

ABSTRACT

Telkom Institute of Technology (IT Telkom) is one of the higher education service provider in Indonesia. As a college, IT Telkom has responsibility to the country's development. Therefore, the quality assurance of education services is important to be implement. Implementation of quality assurance systems in IT Telkom has started from 2002 until now. Nevertheless, it's still found some unconformities of designing such system with the standards issued by the Directorate General of Higher Education especially in SPME and PDPT system that are not well integrated so that it's a necessary to redesign the IT Telkom SPMI that accommodates those SPMPT systems components.

In designing the IT Telkom Quality Assurance System, data used are existing data; benchmarking data, include UGM, UII, and UBINUS Quality Assurance System; the standard of Study Program and Institutional Accreditation, as well as ISO 9001:2008 Clause. After data are fully gathered, next step is completing the SWOT analysis of existing data to analyze current condition of IT Telkom Quality Assurance System. Based on the result of that analysis, benchmarking method is held to meet the benchmarking result that consists of the proposed IT Telkom Quality Assurance organizational structure and IT Telkom Quality Assurance cycle. Integration between the standards for accreditation with ISO 9001:2008 clause approaching IWA2:2007 will generate quality indicators that must be controlled by analyzing those standards used.

The proposed design consists of (1) IT Telkom Quality Assurance Division organizational structure of both structural and functional by involving the respective roles of the faculty at IT Telkom. (2) IT Telkom Quality Assurance cycle, adjusted for the PDCA model based on ISO 9001:2008 for the achievement of continuous improvement. (3) Quality Indicators, integrated between Accreditation Standards and ISO 9001:2008 requirements along with the documents required from both these quality standards. The draft aims to guarantee the quality of IT Telkom in terms of both academic and non-academic so that can be designed better IT Telkom.

Keywords : Quality Assurance System for Higher Education, Benchmarking