ABSTRACT

Improving the quality of higher education can be measured by how far the process implemented in tridarma college can be an advocate of cultural development in society. Thus the educational process, community service grants, and community service in the higher education environment must always be updated to meet the needs of society and science. Community Service is one of the pillars in Tridarma Perguruan Tinggi which is part of the authority and duty of Directorate of Research and Community Service (Ditlitabmas), Directorate General of Higher Education (Ditjen Dikti). Monitoring and Evaluation (Monev) on the implementation of Community Service activities is necessary to ensure accountability and transparency of activities undertaken. It is also part of the quality assurance activities in Higher Education. In This process can take the form of Standard Operational Procedure (SOP) based on the latest ISO standard, ISO 9001: 2015. In this study focuses on improving the process of monitoring and evaluation of community service programs based on the integration of ISO 9001: 2015, AIPT Standard BAN-PT 2011 and APS Standard BAN-PT 2011. Actual condition data and SOP community service activites will be compared with the integration requirement to obtain a gap of nonconformity analysis. The results of the risk assessment and risk management stages will be summarized in the risk register and made into inputs based on the analysis gap and the risk register will be designed to improve the monitoring and evaluation process. This verified research will result in the proposed draft process of monitoring and evaluation of community service programs at Telkom University by considering the risks expected to be useful for Telkom University to ensure that the process of monitoring and evaluation of community service has been done effectively.

Keyword : SOP, requirement integration , risk, monitoring and evaluation