

# Assessment Report

## Fakultas Ilmu Tarbiyah dan Keguruan

Assessment dates	28/01/2020 to 29/01/2020 (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. High concern and priority should fall to the findings in the academic process, the organization's core process.

## Changes in the organization since last assessment

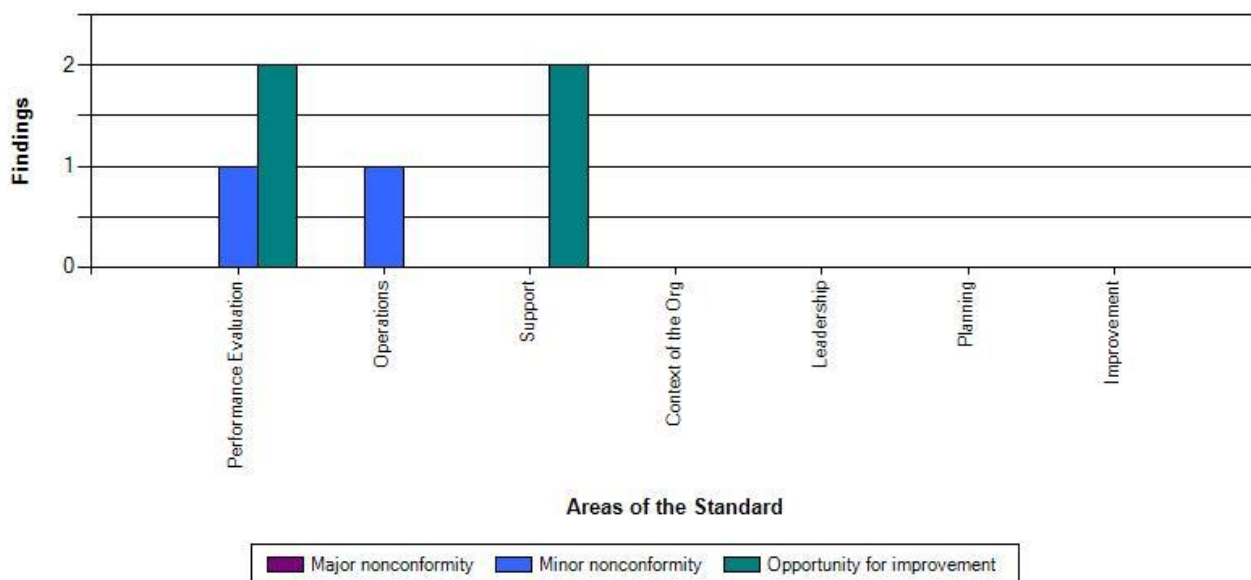
There is no significant change of the organization structure and key personnel involved in the audited management system.

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

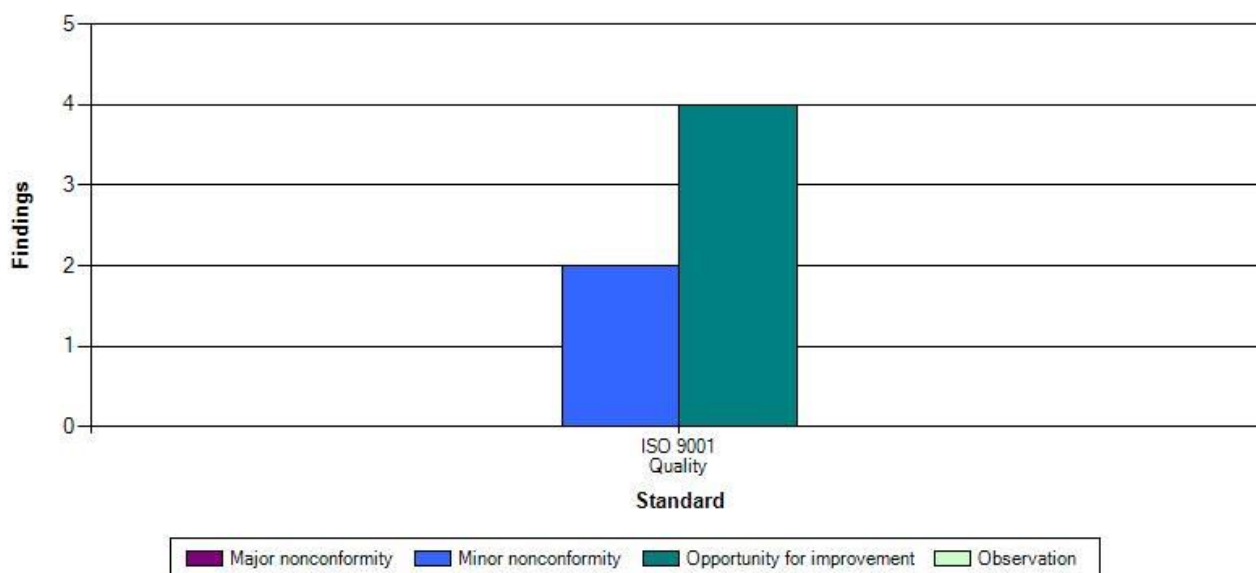
There was no change to the reference or normative documents which is related to the scope of certification.

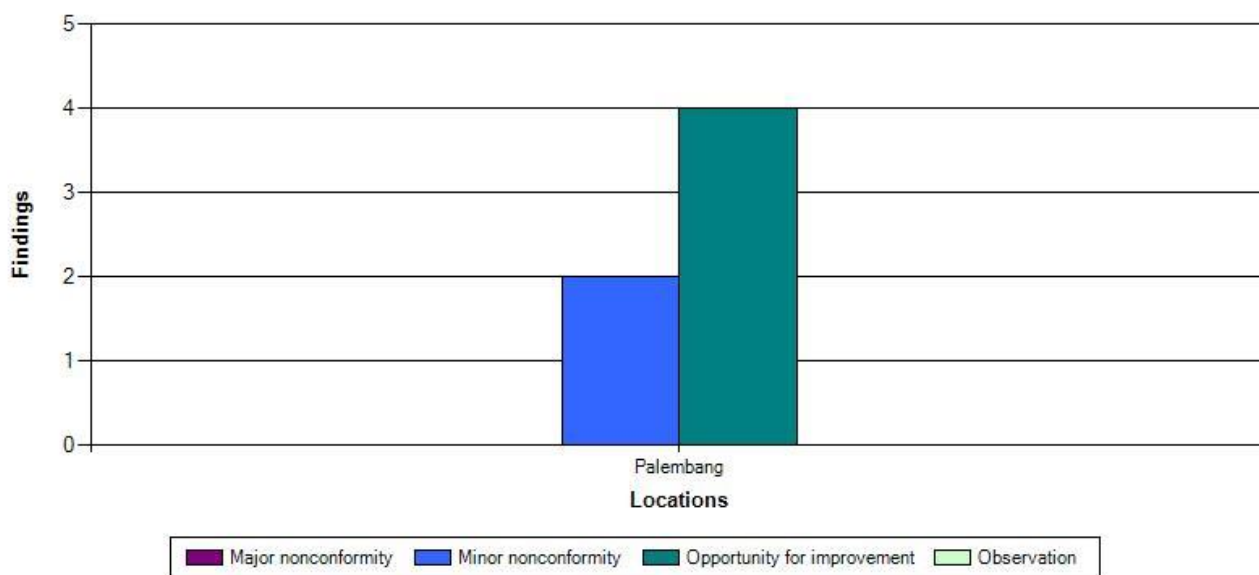
## NCR summary graphs

### 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 Ilmu Tarbiyah dan Keguruan Universitas Islam Negeri Raden Fatah Palembang 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)
Dewi Warna	Wakil Dekan I	X	X	X
Tastin	Wakil Dekan II		X	X
Affandi	GPMF	X	X	X
Yustina	GPMF	X	X	X
Indrajaya	Kasubbag Umum		X	X
Leny Marlina	Kaprodi PIAUD		X	X
Lenny Marzulina	Kaprodi Pendidikan Bahasa Inggris	X	X	X
Alimron	Kaprodi Pendidikan Agama Islam	X	X	X
M. Isnaeni	Kaprodi Pendidikan Kimia	X	X	X
Suhardi	Kaprodi Pendidikan Fisika	X	X	X
Silvia	Kaprodi Pendidikan Agama Islam (S2)		X	X
Yulia	Kepala Perpustakaan		X	X

## Assessment conclusion

BSI assessment team

Name	Position
Muhammad Ikhsan	Team Member
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 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>	1736893-201901-N1	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	8.3.4
<b>Category</b>	Minor		
<b>Area/Process:</b>	Program Studi Manajemen Pendidikan Islam		
<b>Details:</b>	Bukti verifikasi dan validasi Rencana Pembelajaran Semester (RPS) tersebut tidak dapat ditunjukkan selama audit berlangsung.		
<b>Objective Evidence:</b>	Rencana Pembelajaran Semester (RPS) Mata Kuliah Manajemen Strategik (Kode: MPI 5183) Semester Ganjil Tahun Ajaran 2018 yang dipegang oleh dosen yang bersangkutan.		
<b>Cause</b>			
Prodi sudah menyampaikan perihal verifikasi tetapi dosen belum melakukan secara maksimal			
<b>Correction/containment</b>			
Sosialisasi verifikasi RPS			
<b>Corrective action</b>			
Prodi akan meningkatkan sosialisasi verifikasi RPS			
<b>Closed?:</b>			
Yes			

Finding Reference	1788296-201906-N1	Certificate Reference	FS 637517
Certificate Standard	ISO 9001:2015	Clause	8.7.1
Category	Minor		
Area/Process:	Program Studi Pendidikan Islam Anak Usia Dini Auditee : Ibu Dr. Leni Marlina, M.Pd.I, Bapak Muhtarom, M.Pd.I, Ibu Kurnia Dewi, M.Pd, Ibu Yecha I Putri, M.Pd, Ibu Izza Fitri, M.Pd, Ibu Indah Dwi Sartika, M.Pd, Bapak Fahmi, M.Pd.I, Ibu Arvin Efriani, M.Pd, Bapak Ali Murtopo, M.Pd.I, Ibu Hj. Sulastri, M.Pd.I, Ibu Lidia Oktamarina, M.Pd		
Details:	Jumlah pertemuan antara RPS dan Daftar Hadir dosen untuk mata kuliah Model Pembelajaran Anak Usia Dini semester ganjil 2018 sudah sesuai yaitu 16 pertemuan, namun ada 1 materi (Menjelaskan pendidikan anak usia dini dalam dimensi multicultural) yang belum tersampaikan		
Objective Evidence:	RPS dan Daftar Hadir dosen untuk mata kuliah Model Pembelajaran Anak Usia Dini semester ganjil 2018		
Cause			

Tidak ada penyampaian dosen pengampu matakuliah di dalam laporan hasil mengajar tentang kekurangan materi yang di ajarkan karena kurangnya wadah untuk penyampaian informasi tersebut
<b>Correction/containment</b>
Jika ada pertemuan yang tidak tertulis pada jurnal mengajar harus dilaporkan kepada ketua/sekretaris prodi PIAUD agar ditindak lanjuti dan diberikan catatan tersendiri sebagai penjelasan atas kekurangan materi yang di ajarkan
<b>Corrective action</b>
Melakukan FGD format pelaporan indikator pembelajaran dan perencanaan pembelajaran selama 16 kali pertemuan, dan rapat setiap akhir semester
<b>Closed?:</b>
Yes

<b>Finding Reference</b>	1788296-201906-N2	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	8.3.4
<b>Category</b>	Minor		
<b>Area/Process:</b>	Program Studi Pendidikan Fisika Auditee : Ibu Amilda (kaprodi) , Bapak Suhadi, Ibu Faizatul, Bapak Andi Putra Sairi, Ibu Herma Widya, Putri, Bapak M. Jhoni, Ibu Evlina Astra Patriot		
<b>Details:</b>	Soal-soal UTS dan UAS mata kuliah termodinamika yang sudah dilakukan pada semester ganjil 2018 tidak ditemukan bukti bahwa soal tersebut sudah divalidasi oleh tim validator sesuai dengan SK No. B-048/Un.09/II.2/KP.00.1/02/2017.		
<b>Objective Evidence:</b>	SK No. B-048/Un.09/II.2/KP.00.1/02/2017 dan soal-soal UTS & UAS Termodinamika semester ganjil 2018		
<b>Cause</b>			
Karena pihak validator belum selesai melakukan proses validasi.			
<b>Correction/containment</b>			
Dosen menunjukkan bukti validasi.			
<b>Corrective action</b>			
<ul style="list-style-type: none"><li>• Dosen mata kuliah menyerahkan soal UTS dan UAS kepada GPMP.</li><li>• GPMP menyerahkan soal UTS dan UAS tersebut kepada tim validator (sesuai dengan rumpun keilmuan).</li><li>• Tim validator melakukan validasi soal UTS dan UAS.</li><li>• Jika tidak ada perbaikan soal UTS dan UAS disahkan oleh GPMP dan ditandatangani oleh kaprodi.</li></ul>			
<b>Closed?:</b>			
Yes			

<b>Finding Reference</b>	1788296-201906-N3	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	8.7.1
<b>Category</b>	Minor		
<b>Area/Process:</b>	Program Studi Pendidikan Agama Islam (S2) Auditee : Mrs Helen Sabera Adit; Mrs Slyvia Monalisa		
<b>Details:</b>	Organisasi tidak dapat memastikan hasil keluaran process yang tidak sesuai teridentifikasi dan dikendalikan untuk mencegah adanya penggunaan atau penyerahan yang tidak sesuai.		
<b>Objective Evidence:</b>	<p>1. Rencana Pembelajaran Semester (RPS) untuk Mata Kuliah Filsafat Ilmu ada sebanyak 16 pertemuan tetapi pada daftar hadir hanya ada 14 pertemuan dan tidak ada penjelasannya</p> <p>2. Realisasi pembelajaran untuk mata kuliah Pengembangan teknologi informasi pembelajaran PAI di RPS atau silabus perkuliahan pertemuan 16 UAS tetapi di realisasi perkuliahan pada pertemuan 14 sudah dilaksanakan UAS (4/12/2018) dan tidak ada penjelasan kenapa perkuliahan diselesaikan di pertemuan ke 14.</p>		
<b>Cause</b>	Program Studi sudah mengeluarkan surat kepada seluruh dosen untuk mengumpulkan RPS di awal semester tetapi dosen menyerahkan RPS diakhir semester sehingga tidak tekontrol maksimal.		
<b>Correction/containment</b>	Melakukan pemeriksaan RPS untuk menyesuaikan isi RPS dengan presensi kehadiran dosen.		
<b>Corrective action</b>	Mengingatkan dosen melalui pesan singkat untuk isi menyesuaikan RPS dengan jumlah pertemuan ideal dalam tatap muka.		
<b>Closed?:</b>	Yes		

<b>Finding Reference</b>	1788296-201906-N4	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	8.5.1
<b>Category</b>	Minor		
<b>Area/Process:</b>	Prodi Pendidikan Kimia Auditee : M. Isnaini; Resti Tri Astuti; Luthfia Uwa Irmita; Pandu jati Lahono; Etrie Jayanti; Ravensky Yurianti Pratiwi; Moh Ismail Sholeh		
<b>Details:</b>	organisasi belum dapat memastikan adanya tindakan yang dilakukan untuk mencegah terjadinya human eror dalam proses penginputan nilai mahasiswa.		

<b>Objective Evidence:</b>	<p>1. Prodi Kimia Mata kuliah Dasar-Dasar Pemrograman Komputer : nilai atas nama Lusi andriyani nilai manual dosen Mid ; 80 UAS 75. Nilai di sistem Mid 75; UAS 78 nilai akhir sistem dan Manual sama yaitu 76,10 - Atas nama Ahmad Rizki Nilai Manual Mid 80; UAS 68 Nilai di sistem Mid 75, UAS 78 nilai akhir sama 70,80</p> <p>2. Prodi Pendidikan Bahasa Inggris Nilai Atas Nama Aji Tamara; mata kuliah Literal listening Nilai Uas pada manual dosen tertulis 90 sehingga Nilai Akhir B tetapi di sistem nilai UAS di input 60 sehingga hasil nilai akhir C</p> <p>3. Prodi Pendidikan Biologi : Mata Kuliah Studi Keislaman Nilai atas nama Novera Sucita nilai di manual dosen hasil akhir 70,25 (B) Nilai di sistem akhir 64,00 ( C )</p>
<b>Cause</b>	
<p>1. Ketidaktepatan dari dosen dalam merekap hasil nilai UAS pada lembar manual dan online.</p> <p>2. Kebijakan dalam penulisan nilai dalam bentuk manual dan online serta perbedaan beberapa item penilaian. Misalnya dilembar manual item yang tersedia adalah tanda tangan, aktif, tugas, mid, uas, jumlah dan nilai namun dilembar SIMAK online item yang tersedia adalah kehadiran, tugas 1, tugas 2, presentasi, lab, UTS, UAS, nilai akhir dan grade.</p> <p>3. Program studi di setiap akhir semester sudah menyampaikan kepada dosen-dosen untuk mengumpulkan keengkapan berkas akademik (RPS, penilaian, soal UAS, Soal UTS), tetapi belum dilakukan verifikasi secara maksimal, sehingga Terdapat input penilaian yang berbeda antara Penilaian Manual Fakultas dan Penilaian Online (SIMAK) dari PUSTIPD, beberapa hal yang menjadi penyebab diantaranya: (1) format SIMAK terdapat presentase yang perlu diinput sesuai dengan penilaian masing-masing dosen, sedangkan Format manual presentase sudah dituliskan; (2) terdapat kolom tugas 1, tugas 2 di SIMAK tetapi di manual hanya tugas saja; sehingga memungkinkan terjadinya kesalahan input nilai di SIMAK terutama bagi Dosen Luar Biasa.</p>	
<b>Correction/containment</b>	
<p>1. Memberikan surat peringatan kepada dosen HWA untuk lebih berhati-hati dan tidak melakukan kesalahan lagi.</p> <p>2. Mengusulkan kepada pihak LPM untuk teruskan kepada WR 1 untuk mengkaji ulang sistem penilaian manual dan online.</p> <p>3. Dosen pengampu mata kuliah mengisi form penilaian sama antara format manual dan online</p>	
<b>Corrective action</b>	
<p>1. Perlu adanya koordinasi kepada seluruh dosen prodi PBI sebelum penginputan nilai manual dan online.</p> <p>2. Perlu adanya penyesuaian Kebijakan dan upaya yang dilakukan oleh universitas/fakultas/program studi dalam penulisan nilai akhir, sebaiknya nilai manual tidak perlu dilampirkan untuk menghindari kekeliruan penulisan atau penilaian manual hanya dipergunakan untuk tanda tangan kehadiran peserta ujian.</p> <p>3. Program studi melalui GPMP: (1) memberikan penjelasan tata cara input nilai di format online dan manual ketika rapat awal semester di prodi pendidikan kimia; (2) GPMP memberikan surat pemberitahuan jadwal kegiatan akademik sekaligus tata cara pengisian</p>	

nilai kepada masing-masing dosen; (3) GPMP memeriksa format penilaian manual dan SIMAK sebelum dikumpulkan ke Fakultas pada akhir semester

**Closed?:**

Yes

<b>Finding Reference</b>	1788296-201906-N5	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	10.2
<b>Category</b>	Minor		
<b>Area/Process:</b>	Laboratorium dan Perpustakaan Auditee : Ibu Dr. Leni Marlina, M.Pd.I, Ibu Kurnia Dewi, M.Pd		
<b>Details:</b>	organisasi belum dapat memastikan informasi terdokumentasi terkait dengan tindakan perbaikan dan hasil dari tindakan perbaikan yang dilakukan terpelihara dengan baik		
<b>Objective Evidence:</b>	Ex : laporan hasil monev tanggal 13 Maret 2019 menunjukkan temuan pada saat monev dan adanya rekomendasi perbaikan yang dilakukan seperti mengingatkan dosen untuk mengumpulkan RPS tetapi bukti informasi terdokumentasi terkait hal tersebut tidak dapat ditunjukan pada proses audit dilaksanakan		
<b>Cause</b>			
Program Studi sudah mengeluarkan surat untuk mengumpulkan RPS kepada seluruh Dosen, sehingga sudah ada 3 orang yang mengumpulkan RPS namun pengarsipan dokumen surat Permohonan Pengumpulan RPS tersebut kurang rapi / maksimal.			
<b>Correction/containment</b>			
Surat-surat diurutkan sesuai tanggal keluar agar terdokumentasi dengan rapi			
<b>Corrective action</b>			
Pengiriman surat permohonan pengumpulan RPS didokumentasikan dengan rapi pada awal semester. Berkas disimpan dalam bentuk softfile dan hardfile. Berkas hardfile disimpan pada boxfile khusus berlabel GPMP			
<b>Closed?:</b>			
Yes			

<b>Finding Reference</b>	1788296-201906-N6	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	8.5.1
<b>Category</b>	Minor		
<b>Area/Process:</b>	Laboratorium dan Perpustakaan Auditee : Ibu Dr. Leni Marlina, M.Pd.I, Ibu Kurnia Dewi, M.Pd		



<b>Details:</b>	organisasi belum dapat memastikan proses penyediaan kegiatan perkuliahan dilakukan sesuai dengan Rencana Pembelajaran Semester
<b>Objective Evidence:</b>	<p>1. Mata Kuliah Literal Listening Dosen atas Nama Ibu HWA RPS tidak dilengkapi dengan bahan Ajar/ Acuan yang digunakan dalam kegiatan perkuliahan, dalam RPS kegiatan perkuliahan untuk pertemuan ke 6 subject tentang direction tapi dalam realisasi perkuliahan subject yang dibahas tentang food dan untuk soal ujian UTS tidak ada soal UTS terkait dengan subject food</p> <p>2. Evidence Mata Kuliah Kimia Dasar Dosen Atas Nama ( Y) dalam RPS praktikum 2 kali kegiatan yaitu di pertemuan 14 dan 15 tetapi pada realisasi perkuliahan praktikum sudah dimulai dari pertemuan 12-15 sehingga menjadi 4x pertemuan dan tidak ada penjelasan untuk praktikum 1,2,3,4 meliputi apa saja</p>
<b>Cause</b>	
<p>1. Dosen tidak melengkapi RPS dengan bahan acuan dan bahan ajar yang sesuai, serta ketidaksesuaian RPS dengan soal ujian tengah semester</p> <p>2. Program studi setiap awal semester sudah menyampaikan kepada dosen-dosen untuk mengisi daftar hadir dan melaksanakan perkuliahan sesuai dengan RPS. Tetapi dosen belum melakukan secara maksimal.</p>	
<b>Correction/containment</b>	
<p>1. Melakukan pemeriksaan RPS, bahan ajar serta soal UTS dan UAS sesuai dengan SOP.</p> <p>2. Dosen pengampu mata kuliah mengisi daftar hadir dosen dan melaksanakan perkuliahan disesuaikan dengan RPS</p>	
<b>Corrective action</b>	
<p>1. Perbaikan dalam sistem verifikasi RPS, UTS, UAS serta bahan ajar. Menginformasikan kembali kepada dosen untuk membuat RPS, bahan ajar, soal UTS dan UAS dengan baik.</p> <p>2. Program studi mengingatkan dan menghimbau kembali setiap dosen untuk melaksanakan perkuliahan dan mengisi daftar hadir sesuai dengan jadwal yang telah ditetapkan dan disesuaikan dengan RPS. Untuk materi praktikum, dosen diminta untuk menuliskan judul praktikum pada RPS dan daftar hadir dosen.</p>	
<b>Closed?:</b>	
Yes	

## Findings from this assessment

### GPMF Fakultas Ilmu Tarbiyah dan Keguruan:

Auditee: Mr. Affandi, Mrs. Yustina,

Clause: QMS 6.1, 6.2, 7.2, 7.5, 9.1, 9.2, 9.3

Objective evidences:

- > Personnel assignment -> GPMF SK Rektor No. B-238/Un.09-1.2/KP.07.6/01/2019
- > Monitoring and Evaluation Report Semester Ganjil 2019/2020
- Monev Instrument from LPM, following Tri Darma Perguruan Tinggi aspects, filled by WD I
- Standar Pendidikan: standar kompetensi lulusan, isi pembelajaran, proses, penilaian, dosen dan tenaga kependidikan, sarana prasarana, pengelolaan pembelajaran, pembiayaan
- Standar Penelitian: standar hasil, isi, proses, penilaian, peneliti, sarana prasarana, pengelolaan, pembiayaan
- Standar Pengabdian pada Masyarakat: standar proses, isi, sumber daya manusia, hasil, sarana prasarana, pengelolaan, pembiayaan, penilaian
- > Administrasi Pendidikan dan Pembelajaran (learning administration), collected from each program, then reported to LPM. Consist of:
  - RPS
  - Attendance list of students and lecturers
- > Internal Audit by SPMI (university level), auditing faculty level and prodi level
- > Rapat Awal Semester minutes of meeting
- > BKD application to lecturers' Tri Darma performance, the data were uploaded online, and assessed by assessor appointed by LPM.

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>	1877486-202001-11	<b>Certificate Reference</b>	FS 637517
<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 Ilmu Tarbiyah dan Keguruan		
<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.		

### Kepegawaian dan Sarpras:

Auditee: Mrs. Indrajaya

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

Objective evidences:

- > List of inventories, updated 2019
- > List of lecturers and academic staffs, updated 2019
- Permanent lecturers (PNS) 92 persons
- CPNS 15 persons
- Non PNS lecturers 54 persons
- PNS staffs 13 persons
- BLU (temporary contract) staffs 28 persons
- > Issues:
  - Numbers of lecturers still far from ideal, some departments have no dedicated PNS lecturer so the lecturers need to be imported from other department, related to confidentiality issue
  - Great numbers of students is overwhelming the available class
  - Procurement process is done through university, the faculty has no authority to perform procurement
- > Sample of recruitment process:
  - Kepmenag B-1034/Un.09/1.2/Kp.00.3/04/2019 for Djoko Rahadi Wibowo, M.Pd.I (26/7/2019)

#### Conclusion:

The activity in this area mainly responding to the inquiries from internal organization, managing inventories and its maintenance, and perform HR administration process for lecturers. All of these process are effectively controlled, as shown during the assessment.

No nonconformity issues raised in this area.

### Prodi Pendidikan Bahasa Inggris:

Auditee: Mrs. Lenny Marzulina, Mr. M. Hollandia, Mrs. Rizqy, Mrs. Deta

Clause: QMS 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1

#### Objective evidences:

- > Renstra 2016-2020: Jangka Pendek (rutin/tahunan), Jangka Menengah (2016-2020), Jangka Panjang (2026-2030)
- > Kuesioner Umpan Balik Penilaian Mahasiswa terhadap Dosen (students' satisfaction)
- > Daftar Nilai, RPS, Absen Mahasiswa dan Dosen:
  - TEFL Methodology, 4 SKS Semester Genap 2018/2019, Semester V, lecturer Dr. Annisa Astrid, M.Pd., Absensi Dosen, soal UTS dan UAS (approval review process – verified by GPMP & approved by Kaprodi)
  - Studi Keislaman, 3 SKS Semester Ganjil 2018/2019, Semester I, lecturer Mukti Ali, M.Pd.I, Absensi Dosen, soal UTS dan UAS
  - Informal Speaking, 3 SKS Semester Genap 2018/2019, Semester II, lecturer Mutmainnah, M.Pd, Absensi Dosen, soal UTS dan UAS
- \*NOTE: RPS including reference
  - > Monitoring Evaluasi Pembelajaran Semester Ganjil 2019/2020 – terkait jam masuk dan keluar dosen
  - > Dokumen Kurikulum KKNI
  - > RPS
  - > Berita Acara:
    - UTS Semester Ganjil 2019/2020
    - UAS Semester Ganjil 2019/2020
    - UTS Semester Ganjil 2018/2019
    - UAS Semester Ganjil 2018/2019
  - > SOP Penerimaan Dosen Luar Biasa (since 2016)
  - > Correction of last year's findings: online/offline marks, recommendations to lecturers were issued.
  - > Lecturers (1st Semester 2019/2020):
    - PNS: 7

- Permanent non ASN: 4
  - External lecturers 25
- Total 36 lecturers. The figures may vary depend on the amount of courses during the semester.

#### 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.

### Prodi Pendidikan Kimia:

Auditee: Mr. Isnaeni, Mr. Ismail, Mrs. Resty, Mrs. Eti Jayanti

Clause: QMS 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1

Objective evidences:

> Strategic Plan:

- Rencana Induk Pengembangan 2016-2030
- Rencana Strategis Bisnis 2016-2020 (konten sama dengan RIP), content samples:

Indicator: Students and graduates

Rerata IPK lulusan S1: 3.17

Rerata masa studi S1: 4.65 tahun

Pencapaian nilai TOEFL >450: sebanyak 2 mahasiswa (minimal)

- Operational Plan 2018/2019 (2019/2020 draft)

> Indikator Kinerja Prodi Pendidikan Kimia 2019

> Dokumen Kurikulum KKNi 2019

> Daftar Nilai, RPS, Absensi Semester Genap 2018/2019

- Kimia Dasar Lanjut (Sem 2) 3 SKS, lecturer Etire Jayanti, M.Pd, reference available, absence and materials, SIMAK and manual (sesuai) marks, exam questions for UTS and UAS were verified by GPMP

- Kimia Koordinasi (Sem 4) 2 SKS, lecturer M. Ismail Soleh, M.Pd, reference available, absence and materials, SIMAK and manual (sesuai) marks, exam questions for UTS and UAS were verified by GPMP

- Pemroduksian Bahan Ajar Kimia Berbasis Website (Sem 7) 32 SKS, lecturer M. Ismail Soleh, M.Pd, reference available, absence and materials, SIMAK and manual (sesuai) marks, exam questions for UTS and UAS were verified by GPMP

> Laporan Monev (week 2, 6, and 13)

- Laporan Hasil Monev 1 Semester Ganjil 2019/2020

- Laporan Hasil Monev 2 Semester Ganjil 2019/2020

> Rapat Akademik Semester Ganjil 2019/2020

- Invitation (23/8/2019)

- News online

#### 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 Pendidikan Islam Anak Usia Dini:

Auditee: Mrs. Leny Marlina, Mrs. Kurnia Dewi, Mr. Ali Murtopo

Clause: QMS 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1

Objective evidences:

- > Berdiri sejak 2015
- > Rencana Strategis:
  - Renstra 2017-2021
  - > Indikator Kinerja Prodi Pendidikan Kimia 2019
  - > Laporan Kinerja Prodi 2019, including minutes of meetings and executed programs, apa saja yang dilaksanakan di Prodi di luar kegiatan belajar mengajar
  - > Dokumen Kurikulum KKNI 2019, samples:
    - Kimia
    - > Daftar Nilai, RPS, Absensi Semester Genap 2018/2019
    - Administrasi dan Supervisi Pendidikan (Sem 2) 3 SKS PIAUD 2053, lecturer Fahmi, M.Pd.I., reference available, absence and materials, SIMAK and manual (sesuai) marks, exam questions for UTS and UAS were verified by GPMP
    - Media Pembelajaran Anak Usia Dini (Sem 4) 3 SKS, lecturer Kurnia Dewi, M.Pd., reference available, absence and materials, SIMAK and manual (sesuai) marks, exam questions for UTS and UAS were verified by GPMP
- > Laporan Monev Semester Ganjil 2019/2020 (week 2 and 13)
- > Meetings:
  - Rapat Penentuan MK Semester Genap 2018/2019
  - Rapat Penentuan MK Semester Ganjil 2019/2020 (15/8/2019)
  - Rapat Bulanan Prodi, samples: (26/6/2019),
  - > Coordination through WA group

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 Pendidikan Agama Islam:

Auditee: Mr. Alimron, Mr. Baldi

Clause: QMS 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1

Objective evidences:

- > Strategic Plan 2016-2020
- > Operational Plan 2016-2020
- > Requirements for students prior to thesis defence, including but not limited to TOEFL test score min

400

> LAKIP (Laporan Akuntabilitas Kinerja Instansi Pemerintah):

- Triwulan II 2019

- Triwulan IV 2019

> Daftar Nilai, RPS, Absensi Semester Genap 2018/2019

- Perencanaan dan Desain Pembelajaran (Sem 4) 3 SKS PAI 4273, lecturer Dr. Fitry Oviyanti, M.Ag., reference available, absence and materials, SIMAK and manual (sesuai) marks, exam questions for UTS and UAS were verified by GPMP

- Tafsir (Sem 3) 2 SKS PAI 3172, lecturer Dr. Baldi Anggata, M.Pd.I., reference available, absence and materials, SIMAK and manual (sesuai) marks, exam questions for UTS and UAS were verified by GPMP

#### 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.

### Program Studi Pendidikan Fisika:

Auditee: Mr. Suhardi, Mrs. Herma, Mr. Kamil, Mrs. Putri, Mrs. Amilda

Clause: QMS 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1

Objective Evidence:

1. Dokumen Kurikulum KKNi dan standar nasional pendidikan tinggi program studi pendidikan fisika--> Total 146 SKS include optional course and thesis

2. RPS Studi Pendidikan Fisika UIN Raden Fatah Semester Ganjil 2019/2020 --> Validated

3. Courses Sample :

I. Mekanika (TPF5404) - 4 SKS --> total 10 topics with 16 meetings (include UTS and UAS) (Besaran dan satuan, vektor, kinematika partikel, dinamika partikel, osilator harmonik, hukum kekekalan energi dan momentum, mekanika lagrangian, gaya sentral) --> Score weight : 40% UAS, 30% Uts, tugas 20%. keaktifan 5%, kehadiran 5% , validated in 19 August 2019

-- Nilai Mata Kuliah Mahasiswa kelas 17091, semester 5 ganjil 2019/2020

-- Daftar Hadir UAS dan Nilai Mahasiswa

-- Daftar hadir mahasiswa

-- Soal UTS --> Signed by Kaprodi --> Soal UAS Validated by Kaprodi and GPMP

II. Listrik Magnet (TPF4254) - 4 SKS --> total 10 topics with 16 meetings (include UTS and UAS) (analisis vektor, medan listrik statis, potensial listrik, bahan dielektrik, energi elektrostatik, medan magnet, hukum ampere, induksi elektromagnetik, energi magnet dan persamaan maxwell) --> Score weight : UAS 30%, UTS 20%, Tugas 1 : 15%, Tugas 2 : 10%, Tugas 3 : 15%, bertanya/berargumentasi 5%, kehadiran 5% --> Validated by Bu Kaprodi, Stamp by GPMP

-- Nilai Mata Kuliah Mahasiswa

-- Daftar Hadir UAS dan Nilai Mahasiswa

-- Daftar hadir mahasiswa

-- Soal UTS --> Signed by Kaprodi --> Soal UAS Validated by Kaprodi and GPMP

III. Gejala listrik Magnet (TPF2083) - 3 SKS --> total 10 topics with 16 meetings (include UTS and UAS) (Muatan Listrik, hukum gauss, potensial listrik, kapasitansi dan dielektrik, arus, hambatan dan tegangan gerak listrik, rangkaian arus searah, medan magnet dan gaya magnet, sumber medan magnetik, induksi

elektromagnetik, induktansi, arus bolak balik) --> Score weight : UAS 35%, UTS 20%, Tugas 1 : 15%, Tugas 2 : 10%, Tugas 3 : 10%, Kehadiran 5%, Keaktifan 5% --> February 2018 class 17091, semester 3 --> Validasi Kelengkapan Perangkat Perkuliahan Program Studi Pendidikan Fisika Tahun 2017/2018, validated by Kaprodi & GPMP

-- Nilai Mata Kuliah Mahasiswa

-- Daftar Hadir UAS dan Nilai Mahasiswa

-- Daftar hadir mahasiswa

-- Soal UTS --> Signed by Kaprodi --> Soal UAS Validated by Kaprodi and GPMP

4. GPMP : Monev Pembelajaran --> minggu 3, pertengahan semester dan minggu terakhir semester

- Laporan hasil monitoring dan evaluasi kualitas perkuliahan semester ganjil 2019 --> Standar Proses pembelajaran (9 point), Standar Isi Pembelajaran (6 point), standar pengelolaan pembelajaran (2 point) --> overall result has been evaluated and shown in graphs

- Score : Very Good : >2.34 s/d 3.0, Enough : >1.67 s/d 2.34, Bad : 1.0 s/d 1.67

#### Conclusion :

Based on sample data taken as shown by evidence above, proses in this area has been implemented as required, however there is an opportunity for improvement related to graph used for evaluation of GPMP and retention time of documents

<b>Finding Reference</b>	1877486-202001-I2	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	9.1.3
<b>Category</b>	Opportunity for Improvement		
<b>Area/Process:</b>	Program Studi Pendidikan Fisika		
<b>Details</b>	Pertimbangkan untuk menstandarisasi range grafik di dalam laporan GPMP		

<b>Finding Reference</b>	1877486-202001-I3	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	7.5.2
<b>Category</b>	Opportunity for Improvement		
<b>Area/Process:</b>	Program Studi Pendidikan Fisika		
<b>Details</b>	Pertimbangkan untuk menentukan masa retensi dokumen		

## Program Studi Pendidikan Agama Islam (S2):

Auditee: Mrs. Silvia

Clause: QMS 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1

Objective Evidence:

1. Rencana Program Semester (RPS) Pascasarjana (S2) PAI Tahun akademik 2019/2020 semester 3 (14 SKS)

2. Course Sample :

-- Pengembangan Teknologi Informasi Pembelajaran PAI (3 SKS) --> 16 meeting with 10 topics -->



Score Weight : UAS 40%, Tugas 20%, UTS 30%, Aktivitas 10%

--- Absen dosen 16 pertemuan --> 14 Dec 2019

--- Absen UAS, Sabtu 10.00 - 12.30 --> all passed

-- Inovasi Pendidikan dan globalisasi (3 SKS)

--- Presensi Dosen --> 16 pertemuan --> 14 September 2019 - 18 December 2019

--- Absen UAS, Sabtu 10.00 - 12.30

--- Daftar Nilai Mahasiswa Program Pascasarjana (S2) FITK UIN Raden Fatah kelas PAI Reg JS/III, ganjil 2019/2020, all passed, 23 December 2019 --> 40% uas, 20% tugas, uts 30%, Aktivitas 10%

3. Surat Kesediaan Mengajar pada Program Magister Fakultas Ilmu Tarbiyah dan Keguruan UIN Raden Fatah T.A 2019/2020 no B479/Un.09/II.1.S2/PP.00.9/09/2019, 12 August 2019

#### Conclusion :

The processes in this area not yet to be implemented consistently and effectively, there are correction and corrective action needed for planning and monitoring related to the service delivered.

### Perpustakaan:

Auditee: Mrs. Yulia Tri Samiha

Clause: QMS 7.1.3, 8.5.4

Objective evidence:

#### 1. Library Program

- Literasi Al-Quran 2019 --> Perlombaan & Pelatihan

- Voluntary program for ulama di villages --> invite the students to donate books

- Literasi Al-Quran 2020 --> Program for MURI record for Al-Quran reading

#### 2. Books Management

- SLiMS (Senayan Library Management System) --> Registered and listed books by barcode --> every code are unique and classified based on their category

- Stock Opname Report 2019 --> Total in system : 7306, Total in Actual : 6529

- Logbook Peminjaman Buku oleh Dosen

- SKH (Sistem Kerja Harian) --> Librarian Jobdesc

- Review of SLiMs --> total books : 7342, total available : 7274, Total lent : 68 --> latest transaction (new, kembali, diperpanjang) --> Statistical Data of Books

- Sample Books :

-- perkembangan anak usia dini pengantar dalam berbagai aspeknya --> 4 Copies

-- Belajar pembelajaran berorientasi standar pendidikan --> 6 Copies

-- Ilmu Tasawuf --> 4 Copies

#### Result :

Based on sample data taken as shown by evidence above, proses in this area has been implemented as required, however there is an opportunity for improvement related to the traceability of the books.

<b>Finding Reference</b>	1877486-202001-I4	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	7.1.3



<b>Category</b>	Opportunity for Improvement
<b>Area/Process:</b>	Perpustakaan
<b>Details</b>	Pertimbangkan untuk membuat sistem atau metode untuk ketertelusuran (traceability) buku, terutama buku yang sedang dipinjam

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

<b>Finding Reference</b>	1877486-202001-N1	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	8.3.4
<b>Category</b>	Minor		
<b>Area/Process:</b>	Prodi Pendidikan Kimia		
<b>Statement of non conformance:</b>	Terdapat inkonsistensi dalam alur proses validasi materi akademik		
<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> <ul style="list-style-type: none"> <li>a) the results to be achieved are defined;</li> <li>b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements;</li> <li>c) verification activities are conducted to ensure that the design and development outputs meet the input requirements;</li> <li>d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;</li> <li>e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities;</li> <li>f) documented information of these activities is retained.</li> </ul> <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>	<p>1) Soal UTS dan UAS mata kuliah Pemroduksian Bahan Ajar Kimia Berbasis Website (Prodi Pendidikan Kimia) belum divalidasi</p> <p>2) Verifikasi RPS mata kuliah Administrasi dan Supervisi Pendidikan dan Media Pembelajaran Anak Usia Dini (Prodi PIAUD) oleh GPMP dilakukan melalui email, tetapi pada form yang digunakan masih memerlukan tanda tangan sebagai tanda validasi dan pengesahannya</p> <p>3) Validasi RPS sesuai kebijakan prodi memerlukan tanda tangan Penanggung Jawab Keilmuan, tetapi RPS mata kuliah Tafsir (Prodi PAI) tidak terdapat paraf dosen Penanggung Jawab Keilmuan</p> <p>4) Tidak cukup bukti bahwa RPS mata kuliah "Pengembangan Teknologi Informasi Pembelajaran Pendidikan Agama Islam" di Semester Ganjil 2019/2020 telah divalidasi, sementara perkuliahan telah dilaksanakan.</p>		
<b>Cause</b>			
<b>Correction/containment</b>			

<b>Corrective action</b>

<b>Finding Reference</b>	1877486-202001-N2	<b>Certificate Reference</b>	FS 637517
<b>Certificate Standard</b>	ISO 9001:2015	<b>Clause</b>	9.1.3
<b>Category</b>	Minor		
<b>Area/Process:</b>	Program Studi Pendidikan Agama Islam (S2)		
<b>Statement of non conformance:</b>	MONEV GPMP di area ini belum dilaksanakan di tahun 2019, dimana hal tersebut tidak sesuai dengan "Pedoman Monitoring dan Evaluasi Pembelajaran GPMP", Bab IV		
<b>Clause requirements</b>	<p>Analysis and evaluation</p> <p>The organization shall analyse and evaluate appropriate data and information arising from monitoring and measurement.</p> <p>The results of analysis shall be used to evaluate:</p> <ul style="list-style-type: none"> <li>a) conformity of products and services;</li> <li>b) the degree of customer satisfaction;</li> <li>c) the performance and effectiveness of the quality management system;</li> <li>d) if planning has been implemented effectively;</li> <li>e) the effectiveness of actions taken to address risks and opportunities;</li> <li>f) the performance of external providers;</li> <li>g) the need for improvements to the quality management system.</li> </ul> <p>NOTE Methods to analyse data can include statistical techniques</p>		
<b>Objective Evidence</b>	Interview with auditee, the absence of evidence of MONEV GPMP 2019		
<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 Ilmu Tarbiyah dan Keguruan Universitas Islam Negeri 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
			Faculty (Dekan dan Wakil Dekan)	
			Tim Penjaminan Mutu/Gugus Kendali Mutu	
			Prodi Manajemen Pendidikan Islam	
			Kepegawaian dan Sarana Prasarana	
			Laboratorium dan Perpustakaan	
			Prodi Pendidikan Biologi	
			Prodi Pendidikan Matematika	
			Prodi Pendidikan Bahasa Arab	
			Prodi Pendidikan Guru Madrasah Ibtidaiyah	
			Prodi Magister Manajemen Pendidikan Islam (S2)	

## Appendix: Your certification structure & ongoing assessment programme

### Scope of Certification

#### FS 637517 (ISO 9001:2015)

The provision of educational services for Program Studi Pendidikan Agama Islam, Program Studi Manajemen Pendidikan Islam, Program Studi Pendidikan Bahasa Arab, Program Studi Manajemen Pendidikan Islam (S2), Program Studi Pendidikan Guru Madrasah Ibtidaiyah, Program Studi Pendidikan Agama Islam (S2), Program Studi Pendidikan Bahasa Inggris, Program Studi Pendidikan Biologi, Program Studi Pendidikan Matematika, Program Studi Pendidikan Islam Anak Usia Dini, Program Studi Pendidikan Fisika and Program Studi Pendidikan Kimia

### Assessed location(s)

The audit has been performed at Central Office.

#### Palembang / FS 637517 (ISO 9001:2015)

<b>Location reference</b>	0047564364-000
<b>Address</b>	Fakultas Ilmu Tarbiyah dan Keguruan 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>	3115065
<b>Assessment dates</b>	28/01/2020
<b>Deviation from Audit Plan</b>	No
<b>Total number of Employees</b>	116
<b>Effective number of Employees</b>	30
<b>Scope of activities at the site</b>	Main Certificate Scope applies.
<b>Assessment duration</b>	3 day(s)

## Certification assessment program

**Certificate Number - FS 637517**

**Location reference - 0047564364-000**

		Audit1	Audit2	Audit3	Audit4	Audit5
Business area/Location	Date (mm/yy):	01/19	06/19	01/20	01/21	01/22
	Duration (days):	2	2	3	3	5
Faculty (Dekan dan Wakil Dekan)		X	X		X	X
Tim Penjaminan Mutu/Gugus Kendali Mutu		X	X	X	X	X
Prodi Pendidikan Agama Islam		X		X		
Prodi Manajemen Pendidikan Islam		X			X	
Kepegawaian dan Sarana Prasarana		X	X	X	X	X
Laboratorium dan Perpustakaan		X	X	X	X	X
Prodi Pendidikan Bahasa Inggris			X	X		X
Prodi Pendidikan Biologi			X		X	
Prodi Pendidikan Kimia			X	X		X
Prodi Pendidikan Fisika			X	X		
Prodi Pendidikan Matematika			X		X	X
Prodi Pendidikan Islam Anak Usia Dini			X	X		X
Prodi Pendidikan Bahasa Arab			X		X	
Prodi Pendidikan Guru Madrasah Ibtidaiyah			X		X	X
Prodi Magister Pendidikan Agama Islam (S2)			X	X		X
Prodi Magister Manajemen Pendidikan Islam (S2)			X		X	X
Re-certification		X				X
Extension to Scope (2019)			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 certification, please contact your local BSI office – contact details available from the BSI website:

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



## 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.*