ABSTRACT

YPT is an institue that initiated by PT. Telekomunikasi Indonesia Tbk (PT Telkom) to operate the primary, secondary, and high education as well as training and certification to develop professional human resources in the field of technology, information, multimedia, entertainment and services (TIMES). YPT has an Internal Quality Audit activity to check the effectiveness of the implementation of ISO 9001: 2008 Quality Management System. AMI is performed by auditors and acting as auditors are employees at YPT who have attended ISO training or certification.The process of this AMI is conducted on every field or division in YPT and implemented based on the need to control the effectiveness of the quality system in the procedure at least once a year. Internal Quality Audit Application of ISO 9001: 2008 based on WEB and SMS Gateway which in it can input findings in real time. With such functionality, it can help the creation of internal quality audit report more quickly and update.

The used methodology of making this application is the Prototype method. PHP and HTML programming language. The database uses MySQL. Tools and editors use XAMPP, Gammu, CI and Sublime. Users of this application are Auditor, Auditor Coordinator and QMR.

Keywords: YPT, PT. TELKOM, Web Based Application, SMS Gateway, Internal Quality Audit ISO 9001: 2008, CI, MySQL, SMS Gateway