

ABSTRACT

Telkom University is a private educational institution that uses ISO accreditation to guarantee the quality of higher education. Telkom University is currently undergoing a transition period from ISO 9001: 2008 to ISO 9001: 2015 due to ISO 9001: 2008 standards expired in 2018, Therefore Telkom University plans to implement ISO 9001: 2015. The change of ISO standard is done gradually with various considerations from all aspects in Telkom University. To implement the ISO 9001: 2015 standard, Telkom University quality management system must conform to the clause of ISO 9001: 2015. One of the processes arranged in Telkom University is the lecture and the process of Corrective and Preventive Action Request (PTPP). PTPP is a process of corrective and preventive of non-conformity that occurred at Telkom University. Non-conformity that appears to be acted and corrected by the unit concerned is assisted by the Internal Audit Unit (SAI). Teaching is the process of student interaction with lecturers and learning resources in a learning environment (Law No. 12 of 2012, Article 1, 9, 10, 11, 12). One form of the teaching process is the lecture process. The lecture is a meeting between lecturers and students aimed at delivering subject matter. Activities in the lecture may include lectures, questions, answers, presentations or other activities.

In this research, the implementation of the quality management system that refers to the standard ISO 9001: 2015 clause 10.2. This research was conducted at educational institution of Telkom University by focusing on nonconformity settlement activity of lectures activity. Before performing the procedure design, there will be process improvement by using business process improvement (BPI) method at the apply improvement technique stage. After apply improvement technique is done, the next is gap analysis based on procedure of Corrective Action Prevention (PTPP) at Telkom University based on lectures activity by using requirement of ISO 9001: 2015 clause 10.2. After doing gap analysis of both data variables is done, consideration of risk becoming one of input from design process should be done. The risk-seeking stage is conducted by making risk assessment based on the actual condition of follow-up process of nonconformity in Telkom University teaching activity to handle risk in the form of risk register. Referring to the result of gap analysis, risk handling in the form of risk register and result of process improvement is made to design the process of nonconformity settlement to lectures activity at Telkom University with create stages according to ISO 9001: 2015 reference in clause 4.4.1.

The explanation above, shows that this research is resulted in the design of the process of nonconformity settlement of lectures activities at Telkom University in the form of procedures and Web Application NC Application (Incompability Application) using workflow simulation. Making NC Application software is done as a form of implementation of automation process of nonconformity settlement of lectures activity as a tool to facilitate Telkom University when running the process.

Keywords: Lectures Processes, Non-conformity, ISO 9001:2015, Business Process Improvement, Gap Analysis, Risk Register.