

ABSTRACT

Strategy that decides quality in human resources improvement at school for the country is the improvement of quality orientated management. SMAN 3 Bandung are implementing quality management iso 9001 : 2015 to guarantee the quality. quality management iso can be used for controlling teacher performances. teacher performances itself can be scored with many methods, such as competence that the teacher had, the teacher presence at school and national exam result.

The purpose of this research is to find out the level of quality management iso 9001 : 2015 at SMAN 3 Bandung, to find out the teacher performances and also to find out the impact of iso 9001 : 2015 to teacher performance in SMAN 3 Bandung. Quality management iso 9001 : 2015 had seven principles as the base of implementation such as costumer focused, leadership, people involvement, engagement process, improvement, evidence based decision making and relation management. teacher performances directed to four competences such as pedagogic competence, personality competence, social competence and professional competence.

Data gathering method that being used is questionnaire distribution to 70 teacher in SMAN 3 Bandung, data processing is using spss 25 version. the method of this research is quantitative, analysis method that being used is descriptive and causal. Data analysis method that being used in this research is descriptive analysis, simple linear regression, hypothesis test (t- test) dan determination coefficient sampling method that being used is census.

The result in this research shows that quality management ISO 9001: 2015 and teacher performance in SMAN 3 Bandung is very high. Quality management ISO 9001 : 2015 has a significant effect on teacher performance in SMAN 3 Bandung. this is being proofed by 49.3% that teacher performance is affected by quality management ISO 9001 : 2015, however 50.7% is affected by another variable that is not being used in this research.

SMAN 3 Bandung should do a socialization on government policy, do a survey on costumer satisfaction. using checklist form for practicum material in laboratory. Whereas for next research hopefully the researcher can develop this research using another variable

Key word : human resource management, quality management system ISO 9001 : 2015, teacher performance