ABSTRACT

According to a survey conducted by UNESCO ,Indonesia ranks 10th out of 14 countries when it comes to education quality,compared to other developing countries in Asia Pacific. One of the main reason why education quality in Indonesia is so low is because of their human resources. in order to create a resourceful workforce,the help from professional is needed. And because of that reason,schools need to improve the quality of the teachers by doing an effective training.one of the good strategy is to implement ISO 9001:2015. This study focuses on the making of in house training based on iso 9001:2015 clause 7.2 and the stage theory of effective training. The data used in this study are in the form of profile data,structural data, job description, the actual condition data, the actual process, and the objectives of the organization. However for the requirement,data gathered are requirement of ISO 9001:2015 Clause 7.2 and stage theory of training. The actual process data and requirements are treated to create a gap and proposal from the gap itself. While the potential risks data is created by doing a risk assessment test to achieve a result of risk register which include all the analysis of the risks as well as risk management. Next step is the planning process by using the inputs of gap that they conducted earlier,risk register and the objectives of the process. The result will later undergo some revision using a method of business process improvement. In this stage of improvement techniques application,they will do an analysis of the value added on every activities. They will also received a suggestion on which tools to use from improvement technique wheel.this study create a suggestion for in house training,starting from the analysis of the training needs by doing a supervision,and create a training program to help them with evaluation process for the training.that process is documented in form of SOP that can be used as a guidance for the organization to help them with the training process. This study also create a suggestion for job description that could be used in evaluation process to make the training process more efficient,they will also create an apps based on integrated website that could do a supervision to organize the training evaluation.

Keywords : Training, ISO 9001:2015, Standard Operating Procedure, Business Process Improvement