

ABSTRACT

In the development of education to the better required the implementation of quality. This is supported by government regulation no 17 of 2010 article 55 paragraph 1 stating that education must perform quality assurance. In order to improve the quality of education, the application of quality management standards is required. The quality management system is a set of documented procedures and standard practices for system management aimed at ensuring conformity of a good or service to the requirements specified by the customer and organization (Gaspersz, 2010). One of the implementation of the management system is by applying ISO 9001: 2015. In this research, the implementation of quality management system using ISO 9001: 2015 focuses on corrective action improvement which refers to teaching activities in SMK Telkom based on ISO 9001: 2015. The actual condition of corrective action will be compared with the teaching activities and requirements of ISO 9001: 2015 to obtain a gap analysis of the corrective action process. The actual condition of corrective action based on negative teaching activity will be an input in the risk assessment to the risk handler. The results of risk assessment and risk handling will be summarized in risk registers. The results of the gap and risk analysis will be the input of improved draft procedures using the business process improvement to improve the quality of the corrective action of teaching. This research will result in the submission of a corrective action procedure design to teaching activities at SMK Telkom taking into account the risks that will be useful for SMK Telkom to ensure that the corrective action process of teaching is done effectively.

Keyword : Procedure, requirement , risk, corrective action, teaching action