

Assessment Report

Fakultas Ushuludin dan Pemikiran Islam

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



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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. Hence, the identified non conformities and opportunities of improvement have been raised, associated with:

1. Consistency of monitoring and evaluation reporting
2. Person in charge of GPMF
3. Inconsistency related to identification of Learning Course

Changes in the organization since last assessment

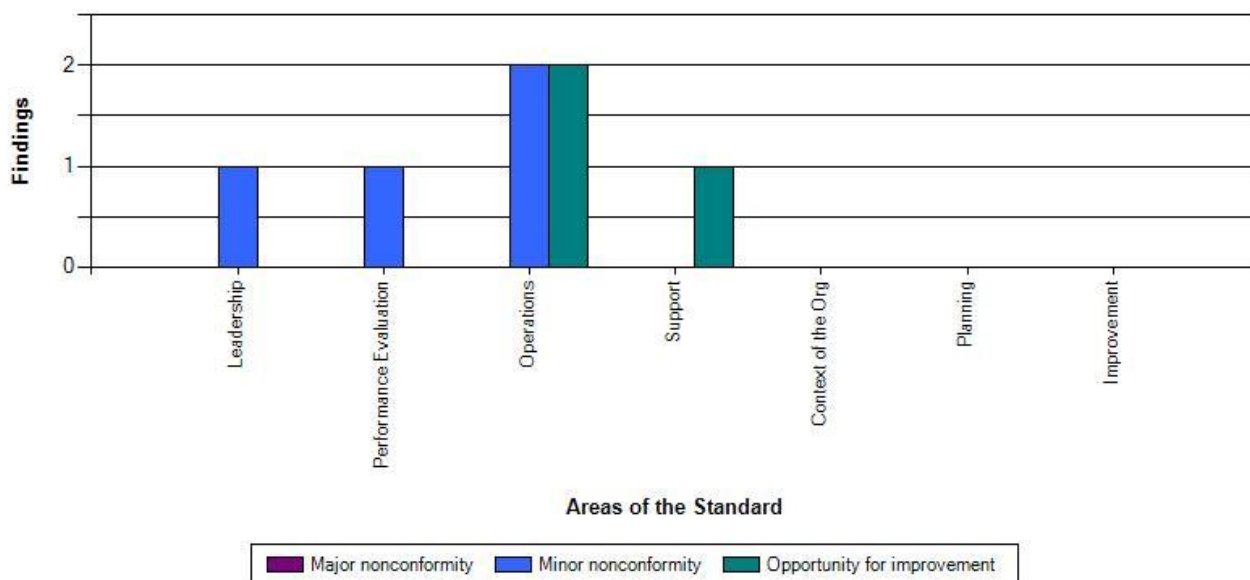
There is no significant change of the organization structure and key personnel involved in the audited management system.

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

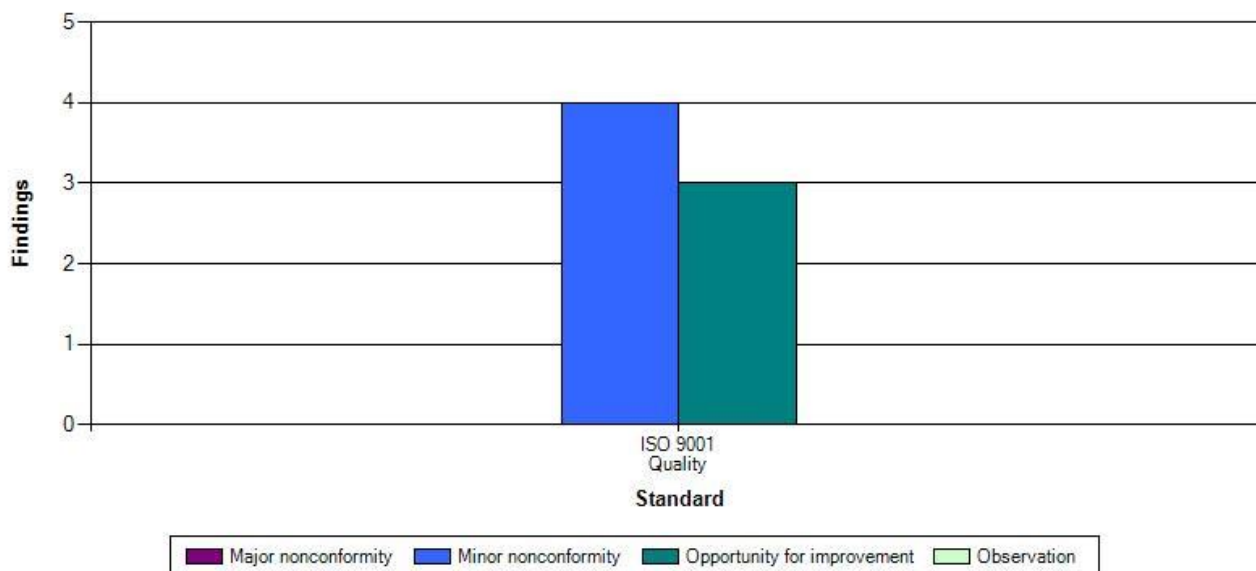
There was no change to the reference or normative documents which is related to the scope of certification.

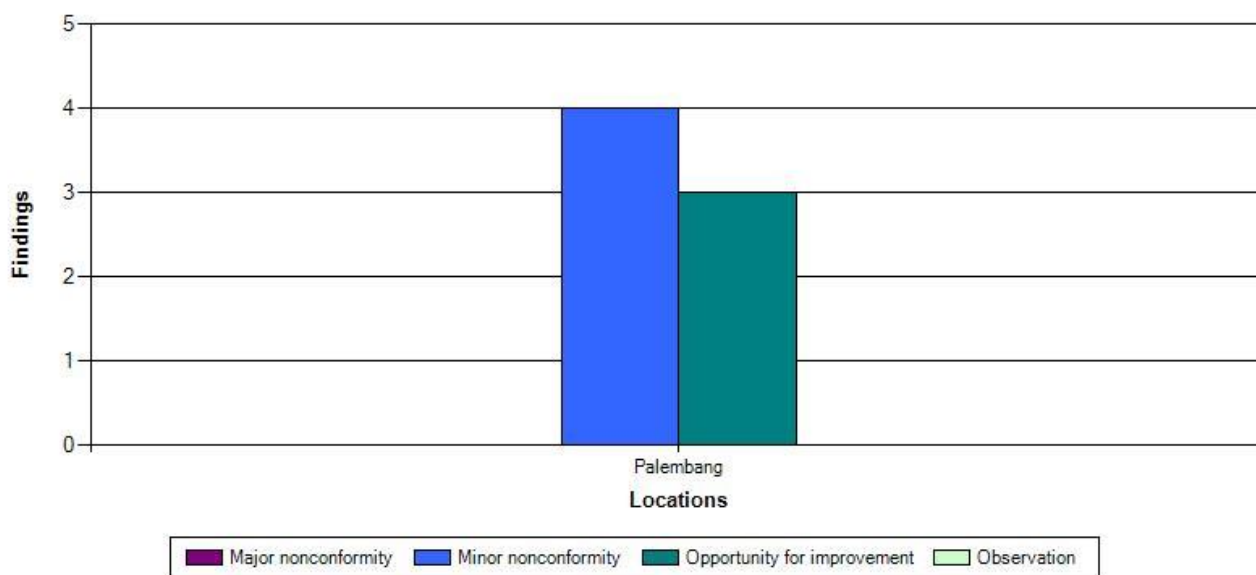
NCR summary graphs

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.

4 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 Ushuluddin dan Pemikiran Islam UIN Raden Fatah Palembang 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
Muhammad Ikhsan	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 12/02/2020. 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 3115063.

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	1732821-201901-N1	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	7.4
Category	Minor		
Area/Process:	Gugus Pengendali Mutu Fakultas (GPMF) & Gugus Penjamin Mutu Prodi (GPMP)		
Details:	Komunikasi internal (antara fakultas dengan GPMF; antara prodi dengan GPMP) dan eksternal (antara LPM dengan GPMF) belum efektif. Hal ini berdampak terhadap: - kurangnya pemahaman terhadap peran dan tanggung jawab GPMF dan GPMP - implementasi sistem manajemen mutu di fakultas dan prodi yang belum efektif		
Objective Evidence:	Interview with GPMF, GPMP, and department head of SAA		
Cause			
Belum memahami pentingnya peran dan manfaat GPMF dan GPMP			
Correction/containment			
Melakukan Komunikasi			
Corrective action			
Melakukan Komunikasi Internal lebih sering dengan memanfaatkan berbagai media dan mendokumentasikan hasil komunikasi dan tindakan yang dilakukan			
Closed?:			
Yes			

Finding Reference	1732821-201901-N2	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	6.3
Category	Minor		
Area/Process:	Gugus Pengendali Mutu Fakultas (GPMF) & Gugus Penjamin Mutu Prodi (GPMP)		
Details:	Manajemen perubahan belum ditetapkan untuk memitigasi resiko akibat perubahan dalam organisasi. Sebagai contoh, pergantian Kaprodi IQT dari pejabat lama ke pejabat yang baru.		
Objective Evidence:	Interview with GPMP and faculty dean; latest organization structure chart		

Cause
Belum memahami perlunya menetapkan manajemen perubahan
Correction/containment
Menetapkan Manajemen Perubahan
Corrective action
Melakukan pembahasan mengenai penetapan manajemen perubahan untuk memitigasi risiko perubahan
Closed?:
Yes

Finding Reference	1732821-201901-N3	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	10.2.1
Category	Minor		
Area/Process:	Gugus Pengendali Mutu Fakultas (GPMF) & Gugus Penjamin Mutu Prodi (GPMP)		
Details:	Pada hasil internal audit, terdapat beberapa temuan untuk Prodi SAA dan IQT, di mana pada form rencana tindakan perbaikan dituliskan "GPMF agar diaktifkan" pada kolom Rencana Pencegahan untuk seluruh finding. Belum terdapat evaluasi efektivitas untuk rencana pencegahan tersebut.		
Objective Evidence:	Corrective action plan from 2018 internal audit in Ushuluddin Faculty		
Cause			
	Belum mengimplementasikan manajemen resiko		
Correction/containment			
	Menetapkan Manajemen Resiko		
Corrective action			
	Melakukan tindakan efektifitas sesuai yang tertera pada manajemen risiko untuk setiap tindakan		
Closed?:			
	Yes		

Finding Reference	1788355-201906-N1	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	9.1.3
Category	Minor		
Area/Process:	Top Management and Management Representative		

Details:	Jadwal pelaksanaan Monev Pembelajaran sudah ditetapkan, tetapi bukti pelaksanaan Monev untuk Semester Genap tahun 2019 tidak dapat ditunjukkan untuk Prodi Akidah Filsafat, Studi Agama-Agama, IQT, dan S2 IQT
Objective Evidence:	Rekap MONEV Semester Genap 2018/2019 by LPM
Cause	
GPMF tidak melaksanakan tugasnya dengan baik dikarenakan belum adanya pemahaman menyeluruh mengenai tugas dan fungsinya	
Correction/containment	
GMPF melaksanakan monev sesuai waktu yang telah ditentukan	
Corrective action	
GPMF akan melaksanakan monev dengan dilengkapi dokumentasi secara konsisten serta berkoordinasi dengan LPM lebih intens	
Closed?:	
Yes	

Finding Reference	1788355-201906-N2	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	5.1.1
Category	Minor		
Area/Process:	Prodi S2 Ilmu Qur'an dan Tafsir		
Details:	Belum terdapat struktur GPMP di Prodi, sesuai dengan persyaratan dari LPM. Fungsi GPMP sejauh ini digabung dengan Prodi IQT S1.		
Objective Evidence:	Interview with auditee		
Cause			
Ketua GPMP baru di bentuk karena keterbatasan tenaga			
Correction/containment			
baru akan dilaksanakan karena baru di bentuk			
Corrective action			
kedepannya gpmp akan dioptimalkan fungsinya			
Closed?:			
Yes			

Findings from this assessment

Dekan, Wakil Dekan dan GPMF:

Auditee: Mr. Anisatul Mardiah

Clause: QMS 4.4, 6.1, 6.2, 9.1, 9.2, 9.3

Objective evidences:

*NOTE: GPMF personnels were not available during assessment

> SK Dekan Fakultas Ushuluddin dan Pemikiran Islam No. B.10/Un.09/III.3/KP.00.3/12/2019 tentang Penetapan Pengelola Gugus Penjamin Mutu Fakultas Ushuluddin dan Pemikiran Islam (2/12/2019).

- Head of GPMF: Halimatussadiyah, M.Ag.
- Members: Deddy Ilyas, M.Us., RA Erika Septiana, M.Hum.
- The decree also consists of GPMP personnels

Conclusion:

GPMF main function to perform monitoring and measurement of organization performance, as guided by LPM, has not been implemented effectively. The personnels are already appointed, however their evidence of works cannot be shown during the assessment.

Kepegawaian dan Sarpras:

Auditee: Mrs. Nuryati, Mr. Wijonarko

Clause: QMS 6.1, 6.2, 7.1, 7.2, 7.4

Objective evidences:

Kepala Tata Usaha, mencakup fungsi sarana prasarana, kepegawaian, dan administrasi umum. Yang dilayani termasuk dosen, pengurus fakultas dan prodi, dan mahasiswa. Pemegang surat-surat penunjukan jabatan, pengajar, dll

- > Data Dosen Tetap PNS, total 44 lectures
- > Data Dosen Tetap Non PNS, total 6 lecturers
- > Surat Kesiapan Mengajar for lecturers Semester Genap 2019/2020, issued in (24/1/2020):
 - Abadi Rahman, M.Pd. for Metode Pengajaran Aqidah (AFI6093) course
 - Drs. A. Rohim, M.Pd.I. for Tahfiz III (IQT4052B) course
 - Wijonarko, SE, M.Si. for Kepemimpinan dan Kewirausahaan (ILH4102) course
- > SK Rektor No. 1471 Tahun 2019 tentang Penetapan Nama-Nama Dosen Tetap ASN Pengampu Mata Kuliah Program S1 pada Semester Ganjil 2019/2020 Fakultas Ushuluddin dan Pemikiran Islam UIN Raden Fatah Palembang (13/8/2019)
- > SK Rektor No. 1472 Tahun 2019 tentang Penetapan Nama-Nama Dosen Luar Biasa Pengampu Mata Kuliah, Pemeriksa Hasil, Ujian, Pengawas, dan Pembuat Naskah Soal pada Semester Ganjil 2019/2020 Fakultas Ushuluddin dan Pemikiran Islam UIN Raden Fatah Palembang (13/8/2019)
- > SK Rektor No. 1474 Tahun 2019 tentang Penetapan Nama-Nama Dosen Tetap ASN Program Pascasarjana pada Program Studi IQT pada Semester Ganjil 2019/2020 Fakultas Ushuluddin dan Pemikiran Islam UIN Raden Fatah Palembang (13/8/2019)
- > Permohonan Surat Izin Belajar for H.M. Arpah Nurhayat, Lc. M.Hum, for doctoral study Peradaban Islam in Pascasarjana UIN Raden Fatah Palembang (4/11/2019)

- > SK Rektor B-013/Un.09/1.2/KP.07.6/01/2019 tentang penunjukan Ketua dan Sekretaris Program Studi di Fakultas Ushuluddin dan Pemikiran Islam, valid until December 2019
- > SK Rektor B-1067/Un.09/1.2/KP.07.6/08/2019 tentang penunjukan Ketua Laboratorium Fakultas Ushuluddin dan Pemikiran Islam UIN Raden Fatah Palembang (3/9/2019)
- > Surat Pengajuan Permohonan Dosen ASN to Head of University (19/9/2018), request for 11 lecturers
- > Analysis of current lecturers of Prodi Studi Agama-Agama, ratio of lecturers:students, and the need of lecturers for Ilmu Studi Agama-Agama, Agama Hindu, Agama Buddha, Agama Kong Hu Cu, Agama Yahudi, and Orientalism/Occidentalism courses (28/8/2019)
- > Daftar Inventaris Ruangan Ruang Doktor (Mar 2019)
- > Proposal for repair and request of assets/equipment to Head of University
- Permintaan 2 set komputer (18/11/2019)
- Permohonan Penambahan Meja dan Kursi Fakultas Ushuluddin dan Pemikiran Islam (24/5/2019)
- Permohonan Perbaikan AC, Lampu, dan Barang Lainnya di Ruang Kelas Fakultas Ushuluddin dan Pemikiran Islam (30/8/2019)

Conclusion:

The activity in this area mainly responding to the inquiries from internal or external organization, including correspondence (mainly through paperwork), managing inventories and its maintenance, and perform administration process for lecturers who take study. All of these process are effectively controlled, as shown during the assessment.

No nonconformity issues raised in this area.

Program Studi Studi Agama-Agama:

Auditee : Pak Herwansyah, Pak Jamhari

Clause: 5,6,7,8,9,10

Objective Evidence :

1. Kurikulum Program Studi Agama-Agama KKNi Tahun 2018 M --> Total 144 SKS, include pilihan dan UAS --> 75 learning course --> Semester ganjil 2019-2020
2. Planning and Course Delivery :
 - Filsafat Agama (SAU 3014) --> 14 Meeting --> 4 SKS, semester III
 - RPS Filsafat Agama Kelas 17012 - Ganjil 2018/2019 --> 07 August 2018 to 11 December 2018
 - Detail Nilai Mata Kuliah Mahasiswa Kelas 17012 2018/2019 from 30 Student, 1 not passed --> resign
 - Attendance List of all Student Class 17012
 - Soal Ujian Tengah Semester --> Validated by Dosen Pengampuh --> 2 Essays
 - Soal Ujian Akhir Semester --> Kamis, 19 Desember 2019 --> 19 December 2019 --> Validated by GPMP & Dosen Pengampuh --> 5 Essays
 - Aliran Kepercayaan (SAU 5032 - Aliran Kepercayaan)
 - RPS Aliran Kepercayaan (SAU 5032) --> 14 Meeting --> 2 SKS, Semester V
 - Attendance list of Class 17013 --> 27 Student
 - Daftar Hadir Dosen from 3 September 2019 to 16 December 2019
 - Detail Nilai Mata Kuliah Mahasiswa Kelas 17013 --> All passed
 - Soal Ujian Tengah Semester --> Validated by Dosen Pengampuh --> 2 Soal
 - Soal Ujian Akhir Semester --> Kamis, 19 Desember 2019 --> 19 December 2019 --> Validated by GPMP & Dosen Pengampu --> 2 soal
3. Website of Prodi : <https://saa.usmpi.radenfatah.ac.id>

4. GPMP Report

-- Laporan Monev Ganjil 2019 --> 3rd Week, mid semester dan last week of the semester --> Laporan hasil monitoring dan evaluasi kualitas perkuliahan semester ganjil 2019 --> Standar Proses pembelajaran, Standar Isi Pembelajaran, standar pengelolaan pembelajaran

Conclusion :

Based on sample data taken as shown by evidence above, processes in this area has been implemented as required, however there is an opportunity for improvement related to the validation method of test material and

Finding Reference	1878748-202001-I1	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	8.3.4
Category	Opportunity for Improvement		
Area/Process:	Program Studi Studi Agama-Agama		
Details	Validation method needs to cover activities to ensure all the components in the RPS or Soal UTS & UAS are appropriate		

Program Studi Aqidah Filsafat:

Clause : 6, 7, 8, 9, 10

Objective Evidence :

1. Kurikulum Program Studi Aqidah Filsafat 2015 (KKNI) --> Total 67 mata kuliah, 150 SKS (Include Tests and Thesis)
2. Planning and Course Delivery Sample :
 - RPS Maharratul Kalam Al Arabiyah (1052) --> 2 SKS, semester 2, 1 August 2018 --> 16 pertemuan --> UAS 40%, Mid 30, Tugas 20 %, 10% kehadiran dan keaktifan --> Diperiksa Kaprodi & Disahkan Waddek I
 - Daftar HAdir Dosen kelas 18022, 16 pertemuan --> 6 september 2018 - 20 Desember 2018
 - Daftar Hadir Mahasiswa kelas 18022 --> 16 pertemuan , 39 mahasiswa
 - Daftar Hadir UAS -->
 - Soal UAS --> 10 Soal pilihan ganda
 - Daftar Nilai Mata Kuliah Mahasiswa kelas 18022, S1 Aqidah dan Filsafat Islam --> 2 tidak hadir, sisanya lulus
 - RPS Filsafat Politik Islam (AFU 7033) --> 3 SKS, semester 7 --> 16 pertemuan --> UAS 40%, Mid 30, Tugas 20 %, 10% kehadiran dan keaktifan --> Diperiksa Kaprodi & Disahkan Waddek I
 - Daftar Hadir kelas 15023, 15021 --> 24 Mahasiswa -->
 - Presensi Dosen 5 September 2019 - 6 Desember 2019
 - Daftar Nilai Mata Kuliah Mahasiswa (AFU 7032) --> Lulus semua --> (AFU 7033) --> 27 Mahasiswa
 - Soal UAS Filsafat Politik Islam --> 3 Soal Essays
3. GPMP Report :
 - GPMP Semester Ganjil 2019/2020 --> Kepuasan Mahasiswa AFI --> 50 responses --> Kehandalan, Kepastian, Daya Tanggap, Empati, Fasilitas, Saran dan Apresiasi

- Pedoman Monitoring dan Evaluasi Pembelajaran GPMP Bab IV

Conclusion :

Based on sample data taken as shown by evidence above, proses in this area has been implemented as required, however there is an inconsistency related to identification of Learning Course and an opportunity for improvement related to the validation method of test material

Finding Reference	1878748-202001-I2	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	8.3.4
Category	Opportunity for Improvement		
Area/Process:	Program Studi Aqidah Filsafat		
Details	Consider to use validation method that ensure all the components in the RPS or Soal UTS & UAS are appropriate		

Program Studi Ilmu Quran dan Tafsir- S1:

Auditee: DR. Pathur Rahman, Yen Fikri Rani, M.Ag

Clause: 6.1, 6.2, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1, 10.1

Objective evidence:

- Rencana Strategis Fakultas Ushuluddin dan Pemikiran Islam 2016-2020
 - > Lulus 4 tahun , achieve
 - > Average IPK >3,25, achieve
- Kurikulum Prodi AlQuran dan Tafsir,KKNI 2018
- Some Subject was verified:
 - a. Studi Keislaman
 - > Kurikulum Studi Keislaman,Subject No. UIN1031; 2 SKS
 - > Sylabus Studi Keislaman INS, Subject No. 1032; 3 SKS
 - > RPS Studi Keislaman Subject No. UIN1013; 3 SKS
 - > Daftar Hadir Dosen Subject No. UIN 1013, Kelas 19043
 - > Daftar Hadir Mahasiswa
 - > Daftar Nilai UTS dan UAS
 - > Soal UTS dan UAS (Was not validated)
- Ratio Lecture wit Student 1:30
- There was no Dosen Luar Biasa
- Beban Kinerja Dosen 2019
- Keputusan Dekan Fakultas Ushulddin dan Pemikiran Islam UIN raden Fatah Palembang No. 13 Tahun 2019 , Okt-Des 10 orang > 3,25
- Jurnal: Kajian Barat terhadap Al-Quran dan Hadis IQT 6032 Mata Kuliah Prodi 2 SKS semester 6 12 August 2019

Conclusion :

Based on sample data taken as shown by evidence above, proses in this area has been implemented as required, however there is an inconsistency related to identification of Learning Course

Program Studi Ilmu Quran dan Tafsir- S2:

Auditee: Ibu Listiyawati, Ibu Sofia

Clause: : 6.1, 6.2, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1, 10.1

Objective Evidence:

- Renstra PRODI Studi Magister Ilmu ALquran dan Tafsir S2 2019-2023
 - Rencana Strategis Fakultas 2015-2020
 - Buku Pedoman Teknis Operasional Layanan AKADEMIK 2017
 - > Lulus 4 tahun , achieve
 - > Average IPK >3,25, achieve
 - Kurikulum Prodi AlQuran dan Tafsir,KKNI 2018
 - Some Subject was verified:
 - a. Filsafat Ilmu
 - > Kurikulum Filsafat Ilmu
 - > RPS Filsafat Ilmu subject No. UIN 1012M
 - > Presensi Kehadiran Dosen
 - > Daftar Hadir Mahasiswa
 - > Daftar Nilai kelas 19rs2
 - > Daftar Soal UTS dan UAS, there was no validation
 - b. Ulumul Quran
 - > Kurikulum Ulumul Quran, Subject No. IQT 0203
 - > Sylabus Ulumul Quran, Subject No. IQT 0203
 - > RPS Ulumul Quran, Subject No. IQT 3013
 - > Presensi Kehadiran Dosen
 - > Daftar Hadir Mahasiswa
 - > Daftar Nilai kelas 18rs2
 - > Daftar Soal UTS dan UAS, there was no validation
 - Berita Acara dan Nilai Ujian Tesis Tertutup dan Terbuka Tahun 2017-2019 Prodi S2 Ilmu Alquran dan Tafsir
 - Keputusan Dekan Fakultas Ushuluddin dan Pemikiran Islam UIN Raden Fatah No. 9 Tahun 2019
- Ada 2 Mahasiswa yang lulus
- Ratio Lecture wit Student 1:2
 - There was no Dosen Luar Biasa
 - Beban Kinerja Dosen 2019

Conclusion :

Based on sample data taken as shown by evidence above, proses in this area has been implemented as required, however there is an inconsistency related to identification of Learning Course

Finding Reference	1878748-202001-I3	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	7.5
Category	Opportunity for Improvement		
Area/Process:	Program Studi Ilmu Quran dan Tafsir- S2		
Details	Sistem penyimpanan informasi terdokumentasi masih dapat dibuat lebih rapih sehingga pada saat audit dokumen tersedia dengan mudah dan cepat		

Minor (4) nonconformities arising from this assessment.

Finding Reference	1878748-202001-N1	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	5.3
Category	Minor		
Area/Process:	Dekan, Wakil Dekan dan GPMF		
Statement of non conformance:	Ketua GPMF yang ditunjuk oleh Dekan merupakan personil yang sedang dalam tugas belajar, sehingga mengurangi komitmen dan efektivitas dalam menjalankan perannya		
Clause requirements	<p>Organizational roles, responsibilities and authorities</p> <p>Top management shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.</p> <p>Top management shall assign the responsibility and authority for:</p> <ul style="list-style-type: none"> a) ensuring that the quality management system conforms to the requirements of this International Standard; b) ensuring that the processes are delivering their intended outputs; c) reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management; d) ensuring the promotion of customer focus throughout the organization; e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. 		
Objective Evidence	Interview Wakil Dekan		
Cause			
Correction/containment			
Corrective action			

Finding Reference	1878748-202001-N2	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	9.1.3
Category	Minor		
Area/Process:	Dekan, Wakil Dekan dan GPMF		
Statement of non conformance:	Hasil Monev GPMF Semester Ganjil 2019/2020 belum dapat ditunjukkan pengolahan dan analisisnya, sehingga tidak dapat digunakan sebagai referensi pengurus fakultas dalam perencanaan dan pengambilan keputusan terkait sistem manajemen mutu		
Clause requirements	<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"> a) conformity of products and services; b) the degree of customer satisfaction; c) the performance and effectiveness of the quality management system; d) if planning has been implemented effectively; e) the effectiveness of actions taken to address risks and opportunities; f) the performance of external providers; g) the need for improvements to the quality management system. <p>NOTE Methods to analyse data can include statistical techniques</p>		
Objective Evidence	Berdasarkan Interview dengan Wakil Dekan		
Cause			
Correction/containment			
Corrective action			

Finding Reference	1878748-202001-N43	Certificate Reference	FS 637516
Certificate Standard	ISO 9001:2015	Clause	8.3.4
Category	Minor		
Area/Process:	Program Studi Ilmu Quran dan Tafsir- S1 & S2 serta Prodi Aqidah Filsafat		
Statement of non conformance:	<p><u>Prodi IQT-S1</u> 1. Validasi Soal UTS dan UAS belum dilakukan sesuai dengan ketentuan yang berlaku, sampel: mata kuliah Studi Keislaman 2. Pengkodean mata kuliah berbeda satu sama lain antara yang ada kurikulum, syllabus dan RPS berbeda Sample Mata Kuliah; Studi Keislaman Kode di Kurikulum: UIN 1032 ; 2 SKS Kode di Syllabus: INS 1032 ; 3 SKS Kode di RPS UIN 1013; 3 SKS</p> <p><u>Prodi IQT-S2</u> 1. Validasi Soal UTS dan UAS belum dilakukan sesuai dengan ketentuan yang berlaku, sampel: - Filsafat Ilmu - Diskursus Kritik Hadis Kontemporer 2. Pengkodean mata kuliah berbeda satu sama lain antara yang ada kurikulum, syllabus dan RPS berbeda Sample Mata Kuliah Syllabus Ulumul Kode di Kurikulum IQT 0203 Kode di RPS IQT 1013M</p> <p><u>Prodi Aqidah Filsafat</u> Ditemukan inkonsistensi dalam kode mata kuliah "Filsafat Politik Islam" : - Di Dalam "Kurikulum Program Studi Aqidah Filsafat" bagian "Daftar Isi" tertulis "AFU 7032" - Di Dalam "Kurikulum Program Studi Aqidah Filsafat" bagian "Deskripsi Mata Kuliah" tertulis "AFU 7022" - Di dalam RPS "Filsafat Politik Islam" Semester 7, 2019/2020 tertulis "AFU 7033" - Di dalam absensi mahasiswa kelas 15021 tertulis "AFU 7032" - Di dalam absensi mahasiswa kelas 15023 tertulis "AFU 7033"</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> <p>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</p>		

	<p>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>
Objective Evidence	Kurikulum, Sylabus, RPS, Daftar Hadir Mahasiswa dan Dosen
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 Ushuluddin dan Pemikiran Islam UIN Raden Fatah Palembang management system documentation

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

Next Visit Plan

Date	Auditor	Time	Area/Process	Clause
			Dekan dan Wakil dekan	
			Penjaminan Mutu (GPMF & GPMP)	
			Prodi Studi Agama-Agama	
			Prodi Ilmu Hadist	
			Prodi S2 Ilmu Qur'an dan Tafsir	
			Laboratorium dan Perpustakaan	

Appendix: Your certification structure & ongoing assessment programme

Scope of Certification

FS 637516 (ISO 9001:2015)

The provision of educational services for Program Studi Agama, Program Studi Ilmu Al Qur'an dan Tafsir, Program Studi Aqidah Filsafat, Program Studi Ilmu Al-Quran Tafsir (S2) and Program Studi Ilmu Hadits

Assessed location(s)

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

Palembang / FS 637516 (ISO 9001:2015)

Location reference	0047564363-000
Address	Fakultas Ushuludin dan Pemikiran Islam 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	3115063
Assessment dates	31/01/2020
Deviation from Audit Plan	No
Total number of Employees	49
Effective number of Employees	49
Scope of activities at the site	Main Certificate Scope applies.
Assessment duration	2 day(s)

Certification assessment program

Certificate Number - FS 637516

Location reference - 0047564363-000

		Audit1	Audit2	Audit3	Audit4	Audit5
Business area/Location	Date (mm/yy):	01/2019	06/2019	01/2020	01/2021	02/2022
	Duration (days):	2	2	2	2	4
Dekan dan Wakil dekan		X	X		X	X
Penjaminan Mutu (GPMF & GPMP)		X	X	X	X	X
Prodi Studi Agama-Agama		X		X	X	X
Prodi Ilmu Qur'an dan Tafsir		X		X		X
Prodi Ilmu Hadist			X		X	X
Prodi Akidah Filsafat			X	X		X
Prodi S2 Ilmu Qur'an dan Tafsir			X	X	X	X
Kepegawaian, Sarana dan Prasarana		X	X	X		X
Laboratorium dan Perpustakaan		X	X		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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20th floor, suite #01-06
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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.