

ABSTARCT

PT UVW is a company that focuses on the telecommunications sector. This company focuses on repairs to all telecommunications equipment of PT UVW. PT UVW in the Infra Maintenance unit is that there is no employee assessment in this division because the bad between old workers and new workers if one of the employees makes a mistake, the company seniors feel reluctant to give a warning / punishment. With such problems, PT UVW Infra Maintenance unit needs a tool that can assess the performance of human resources to evaluate the performance results of employees at PT UVW, which later can find out what needs to be improved and what needs to be improved related to employee performance. In connection with the performance appraisal system, PT UVW Infra Maintenance unit requires standard requirements from ISO 9001: 2015 Clause 9.1 which will make it easier if PT UVW Infra Maintenance unit wants to implement ISO 9001.2015. The requirements of ISO 9001: 2015 are to determine what needs to be monitored and measured, monitoring and measurement methods if necessary. Analysis and measurement evaluation methods, determining when monitoring, measurement, analysis and evaluation should be carried out. The method used is Theory 360 and Spencer Competency. The software or tools used are Expert Choice 2011 Software.

Keywords: Theory 360, Software Expert Choice 2011, Spencer Competency