaya Manusia, and Ekonometrika courses RPS		
<b>Cause</b>			
<b>Correction/containment</b>			
<b>Corrective action</b>			

<b>Finding Reference</b>	1878251-202001-N2	<b>Certificate Reference</b>	FS 637989
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	8.3.3
<b>Category</b>	Minor		
<b>Area/Process:</b>	Prodi Magister Ekonomi Syariah		
<b>Statement of non conformance:</b>	Katalog mata kuliah (Prodi Magister Ekonomi Syariah) tidak ada sebagai acuan dosen dalam membuat RPS, sejauh ini perumusan materi pembelajaran diserahkan pada dosen. Yang tersedia adalah Pedoman Akademik Pasca Sarjana 2015.		
<b>Clause requirements</b>	<p>Design and development inputs</p> <p>The organization shall determine the requirements essential for the specific types of products and services to be designed and developed. The organization shall consider:</p> <ul style="list-style-type: none"> <li>a) functional and performance requirements;</li> <li>b) information derived from previous similar design and development activities;</li> <li>c) statutory and regulatory requirements; standards or codes of practice that the organization has committed to implement;</li> <li>d) potential consequences of failure due to the nature of the products and services.</li> </ul> <p>Inputs shall be adequate for design and development purposes, complete and unambiguous.</p> <p>Conflicting design and development inputs shall be resolved.</p> <p>The organization shall retain documented information on design and development inputs.</p>		
<b>Objective Evidence</b>	Pedoman Akademik Pasca Sarjana 2015, which is belonged to period when Prodi MES was still in the former faculty. There is no evidence that the syllabus or curriculum was updated since.		
<b>Cause</b>			
<b>Correction/containment</b>			
<b>Corrective action</b>			

## 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 Ekonomi & Bisnis Islam 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
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## Appendix: Your certification structure & ongoing assessment programme

### Scope of Certification

#### FS 637989 (ISO 9001:2015)

The provision of educational services for Program Studi Perbankan Syariah, Program Studi Ekonomi Syariah, Program Studi Ekonomi Syariah (S2) and Program Studi Manajemen Zakat dan Wakaf

### Assessed location(s)

The audit has been performed at Central Office.

#### Palembang / FS 637989 (ISO 9001:2015)

<b>Location reference</b>	0047565256-000
<b>Address</b>	Fakultas Ekonomi dan Bisnis Islam UIN Raden Fatah Palembang Jl. Prof. K.H. Zainal Abidin Fikry No. 1 km 3,5 Palembang 30126 Indonesia
<b>Visit type</b>	Continuing assessment (surveillance)
<b>Assessment reference</b>	3115083
<b>Assessment dates</b>	30/01/2020
<b>Deviation from Audit Plan</b>	No
<b>Total number of Employees</b>	55
<b>Effective number of Employees</b>	55
<b>Scope of activities at the site</b>	Main Certificate Scope applies.
<b>Assessment duration</b>	2 day(s)

## Certification assessment program

**Certificate Number - FS 637989**

**Location reference - 0047565256-000**

		Audit1	Audit2	Audit3	Audit4	Audit5
<b>Business area/Location</b>	<b>Date (mm/yy):</b>	01/19 09/17 09/16	06/19	01/20	01/21	01/22
	<b>Duration (days):</b>	2	1	2	2	3
Dekan & Wakil Dekan		X	X	X		X
Penjaminan Mutu/Gugus Kendali Mutu Fakultas		X	X	X	X	X
Prodi Ekonomi Syariah		X			X	X
Prodi Perbankan Syariah		X		X		X
Kepegawaian, Sarana & Prasarana		X			X	X
Laboratorium & Perpustakaan		X		X		X
Prodi Pendidikan Manajemen zakat dan wakaf			X		X	X
Prodi Ekonomi Syariah (S2)			X	X	X	X
Recertification		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.

PT BSI Group Indonesia  
Talavera Office Suite  
20th floor, suite #01-06  
Jl. TB Simatupang Kav. 22-26 Cilandak  
Jakarta Selatan 12430  
Indonesia  
Tlp: +62 21 22767 809 Fax: +62 21 22768 271

## Notes

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*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.*