ABSTRACT

STISI Telkom is one of higher education institution in Indonesia. As the provider of educational services, STISI Telkom can not avoid quality assurance effort as a way of responsibility to the public for educational services being delivered.It was established in May 2011 and has the function to ensure quality of educational services. It has not had Internal *Quality Assurance System (SPMI) as required by Directorate General of Higher Education of Indonesia (DIKTI).*

In designing quality assurance system for STISI Telkom, used some data, such as existing data, benchmarking data of other institutions (IT Telkom, Universitas Indonesia, Universitas Brawijaya and ISI Denpasar), BAN-PT accreditation standards and ISO 9001:2008. The data analysis was performed with benchmarking, SWOT analysis and the integration analysis of BAN-PT accreditation standards and ISO 9001:2008 which has been adapted to the IWA 2:2007.

Benchmarking analysis is carried out by comparing Quality Assurance System of STISI Telkom to other Higher Educations.There are 3 criterias of comparison in benchmarking analysis, organizational structure, quality assurance cycle, and quality manual.Whereas SWOT analysis is made by mapping the strength, weakness, opportunity and threat faced by STISI Telkom.The last analysis in this research is called integration analysis of BAN-PT accreditation standards and ISO 9001:2008 in considering with existing condition of STISI Telkom.

The proposed design of quality assurance system includes (1) Quality indicators, (2) List of procedures required by BAN-PT accreditation standards and ISO 9001:2008, (3) Proposed organizational structure,(4) quality assurance cycle and (5) quality manual format. The proposed design is expected to improve STISI Telkom's quality assurance.

Keywords: Higher Education Quality Assurance System, ISO 9001:2008, Benchmarking