

THE IMPLEMENTATION OF ISO 9001:2008 QUALITY MANAGEMENT SYSTEM IN SMK PIRI 1 YOGYAKARTA

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ABSTRACT

The purpose of this study is to determine the implementation of quality management system standard ISO 9001:2008 in SMK PIRI 1 Yogyakarta which is started from the process of filing certification preparation, implementation, and evaluation (audit) which is done.

This research is a descriptive qualitative approach, to present a social situation that occurs as it is. The object of research was the quality management system (QMS) PIRI 1 Yogyakarta with key informants principals, management representative (MR), vice-principals and vice-chairman of the program expertise of all majors. The data were obtained by using interviews and documentation, and then analyzed by using data reduction techniques, data presentation, and then carried deduction, so that the data can be delivered and easily understood. Meanwhile, to obtain the validity of the data, a triangulation method was used.

The results showed that SMK management PIRI 1 Yogyakarta: (1) In preparation for submission of certificate ISO 9001:2008, conducted by the commitment of management, in consultation with the ISO consultant, was continued with the training process, the formation of the MR and the ISO team, preparation of documents (quality policy, manual quality, quality objectives, and procedures) by each part of the management, pre-certification audit, determined the certification bodies, and then be audited by the certification body and the process of final certification; (2) Implementation of quality management system has been running well with achievement targets: Curriculum Management is 100%, the management of PR/ HI is 90%, Infrastructure management is 75%, Studentship management is 90%, management Administration is 100%, Light Vehicle Engineering Program is 50%, Mechanical Engineering Program by 75%, Computer Engineering Programs and Networks is 75%, Electricity Installation Engineering Program is 75%, Audio Video Techniques Skills Program is 75%; (3) The evaluation (audit) of the quality management system implemented according to the procedure, that is, internal audits which is every 6 months (had been done three times) and an external audit which is done every 3 years (had been done only once); (4) Barriers and handling, the resistance comes from the human resources factor that is the differences in the level of understanding of management personel implement ISO 9001:2008 QMS, and lack of the level of discipline and student learning. Handling is done by using a personal approach by MR, and dissemination of advanced training in order to improve the quality of human resources.

Keywords: Implimentation, Quality Management System, ISO 9001:2008