

Menjadi Institusi yang “Excellent”

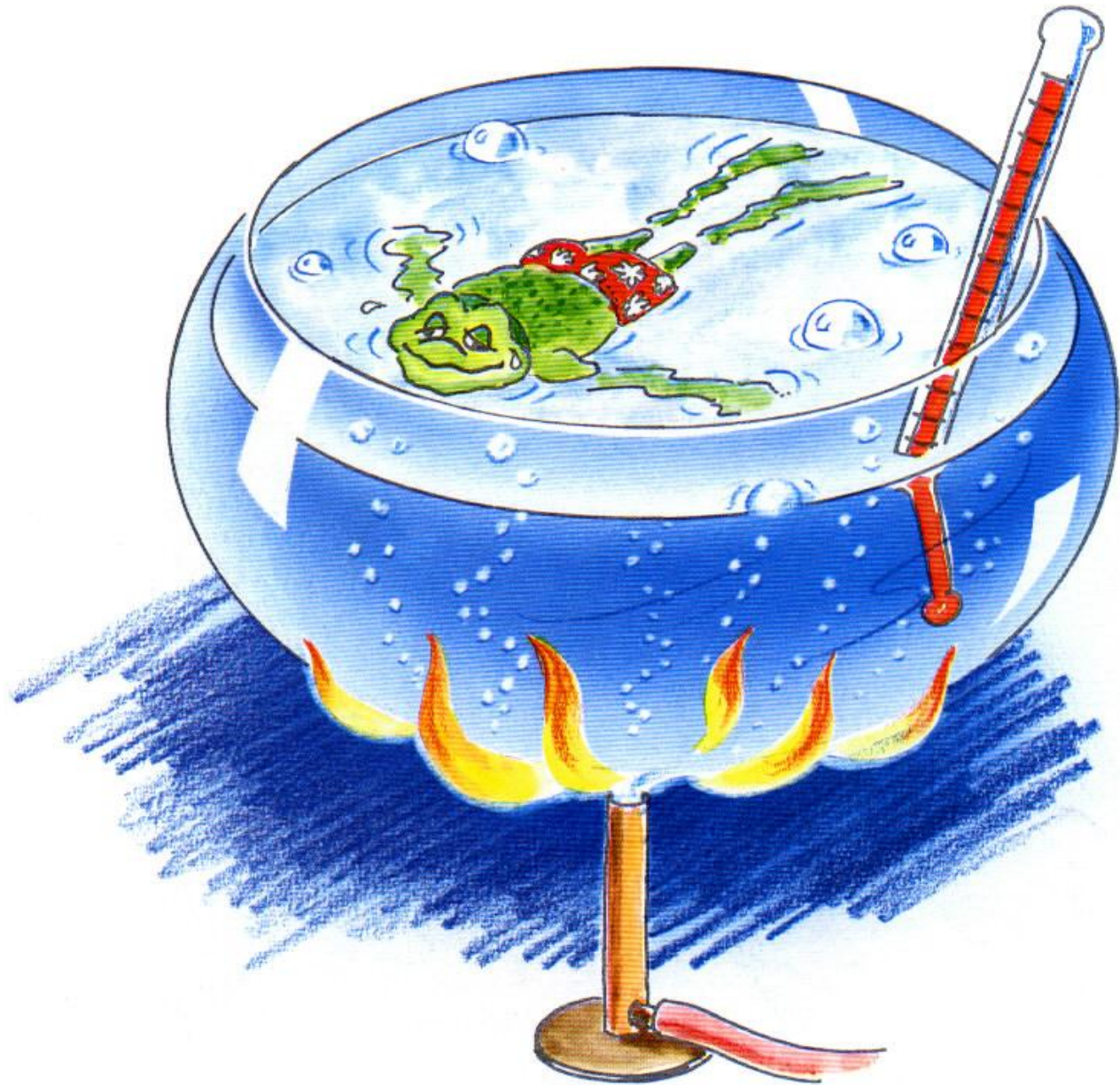
Melalui penerapan Sistem Manajemen Mutu

Berbasis Standar National & Internasional

oleh:

Nosa P Kurniawan

TAPM – MAJU !
BADILUM – SUKSES !
MA – BERMUTU !
ICPE – OKEY !
PT BANDA ACEH – LUAR BIASA !



Boiled frog – voilà



Help, let's get out of here!

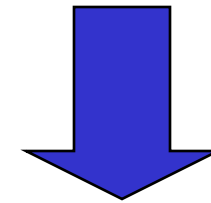
PIHAK YANG TERKAIT



PIHAK YANG TERKAIT



Keseimbangan pemenuhan untuk kepuasan pihak terkait



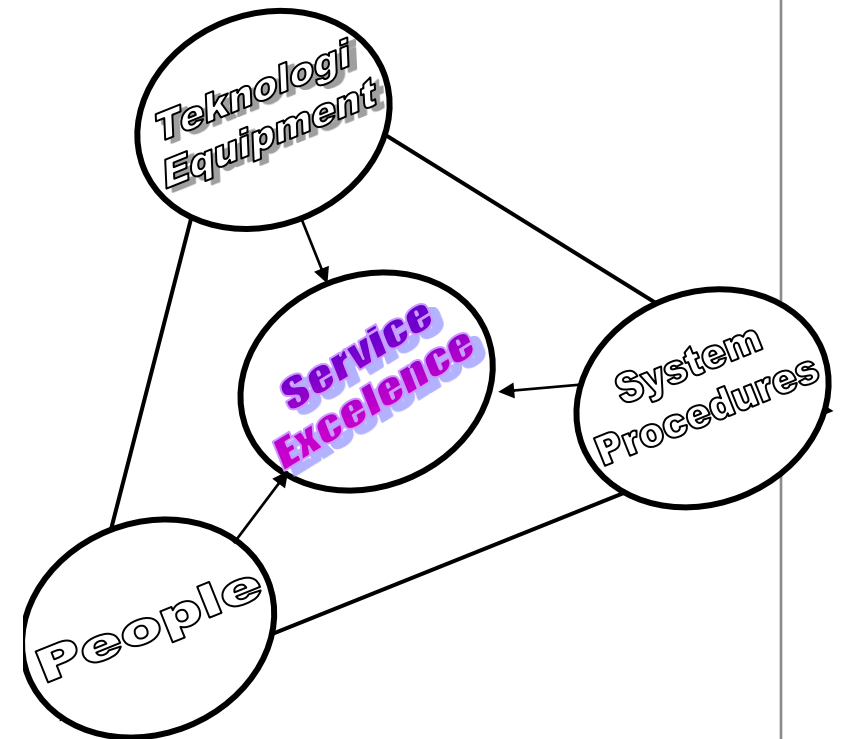
Diperlukan sistem manajemen yang bermutu/*QUALITY*

Service Excellence

Technologi and equipment : *Availability* (ketersediaan) - *Operational* (operasional) - *Reliability* (kehandalan) - *Compatibility* (dapat terintegrasi dengan perangkat lain) - *Security* (keamanan) - *Accessibility* (kemudahan)

System and procedures : *Available* (ada atau tidak bisnis proses) - *Applicable* (dapat diterapkan) - *Simple* (mudah) - *Flexible* - *Controllable*

People : *Quantity* (kecukupan jumlah pegawai sebanding dengan beban tugas) - *Quality* (kompetensi pegawai yang meliputi *profesional quality* dan *personal quality*) - *Interaction Harmoniusty* (*team work*)



Sistem manajemen

Bagian dari keseluruhan sistem manajemen yang meliputi struktur organisasi, rencana kegiatan, tanggung jawab, prosedur, proses dan sumber daya untuk pengembangan, penerapan, pencapaian dan pemeliharaan kebijakan atau arah perusahaan/organisasi.

IDENTIFIKASI KEINGINAN PIHAK TERKAIT

PIHAK TERKAIT

1. Masyarakat, Customer :

Pelayanan pendidikan yang lebih bermutu

2. Faktor Komunitas :

Lingkungan yang Nyaman

3. Karyawan & Staff :

Kesejahteraan, Kesehatan & Keselamatan

4. Pemerintah :

Kepatuhan terhadap peraturan & kebijakan

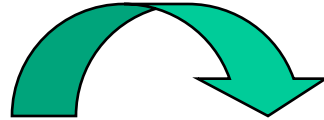
5. Investor :

Reputasi yang baik

6. Institusi lain (Industri, universitas) : Siap, terampil, adaptip

KEINGINAN

HARAPAN

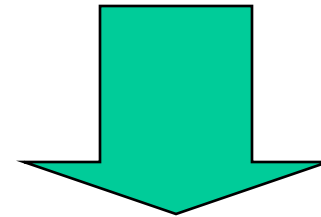


PIHAK YANG TERKAIT



VISI & MISI

Contoh : menjadi sekolah yang terdepan dengan iman & taqwa

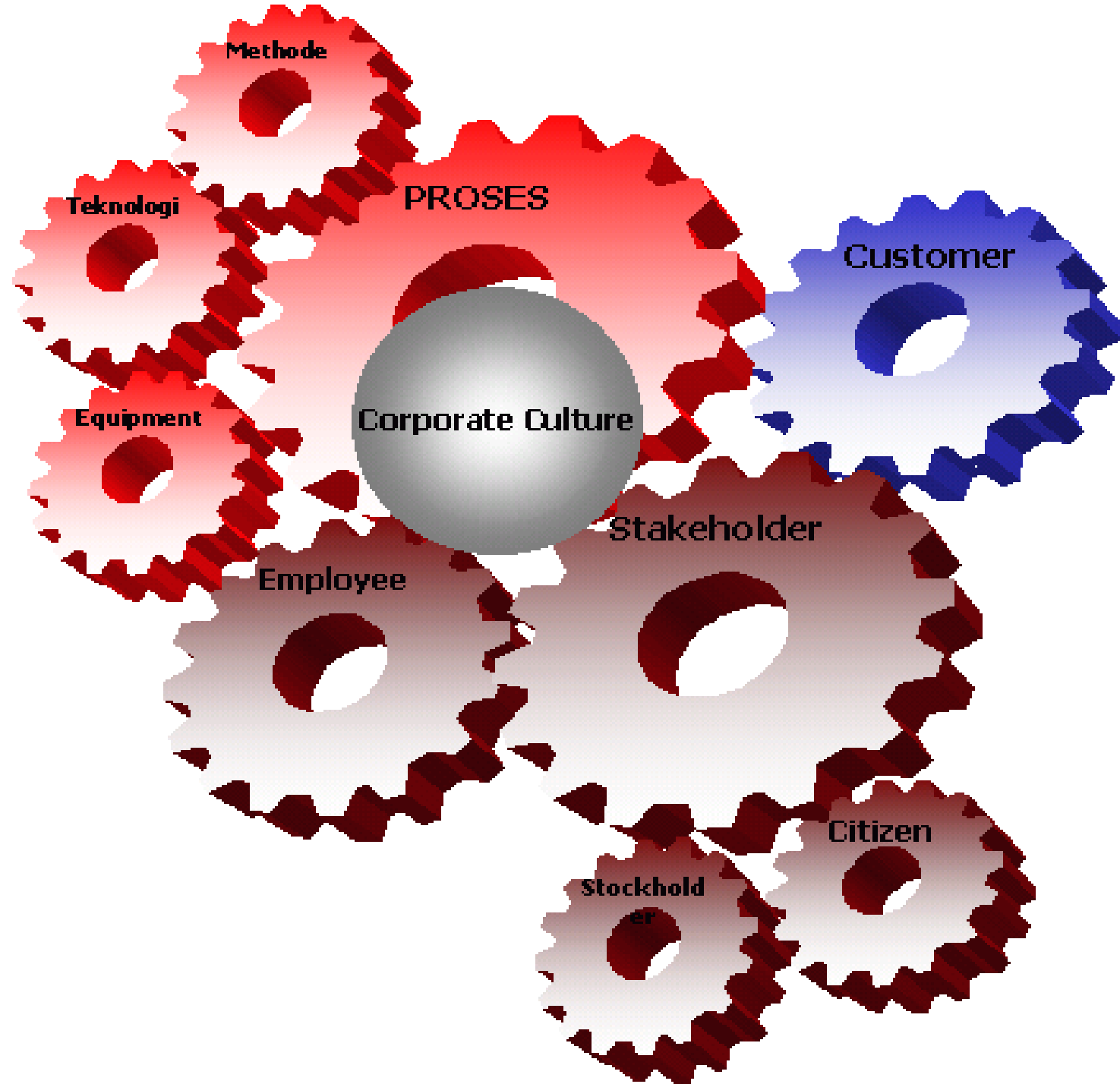


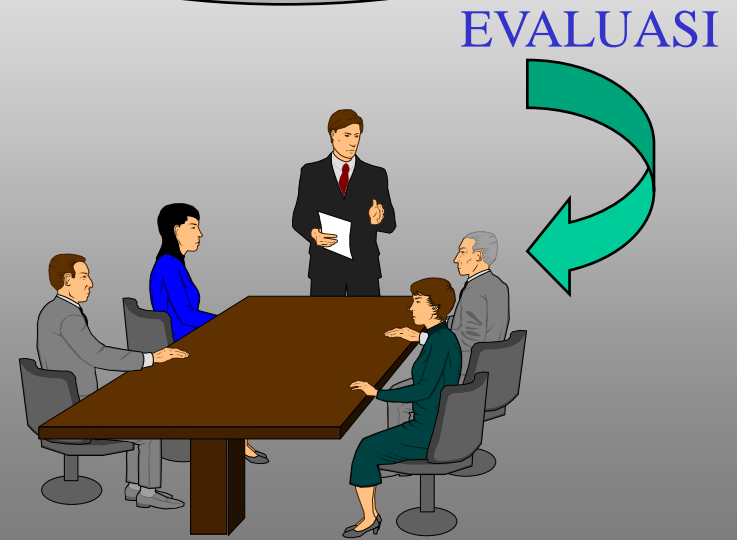
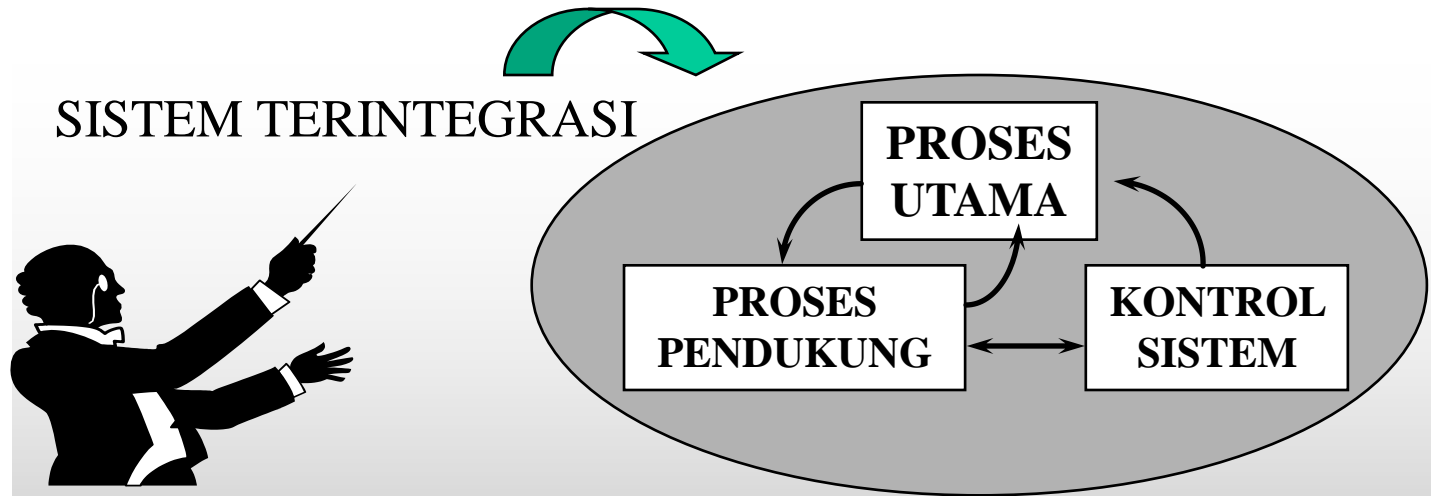
KEBIJAKAN

Contoh : Seluruh Manajemen, Guru & Staff komitmen untuk memberikan yang terbaik secara berkesinambungan

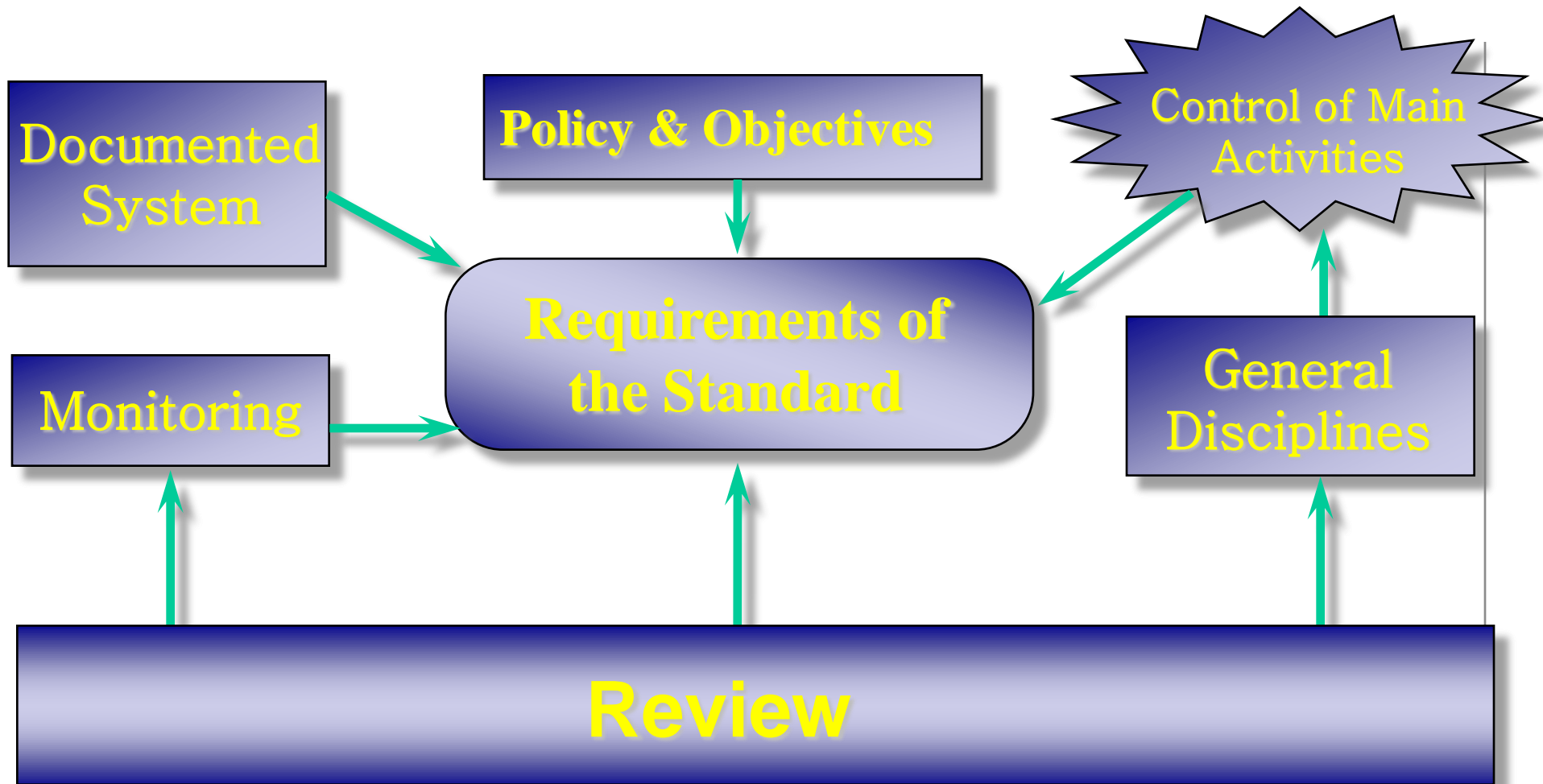
SGS

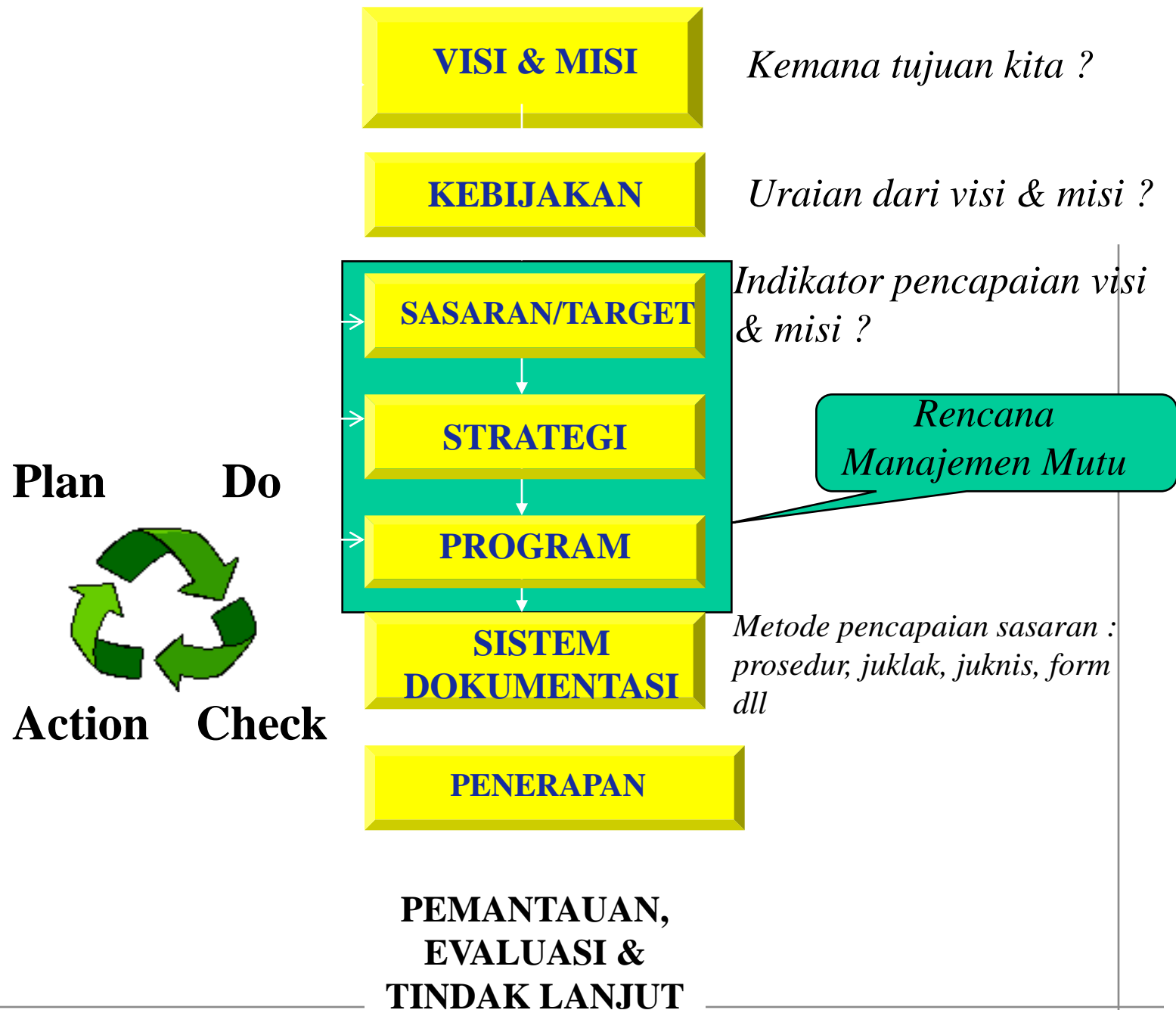
WHY WE NEED A SYSTEM ?



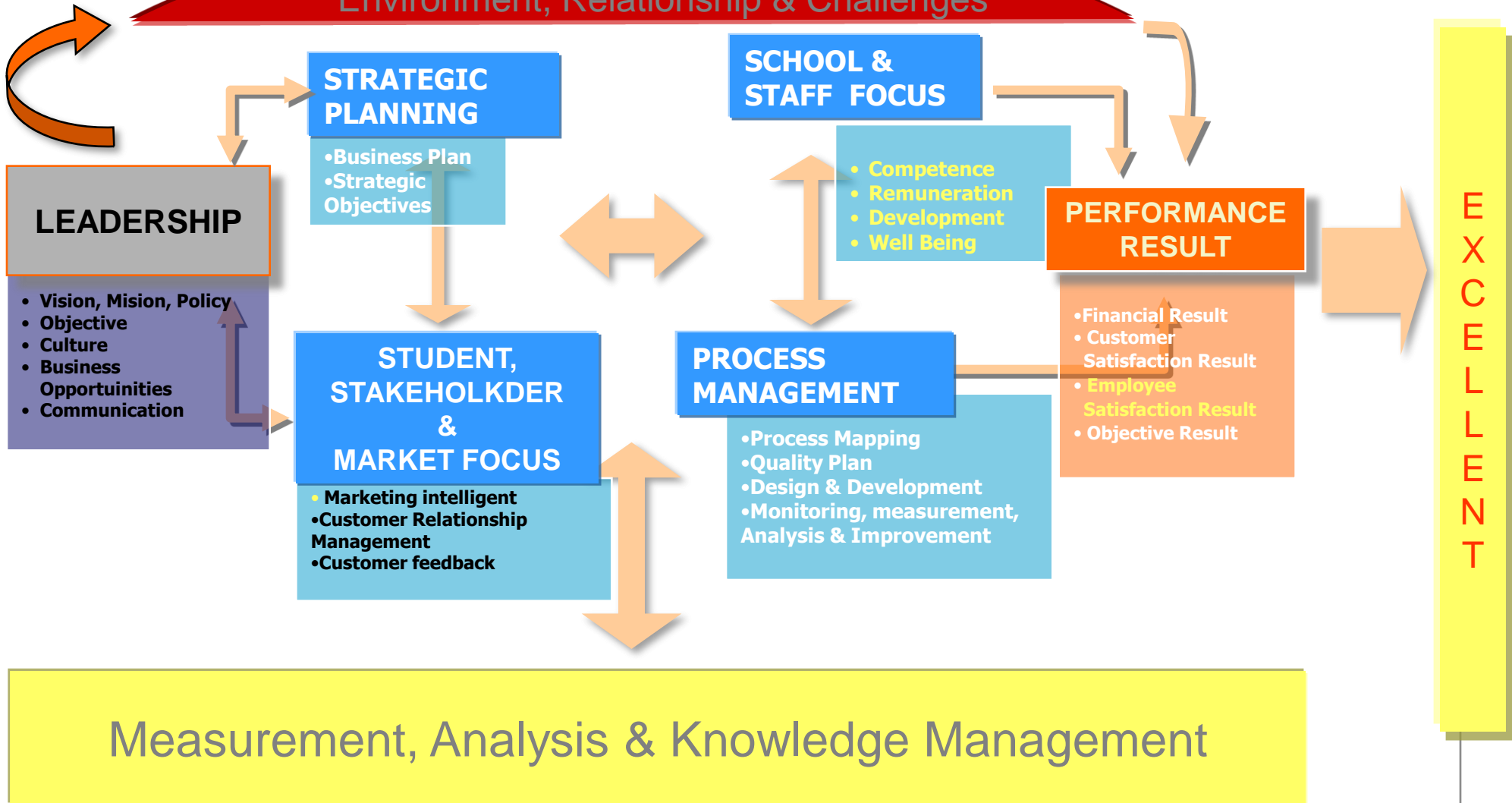


System Requirements

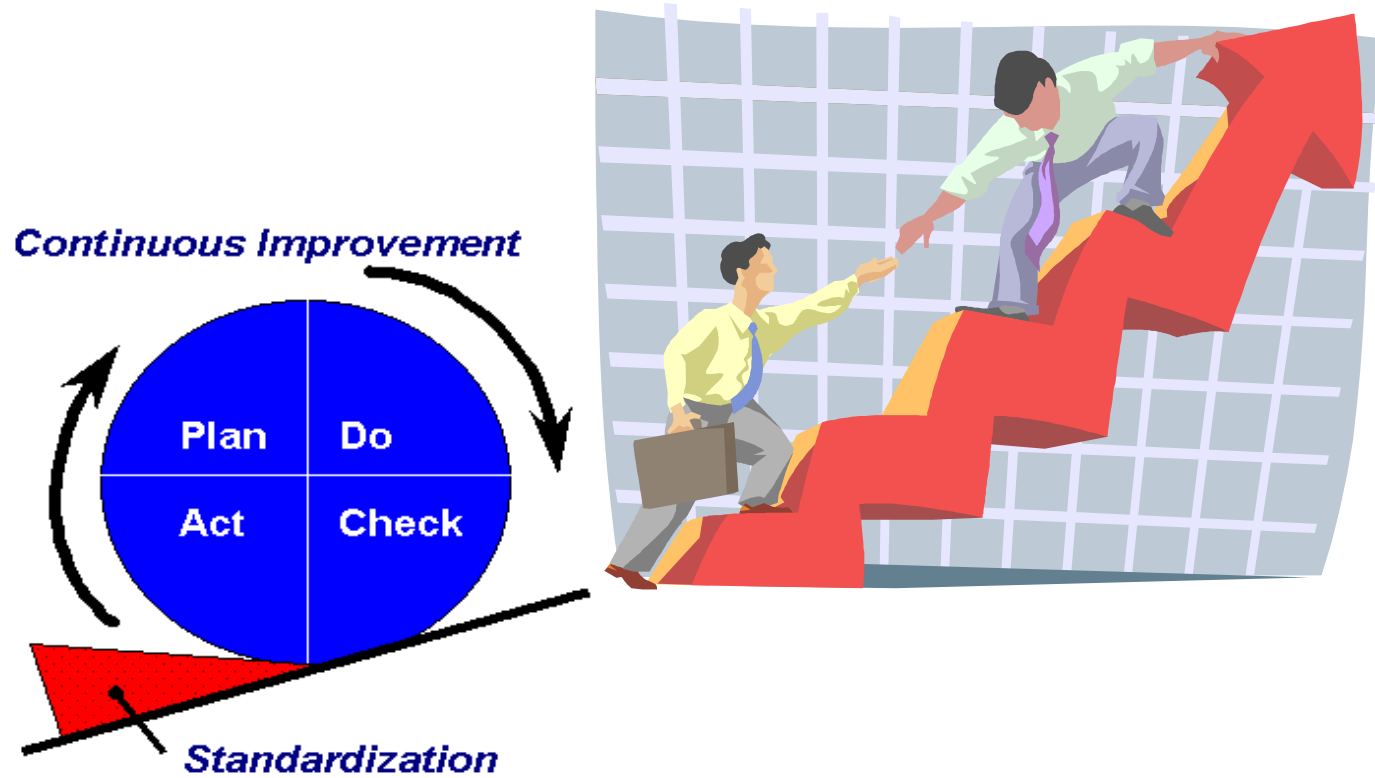




Organizational Profile :
Environment, Relationship & Challenges



VISI





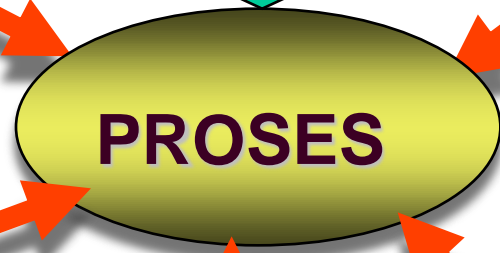
ASPEK&DAMPAK LINGKUNGAN

HIRARC KESEHATAN & KESELAMATAN



Personel
 Tg. Jawab&wewenang
 Kompetensi/Kualifikasi
 Pelatihan
 Record
Ketersediaan

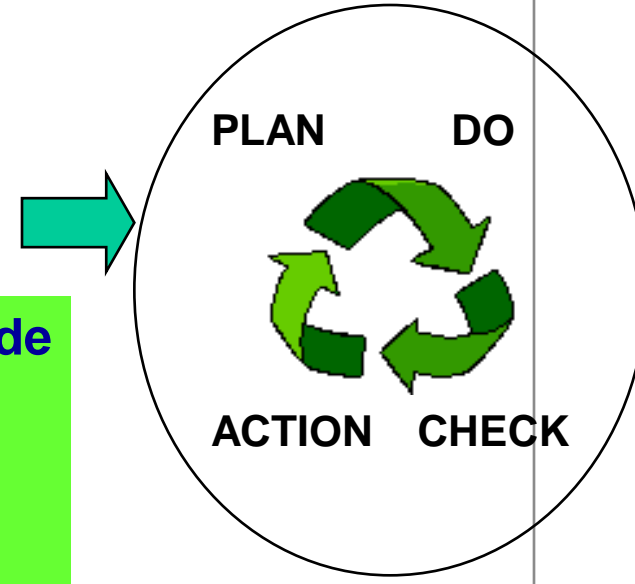
Peralatan
 Kebutuhan
 Ketersediaan
 Kemampuan
 Pemeliharaan
 Kondisi



Material
 Spesifikasi
 Ketersediaan
 Penyimpanan
 Pengadaan

Informasi/Metode
 Kebutuhan
 Spesifikasi
 Akurat
 Analisa
 Komunikasi
 Ketersediaan

Kondisi lingkungan
 Penetapan
 Pengelolaan



STANDAR INTERNASIONAL

untuk

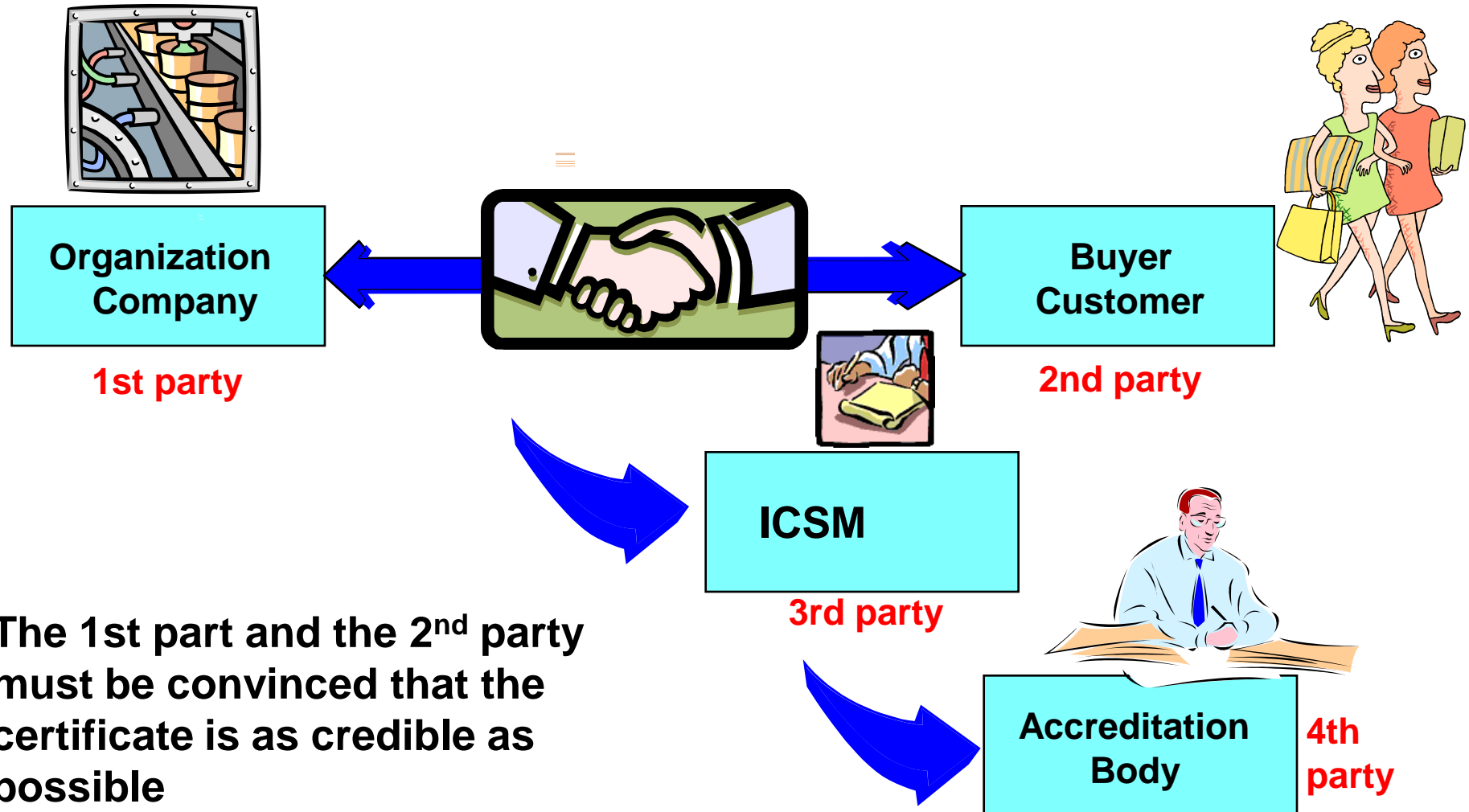
SISTEM MANAJEMEN



International
Organization for
Standardization

- ◆ adalah “non-governmental organization” yang didirikan tahun 1947 dengan kantor pusat di Geneva-Swiss.
- ◆ adalah federasi dunia dari standardisasi nasional dari lebih 146 negara
- ◆ Misi ISO adalah untuk mempromosikan pengembangan standardisasi didalam bidang intelektual, scientific, teknologi dan ekonomi.
- ◆ *ISO standard adalah “market driven”. Dimana standard yang dikembangkan berdasarkan consensus internasional beberapa ahli dari bagian yang memerlukan standard.*

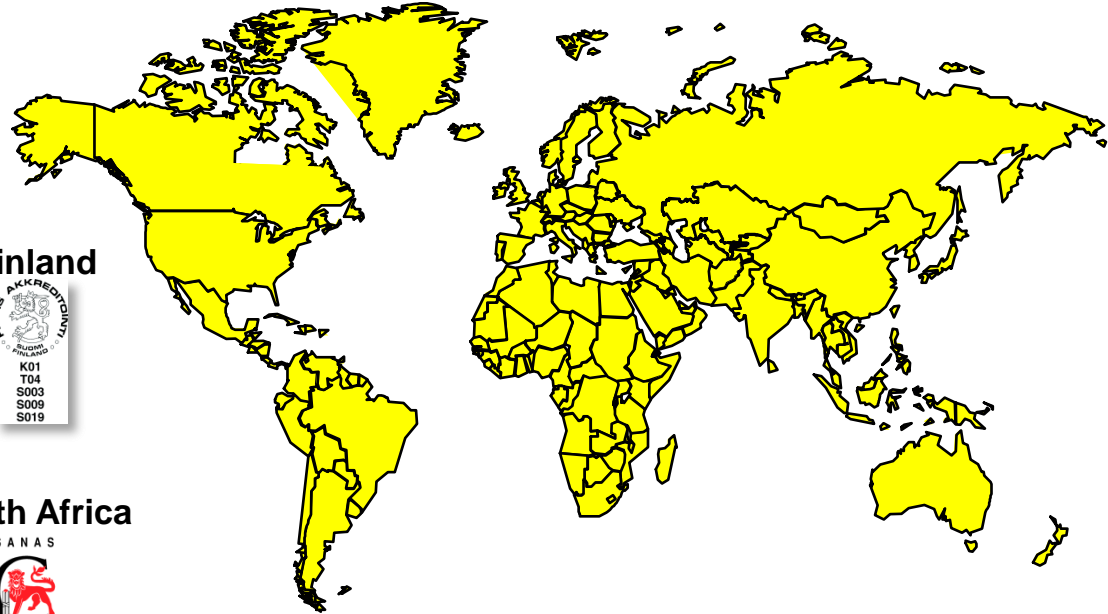
BASICS OF CERTIFICATION



The 1st part and the 2nd party must be convinced that the certificate is as credible as possible

ACCREDITATIONS IN 31 COUNTRIES

Europe / Africa / Middle East



North and South America



Asia Pacific



Milestone reaching business excellence

(World Class Business excellence model)

T Q M

ISO 9004
:2000

ISO 9001
:2000

ISO 9001
:1994

ISO 9001
:1987

- * ISO 14001 certification
- * OHSAS 18001 certification
- * ISO 17025 laboratory certification
- * Financial Risk Management

QC/QA model ⇨ *QM model* ⇨ *TQM model*

**PENINGKATAN
BERKESINAMBUNGAN QMS**

**TANGGUNG JAWAB
MANAJEMEN**

**MANAJEMEN
SUMBER DAYA**

**PENGUKURAN &
ANALISA &
IMPROVEMENT**

INPUT

**REALISASI
PRODUK**

OUTPUT

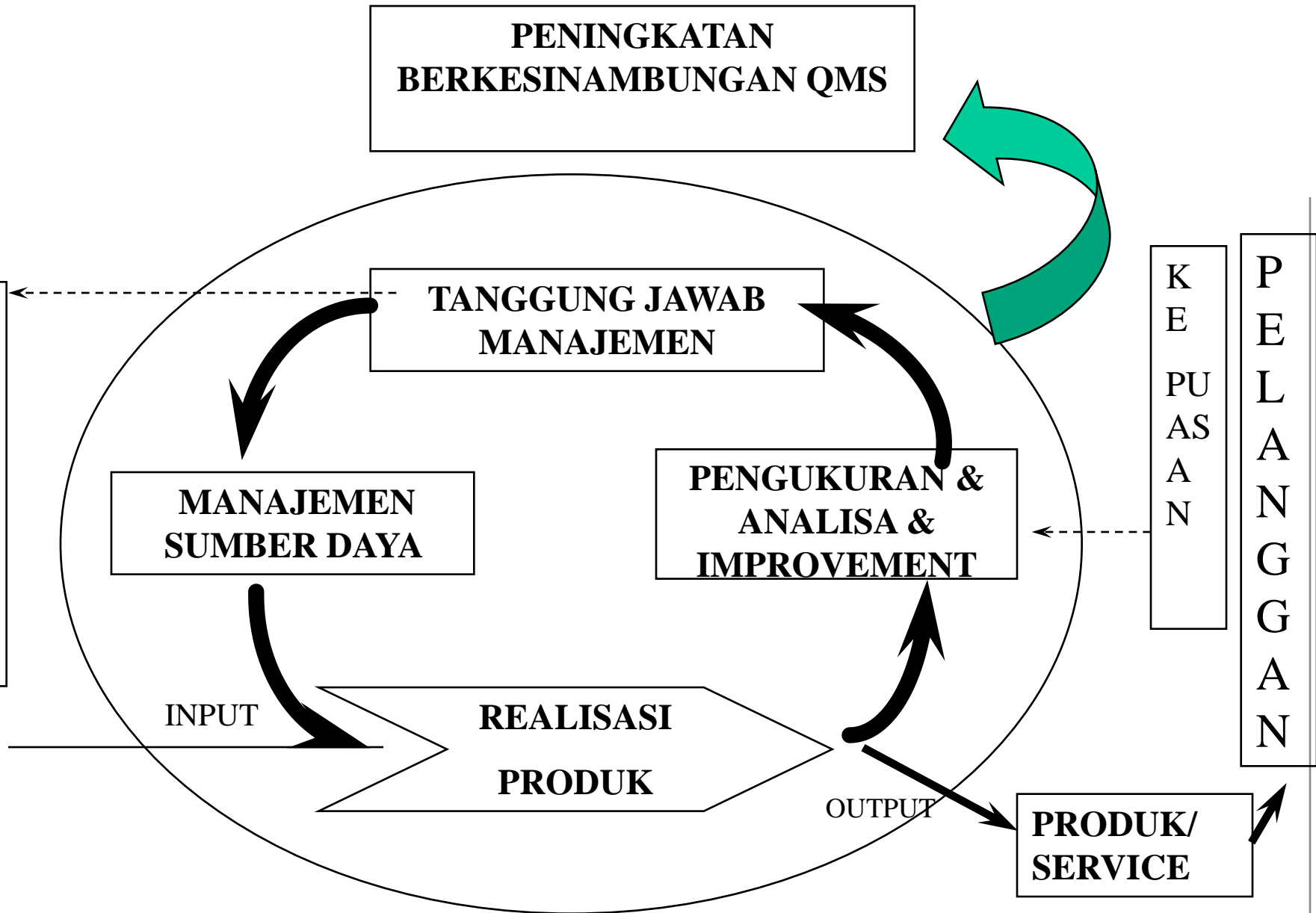
**PRODUK/
SERVICE**

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**P
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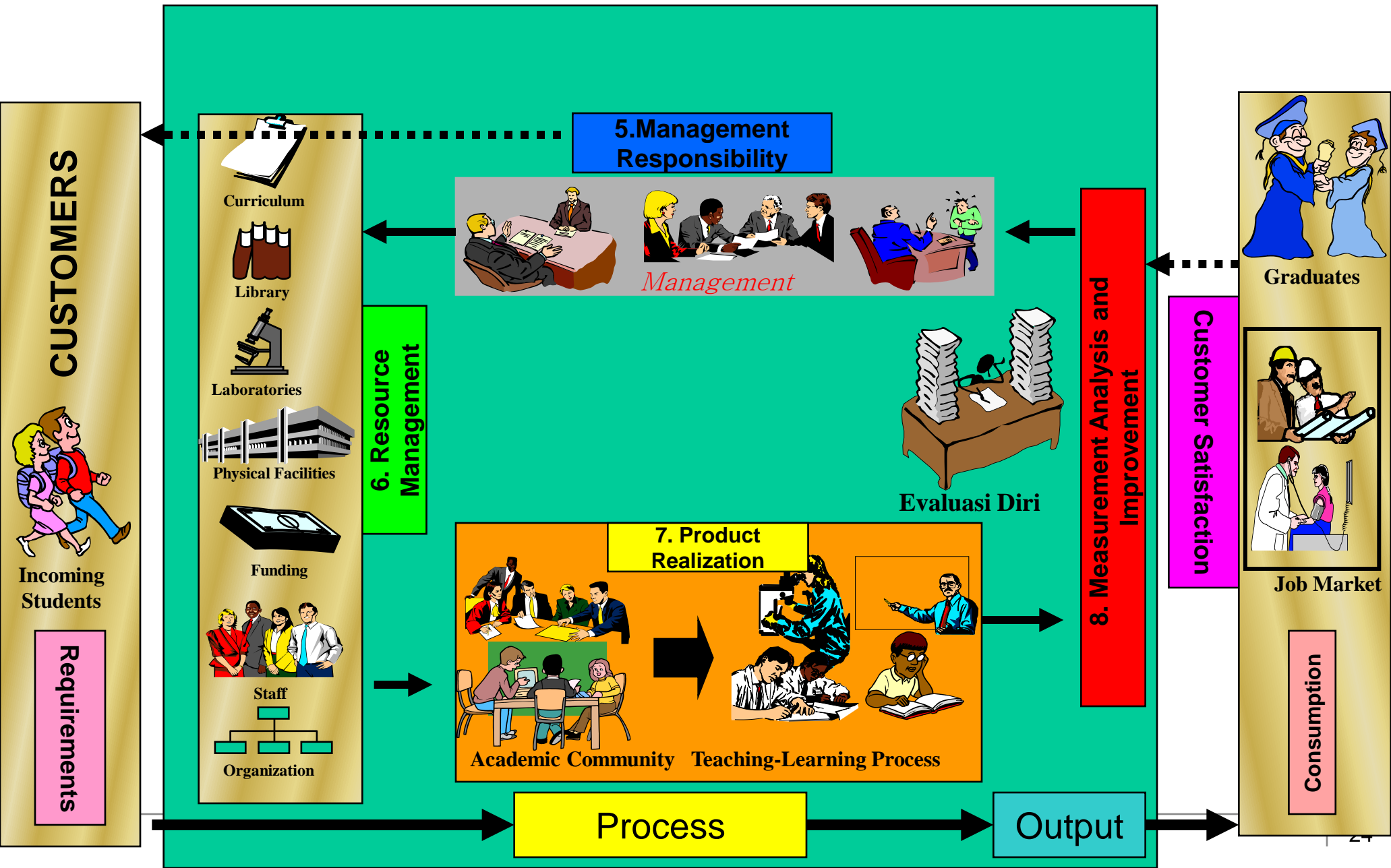
**P
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**P
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Continual Improvement of the Quality Management System

ISO 9001:2000 – Model For Education



ISO 9001:2008 – THE STRUCTURE

- 0 Introduction
- 1 Scope
- 2 Normative reference
- 3 Terms and definitions
- 4 Quality management system
- 5 Management responsibility
- 6 Resource management
- 7 Product Realization
- 8 Measurement, analysis and improvement



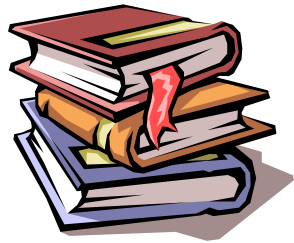
4. SISTEM MANAJEMEN MUTU

ISO 9001:2008
4 Sistem Manajemen Mutu
4.1 Persyaratan Umum (1)

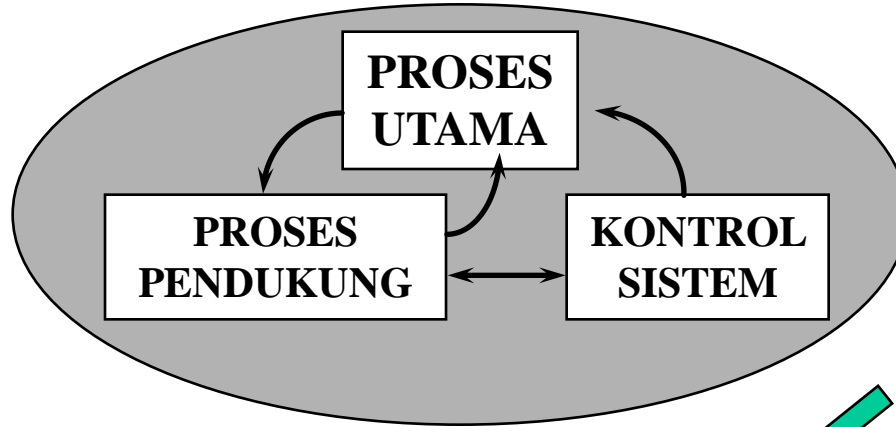
Organisasi harus:

- menetapkan, mendokumentasikan, menerapkan dan memelihara suatu sistem manajemen mutu yang bersesuaian dengan persyaratan dari Standar.
- Keefektipan dari peningkatan berkesinambungan

MENDOKUMENTASIKAN SISTEM MANAJEMEN MUTU



- SISKESDA
- DEPKES
- UU. SK DLL



PETA PROSES



PEDOMAN MUTU



PROSEDUR UMUM (MR)



PROSEDUR KHUSUS : POLI, APOTEK DLL.



SOP



In the right place

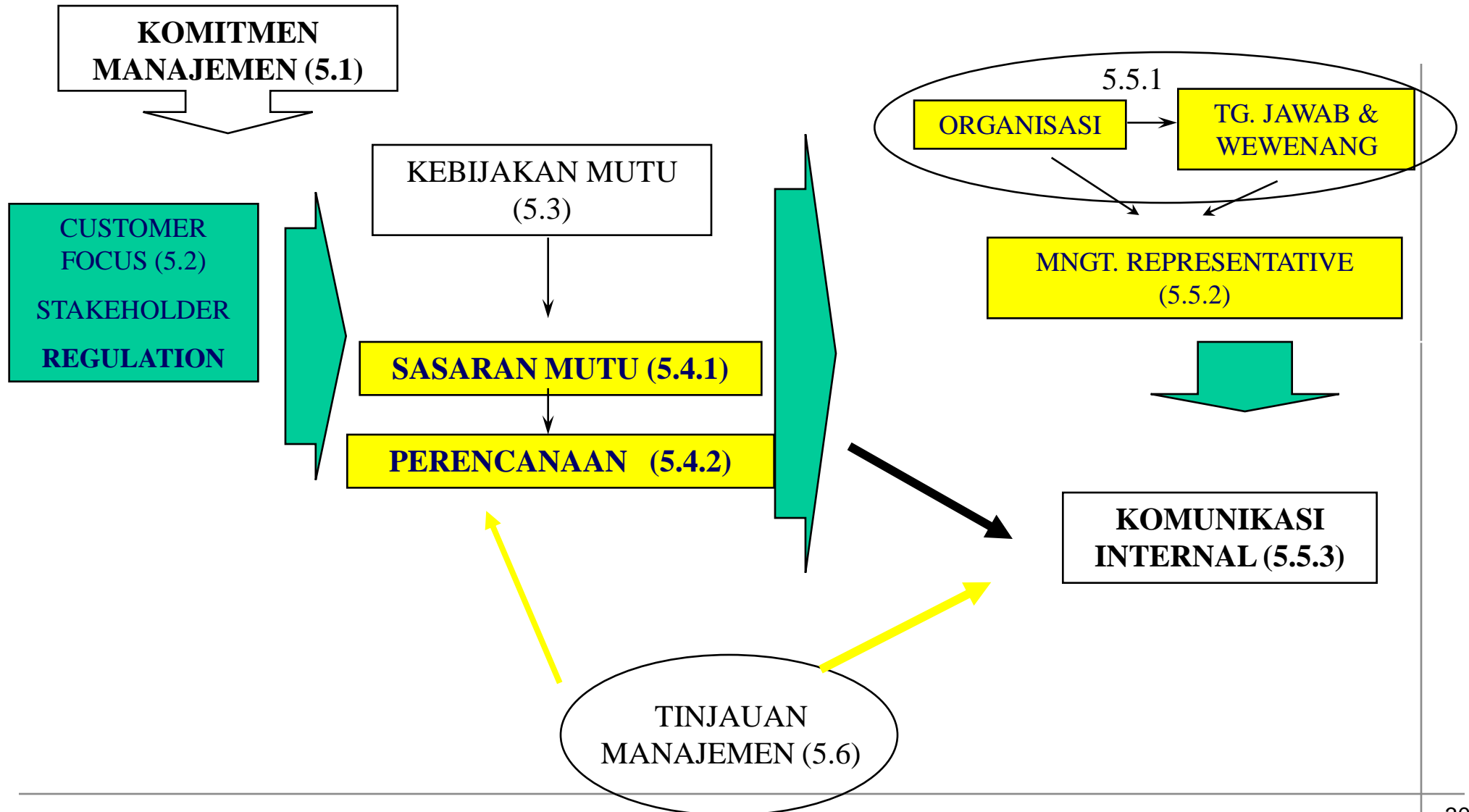
At the right time

In the right revision

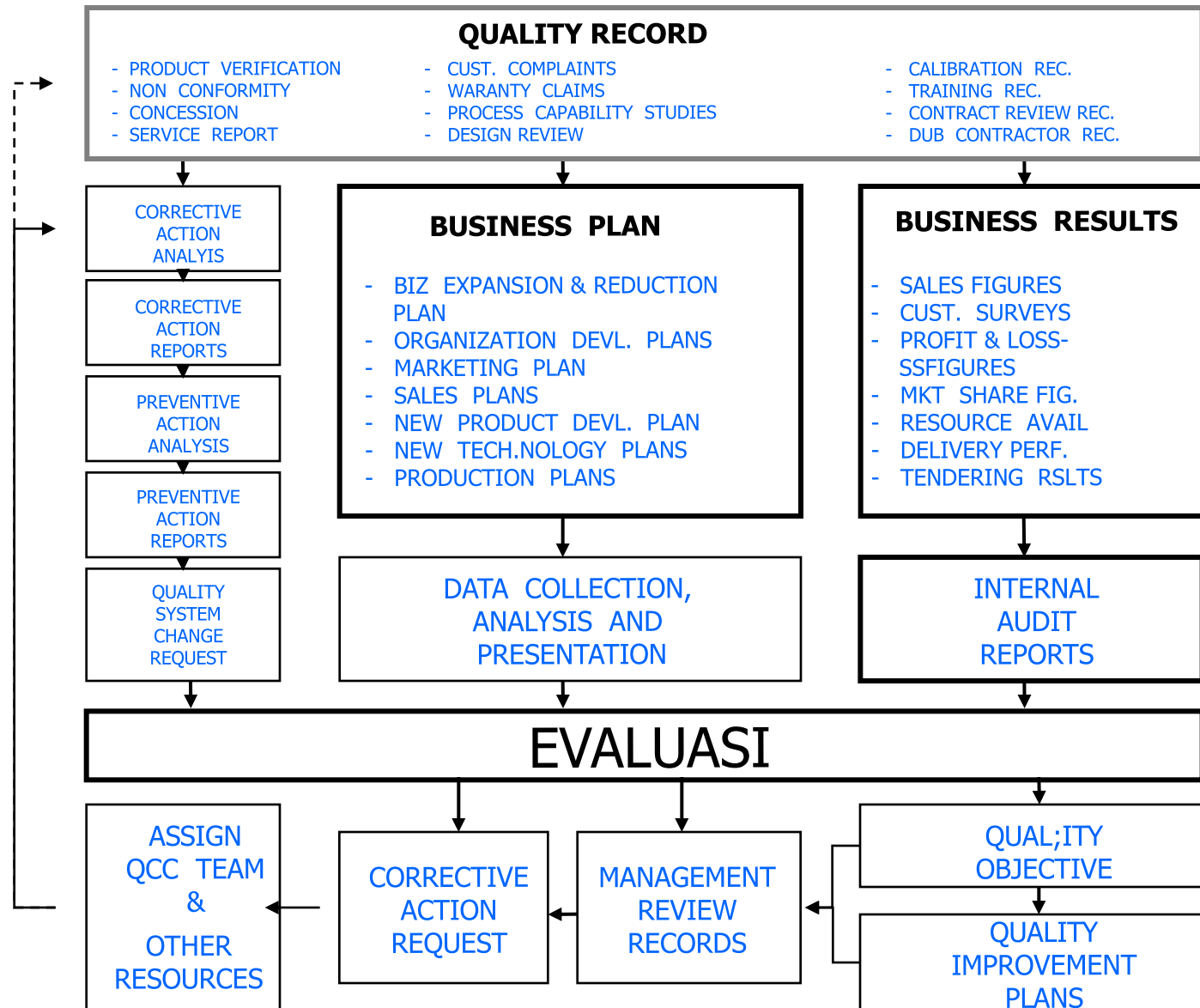
Tanggung Jawab Manajemen



5. TANGGUNG JAWAB MANAJEMEN



EVALUASI PENERAPAN SISTEM MANJEMEN MUTU



Manajemen Sumber Daya

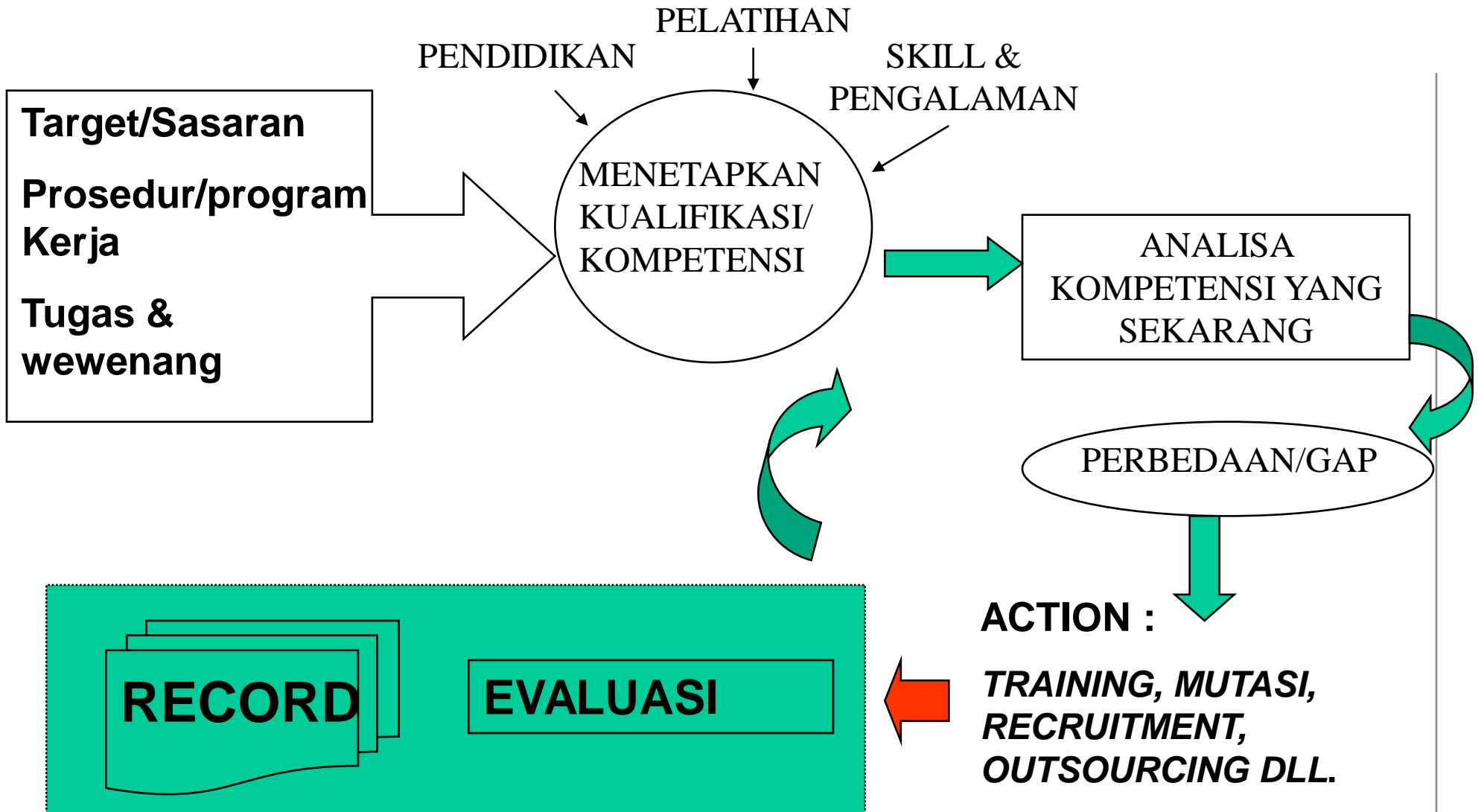


6. MANAJEMEN SUMBER DAYA

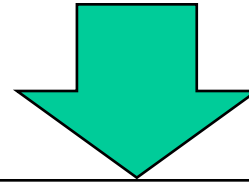
- **Manusia**
- **Infrastruktur**
- **Lingkungan Kerja**

- 
- **IDENTIFIKASI KEBUTUHAN**
 - **KETERSEDIAAN**
 - **PEMELIHARAAN**

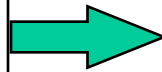
SUMBER DAYA MANUSIA



INFRASTRUKTUR



- KONFIGURASI
- PENYEDIAAN
- PEMELIHARAAN



PLANT, WORKSPACE, SOFTWARE,
TOOL, MACHINE, COMMUNICATION,
TRANSPORT AND FACILITIES

SECURITY

AVAILABILITY

TIME

COST

SAFETY

PERFORMANCE

LINGKUNGAN KERJA

```
graph TD; A[LINGKUNGAN KERJA] --> B(FAKTOR PERSONEL); A --> C(FAKTOR FISIK); B --> D[• PEMAHAMAN SASARAN  
• PERATURAN SAFETY & PROSEDUR  
• KREATIVITAS  
• CAREER PLANNING]; C --> E[• KEBISINGAN  
• TEMPERATUR  
• CAHAYA  
• HYGIENIS  
• KELEMBABAN  
• KEBERSIHAN];
```

FAKTOR PERSONEL

- PEMAHAMAN SASARAN
- PERATURAN SAFETY & PROSEDUR
- KREATIVITAS
- CAREER PLANNING

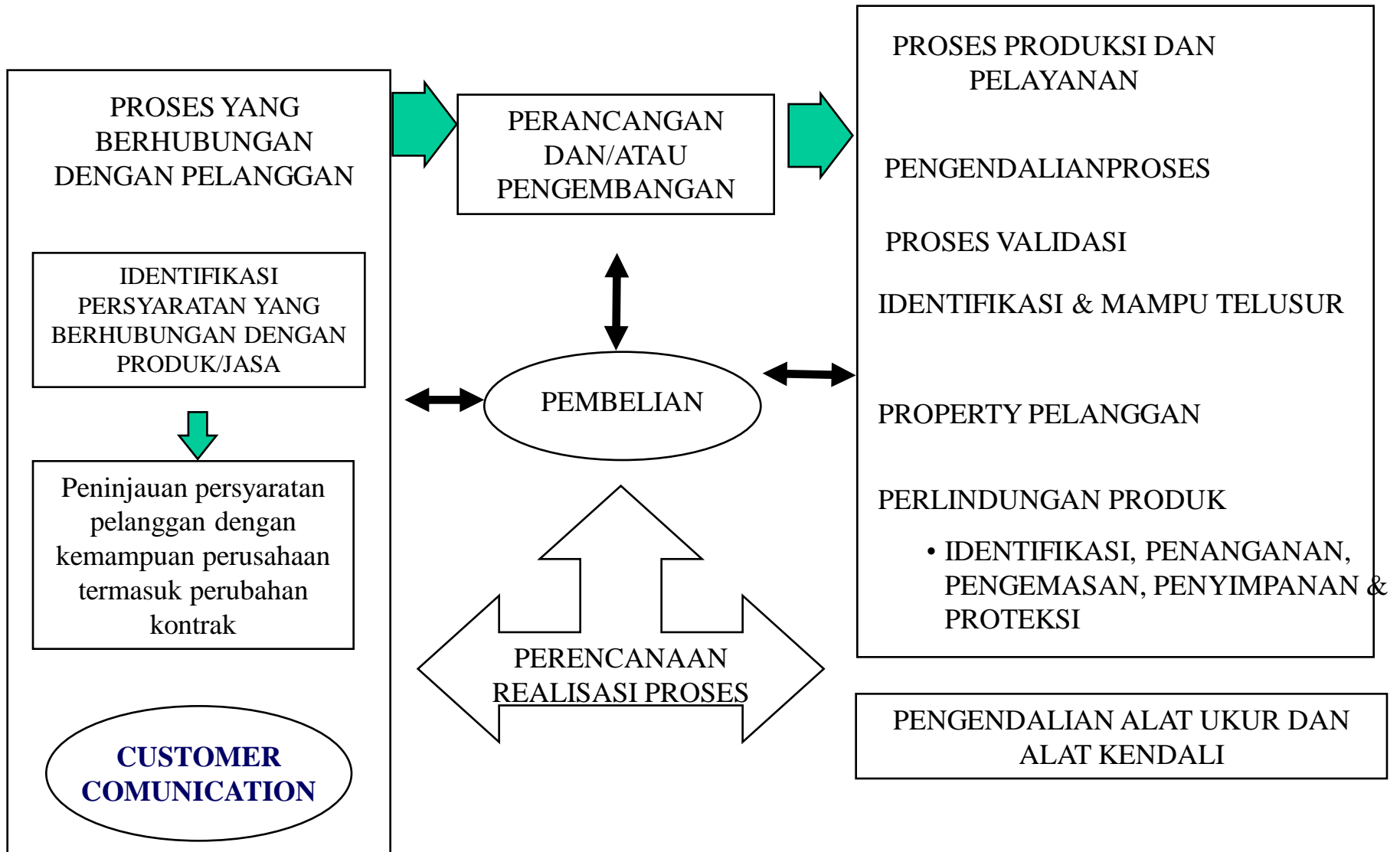
FAKTOR FISIK

- KEBISINGAN
- TEMPERATUR
- CAHAYA
- HYGIENIS
- KELEMBABAN
- KEBERSIHAN

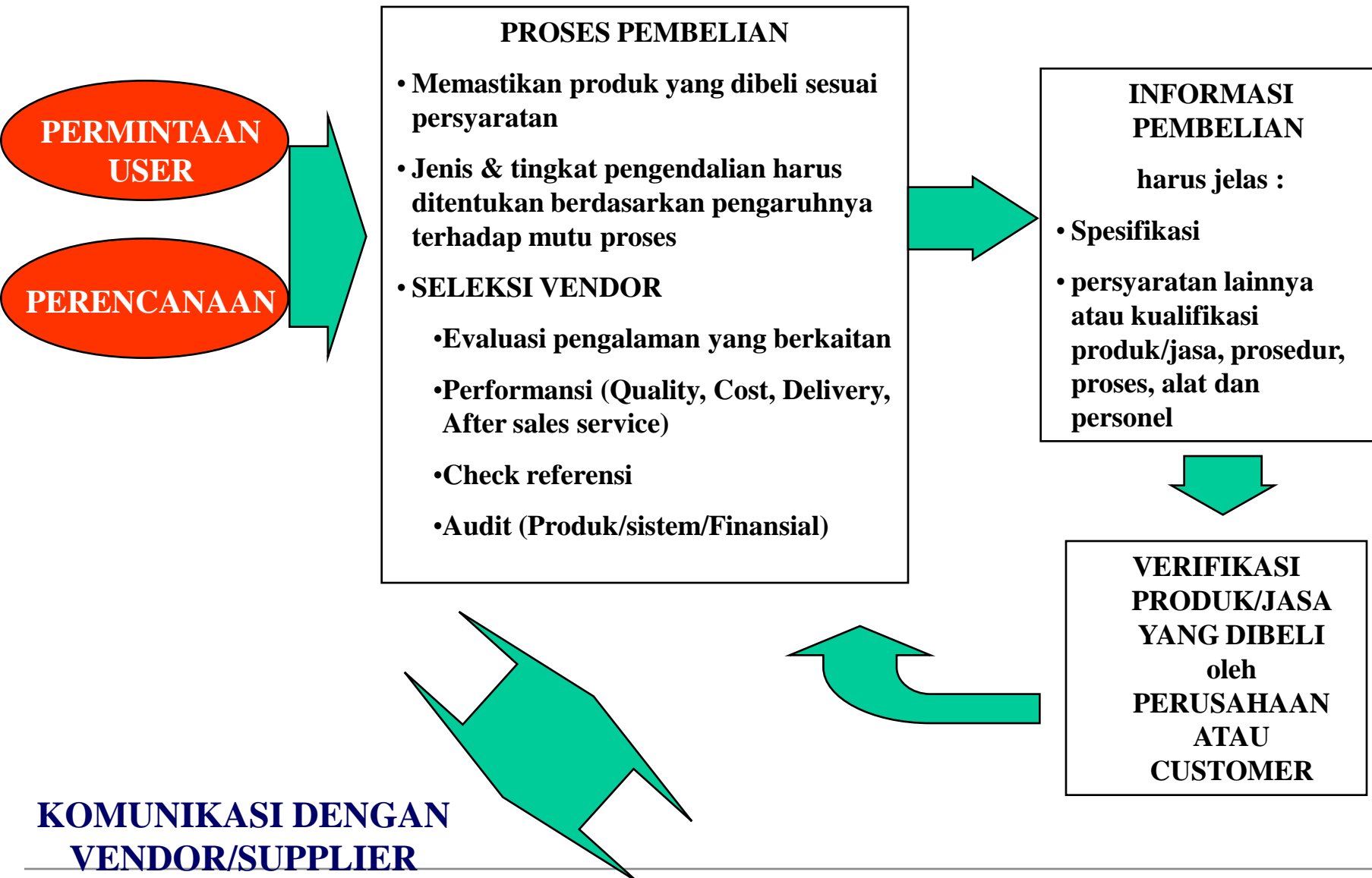
PENGENDALIAN REALISASI PELAYANAN



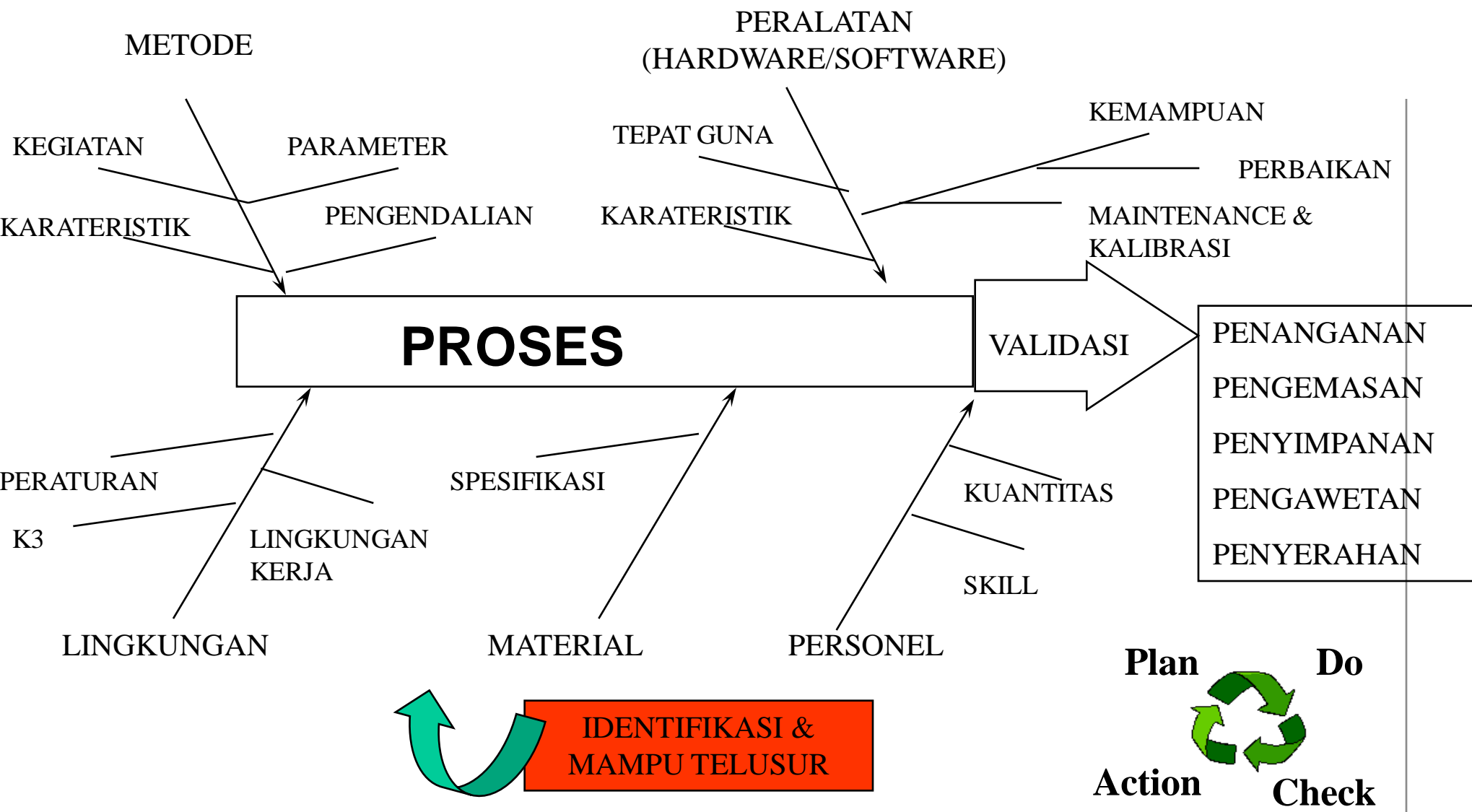
REALISASI PELAYANAN



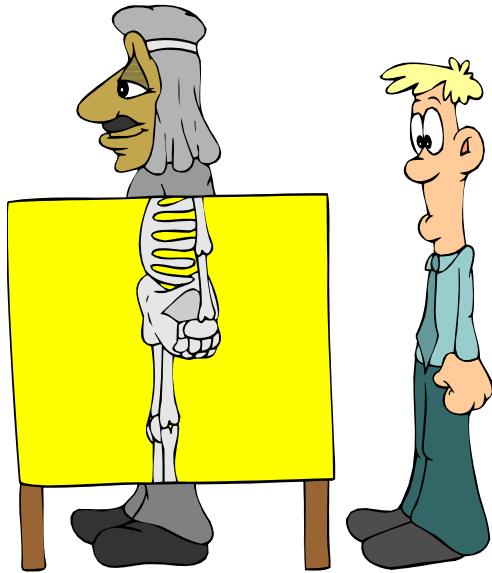
PENGADAAN



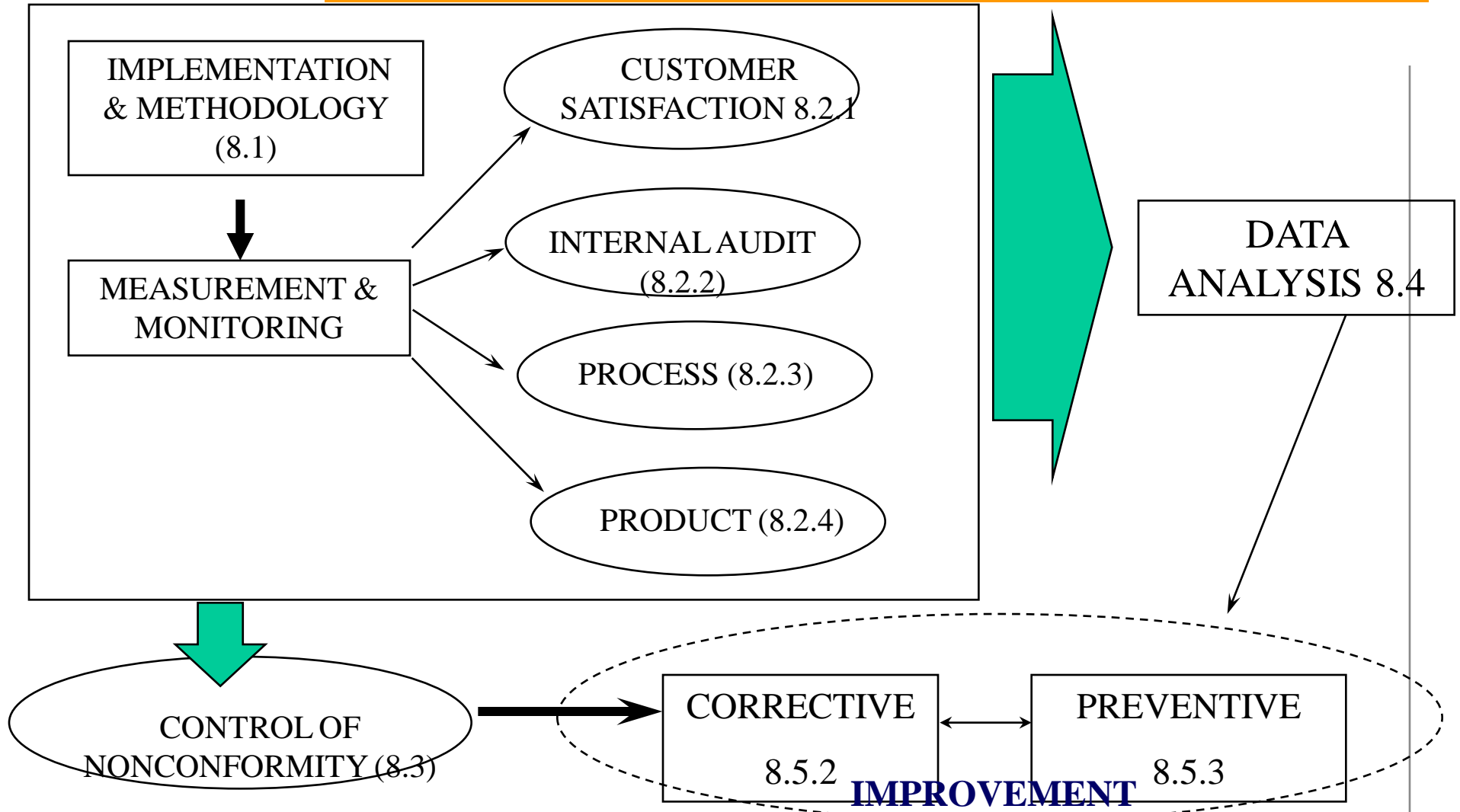
PENDEKATAN PROSES



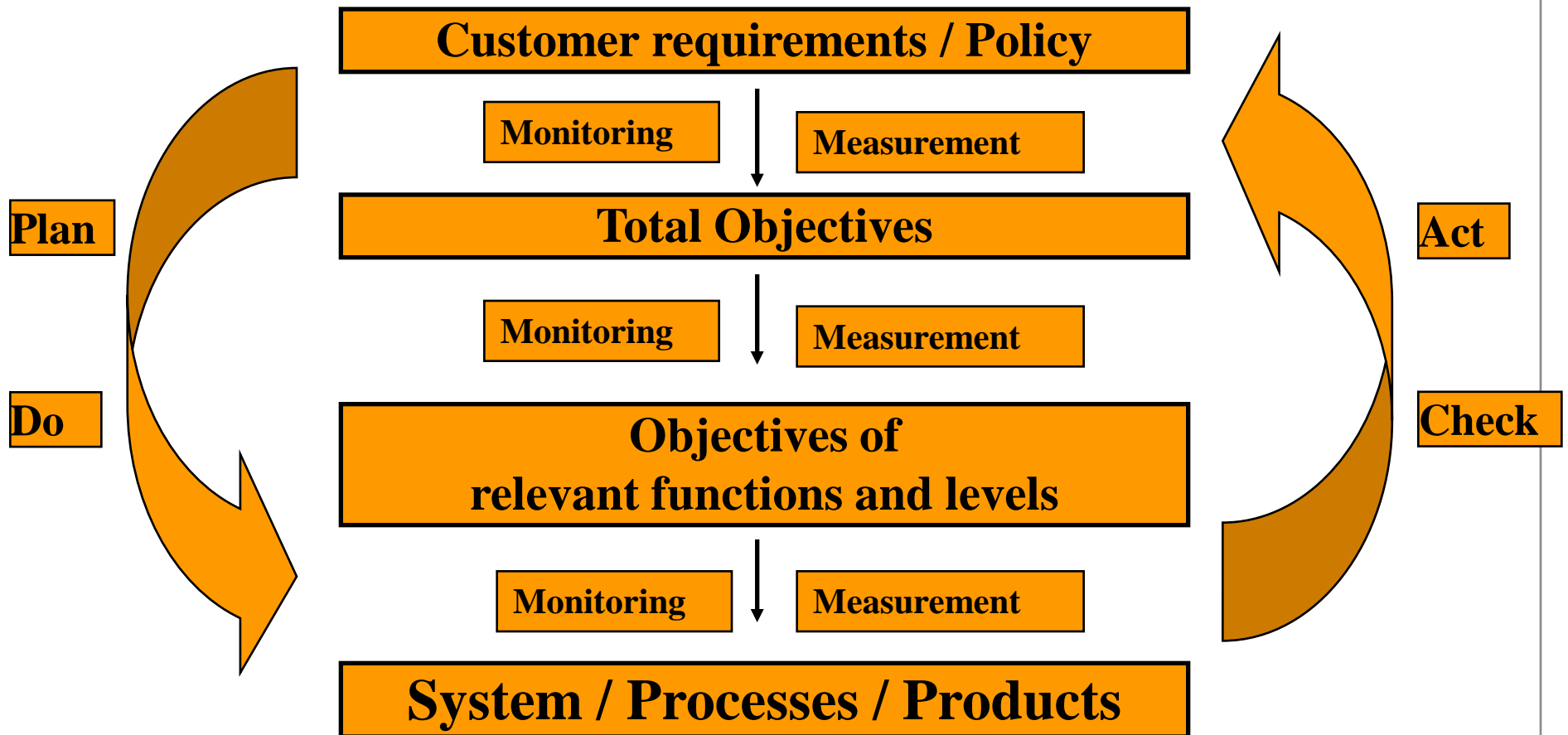
Pengukuran, analisa dan peningkatan berkesinambungan



8. MEASUREMENT, ANALYSIS AND IMPROVEMENT

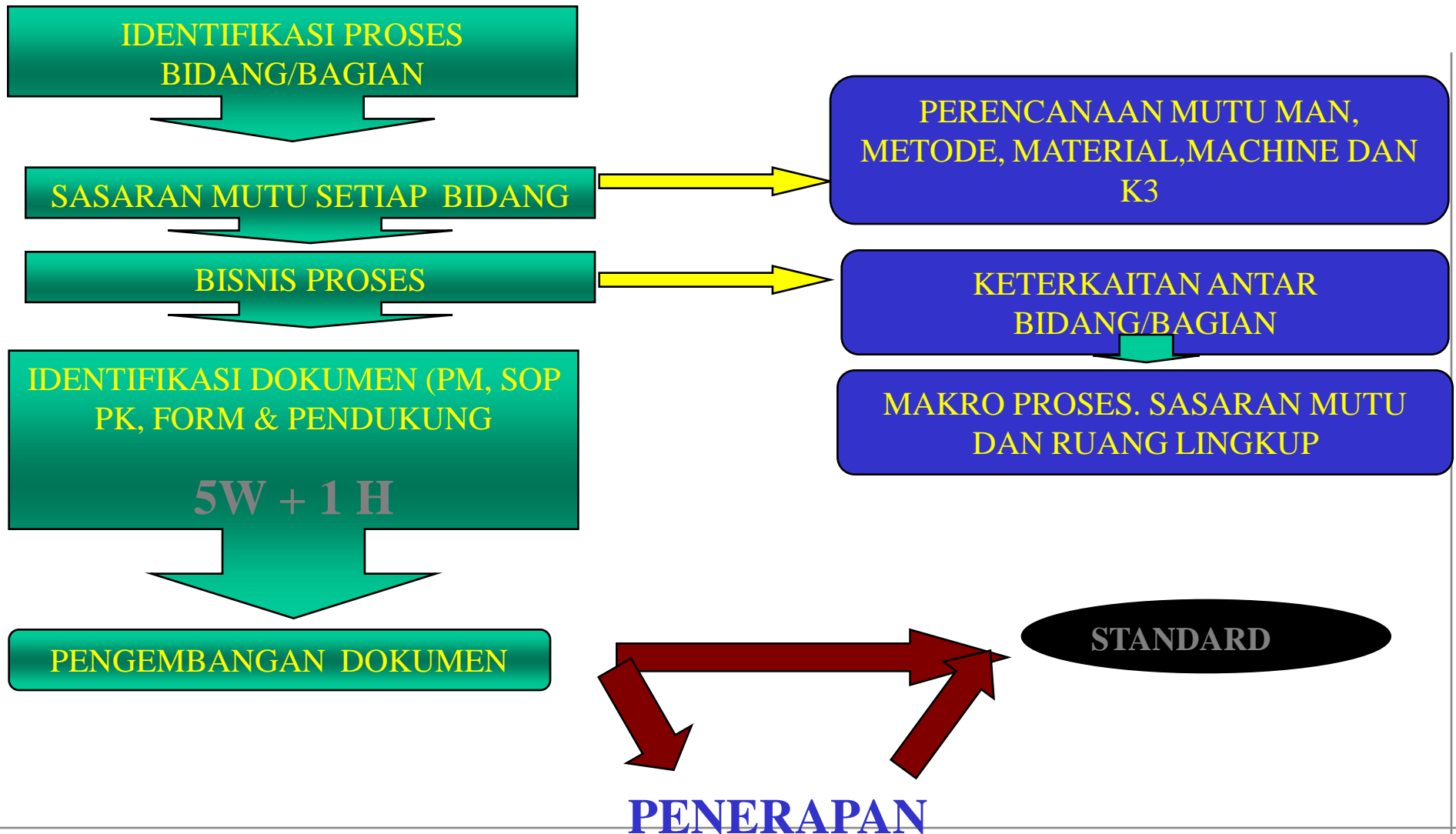


Plan-Do-Check-Act (PDCA)

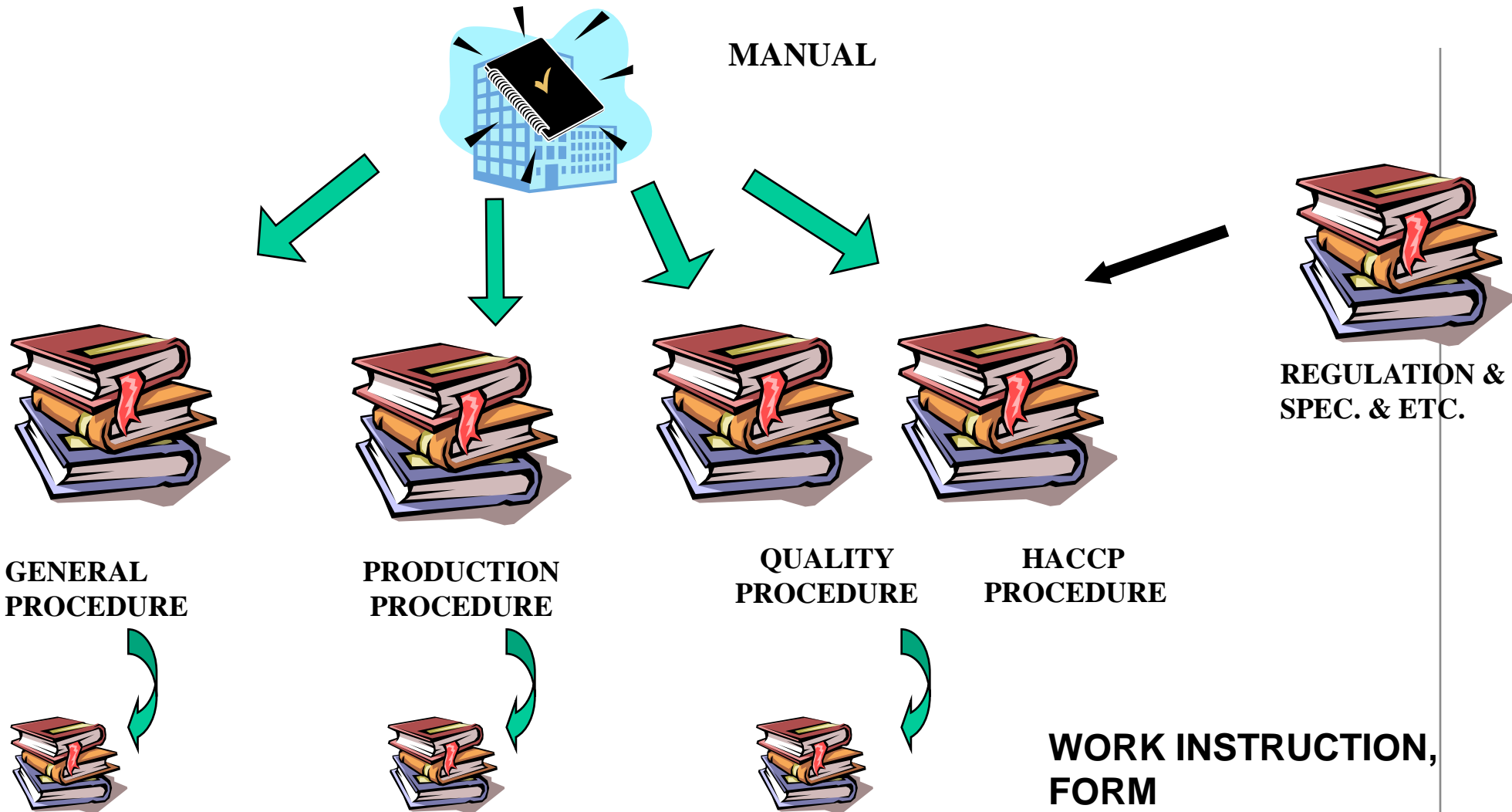


STRATEGI IMPLEMENTASI



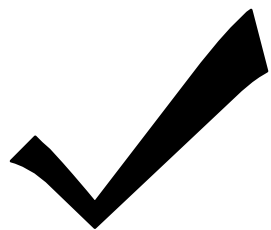


DOCUMENTATION

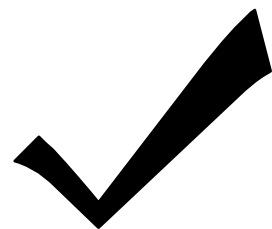


Document and Data Control

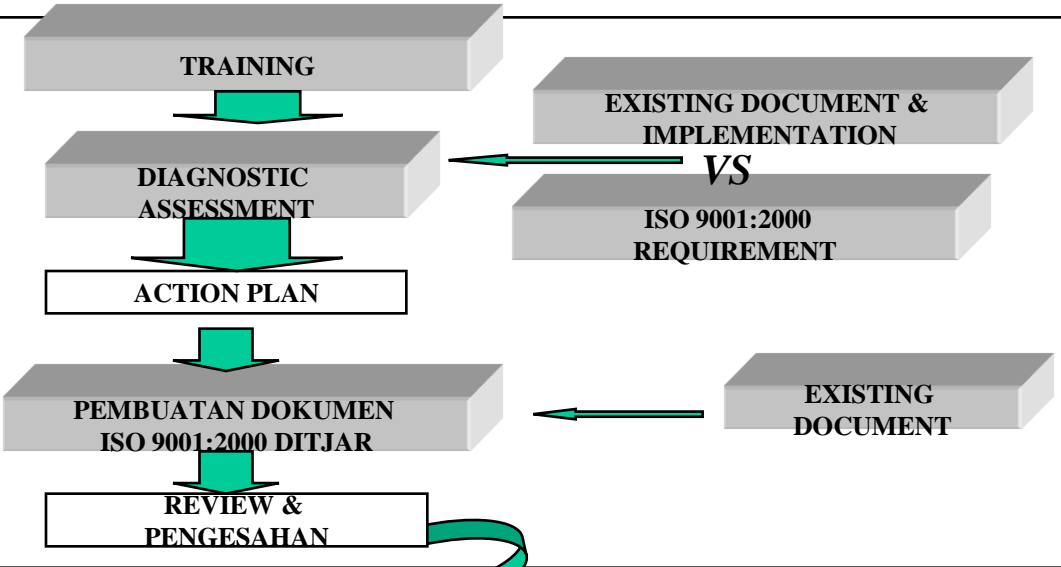
Right information is available:

 In the right place

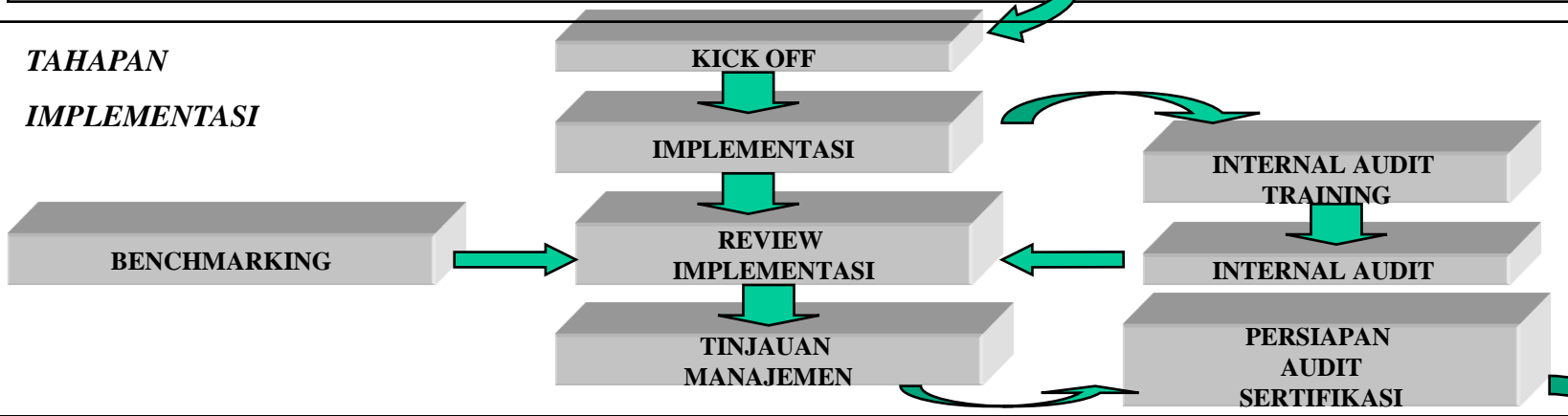
 At the right time

 In the right revision

TAHAPAN DIAGNOSTIC ANALYSIS & DOKUMENTASI



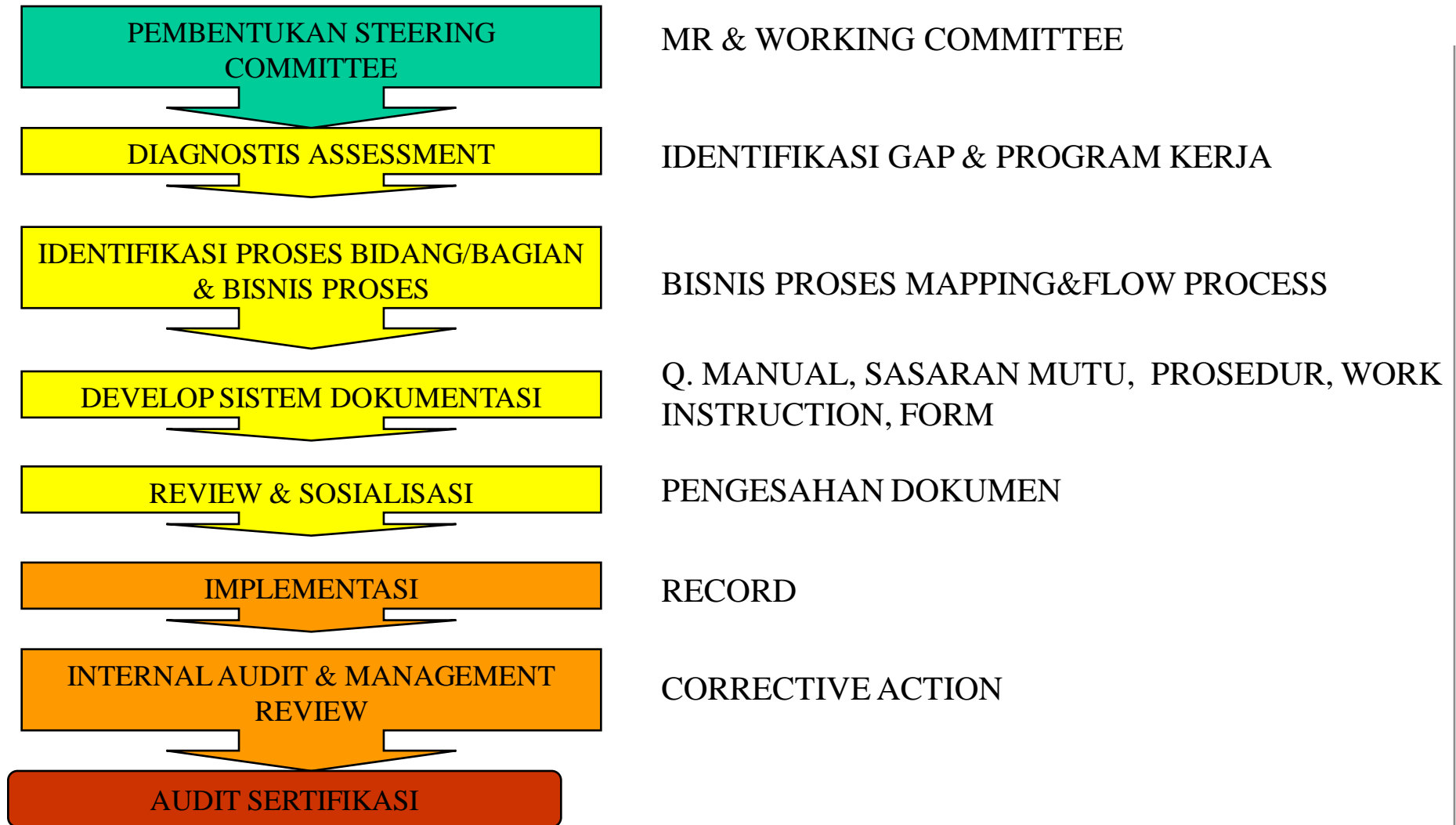
TAHAPAN IMPLEMENTASI



AUDIT SERTIFIKASI



TAHAPAN DEVELOPMENT & IMPLEMENTASI ISO 9001:2008





ISO 9000 ASSESSMENT

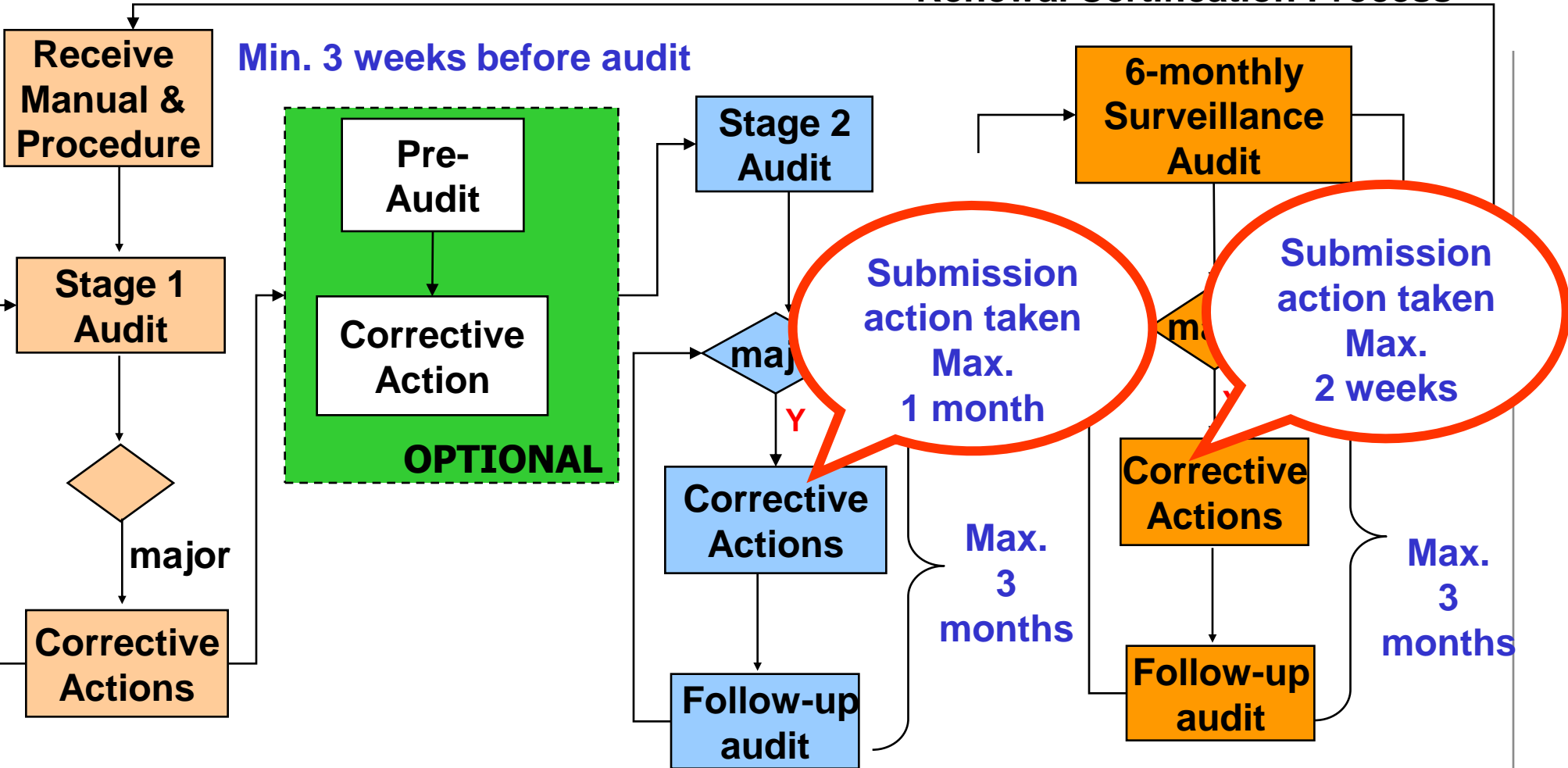
AUDIT - PREPARATION

- System implemented at least 3 months
- Conduct at least :
 - 1 internal audit
 - 1 management review



CERTIFICATION PROCESS – ISO 9001

Renewal Certification Process



STAGE 1 AUDIT – Off Site

Auditor will look at :

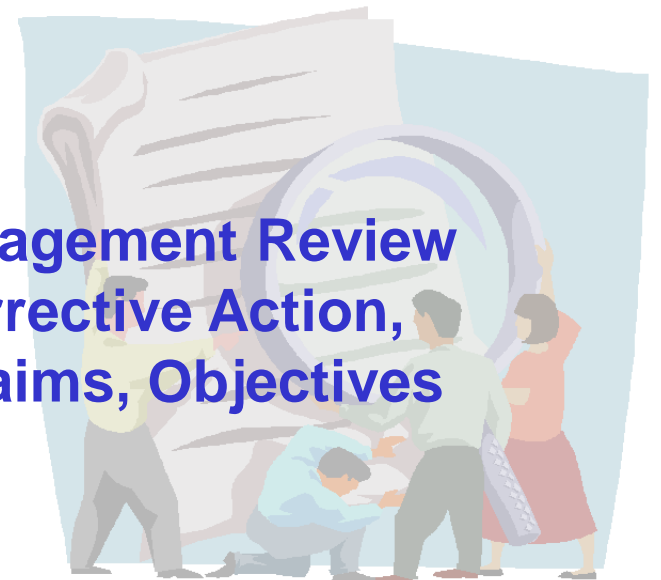
- **Quality Manual**
- **Quality Procedures**
- **Quality Plan**
- **Quality Policy**
- **Quality Objectives**



To ensure that all elements of the ISO 9001 Management System Standards have been addressed

SURVEILLANCE VISITS

- **Conducted every six months at a date convenient to you**
- **Informal**
- **Review of new procedures**
- **Close out of Corrective Action Request (CAR) raised on previous visit**
- **Review 20 - 40 percent of system**
- **Always review of Internal Audit & Management Review (at least annually), Preventive and Corrective Action, Customer complaints, Certification claims, Objectives and Continual Improvement**



MANAGEMENT SYSTEM NEVER FINISH

- “If you can’t measure it, you can’t manage it”







Terima kasih



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akreditasi PT -> WA
admin James Butarbutar
081359214458