

ABSTRACT

University as institutions which did teaching process was demanded to produce high quality graduates to capable in competing nationally and internationally. One way that could be done to achieve high quality graduates was by setting quality standards to maintain consistency of education quality. Telkom University which had purpose to be world class university, had needs to set their quality standard based on international quality standard, which was ISO 9001:2008. But ISO 9001 had launched newest version of ISO 9001, which was ISO 9001:2015. So, Telkom University needed to re-standardize the quality standard using ISO 9001:2015. This research discussed about monitoring and evaluation teaching process in Telkom University. Through ISO 9001:2008, Telkom University had standardized monitoring and controlling conformities of academic and academic support activities and teaching activities. However, based on the results of the interview, the implementation of monitoring and controlling conformities SOP was not implemented because faculty and university service did not submit conformities report to SAI. While teaching SOP did not documenting monitoring process, which resulted in differences implementation monitoring process in each study programs. Therefore, there was a need to establish specific procedure for monitoring and evaluation teaching process to meet the requirements of ISO 9001:2015 and also to transform from ISO 9001:2008 into ISO 9001:2015. Besides to meet requirement of ISO 9001:2015, monitoring and evaluation teaching procedure also adjusted AIPT and APSS. In designing of monitoring and evaluation teaching process was also conducted gap analysis, risk consideration using risk assessment method, improvement of design SOP using business improvement process method and applicating activities in SOP into joget workflow process. So, the results of this research were risk register, which helped the university to avoid and to handle risks that might occur during the process, monitoring and evaluation teaching process SOP, to guide stakeholders and produce consistent outcomes, and joget workflow applications to simulate the one of process in SOP.

Keywords: ISO 9001:2015, Monitoring and Evaluation, Risk Assessment, Business Process Improvement, Joget Workflow Software