



Assessment Report.

UNIVERSITAS SEBELAS MARET (UNS)

Introduction.

This report has been compiled by Yulius Untung and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
8487442 Re-certification Audit (RA Opt 2) 15/04/2016 1 day(s) Effective no. of employees : 5 Total no. of employees : 5	FS 650320 ISO 9001:2008	UNIVERSITAS SEBELAS MARET (UNS) Jl. Ir. Sutami No. 36A, Surakarta, Jawa Tengah 57126 Indonesia
8487503 Extension to Scope 12/04/2016 15 day(s) Effective no. of employees : 3021 Total no. of employees : 3021	FS 650320 ISO 9001:2008	UNIVERSITAS SEBELAS MARET (UNS) Jl. Ir. Sutami No. 36A, Surakarta, Jawa Tengah 57126 Indonesia

The objective of the assessment was to conduct a certification (extension to scope) assessment to evaluate the level of conformity with the Standard(s) requirements, effectiveness of the management system(s) in continually meeting objectives, and the ability of the management system to ensure the organization meets applicable statutory, regulatory, and contractual requirements and as applicable, to identify areas for potential improvement of the management system(s).

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2008 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Management Summary.

Overall Conclusion

I would like to thank all the audit participants for their assistance and co-operation which enabled the audit to run smoothly and to schedule

The audit objectives have been achieved and the certificate scope remains appropriate. The audit team concludes based on the results of this audit that Universitas Sebelas Maret (UNS) does fulfil the standards and audit criteria identified within the audit report and It is deemed that the management system continue to achieve its intended outcomes.

The audit team recommends that BSI consider the information found in this assessment report as evidence in part, of the conformity of Universitas Sebelas Maret (UNS) with the requirements for ISO 9001 recertification and extension scope.

The audit objectives have been achieved and the certificate scope remains appropriate. With the exception of the nonconformities identified, the audit team concludes based on the results of this audit that Universitas Sebelas Maret (UNS) does fulfil the standards

Assessment Report.

and audit criteria identified within the audit report and it is deemed that the management system continue achieve its intended outcomes.

Corrective actions DO NOT require an on-site re-audit to verify effective implementation.

There were no outstanding nonconformities to review from previous assessments.

8 nonconformities requiring attention were identified. These, along with other findings, are contained within subsequent sections of the report.

A nonconformity relates to a single identified lapse, which in itself would not indicate a breakdown in the management system's ability to effectively control the processes for which it was intended. It is necessary to investigate the underlying cause of any issue to determine corrective action. The proposed action will be reviewed for effective implementation at the next assessment.

Please submit a plan to BSI detailing the nonconformity, the cause, correction and your proposed corrective action, with responsibilities and timescales allocated. The plan is to be submitted no later than 25/04/2016 by e-mail or fax to the correspondence address below, referencing the report number.

Areas Assessed & Findings.

Top Management : 5.1, 5.2, 5.3, 5.4, 5.5, 8.5

During interview with Board of Management (Rector and Vice Rector)

5.1. Commitment Management & 5.2. Customer Focus

Board Management has shown and demonstrated a strong commitment to the implementation and continual improvement of the QMS in meeting with their customers/stakeholders requirements including statutory and regulatory.

Vision and values has been established and deployed to workforce, student and other stakeholders which is distinctive characteristics with organisational culture. This vision and values have been breakdown into quality objective of each unit/department as describes in the Quality Manual and for the monitoring in the "Capaian IKU / KPI".

Board Management create an environment for organizational performance improvement, the accomplishment of mission and strategic objectives, innovation, performance leadership, and organizational agility. Organisation has also created a workforce culture that delivers a consistently positive experience for students, stakeholders which impact to fosters of people engagement, create an environment for organizational and workforce learning.

The main objective of organisation is to become 500 TOP UNIVERSITIES in the world.

5.3. Quality Policy

UNS fully committed to achieve vision, mission and purpose of organization. This organization has been defined and communicate the quality policy as stated in the quality manual and deploy to all units.

5.4. Quality Objective and QMS Plan

Quality Objectives was established at relevant unit/department which is stated in the quality manual and "Capaian IKU/KPI". And programs have been established for each quality objective for ensuring the achievement of quality objective. Quality objectives of University have been deployed to Faculty level and then to study program level. So the budgets are deployed based on the target of each Faculty / Study program.

For QMS Plan already defined in the RJPP (Renstra) until 2031 and there is also "Renstra Percepatan" to support this organization to achieve the TOP 500 UNIVERSITIES in the world.

5.5. Responsibility, Authority and Communication

Assessment Report.

Organization structure is already defined based on "Peraturan Menteri Pendidikan dan Kebudayaan No. 82 Tahun 2014 tentang Organisasi dan Tata Kerja UNS". Now the status is still BLU, but in this year, this organization try to get the status of PTNBH. With PTNBH it will accelerate to become 500 TOP UNIVERSITIES in the world.

This organization has working culture called ACTIVE (Achievement Orientation, Customer Satisfaction, Teamwork, Integrity, Visionary, Entrepreneurship). With the motto of BISA (Being Endowed with Organization Culture "ACTIVE", Internationalization, Synergy, Acceleration). But this needs to more communicate / deploy to all employees.

8.5.1 Continual Improvement

From discussion with Top Management, it was noted that ISO 9001:2008 have a significant impact as framework of continual improvement pipeline.

The continual improvement has been measured and analyzed as defined in the Capaian IKU/KPI.

Some issues which is need to improve such as integration of quality management systems that previously consist of several certifications, consistency of implementing QMS and to standardize the processes.

Management Representative (Document Control, Control of Record, Internal Audit, Management Review) : 4.1-4.2, 5.6, 8.1, 8.2.1, 8.2.2, 8.3, 8.4, 8.5

Auditee: Prof. Sutarno (WMM as per SK), Dr. Sarwanto (Deputy MR), Mr. Anas Wibawa (Deputy MR), Dr. Inayati (Member of Deputy MR), Mr Djoko Sarwono (Member of Deputy MR)

Confirmation of the scope activity to be covered and implementation of the system to be audited : 1.2, 4.2.2

QMS 1.2 Scope; 4.2.2 Quality Manual

Scope of ISO 9001:2008 implementation stated in the Manual Mutu, UN27.MM00-1 dated 3 June 2013, with no exclusion (MM.07).

Organization structure has been described in "Peraturan Menteri Pendidikan dan Kebudayaan No. 82 Tahun 2014 tentang Organisasi dan Tata Kerja UNS". Already stated clearly about job description.

The organization name is Universitas Sebelas Maret (UNS) which located on Jl. Ir. Sutami No. 36A, Surakarta, Jawa Tengah 57126, Indonesia, stated in the organization quality manual.

Quality manual has been established and documented in the document Manual Mutu UN27. MM00-1, Rev.00, dated June 3, 2013.

This organization should combine and integrate other five quality manuals, quality policy into one quality manual and quality policy, since it is now integrated quality management system under one University and one certificate of ISO 9001:2008, not separate certificate. (Observation).

Organisation Documented System : 4.1, 4.2.1~4.2.3

4.1 General Requirement

Process needed for implementation of quality management system and their interaction has been defined by organisation in document in Manual Mutu, UN27. MM 05, Business Process in University.

4.2.1 General -Documentation

QMS documentation was determined in Manual Mutu, UN27. MM 00-1 to MM 13, Rev.00 dated : June 1, 2013, Persyaratan Umum include : Policy, Scope and Exclusion implementation.

Manual Mutu, UN27.MM 10.4, General for clause 4.2.1 as description documentation and hierarchy of documentation and records.

Mandatory documents has been established such as :

1. Prosedur Pengendalian Dokumen : UN27.MM.12-01, dated : 3 June 2013.
2. Prosedur Pengendalian Rekaman Mutu : UN27.MM.12-02, dated : June 3, 2013
3. Prosedur Internal Audit : UN27.MM.12-03, dated : June 3, 2013

4. Prosedur Pengendalian Ketidaksesuaian : UN27.MM.12-08, dated : June 1, 2012
5. Prosedur Tindakan Perbaikan dan Pencegahan : UN27.MM.12-07, dated : June 1, 2012

4.2.3 Control of documents

The description of document control has been established in the Prosedur Pengendalian Dokumen : UN27.MM.12-01, dated : June 3, 2013. Master list of internal and external documents are defined and also for distribution of documents. Using application called SIATAP (online for in and out of letter). It is used to traceability of the existing documents. (Strong Point)

It was found that for MR documents such as procedure of document control, records control, internal audit are not yet listed in the master list of internal documents as required by procedure UN27.MM.12-01 (MINOR NC).

4.2.4 Control of records

The description of record control has been established in the Prosedur Pengendalian Catatan Mutu : UN27.MM.12-02, dated : June 3, 2013. Master list of records is established in each unit.

It was found that no retention time defined for MR records such as internal audit report, management review report, etc. (MINOR NC).

5.3. Quality Policy

It is already defined in the quality manual. There are 10 quality policies (MM.10.2) related with "Pendidikan, Penelitian dan Pengabdian Kepada Masyarakat, Perpustakaan, Manajemen Keuangan dan Pengelolaan Aset, SDM, Hubungan Masyarakat dan Pencitraan Publik serta Promosi, Kerja Sama dan Pengelolaan Unit Usaha, Sistem Informasi Manajemen serta TIK, Internasionalisasi, dan Pengendalian Internal".

These quality policies are socialized through meeting such as RKPU (Rapat Koordinasi Pimpinan Universitas), RKPF (Rapat Koordinasi Pimpinan Fakultas), etc.

8.2.1 Customer Satisfaction

It is already arranged in the procedure no. UN27.MM.12-06 rev. 01.

Survey has been done and analyzed for every subjects and lecturers. Also for bureau such as "Biro Akademik dan Kemahasiswaan" Using application of SIAKAD. (Sistem Informasi Akademik).

8.5.1;8.5.2;8.5.3 Improvement, Corrective and Preventive Action

Procedure Corrective and Preventive Action has been established in Prosedur Tindakan Perbaikan dan Pencegahan No. UN27.MM12-07 rev. 00. Form "PTPP" is used to record corrective and preventive action. Also is used to record internal audit and customer complaint (i.e. No. 001/PPSMM/03/2016).

8.3 Control of Non-conforming

It is arranged in the procedure UN27.MM12-08 rev. 00 date 1 Jun 2012. For non conformity will be recorded in the non conformity report / PTPP and will be registered in the list of PTPP (see clause 8.5.2).

Internal Audit and Management Review : 5.6, 8.2.2

8.2.2 Internal Audit

Procedure Audit Internal was established in UN27.MM12-03 : Prosedur Internal Audit and period of internal audit minimal once six month. Internal audit done for University and for units.

Last internal audit conducted on Oct 2015 until Mar 2016 and 21-24 Mar 2016. Done by internal auditor such as Mr. Anas Wibawa. Sample taken : Jadwal Audit Mutu Internal, Permintaan Tindakan Perbaikan dan Pencegahan (i.e. No. 002, 004/PPSMM/03/2016; 001/FT/AKAD/12/2015, PTPP at Biro Keuangan dan Umum) and Registrasi Permintaan Tindakan Perbaikan dan Pencegahan for monitoring open PTPP.

Assessment Report.

Should review the method to select the internal auditor and to improve the awareness of internal auditor when doing root cause analysis, corrective action and verification (Observation).

5.6 Management Review

Periodic of management review has been defined to be conducted min one per-six month with agendas to be discussed as per Procedure No. UNJ27.MM12-04 : Tinjauan Manajemen.

The latest Management review was conducted on March 31, 2016. Minutes of meeting is evidence. Already reviewed input and output as required by standard.

7.2.3 Communication with students

This organization provides several ways of communication with students and potential students through website ("Hidup di Solo"), provide alumni lounge, etc. (Strong Point).

But should provide guidance layout in the campus to be easier to reach the Faculty / units (OFI).

Observations.

Type	Area/Process	Clause
Observations	Management Representative (Document Control, Control of Record, Internal Audit, Management Review)	4.2.2
Scope	FS 650320	
Details:	This organization should combine and integrate other five quality manuals, quality policy into one quality manual and quality policy, since it is now integrated quality management system under one University and one certificate of ISO 9001:2008, not separate certificate. (Observation).	

Type	Area/Process	Clause
Observations	Management Representative (Document Control, Control of Record, Internal Audit, Management Review)	8.2.2
Scope	FS 650320	
Details:	Should review the method to select the internal auditor and to improve the awareness of internal auditor when doing root cause analysis, corrective action and verification.	

Opportunity for improvement.

Type	Area/Process	Clause
Opportunity for improvement	Management Representative (Document Control, Control of Record, Internal Audit, Management Review)	7.2.3
Scope	FS 650320	
Details:	But should provide guidance layout in the campus to be easier to reach the Faculty / units (OFI).	

Assessment Report.

Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry) : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

MATHEMATICS study program:

Auditee: Mr. Budi Usodo (Kaprodi Pendidikan Matematika); Mr. Sutopo (Ka Lab Pendidikan Matematika); Mr. Mardiana (Dosen Pendidikan Matematika); Mr. Rubono (Dosen Pendidikan Matematika); Mr. Ikrar Pramudya (Dosen Pendidikan Matematika); Ms. Sariva (Dosen Pendidikan Matematika)

Interview with Ka. Prodi Pendidikan Matematika:

- *) Vision and mission are already defined and inline with vision and mission of University.
- *) SWOT analysis is defined in the self evaluation on 2011.
- *) Accreditation get "B" from BAN PT until 6 Jan 2017.
- *) Strategy untuk meningkatkan akreditasi:
 1. Meningkatkan dari hasil laporan akreditasi sebelumnya misal dari segi SDM, dan lainnya.
- *) Innovation misal terkait pembelajaran, riset grup, skripsi terkait inovasi model pembelajaran.

Quality Objectives such as :

1. Rerata Lama Studi (S1), target 4 tahun 6 bulan in 2015. Achievement = 5 tahun 0 bulan.
2. IPK lulusan, target 3,25 in 2015. Achievement = 3.22.
3. Etc.

Minutes of meeting on 5 Jan 2016 and on 2 Feb 2015 such as for planning for un-achieved quality objectives (Pedoman Mata Kuliah Seminar Matematika).

Should use PTPP for the un-achieved quality and complaint (Observation).

Meeting with all students on 5 Apr 2016 to discuss about complaint and suggestion and follow up action will be planned on May 2016 (will be checked on next audit)

Performance evaluation for Lecturers have been done, analysis and already distributed to lecturers such as for Mr. Rubono.

Should do survey for the performance of head of KPS and for Lecturers during coaching the thesis (Observation).

Stakeholders ("pengguna lulusan") have been surveyed. But should be analyzed using trend analysis.

Ratio lecturers and students now is around 1:16.

Communication from students via Himadika, temu alumni (from faculty), email, facebook Himadika, WA alumni, website, etc.

For the drop out rate for last monitoring = 0.

Now there is no foreign student.

There are 3 part time lecturers such as Drs. Bambang Sugiyarto, Drs. Suyono. Already evaluated for the competencies as per "Evaluasi Kompetensi Dosen 2013/2014". But should define clearly the level of attitude (ACTIVE leveling) (Observation).

Training followed by this Prodi should be evaluated for the effectiveness by this Prodi, although the competencies already evaluated periodically (Observation).

Assessment Report.

Yudicium requirements are defined and recorded in the Faculty. In the Prodi verified for "Daftar Lulusan Wisudawan Prodi Matematika".

Academic calendar and jadwal mata kuliah are already defined.
UNS Pedoman Akademik 2014-2015 already defined.

Final project (thesis) already as required by book of "Pedoman Penulisan Skripsi", taken sample for student K1311072, completed with berita acara ujian thesis, buku konsultasi skripsi. For "dosen pembimbing dan penguji" ditetapkan oleh Ka Prodi dan Koordinator Skripsi dan sudah memperhatikan faktor topik dan kompetensi.

Should control for the many books of skripsi that will be signed by Dekan stacked in front office building F, although they are observed by security. (Observation).

Regarding clause 7.3 about design and development for curriculum, it is arranged in the UN27.02.PM.17 rev.01 dated 21 Nov 2015, clear about the input, verification and review.
Last curriculum already stated in the "Surat Keputusan Rektor No. 318B/UN27/PP/2012." KKN Level 6 still in the process of workshop regarding structure of curriculum and still discussion in the Prodi level.
Curriculum input can come from "Asosiasi Indo MS".

Monitoring and evaluation for learning process has been done such as for "Kalkulus I and Kapita Selekta II" as stated in the UN27.02.PM.38, using evaluasi BAP.

Syllabus, RPP, materi test, pembelajaran such as for "Kalkulus I" have been defined and implemented well.

Examination questions have been verified by Ketua Rumpun Mata Kuliah such as for "Kalkulus I".

Already checked for the "daftar nilai "Kalkulus I" year 2015/2016.
Result of research by lecturer is used in the learning process such as for "Kapita Selekta II" (Strong Point).

Records of "Penelitian dan Pengabdian Masyarakat" are recorded in the LPPM.

Verified for cleaning checklist in the lecturer room.

Conclusion

In general, quality management system in mathematics department has been well performed conform to requirement of ISO 9001:2008 but need improvement in some of areas.

PHYSICS study program:

Auditee (faculty): Mr. Munawir, Mr. Imam

Auditee (physics study program): Mr. Dwi Teguh Raharjo, Mr. Radiono, Mr. Mr.Zamzuri, Mr. Rini, Mr. Diah Fitriana, Mr. Sarwanto, Mrs. Daru Wahyuningsih, Mr. Anif

Physics study program has been accredited in grade "A" by BAN-PT in year 2014. As a higher education, Physics study program conducted process of learning, research and community service. In order to perform the processes, Physics department has SOPs and regulatory, which is:

- Surat keputusan Rektor UNS nomor: 318 B/UN27/PP/2012 tentang penetapan kurikulum dan sebaran mata kuliah yang berlaku

program studi di lingkungan FKIP UNS 2012/2013

- SK Rektor no 644/UN27/HK/2015 tentang penyelenggaraan dan pendidikan program sarjana di UNS
- Renstra tahun 2011-2015
- Kumpulan prosedur mutu di program studi fisika
- Kumpulan manual mutu program studi fisika

The quality objective of Physics study program as follow:

- Peningkatan dosen kualifikasi studi lanjut
- Diseminasi karya ilmiah inovatif
- Peningkatan kapasitas layanan kepada stakeholder
- Peningkatan efisiensi sarana fisik
- Pengembangan akademik melalui kerjasama dengan institusi luar
- Pengembangan riset unggulan berbasis road map
- Peningkatan kompetensi peneliti meraih dana eksternal
- Peningkatan kompetensi riset dan publikasi
- Pengembangan sistem mutu pengabdian
- Pembangunan kemitraan kolaborasi
- Peningkatan sertifikasi dan akreditasi program studi
- Peningkatan implementasi KBK

Some of the quality objectives have been well reached on January 2016.

Records as sample:

- Rekonstruksi kurikulum 2012
- Rekonstruksi kurikulum 2014
- Monitoring sasaran mutu program studi fisika
- Deskripsi mata kuliah prodi pendidikan fisika 2012,
- Laporan kegiatan lokakarya peninjauan kurikulum secara periodik program studi fisika tahun 2012 untuk angkatan 2012-2013
- Rekontruksi kurikulum 2016 untuk tahun 2016-2017, dengan penambahan program magang berdasarkan perkembangan kebutuhan stakeholder
- Learning outcome harus sama untuk seluruh prodi fisika di Indonesia.
- Mata kuliah Strategi dan evaluasi pembelajaran semester IV,
- Deskripsi mata kuliah Pengembangan dan Perencanaan program pembelajaran fisika (P4 Fisika) semester III,
- Silabus dan Rancangan Program Pembelajaran (RPP)
- Checklist pemeriksaan perangkat pembelajaran P4 Fisika ganjil 2015/2016, yang terdiri dari:
- Silabus, tanda tangan dosen di silabus
- Rancangan Program Pembelajaran (RPP)
- Kontrak kuliah
- Rubrik penilaian
- Materi kuliah
- Verifikasi bahan ajar
- File pengolahan nilai P4 Fisika
- Daftar presensi perkuliahan
- Penelitian jumlah perairan riset kompetitif dari target 4 hanya tercapai 2, sudah ada tindakan perbaikan melalui PTPP, namun pengisian akar masalah dan tindakan korektif tidak sesuai dengan temuan yang dituliskan

Result of audit

Good points:

To improve the interaction between faculty and students, the use of social media such as WA, BBM, Line is very possible

Assessment Report.

Observations:

- Academic advisor should note and record all of the student problem and the problem solving taken in order to measure of effectiveness of the corrective action.
- Need to write the root of problem and corrective action taken correctly on the PTPP form, in such ways, the minor finding has been solved effectively.
- Need to implement the 5S/5R (Ringkas, rapi, resik, rawat dan rajin) program in laboratory.

Minor finding:

- It was found evidence that Head of the physics study program has not been conduct evaluate and analysis related to the trend of performance in learning process such as productivity of subjects periodically

Conclusion

In general, quality management system in Physics department has been well performed conform to requirement of ISO 9001:2008 but need improvement in some of area especially in laboratory.

BIOLOGY study program:

Auditee (biology study program): Mr. Puguh Karyanto, Mrs. Nurmiati, Mr. Respati Agung, Mrs. Karisma

Biology study program has accredited in grade "B" by BAN-PT in year 2014. As a higher education, biology department conducted process of learning, research and community service. In order to perform the processes, Biology study program has SOPs, documents and regulatory, which is:

- Dokumen evaluasi diri
- Kurikulum tahun 2010,
- Kurikulum tahun 2012 sesuai dengan KKN
- Kurikulum 2014 sesuai dengan permintaan fakultas terkait dengan penempatan magang
- Analisis SWOT untuk penelitian, pelayanan/pengabdian kepada masyarakat dan kerjasama
- Sasaran mutu program studi pendidikan biologi
- Renstra tahun 2011-2015
- Kumpulan prosedur mutu di program studi biologi
- Kumpulan manual mutu program studi biologi
- Prosedur mutu pengadaan dosen luar biasa
- SK Rektor no 644/UN27/HK/2015 tentang penyelenggaraan dan pendidikan program sarjana di UNS

The quality objective of Physics department as follows:

- Peningkatan dosen kuaalifikasi studi lanjut
- Diseminasi karya ilmiah inovatif
- Peningkatan kapasitas layanan kepada stakeholder
- Peningkatan efisiensi sarana fisik
- Pengembangan akademik melalui kerjasama dengan institusi luar
- Pengembangan riset unggulan berbasis road map
- Peningkatan kompetensi peneliti meraih dana eksternal
- Peningkatan kompetensi riset dan publikasi
- Pengembangan system mutu pengabdian
- Pembangunan kemitraan kolaborasi
- Peningkatan sertifikasi dan akreditasi program studi
- Peningkatan implementasi KBK

The quality objectives have been well reached on January 2016. In this case, the Biology study program still use the quality objective old version (dated on 1 august 2012).

Assessment Report.

Records as sample:

- Surat permohonan tenaga profesional dengan kontrak (DLB) 26 agustus 2015, atas nama Alanindra Saputra, S.Pd, M.Sc untuk mata kuliah evolusi genetika
- Daftar presensi perkuliahan Alanindra Saputra, S.Pd, M.Sc untuk mata kuliah evolusi genetika
- Berita acara perkuliahan/Log perkuliahan mata kuliah evolusi genetika
- Mata kuliah Ekologi semester genap tahun 2015/2016
- Silabus
- Kontrak kuliah ekologi
- Materi kuliah ekologi
- Berita acara perkuliahan/log perkuliahan mata kuliah ekologi
- Soal ujian uji kompetensi
- Monitoring lama waktu studi dan lama pengerjaan skripsi
- Buku konsultasi skripsi an Arifiana nur kholifah K4310007
- Nilai ujian mata kuliah ekologi
- Soal ujian remidi dan berita acara remidi
- 22 dosen dengan kualifikasi 2 guru besar, 8 doktor dan 12 master

Result of audit

Good points:

- There is good interaction between lecturer and students through field work learning
- Website of FKIP for study program of biology has been run well and usefully for students
- Service in administration process has been well conducted and satisfy
- Event of open talk between head of biology department and student has been conducted periodically and most of students have been satisfied
- Process of academic advising has been well conducted minimum 3 times per semester in order to assist the student problem in academics
- Using social media intensively like a WA, Line and BBM as communication between lecturer, academic advisor and student has been well conducted and assist to give any information and work assignment.

Observations:

- For quality objective that achieved by study program, then the study program should change with another quality objective in order toward excellence of study program
- The new revision for documentation of quality management system should implement properly and as soon as possible
- Arriving lecturer in classroom should be on time
- Management faculty should maintain a working environment in the laboratory such as repainting the building of the laboratory, the cleanliness of the laboratory, air circulation in storage consumables, and waste disposal of lab
- Need to implement the 5S/5R (Ringkas, rapi, resik, rawat dan rajin) program in laboratory

Conclusion

In general, quality management system in biology department has been well performed conform to requirement of ISO 9001:2008 but need improvement in some of area especially in laboratory.

MINOR NC regarding verification of measurement equipments used for research in Laboratory (combined MINOR NC with Central Laboratory

Observations.

Type	Area/Process	Clause
Observations	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	8.5.2
Scope	FS 650320	
Details:	Should use PTPP for the un-achieved quality and complaint.	

Type	Area/Process	Clause
Observations	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	8.2.1
Scope	FS 650320	
Details:	Should do survey for the performance of head of KPS and for Lecturers during coaching the thesis (Observation).	

Type	Area/Process	Clause
Observations	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	8.4
Scope	FS 650320	
Details:	Stakeholders ("pengguna lulusan") have been surveyed. But should be analyzed using trend analysis.	

Type	Area/Process	Clause
Observations	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	6.2.2
Scope	FS 650320	
Details:	<p>But should define clearly the level of attitude (ACTIVE leveling).</p> <p>Training followed by this Prodi should be evaluated for the effectiveness by this Prodi, although the competencies already evaluated periodically (Observation)</p>	

Type	Area/Process	Clause
Observations	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	7.5.4
Scope	FS 650320	
Details:	Should control for the many books of skripsi that will be signed by Dekan stacked in front office building F, although they are observed by security.	

Assessment Report.

Type	Area/Process	Clause
Observations	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	8.5.2
Scope	FS 650320	
Details:	<ul style="list-style-type: none"> • Academic advisor should note and record all of the student problem and the problem solving taken in order to measure of effectiveness of the corrective action. • Need to write the root of problem and corrective action taken correctly on the PTPP form, in such ways, the minor finding has been solved effectively. 	

Type	Area/Process	Clause
Observations	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	6.4
Scope	FS 650320	
Details:	<ul style="list-style-type: none"> • Need to implement the 5S/5R (Ringkas, rapi, resik, rawat dan rajin) program in laboratory. • Management faculty should maintain a working environment in the laboratory such as repainting the building of the laboratory, the cleanliness of the laboratory, air circulation in storage consumables, and waste disposal of lab 	

Type	Area/Process	Clause
Observations	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	5.4.1
Scope	FS 650320	
Details:	<ul style="list-style-type: none"> • For quality objective that achieved by study program, then the study program should change with another quality objective in order toward excellence of study program. 	

Type	Area/Process	Clause
Observations	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	7.5.1
Scope	FS 650320	
Details:	<ul style="list-style-type: none"> • The new revision for documentation of quality management system should implement properly and as soon as possible. <p>Arriving lecturer in classroom should be on time.</p>	

Faculty of Economics and Business : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee: Ms. Hunik Sri Runing Sawitri (Dekan); Mr. Mohammad Agung Prabowo (Wakil Dekan I); Mr. Harmadi (Wakil Dekan II); Mr. Lukman Hakim (Wakil Dekan III); Mr. Santoso Trihananto (Ka Prodi S1 Akuntansi); Mr. Reza (Ka Prodi S1 Manajemen); Ms. Siti Aisyiah Trirahayu (Ka Prodi Ekonomi Pembangunan); Mr. Payamta (Ka Prodi S2).

Akademik & Kemahasiswaan, Umum & Perlengkapan, Keuangan & Kepegawaian

Interview with Ka Prodi:

*) Member of AACSB (International Accreditation) for FEB.

*) Accreditation from BAN PT, most of study programs get "A" such as for Prodi S1 Manajemen, Akuntansi dan Ekonomi Pembangunan.

Quality Objectives such as :

1. Jumlah mahasiswa asing
2. Kualifikasi dosen S3
3. Etc.

Already monitored as in the Lakip.

Process overview

*) Prosedur Mutu Kehilangan / Kerusakan Ijazah (So far last 2 semesters no lost certificate).

*) Prosedur Mutu Penggantian Transkrip

*) Prosedur Mutu Pembetulan Transkrip

*) Prosedur Mutu Perpindahan Mahasiswa S-1 dari Universitas Lain ke Dalam (sudah mencantumkan persyaratannya misal akreditasi BAN PT sama, dan lainnya). Dalam 2 semester ini belum ada sample.

*) Prosedur Mutu Pengelolaan Nilai

*) Prosedur Mutu Permohonan Revisi KRS

*) Prosedur Mutu Pengumpulan Data Alumni

Objective evidence

- Lembar pemantauan pengganti transkrip such as for student NIM F0079188.
- Pembetulan transkrip karena salah menuliskan tahun lahir such as for student NIM F1212047.
- Lembar pantauan evaluasi nilai for S1 Ekonomi Pembangunan
- Lembar Pantauan Pengelolaan Nilai for S1 Akuntansi (Transfer).
- Renstra FEB 2015-2019.
- Info SBMPTN 2016.
- Borang IIIB Prodi D3.
- Surat Pengantar No. 3209/UN27.16.2/KP/2016 tentang SK Kenaikan Jabatan Fungsional.
- Analisa Kesenjangan Kompetensi misal untuk Pengadministrasian Keuangan.
- Rencana Pelaksanaan Diklat Non Gelar period 2017-2023.
- Laporan Kegiatan Tracer Study S1 Akuntansi sudah menjadi input bagi pengembangan kurikulum. (Strong Point)
- Laporan Kegiatan User Satisfaction Study untuk ICD (Internship & Career Development) D3 Perpajakan dan S-1 Ekonomi Pembangunan.
- Lakip menunjukkan hasil audit KAP adalah WTP (2014).
- Pemetaan kompetensi dosen misal di Prodi S1 Akuntansi sesuai dengan Cluster / Kelompok Bidang Akuntansi.
- Dari wawancara langsung dengan Bapak Agus salah satu dosen, tidak ada keluhan terkait keuangan.
- Peraturan Rektor UNS No. 510/UN27/TU/2012 tentang Pedoman Pola Klasifikasi dan JRA di Lingkungan UNS (untuk pengaturan

Assessment Report.

masa retensi arsip).

- Daftar rekanan mampu, Seleksi / Evaluasi Supplier sudah ditetapkan dan berjalan misal untuk CV. Bima Sakti Anugerah.
- Cek pemeliharaan sarana prasarana misal untuk ruang kuliah gedung 4 lantai 3.
- Laporan Pengadaan, SPK, Kuitansi dan berita acara serah terima (pengecekan) untuk Pekerjaan Rehab / Perbaikan Ruang Sidang II Gedung I Lantai 2 FEB.

Findings:

1. Should review procedure that has the same name but different number such as "Prosedur Mutu Mengundurkan Diri Sebagai Mahasiswa" with number UN27-F3.PM08 and PM27. (Observation).
2. It was found that there is no method defined by this Faculty to evaluate the effectiveness of training (MINOR NC).
3. Should do trend analysis from the result of tracer study and user satisfaction survey (OFI).
4. Should pay attention for the health and safety factor such as evacuation route, monitoring and contain of first aid box, etc. (Observation)

Conclusion

In general, quality management system in this faculty has been well performed conform to requirement of ISO 9001:2008 with several findings to be improved.

Observations.

Type	Area/Process	Clause
Observations	Faculty of Economics and Business	4.2.3
Scope	FS 650320	
Details:	Should review procedure that has the same name but different number such as "Prosedur Mutu Mengundurkan Diri Sebagai Mahasiswa" with number UN27-F3.PM08 and PM27. (Observation).	

Type	Area/Process	Clause
Observations	Faculty of Economics and Business	6.4
Scope	FS 650320	
Details:	Should pay attention for the health and safety factor such as evacuation route, monitoring and contain of first aid box, etc.	

Opportunity for improvement.

Type	Area/Process	Clause
Opportunity for improvement	Faculty of Economics and Business	8.4
Scope	FS 650320	
Details:	Should do trend analysis from the result of tracer study and user satisfaction survey (OFI).	

Assessment Report.

Faculty of Mathematics and Natural Sciences : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee: Mr. Ari Handono Ramelan (Dekan); Ms. Desi (Wakil Dekan I -- Akademik); Mr. Pangadi (Wakil Dekan II - Umum & Keuangan); Mr. Pal Gunadi (Ketua Penjaminan Mutu Fakultas); Ms. Anip & Mr. Heru (Anggota Jaminan Mutu); Ms. Rini (Kemahasiswaan); Ms. Retno (Umum & Keuangan); Mr. Eko (Akademik); Mr. Tarman (Rensi); Mr. Giatno (Ka. TU)

Akademik & Kemahasiswaan, Umum & Perlengkapan, Keuangan & Kepegawaian

Interview with Ka Prodi:

*) Accreditation from BAN PT, two study programs get "A" and five study programs get "B"; two study programs get "C" because still new and will be re-accredited this year.

Quality Objectives such as :

1. Jumlah kelas internasional
2. Jumlah riset unggulan nasional, internasional
3. Etc.

Already monitored as in the Lakip.

Process overview

- *) Prosedur Mutu Kehilangan / Kerusakan Ijazah
- *) Prosedur Mutu Penggantian Transkrip (belum ada sample)
- *) Prosedur Mutu Pembetulan Transkrip (belum ada sample)
- *) Prosedur Mutu Perpindahan Mahasiswa S-1 dari Universitas Lain ke Dalam (sudah mencantumkan persyaratannya misal akreditasi BAN PT sama, dan lainnya).
- *) Prosedur Mutu Pengelolaan Nilai
- *) Prosedur Mutu Permohonan Revisi KRS
- *) Prosedur Mutu Pengumpulan Data Alumni

Objective evidence

- Permohonan pengganti ijazah for NIM M0507043
- NIM 411077 sample taken for the transcript
- So far there is no DO.
- Nilai Tugas Akhir for NIM M0509038 already cross check with the transcript. Buku pantauan pembimbingan TA for NIM M0411077.
- Interview directly with three students from mathematics and chemical study program (Observation):

Infrastructure: good, but needs to improve for the maintenance and improve the optimize of area, parking lot.

Service of the staff: good. Improve the security in the parking place and cleaning of canteen.

To improve the transportation within campus (such as bicycle), to give more direction in the campus.

- Verifikasi Persyaratan Layanan untuk tugas akhir.
- Lembar nilai akhir kode MK 0906142008
- Renstra FMIPA 2015-2019.
- Info SBMPTN 2016.
- Borang IIIB Fakultas.
- Analisa Kesenjangan Kompetensi misal untuk Bendahara Pengeluaran Pembantu.
- Rencana Pelaksanaan Diklat Non Gelar period 2017-2023.
- Laporan Kegiatan Tracer Study UNS 2015.
- Laporan Kegiatan User Satisfaction Study untuk Survey layanan Kemahasiswaan.
- Lakip menunjukkan hasil audit KAP adalah WTP (2014).
- Pemetaan kompetensi dosen tercantum di Pedoman Pendidikan Fakultas MIPA.
- Dari wawancara langsung dengan Ibu Wakil Dekan, tidak ada keluhan terkait keuangan.

Assessment Report.

- Kartu kontrol AC for building A, year 2016 and contract with the supplier.
- Daftar Tenaga Kependidikan UNS yang telah mengikuti Diklat atau Pelatihan Periode Agustus - Desember 2015 untuk Penyusunan & Penyusutan Arsip, sudah dievaluasi keefektifannya tetapi perlu dipastikan periode evaluasi dan evaluatornya. (Observation)
- Strong Point: Peralatan Lab Terpadu yang dimiliki cukup lengkap dan bisa menjadi Income Generating Unit yang perlu lebih ditingkatkan.

Findings:

1. Should consider password management for staff that already moved to another department. (Observation)
2. Interview directly with three students from mathematics and chemical study program (Observation):
Infrastructure: good, but needs to improve for the maintenance and improve the optimize of area, parking lot.
Service of the staff: good. Improve the security in the parking place and cleaning of canteen.
To improve the transportation within campus (such as bicycle), to give more direction in the campus.
3. Should do trend analysis from the result of students satisfaction survey (OFI).
4. Should update list of vendor and supplier selection & evaluation (Observation).
5. Daftar Tenaga Kependidikan UNS yang telah mengikuti Diklat atau Pelatihan Periode Agustus - Desember 2015 untuk Penyusunan & Penyusutan Arsip, sudah dievaluasi keefektifannya tetapi perlu dipastikan periode evaluasi dan evaluatornya. (Observation)
6. Should pay attention for the health and safety factor such as evacuation route, monitoring and contain of first aid box, electricity panel box, etc. (Observation)

MINOR NC (combined with Faculty of Agriculture):

It was found that there are difference regulation for students to take final project (thesis), such as from SK Rector min 110 sks, but in the SIAKAD in the Faculty of Agriculture min 100 sks and in the SK Dean in the Faculty of Mathematics and Natural Sciences min 120 sks.

Conclusion

In general, quality management system in this faculty has been well performed conform to requirement of ISO 9001:2008 with several findings to be improved.

Observations.

Type	Area/Process	Clause
Observations	Faculty of Mathematics and Natural Sciences	6.3
Scope	FS 650320	
Details:	Should consider password management for staff that already moved to another department.	

Type	Area/Process	Clause
Observations	Faculty of Mathematics and Natural Sciences	6.4
Scope	FS 650320	
Details:	Interview directly with three students from mathematics and chemical study program (Observation): Infrastructure: good, but needs to improve for the maintenance and improve the optimize of area, parking lot. Improve the security in the parking place and cleaning of canteen Service of the staff: good. To improve the transportation within campus (such as bicycle), to give more direction in the campus.	

Assessment Report.

Type	Area/Process	Clause
Observations	Faculty of Mathematics and Natural Sciences	7.4.1
Scope	FS 650320	
Details:	Should update list of vendor and supplier selection & evaluation (Observation).	

Type	Area/Process	Clause
Observations	Faculty of Mathematics and Natural Sciences	6.2.2
Scope	FS 650320	
Details:	Daftar Tenaga Kependidikan UNS yang telah mengikuti Diklat atau Pelatihan Periode Agustus - Desember 2015 untuk Penyusunan & Penyusutan Arsip, sudah dievaluasi keefektifannya tetapi perlu dipastikan periode evaluasi dan evaluatornya.	

Type	Area/Process	Clause
Observations	Faculty of Mathematics and Natural Sciences	6.4
Scope	FS 650320	
Details:	Should pay attention for the health and safety factor such as evacuation route, monitoring and contain of first aid box, electricity panel box, etc. (Observation)	

Opportunity for improvement.

Type	Area/Process	Clause
Opportunity for improvement	Faculty of Mathematics and Natural Sciences	8.4
Scope	FS 650320	
Details:	Should do trend analysis from the result of students satisfaction survey (OFI).	

Faculty of Agriculture : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee: Mr. Bambang Pujiasmanto (Dekan), Mr. Samanhudi (Wadek I), Mr. Joko Sutrisno (Wadek II), Mr. Heri Widiyanto (Wadek III), Ms. Heni Prihutami (Ka TU), Mr. Antoni (Kasubag Umum & Keuangan), Mr. Setiono (Kasubag Akademik), Ms. Sri Suwanti (Kasubag Kemahasiswaan dan Alumni)

Akademik & Kemahasiswaan, Umum & Perlengkapan, Keuangan & Kepegawaian

Interview with Ka Prodi:

*) Accreditation from BAN PT, four study programs get "A" and four study programs get "B".

Quality Objectives such as :

Report Author Yulius Untung

Visit Start Date 15/04/2016

Assessment Report.

1. Indeks Kepuasan mahasiswa
2. Jumlah riset unggulan
3. Etc.

Already monitored as in the Lakip.

Process overview

- *) Prosedur Mutu Kehilangan / Kerusakan Ijazah
- *) Prosedur Mutu Penggantian Transkrip (belum ada sample)
- *) Prosedur Mutu Pembetulan Transkrip (belum ada sample)
- *) Prosedur Mutu Perpindahan Mahasiswa S-1 dari Universitas Lain ke Dalam (sudah mencantumkan persyaratannya misal akreditasi BAN PT sama, dan lainnya). Dalam 2 semester terakhir tidak ada pindahan dari Universitas lainnya.
- *) Prosedur Mutu Pengelolaan Nilai
- *) Prosedur Mutu Permohonan Revisi KRS
- *) Prosedur Mutu Pengumpulan Data Alumni

Objective evidence

- Permohonan untuk kehilangan ijazah for NIM H0079185
- So far there is no DO.
- Daftar nama mahasiswa yang di yudisium tanggal 31 Mar 2016.
- Input score for students doing by lecturers and online.
- Renstra Fakultas Pertanian 2015-2019.
- Borang IIIB Fakultas.
- PTPP No. 004/FP/PEND/03/2016 already reviewed about sistem syarat presensi dalam mengikuti UTS/UAS. (Deadline on 30 Jun 2016).
- Standard kompetensi dan Analisa Kesenjangan Kompetensi misal untuk Bendahara Pengeluaran Pembantu.
- RAB 2016 sudah mencantumkan rencana pelatihan.
- Laporan Kegiatan User Satisfaction Study untuk Survey layanan Akademik.
- Lakip menunjukkan hasil audit KAP adalah WTP (2014).
- Kartu kontrol AC for building B, year 2015.
- Laporan Kegiatan Tracer Study UNS 2015.

Findings:

1. Should review grading guidance in the transcript, it is different with SK Rektor No. 644 tahun 2015 (Observation).
2. Should pay more attention for the requirement of "permohonan untuk kehilangan ijazah" for NIM H0079185, whether the student needs to show the legalized certificate or not. (Observation)
3. Should do trend analysis from the result of students satisfaction survey (OFI).
4. Should update list of vendor and supplier selection & evaluation (Observation).
5. Should pay attention for the health and safety factor such as evacuation route, monitoring and contain of first aid box, cleaning of the environment, etc. (Observation).

MINOR NC:

It was found that there are difference regulation for students to take final project (thesis), such as from SK Rector min 110 sks, but in the SIAKAD in the Faculty of Agriculture min 100 sks and in the SK Dean in the Faculty of Mathematics and Natural Sciences min 120 sks.

Conclusion

In general, quality management system in this faculty has been well performed conform to requirement of ISO 9001:2008 with several findings to be improved.

Observations.

Type	Area/Process	Clause
Observations	Faculty of Agriculture	8.2.3
Scope	FS 650320	
Details:	Should review grading guidance in the transcript, it is different with SK Rektor No. 644 tahun 2015.	

Type	Area/Process	Clause
Observations	Faculty of Agriculture	7.5.3
Scope	FS 650320	
Details:	Should pay more attention for the requirement of "permohonan untuk kehilangan ijazah" for NIM H0079185, whether the student needs to show the legalized certificate or not.	

Type	Area/Process	Clause
Observations	Faculty of Agriculture	6.4
Scope	FS 650320	
Details:	Should pay attention for the health and safety factor such as evacuation route, monitoring and contain of first aid box, cleaning of the environment, etc. (Observation)	

Type	Area/Process	Clause
Observations	Faculty of Agriculture	7.4.1
Scope	FS 650320	
Details:	Should update list of vendor and supplier selection & evaluation.	

Opportunity for improvement.

Type	Area/Process	Clause
Opportunity for improvement	Faculty of Agriculture	8.4
Scope	FS 650320	
Details:	Should do trend analysis from the result of students satisfaction survey (OFI).	

Assessment Report.

Unit of Library (library services consisting of material processing, circulation, promotion and user education, information search and cooperation, and self access terminal) and UNS Press : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee: Mr. M. Rohmadi, Mr. Sunarno, Mr. Widodo, Mr. Daryono, Ms. Riah, Ms. Heni, Mr. Subagio, Ms. Wiji, Ms. Nur, Mr. Bambang H., Mr. Sugeng, Ms. Putri H.

Service and facilities provided as below:

- Reference,
- Specific collection,
- Reading room,
- e-library,
- circulation,
- Canteen,
- Photo copy
- Layanan skripsi
- Layanan self access terminal (untuk internet gratis)

Member of "Ikatan Pustakawan Indonesia Solo" tingkat daerah sampai nasional.

Key Parameter

Quality objective for library was established and monitored, as below:

- Meningkatkan kepuasan pelanggan
- Pengembangan buku dan bahan pustaka nasional maupun asing
- etc.

Generally objectives have been achieved as target.

Applicable regulatory

Peraturan Rektor No. 88/H27/PP/2011 tentang pengelolaan perpustakaan UNS

Peraturan Pemerintah no 24 tahun 2014 tentang pelaksanaan UU No 43/2007

Surat Pemberitahuan Informasi Unggah Pustaka tanggal 18 JAN 2016 No. 017/UN27.27/TI/2016

Process

Process mapping has been established, process provided including pengadaan, pengolahan, penyajian, pelayanan dan pengendalian bahan pustaka

Using ddc classification.

Some procedures are provided, as below:

- Prosedur Mutu Penagihan Buku
- Prosedur Mutu Pelayanan Penerimaan TA/Skripsi/Tesis/Disertasi
- Prosedur Mutu Pelayanan Pengembalian Buku

Information about procedure of borrowing book has been clearly communicated via student books, website: library.uns.ac.id

Stock opname of book has been done periodically (once per year based on program), last stock inspection on 2015.

Storage of books, reference, journal and others were properly controlled, traceability of books and other reference was proven, maintenance of library facilities has been done under well controlled such as for discussion room, book storage, Java selection, SAT, thesis room.

Assessment Report.

Control of electronic file for thesis uploaded to the system has been done; implementation of control has been consistent, backup using hard disk external and uploaded periodically.

Objective evidence

- Statement of agreement of research publication for academic purposes
- Certificate of competence for Tri H. for Librarian for Technical Services
- Books no.
- Thesis no. 1859, 1853. TA No. DO 397010.J391.095.982 Pur b3.
- Direct observation when students borrow and return books.
- Charge fee for being late to return book such as student No. M0412034.
- Now is still in the process to move faculties' libraries to unit of library.
- This library already provided shelf to keep student's property (such as bag, etc.)

Observations:

- *) Should monitor the expired date and content of first aid box; pay attention for the health and safety factor such as evacuation route, certification of lift, etc.
- *) Should give more identification in the books' shelf such as in the 5th floor.

Conclusion

In general control of unit of library has been done properly and under well controlled there is no minor NC was issued instead of some observations only.

UNS PRESS:

Auditee: Mr. Budi, Ms. Sri

Scope: administration only for printing and publishing for internal academic purpose. Since the scope is only administration so not including the scope for manufacturing of printing and publishing.

Key Parameter

Quality objective for library was established and monitored, as below:

- Kelengkapan naskah 100%.
 - Waktu pencetakan 100% sesuai rencana.
 - Penjualan Buku 2000 eksemplar.
- Generally objectives have been achieved as target.

Applicable regulatory

- Keputusan Rektor Universitas Sebelas Maret No. 13227/UN27/HK/2015 tentang Pengangkatan Pengelola Badan Pengelola Usaha UNS Press.

Some procedures are provided, as below:

- Prosedur Mutu Penerimaan dan Pengendalian Order Rutin dan Non Rutin.
- Prosedur Mutu Permintaan Material Cetak Rutin dan Non Rutin.
- Rencana Mutu

Objective evidence

- Laporan Bagian Penerbitan tanggal 31 Desember 2015 - 22 Januari 2016.
- Sample taken for printing book "Buletin Srikandi".

Assessment Report.

- Buku agenda layout dan desain.
- Kartu kendali Naskah Cetak for Buletin Srikandi.
- Buku Pesanan Cetak Rutin.

Observations:

- *) Should do recapitulation for the quality objectives. Although this unit has the data.
- *) Should pay attention for the waste of ink, ink can, etc.
- *) For editor should not only check the language but also the content.

Conclusion

In general control of unit of library has been done properly and under well controlled there is no minor NC was issued instead of some observations only.

Observations.

Type	Area/Process	Clause
Observations	Unit of Library (library services consisting of material processing, circulation, promotion and user education, information search and cooperation, and self access terminal) and UNS Press	7.5.3
Scope	FS 650320	
Details:	Should give more identification in the books' shelf such as in the 5th floor.	

Type	Area/Process	Clause
Observations	Unit of Library (library services consisting of material processing, circulation, promotion and user education, information search and cooperation, and self access terminal) and UNS Press	6.4
Scope	FS 650320	
Details:	Should monitor the expired date and content of first aid box; pay attention for the health and safety factor such as evacuation route, certification of lift, etc.	

Type	Area/Process	Clause
Observations	Unit of Library (library services consisting of material processing, circulation, promotion and user education, information search and cooperation, and self access terminal) and UNS Press	8.2.3
Scope	FS 650320	
Details:	*) Should do recapitulation for the quality objectives. Although this unit has the data.	

Type	Area/Process	Clause
Observations	Unit of Library (library services consisting of material processing, circulation, promotion and user education, information search and cooperation, and self access terminal) and UNS Press	6.4

Assessment Report.

	access terminal) and UNS Press	
Scope	FS 650320	
Details:	*) Should pay attention for the waste of ink, ink can, etc.	

Type	Area/Process	Clause
Observations	Unit of Library (library services consisting of material processing, circulation, promotion and user education, information search and cooperation, and self access terminal) and UNS Press	7.5.1
Scope	FS 650320	
Details:	*) For editor should not only check the language but also the content.	

Faculty of Social and Political Sciences : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee (Faculty) : Mr. Sudarmo (Wadek I-Wakil Manajemen Mutu), Mr. Eko Setianto (Sekretaris WMM ISO Fakultas), Mrs. Retno Purwaningsih (Ka TU), Mrs. Sri Lusiani (Kasubag Rensi), Mr. Tardi (kasubag keuangan dan umum), Mrs. Retnowati (kasubag kemahasiswaan dan alumni), Mr. Aris (kasubag akademik)

Process overview

Administration services in faculty of Social and Political Sciences are divided into four services, namely:

- Financial and general (keuangan dan umum)
- Planning and information systems (perencanaan dan system informasi)
- Academic (akademik)
- Students and alumni (kemahasiswaan dan alumni)

in order to carry out administrative services, there are several procedures and regulations of the university / faculty published, among others:

- Prosedur mutu kenaikan pangkat tenaga administrasi
- Prosedur mutu usul satya lencana karyawan
- Prosedur mutu usul PNS
- Prosedur mutu pengajuan serdos
- Prosedur registrasi on desk maharu
- Prosedur mutu herregistrasi mahasiswa lama dan pengambilan mata kuliah
- Prosedur evaluasi PBM
- Prosedur evaluasi nilai
- Prosedur beasiswa
- Prosedur delegasi
- Prosedur mutu penyusunan dokumen RAB
- Prosedur mutu Revisi RAB
- Prosedur mutu menyusun dan menerbitkan bahan publikasi
- Prosedur mutu editor konten website
- Prosedur mutu menyusun dan menerbitkan data informasi FISIP
- Prosedur mutu tenaga pendidik
- Prosedur mutu Bulletin fakultas
- Data pengurus alumni FISIP 2016-2020
- Dokumen renstra bisnis

Assessment Report.

The quality objective of administration services of faculty of Social and Political Sciences as follows:

- Peningkatan standar kepatuhan staff dengan target 100% pada proses legalitas ormawa, pemutahiran data prestasi mahasiswa, analisa risiko kegiatan, beasiswa bidik misi, perjalanan ke LN, seleksi mawapres, dan pemeliharaan kesehatan
- Peningkatan kapasitas layanan kepada stakeholder, dengan indikator kepuasan pelanggan dengan target >75%, keluhan pelanggan dengan target maksimum 3 jenis layanan, waktu layanan dengan target standar waktu layanan 80%

Some of the quality objectives in four division have been well reached on January 2016.

Records as sample:

- Pencapaian sasaran mutu administrasi fakultas di empat sub bagian
- Permintaan tindakan perbaikan dan pencegahan (PTPP) tanggal 7 maret 2016

Result of audit

Observations:

- In PTPP form dated 9 March 2016, with minor findings that asset BMN (e.g. printer) is not recorded in SIMAK, but the goods have been transferred. However, the identification of the root cause and corrective and preventive actions are not appropriate. in addition, the verification of the effectiveness of the implementation of corrective action was carried out by the unit leader should be done by the auditor
- The results of the customer satisfaction survey (students) need further search related service parts that have unsatisfactory performance as services related to employee conduct while serving

Conclusion

In general, quality management system in faculty of Social and Political Sciences has been well performed conform to requirement of ISO 9001:2008

Observations.

Type	Area/Process	Clause
Observations	Faculty of Social and Political Sciences	
Scope	FS 650320	
Details:	In PTPP form dated 9 March 2016, with minor findings that asset BMN (e.g. printer) is not recorded in SIMAK, but the goods have been transferred. However, the identification of the root cause and corrective and preventive actions are not appropriate. in addition, the verification of the effectiveness of the implementation of corrective action was carried out by the unit leader should be done by the auditor.	

Type	Area/Process	Clause
Observations	Faculty of Social and Political Sciences	8.5.2
Scope	FS 650320	
Details:	The results of the customer satisfaction survey (students) need further search related service parts that have unsatisfactory performance as services related to employee conduct while serving	

SPMB (Secretariat of Admissions) : 5.4, 6.3, 6.4, 7.1, 7.2, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee : Mr Sunardi, Mr R. Agus Pratomo, Mr Yaman U., Mr Nuryani and Mr Winarno

Process Overview :

Coordinating a schedule for new admissions, specify the requirements for new students in particular courses, professions <Medicine and accountants>.

The new Admissions for Bachelor and diploma level, the mechanism of acceptance has been determined as follows:

- SNMPTN <Seleksi Nasional Masuk Perguruan Tinggi Negeri>
- SBMPTN <Seleksi Bersama Masuk Perguruan Tinggi Negeri>
- SM UNS <Seleksi Mandiri UNS, Seleksi berdasarkan Nilai SBMPTN>

Admission of new student there are periode, selection as yearly basis for Sarjana / S-1 and Diploma, for Pasca Sarjana and Profesi with 2 time period.

Information and requirements for freshman and transfer has been established in Informasi SPMB Seleksi Mahasiswa baru, Informasi SPMB Seleksi Mahasiswa baru Pasca Sarjana, Informasi SPMB Seleksi Mahasiswa Baru (PPDS, Program Pendidikan Dokter Spesialis). Students who have been accepted will be announced through a Rector UNS

Rencana Mutu : 1 June 2012, Review : seleksi penerimaan mahasiswa baru.

Preservation of product

Report of activities were included: summary of forms issued, receiving of students, list of registered student, etc.

Customer satisfaction

Measurement of customer satisfaction has been monitoring and analysis.

Key Parameters/Objective :

Quality objective was established and monitoring performance of quality objective as 6 monthly basis, such as :

- Prosentasi kepuasan pelanggan ; 75. Responden : 77,61%.
- Rasio Ketetapan Seleksi : 1:17 <Diploma : 1:40, SNMPTN 1:18, SBMPTN 1:19, SM UNS > : OK
- Jumlah propinsi asal peminat 33 <S1 : Pendaftar : 34 Diterima ; 33 propinsi, Mahasiswa baru 30 ; Jateng 71,5%, Jatim 8,95%, DKI Jakarta 5,99% , Luar Jawa 3,78%. Diploma : 33 Propinsi, diterima : 23 Propinsi>.
- 2016 : SNMPTN : 40%, SBMPTN 40%, Seleksi Mandiri PTN. 20%.

Applicable requirements :

- UU No 12 tahun 2012 : tentang Pendidikan Tinggi
- PP no 4 Tahun 2014 : tentang Penyelenggaraan Pendidikan Tinggi dan Pengelolaan Perguruan Tinggi.
- PerMen Riset Teknologi dan Perguruan Tinggi RI No, 2 tahun 2015. SNMPTN : 50%, SBMPTN 30%, Seleksi Mandiri PTN. 20%.
- Standard 3 BANT IPT, Wisuda : Perpres No 8 Tahun 2012, Peraturan Mendikbud No 73 Tahun 2013 tentang KKN

Objective evidence :

- Laporan Pelaksanaan SPMB UNS Tahun 2015, dan Rekomendasi tahun 2016. Rekomendasi ; Promosi : Medan, Makassar and Pontianak. Lampiran B.4 Asal SMTA Registrasi SPMB UNS Tahun 2015, Jenjang Sarjana.
- Promosi visit location : Makassar, Medan, Exhibisi : Jakarta, Radar.
- Profil Mahasiswa Baru, UNS , Jenjang Sarjana (S-1) : tahun Akademik 2015/2016.

Assessment Report.

- Kuesioner SPMB UNS, Rekap Prosentase Kepuasan Pelanggan SPMB UNS Tahun 2016.
- Profil Mahasiswa Baru, Program S-1 Transfer,
- Jadwal Seleksi Penerimaan Mahasiswa baru tahun 2016, S-1 , Diploma (D3 and D4), Pasca Sarjana S-2 and S-3.
- Informasi SPMB Seleksi Penerimaan mahasiswa Baru, Tahun 2016. Program Studi dan daya Tampung.
- spmb.uns/ac/id. <server : UPT TIK>.
- Jadwal Seleksi Penerimaan Mahasiswa baru (SPMB), tahun 2015. Method selection in Informasi SPMB Seleksi Penerimaan Mahasiswa baru, tahun 2015. S-1 & Diploma : SMUNS (Seleksi mandiri UNS).
- Bahasa inggris and TPA (Program Profesi), PPDS-UNS .
- Pengumuman Pelaksanaan Ujian Keterampilan Olahraga dan SeniRupa SBMPTN 2015.
- Daftar detail diterima : e.g : 13115120755 aisyah Koerun N. <OK, Teknik Sipil>. 23115114056 yudhistira ermala P Ilmu Hukum <OK, 99/72>.
- ABHP/Album Bukti Hadir Peserta Ujian SPMK 2015.
- Profil Mahasiswa baru program S-1 Transfer.
- Hasil seleksi ujian tulis dan registrasi mahasiswa baru pasca sarjana program magister Universitas Sebelas maret tahun 2015/2016. 4 Dec. 2015.
- Rekapitulasi Pendaftar, hadir Test, diterima dan registrasi program pascasarjana dan program doktor.
- Pengumuman Nomor : 924/UN27.39/SPMB/2015. tentang pembagian tempat ujian tulis SPMB Pascasarjana UNS tahun 2015 periode V.
- Kartu Album Peserta , periode 6 tahun 2015, Ilmu Kesehatan masyarakat-promosi dan perilaku kesehatan.
- Kartu tanda Peserta periode 1 tahun 2016, Meltasari Sulaiman ,23 jan. 2016. TPA and english

Conclusion :

Generally the process in these department has been performed, with necessary improvement. Observation noted and NC Minor

Observations.

Type	Area/Process	Clause
Observations	SPMB (Secretariat of Admissions)	6.4
Scope	FS 650320	
Details:	Consideration should be given to implement 5S in SPMB	

Type	Area/Process	Clause
Observations	SPMB (Secretariat of Admissions)	4.2.3
Scope	FS 650320	
Details:	Details: Consideration should be given to reviewing the Quality Plan in respect of changes in student selection mechanisms.	

Academic Administration : 5.4, 6.3, 6.4, 7.1, 7.2, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee : Mr Widyatmoko, Mr Tunggul Ardhi, Mr Yunanto, Mr Sumadi, Mr Heru S., Mr Iwan Kusmartono, Mr Rofiq Muryanto

Process Overview :

Academic: student registration (new, transfer, advanced and others), including the control of the student re-registration, control and controlling the implementation of the graduation diploma. Student status in the student registration via software control and its status is always updated. Quality plan was established and need to review concerning to the PIC in document Rencana Mutu, UN27.13.1.RM01 : 01 June 2012.

Customer property

Delivery of diplomas to students who have graduated are controlled and recorded, including students who have not taken the diploma has been controlled. Translated diploma has been prepared and should be controlled handover process to student status.

Customer satisfaction

Measurement of customer satisfaction conducted an on-line and the results of the survey were analyzed, no location data and can be verified

Legal and administrative cooperation <start 2016>.

Legal controls on administrative cooperation cooperation, especially for administration filing further study and scholarship.

Cooperation: Quality Plan, UN27.13.1.RM01: 01 June, 2012.

Some step in the cooperation process has been combined with other sections relating to cooperation.

Key Parameters/Objective :

- Quality objective was established and monitoring performance of quality objective as semester basis <mainly>, such quality objective in table sasaran mutu as following :

Akademik :

1. Surat ijin penelitian maksimal 4 hari. ; <ok>
2. Kehilangan blangko ijazah : 0 <ok>
3. Kelengkapan data PDPT : Maksimal 15 hari kerja setelah akhir registrasi <ok>
4. Surat Ijin selang, perpanjangan dan undur diri :maksimal 4 hari <ok>
5. Database akademik update ; 100%
6. Penerbitan KTM Sementara : maksimal 1 hari
7. Penerbitan buku pedoman maksimal 21 hari kerja
8. penyelesaian laporan kinerja dosen 100%.

Administrasi Kerjasama :

- Sasaran Mutu : Kualifikasi dosen bergelar S-3/S-2 dalam dan luar negeri
- Jumlah buku teks yang ditulis oleh dosen tetap (ISBN)
- Indeks kepuasan pelanggan <satisfied>

Applicable requirements :

- No 44 tahun 2015.

Objective evidence :

Assessment Report.

- Data proses pembuatan ijin penelitian. maks. 2 hari.
- Rencana Mutu, UN27.13.1.RM01 : 01 June 2012.
- Peraturan Rektor UNS , no 4056/UN27/HK/2015 <+/- 8500> tentang kriteria penentuan kelompok uang kuliah tunggal. Tahun 2015/2016. Semester genap 2015/2016. E.g : Gregorie De Gracela 2154405232
- siacad.uns.ac.id as registration. ID D0115047, GREGORIE DE GRACELA. <Riwayat pembayaran, keaktifan, nilai/prestasi>.
- Cuti / selang : maksimum 6 bulan. atas persetujuan rektor. 55 mahasiswa. S1=5 tahun 9 bulan, Diploma 3 = 4 tahun 9 bulan. E.g : C0814037 Sumayya Ali. Angkatan : 2014 <Riwayat registrasi : 3 kuliah, 1 selang>, Anita ekasari <6 semester ; 5 semester, 1 semester>.
- Wisuda : 6 kali, 4 kali : S1 pasca sarjana, Diploma : 2 kali. (Maret/include diploma , Juni/include Diploma, September and December).
- Back-up : UPT TIK, akses authority,
- Prosedur Mutu Penggantian kartu tanda Mahasiswa Hilang/Rusak.
- Keputusan Rektor Universitas Sebelas Maret nomor 8691/UN27/HK/2015 : tentang Penetapan wisuda dan peresmian pemakaian gelar akademik bagi lulusan Pascasarjana, Pendidikan dokter spesialis, dan sarjana , wisuda periode I tahun Akademik 2015/2016. 5 sept. 2016. E.g : Pasca Sarjana Ilmu Pendidikan : Mawardi, Dr. S601002008 Zakiah Novianti, Sept. 30, 2015, K7111235 Yuni Wjaya Pratiwi. <Ijazah hold by FKIP>.
- Rencana Mutu ; UN27.13.2.RM01 : Biro Administrasi Akademik, bagian Kerjasama. 1 -13 Proses. Perlu direvisi : Study Lanjut & Insentif.
- Ijazah Setyan Dwi Cahya, D 1113022, Lulus : 4 feb. 2016. Surat Keterangan Lulus 12 feb. 2016 Permohonan Ijazah 1258/UN27.05/PP/2016 , March 3, 2016.
- Lembar Disposisi, tgl : July 3, 2015. Persyaratan Seleksi Mengikuti Lanjut S2, a.n. Anak Agung Alit Kirti Estuti Narendra Putri, dr. Pencalonan / Ijin studi lanjut S2. Approved by Rektor. date : 27 July 2015.
- Beasiswa : S-2 <4 semester , extent 1 semester>, S-3 <6 Semester - 2 semester>. Data Dosen Studi lanjut Pascasarjana Program Doktor (S3), Rektor II - Kepegawaian. <->. 85 dozen S3 and 21 Dozen S2.
- daftar mahasiswa Program Magister Kenotariatan.
- Keputusan Rektor, Universitas Sebelas Maret. Nomor : 11552/UN27/HK/2015. tentang STD Beasiswa dan Bantuan Studi Lanjut pendidikan pascasarjana, bagi tenaga pendidik dan tenaga kependidikan. periode II Tahun Anggaran 2015.
- Informasi pengelolaan dan pendaerahan dana BBLN, Ditjen Dikti Angkatan 2012-2014 sedang berjalan (on-Going) tahun Anggaran 2015. 7 Oktober 2014.
- Surat edaran, Kemetrian Pendidikan dan Kebudayaan, 31 Dec 2014. (Permendiknas Nomor 48 tahun 2009), pembinaan dosen studi lanjut Program magister S2 / Program Doktor (S3).

Conclusion :

Generally the process in these department has been performed, with necessary improvement. Observation noted and Minor NC

Observations.

Type	Area/Process	Clause
Observations	Academic Administration	7.5.4
Scope	FS 650320	
Details:	Consideration should be given to re-organize with regard to the level of security access customer property <diploma>	

Type	Area/Process	Clause
Observations	Academic Administration	7.5.5

Assessment Report.

Scope	FS 650320
Details:	Consideration should be given to control the condition of the stock and the use of, for example: temporary student card. Need to consider for controlling a diploma that has been translated, including the status of the certificate distribution.

Faculty of Teacher Training and Education : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee : Mr Munawir Yusuf, Mr Imam, Mr Supardi, Ms Lisa, Ms Yuni.

Process Overview :

Administrasi Fakultas : Fak. Keguruan dan Ilmu Pendidikan : Fisika, Kimia, Biologi, Matematika, Teknik Mesin, Teknik Bangunan, Teknik Komputer & Jaringan, Sejarah, Geografi, Pancasila & Kewarganegaraan (PPKn), e.t.c

There are 4 unit function in these faculty as following : Academic, General & Finance, Student & Alumni, Planning & Information Systems.

Faculty was established objective in Rencana Strategis Bisnis, tahun 2015-2016, Fakultas Keguruan dan Ilmu Pendidikan 2016 and yearly operational planning in Rencana Operasional FKIP UNS. Monitoring of performance target which defined in Rencana Strategis Bisnis and Rencana Operasional was properly monitor and need to improved.

Personnel needs of lecturers and administrative personnel required has been identified and there are personnel who will retire until 2019. Control of lecturers who will continue properly controlled studies

11 study programs obtained accreditation, while 13 other courses accreditation B, and one has not been accredited courses <new start accepting students in 2016>

Controlling and coordinating the academic 'students' scores ', the input value to SIAKAD system, controlling student's thesis examination, verification of the students' scores performed by the head of the study program, including the transcripts of students who have graduated and sakan follow graduation. Diploma students who graduated in the academic part controlled by a university level.

Maintenance of infrastructure at the faculty level are coordinated in the general section, the implementing periodic maintenance internally or externally / supplier. Supplier selection has been determined, the value of the work performed in excess of 200 million rupiah at the university level <ULP>. Record in place.

Students who become candidates for the scholarship both PPA and PPA BBP be identified and scholarships have been accepted by the students for 2015. Students fill out the form in the system and obtain evidence for the maintenance of legalized diploma.

Key Parameter Process :

- Rencana Strategis Bisnis, tahun 2015-2016, Fakultas Keguruan dan Ilmu Pendidikan. 2016.
- Rencana Operasional FKIP UNS 2015, such achievement :
- K1- Orientasi studi mahasiswa baru (termasuk pengembangan green behaviour, achievement orientation (AMT). target 2015 : 3,24
- K9 Peningkatan implementasi KBK di prodi (profil lulusan, standar kompetensi) : lam study 4 tahun 4 bulan
- K18 Pengembangan kualitas sistem karir mahasiswa : masa tunggu = 4 bulan,
- Rekapitulasi Anggaran dan belanja UNS T.A 2016 Berdasarkan Nomenklatur Baru, e.g : Seminar Internasional ICTEE 2, 1416c2 Pengiriman Dosen dakam Konferensi dengan prosiding terindex Scopus. 1416c3 pelatihan penulisan Jurnal international Terindex

Report Author Yulius Untung

Visit Start Date 15/04/2016

Assessment Report.

Scopus (joint publication), 1439c7 Student Exchange Out Bound (PPL Internasional) dan Kompetensi Internasional).
Kemahasiswaan dan alumni, beasiswa, dana kasih (kecelakaan, sakit), legalisir Transkrip, ijazah. sertifikat guru.

Applicable Regulatory

- Pedoman Akademik, Tahun Akademik 2015/2016. Fak. Keguruan dan Ilmu Pendidikan UNS.

Quality objective :

- Tabel Mahasiswa Reguler dan Transfer Masing-masing Prodi, tahun Akademik 2014/2015.
- Kalender Akademik FKIP UNS Tahun Akademik 2015/2016, date : 13 July 2015.
- Pedoman Akademik, Fakultas Keguruan dan ilmu kependidikan Universitas Sebelas maret.
- <https://siakad.uns.ac.id/siakad2007...>
- KHS verification by prodi. Program Study ;
- Table wisuda 5 September 2015, 528
- Transkrip Akademik Program S1, e.g : K7111235. 5 September 2015. Status : Cumlaude.
- K3310054, Marantika Lia Kristiyasari <Kimia> : % September 2015, wisuda.
- Transkrip Akademik Program S-1 : Kimia, K3310054 Marantika Lia Kristiyasari, Nilai Ujian Skripsi,
- Transkrip Akademik Program S-1 : Fisika, K2311010, Azarina Arvia Neriza vashti. Keputusan Dekan FKIP 10326, 31 July 2015. Nilai Ujian Skripsi, 24 juni 2015. Presensi / Rekapitulasi Ujian Skripsi. 24 June 2015. Laporan ujian Skripsi,
- Transkrip Akademik Program S-1 : Matematika, K1310082, Wahyu Nugroho. 3,06. Keputusan Dekan FKIP, 9=8848/UN27.02/PP./2015. 26 June 2015. Nilai Ujian Skripsi, 19 Mei 2015. Presensi / Rekapitulasi Ujian Skripsi. Transkrip Nilai. <OK>
- Transkrip Akademik Program S-1 : Biologi, K4311037, Lilis Yuli Pramesti. 3,35. Nilai Ujian Skripsi, 9 July 2015. Transkrip nilai. (Verified)
- Keputusan Dekan fakultas Keguruan dan Ilmu Pendidikan Universitas Sebelas Maret, Nomor : 1784/UN27.02/KP/2015. tentang penempatan Tenaga Kependidikan FKIP UNS> 3 September 2015. E.g : Mr Agus Sutrisno.
- Umum & Keuangan. Kepegawaian & umum perlengkapan. kenaikan pangkat , kontrak and operasional keuangan. Kasub : Rensi <new>.
- Pengadaan barang, kerumahtanggaan : kebutuhan fakultas, Anggaran Rutin Fakultas and RAB Program, RAB Program.
- Alur Ajuan Term of Reference (TOR) Kegiatan Tahun 2016.
- RAB FKIP UNS, DIPA PNPB Reguler 2016. Rekapitulasi Anggaran dan Belanja UNS Tahun 2016.
- Data Skala Prioritas Usul Tambahan Formasi CPNS, Tahun Anggaran 2016. Tenaga pendidik : 77, Tenaga pendidik = 9. Tim Remunerasi ---> under control rector.
- Daftar usul tambahan formasi CPNS Dosen tahun 2010. Menurut Skala Prioritas, Lampiran VI. date : 12 April 2016.
- Usulan Dosen Non PNS, No 11937/UN27.02/KP/2015. 25 August 2015. <BK 21 Dosen, PLB 15 dosen, PGSD Solo = 41 dosen, PGSD Kebumen = 16 Dosen, PAUD = 12 Dosen. Daftar kondisi / kebutuhan dosen bulan July 2015 <86>. Prog. Studi Pendidikan Biologi , 26 August 2015.
- Laporan hasil sensus BMN, June 30, 2015. RAB K70 Pengembangan sistem mutu tata kelola sarana dan prasarana fisik, Anggaran belanja , RAB FKIP UNS. DIPA PNPB 2016.
- Cek Pemeliharaan Sarana Prasarana, No Form : UN27.02/4/0. E.g Ruang Dosen / Prodi Kimia Lantai 2.30 march 2016 <OK>. Sub-contractot : CV Utama teknik. Daftar Rekanan Mampu, Pengadaan Barang / jasa 2015. Seleksi / Evaluasi supplier, CV Utama Teknik. Perjanjian Pemeliharaan AC, No. 0536/UN27.02/KS/2016. date : 4 januari 2016. Daftar Rekaman Mutu (pengadaan barang/jasa tahun 2014), Methode seleksi / evaluasi suplier ; Mutu barang, waktu pengiriman, penanganan komplainm spesifikasi kesesuaian jumlah barang. 243 AC. CV Bintang Utama, 20 Feb. 2015.
- Cek Dokumen, Legal Supplier, CV Pandu Adji.
- Daftar Dosen FKIP UNS yang sedang studi lanjut,
- Offline : simakbm, software
- PPA : Prestasi, BPPA : Mahasiswa tidak mampu. July 2015. <verified> ,
- 30 Nov. 2015. Luna Sancaya Dewi, P. Dana Asuransi Kecelakaan. 5 May 2015, UNS Medical

Assessment Report.

Conclusion :

Generally the process in these department has been performed, with necessary improvement. Observation noted

Observations.

Type	Area/Process	Clause
Observations	Faculty of Teacher Training and Education	8.2.3
Scope	FS 650320	
Details:	Consideration should be given to the results of the indicators of achievement of operational plans / KPI included in integrated electronic data systems	

Type	Area/Process	Clause
Observations	Faculty of Teacher Training and Education	6.4
Scope	FS 650320	
Details:	Consideration should be given to increasing the level of security access control. For example: the thesis document placement mechanism for the approval process, access to areas of server and re-arrange of location fire extinguishers	

Integrated Laboratory. Central Laboratory of Mathematics and Natural Sciences , (Lab Central) : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee : Mr Agus Supriyanto, Mr Budi and Mr Abu/, Ms Santi/Biologi, Ms Diana /Tata Usaha PLP and team

Process Overview :

Bagian / fungsi di laboratorium antara lain : layanan akademik, layanan pengujian <uji lab. & kalibrasi> dan pengembangan laboratorium.

There are 5 laboratory at Integrated Laboratory : Kimia , Biologi, Fisika, Mekatronika dan Udara.

Faculty needs to the lab that performed in every semester to the lab in central laboratium. Modules and laboratory assistants provided by the faculty / study program.

Governance unit certified laboratories: 32 parameters accredited, 34 <air / 4 and batteray / 2>, aksesmen repeated in 2016. Support green campus: increased understanding of human resources. Training laboratory: environment, Dec. 2015 RPA 2016 activities <Reports and discussion KUM 2015>.

Monitoring of measuring instruments used as a measurement of the test results is controlled period of calibration, the calibration records available. Officer / assistant who will be trained to use the equipment in advance before execution

Maintenance of laboratory equipment, maintenance equipment in laboratory instrument log book however has not been identified, including no record of implementation of the results of verification of measuring instruments. (NC Minor). Laboratory area should be provided MSDS in particular lab. chemistry.

Assessment Report.

Control of raw material for practicum was properly control on request of raw material need in laboratory.

Applicable Regulatory :

-

Key Parameter Process :

- Rencana Strategis :
 1. K11 Peningkatan kapasitas unit sarana pratikum ; target 6 result ; 6.
 2. K28 Pengembangan kinerja laboratorium dan fasilitas riset akreditasi : target 2 , result : 1
 3. K64 Pengembangan aset mendukung revenue generating program : target 8, result : 7.
 4. Tercapainya kepuasan customer : Indeks kepuasan pengguna kab. internal 2,8 <in progress 2016>.
 5. Indeks kepuasan pengguna lab. eksternal 3,0 < in progress 2016>

Objective evidence :

- Workshop Pengelolaan lab. Berstandar Lingkungan
- Pengambilan sampel lingkungan
- Matrik Pratikum Eksperimen Fisika 2 : Jadwal pembagian eksperimen berdasarkan kelompok dan topik pratikum. Feb. - July 2015/2016.
- Lab. Biologi : Ijin tempat pelaksanaan Training Asisten.
- Lembar Disposisi, Permohonan Pinjam Ruang, No 484/UN27.09/LK./2016. Mata kuliah ; Ekofisiologi hewan. Rabu : 09.20 - 11.00 WIB.
- Permohonan Ijin Pratikum, no. 27/UN.09.6.3/Labkim/2016. Kimia Anorganik II and Dasar-dasar Analisa . Misalnya : Esti Riandini <M0310017>, Ditha Merdayanti. jadwal permohonan Pratikum dasar teknik Kimia. Prog Studi S1 Teknik Kimia Semester II Tahun Akademik 2015/2016. Tara Kalor, UV - Vis.
- Sertifikat Hasil pengujian, Nomor Contoh : 168, 17 Feb. 2016.
- Pemberitahuan Pelaksanaan Pengadaan bahan pratikum DIPA, UNS TA. 2016. 7 April 2016. No 041/UN27.24/PL/2016. Daftar usulan bahan habis pakai kimia dan non kimia UPT Lab. Pusat MIPA Tahun 2016.
- UV Visible, spectrophotometer lab. Spectrophotometer. Calibrated May 2015 <Verified>

Conclusion :

Generally the process in these department has been performed, with necessary improvement. Observation noted and NC Minor

NC Minor :

- Log Book and verification alat ukur.

Observation :

- Sebaiknya tersedia MSDS di laboratorium termasuk identifikasi bahan B3 dan perlu diatur kembali identifikasi status peralatan.

Observations.

Type	Area/Process	Clause
Observations	Integrated Laboratory. Central Laboratory of Mathematics and Natural Sciences , (Lab Central)	6.3
Scope	FS 650320	
Details:	- Preferably provided MSDs in the laboratory including material identification B3 / hazardous chemicals and need to be rearranged identification equipment status	

Assessment Report.

Type	Area/Process	Clause
Observations	Integrated Laboratory. Central Laboratory of Mathematics and Natural Sciences , (Lab Central)	7.5.1
Scope	FS 650320	
Details:	- It should be considered to be applied per-comparison standards laboratory equipment by the number of students who attend practicum.	

Faculty of Medicine : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee (Faculty) : Mr. Karsono, Mr. Sunit M., Mrs. Ninik, Mr. Ardian, Mr. Sutiman, Mrs. Ratna, Mrs. Muthmainah, Mrs. Ari Purbandari

Process overview

Administration services in Faculty of Medicine are divided into four services, namely:

- Financial and general (keuangan dan umum)
- Planning and information systems (perencanaan dan sistem informasi)
- Academic (akademik)
- Students and alumni (kemahasiswaan dan alumni)

In order to carry out administrative services, there are several procedures and regulations of the university / faculty published, among others:

- Rencana strategis bisnis fakultas kedokteran UNS tahun 2015-2019
- Prosedur mutu kenaikan pangkat tenaga administrasi
- Prosedur mutu usul satya lencana karyawan
- Prosedur mutu usul PNS
- Prosedur mutu pengajuan serdos
- Prosedur registrasi on desk maharu
- Prosedur mutu herregistrasi mahasiswa lama dan pengambilan mata kuliah
- Prosedur evaluasi PBM
- Prosedur evaluasi nilai
- Prosedur beasiswa
- Prosedur delegasi
- Prosedur mutu penyusunan dokumen RAB
- Prosedur mutu Revisi RAB

The quality objective:

- Peningkatan kapasitas layanan kepada stakeholder untuk perijinan dengan target minimal 80%, tercapai 100%.
- Keluhan pelanggan, berulang max 3 jenis layanan/bulan
- Kepuasan pelanggan, prosentase hasil pengukuran kepuasan layanan >75%,
- Pemantauan ijin selang, dengan target 3 hari

Most of the quality objectives in four division have been well reached on January 2016.

Samples record:

- Surat tugas nomor 14091-a/UN27.06/KP/2015 an dr Pepi Budianto, Sp.S
- Keputusan menteri Dikbud tentang pengangkatan CPNS 1 april 2015
- Sertifikat asih sundari, A.Md peserta workshop Histotechnology breast cancer workshop tanggal 20-23 november 2015.
- Perencanaan kegiatan dan anggaran tahun 2017
- RAB th 2016

Assessment Report.

- Verifikasi pencairan
- SPJ untuk keuangan
- Laporan Pertanggungjawaban
- Indeks kepuasan tenaga pendidik dengan target 2,4 dari skala 4. Target tercapai yaitu 2,4
- Laporan akuntabilitas instansi (LAKIP) tahun 2015
- Hasil survey layanan sub bag akademik tahun 2016
- Permohonan dana asuransi karena sakit/kecelakaan a/n Emilya Sari, NIM 60012070
- Rencana Strategis Bisnis, tahun 2015-2016, Fakultas Kedokteran 2016.
- Rencana Operasional FKIP UNS 2015, such achievement :
- Akreditasi 50%, Akreditasi : Kedokteran : Akreditasi A, Psikologi Akreditasi. Profesi A.
- Indeks kinerja staf pendidik/dosen : 2,4 and Indeks kepuasan staf pendidik / dosen : 2,4 (2015).
- LAKIP, Laporan Akuntabilitas Kinerja, Instansi pemerintah (LAKIP), Tahun 2015. E.g : K2 Peningkatan sertifikasi dan akreditasi program studi : Rasio dosen : mahasiswa : 1:16 <UNS>. Indeks kepuasan pengguna lulusan 3,16.

Observations:

- Agenda of the management review meeting should discuss the agenda as in the procedure.
- Results from the student activity report should be used to evaluate performance in the areas of student achievement
- Competence of internal auditors should be improved, especially in the writing of nonconformity reports and should pay attention for the independency of the internal auditor.

Conclusion

In general, quality management system in administration services of Faculty of Medicine has been well performed conform to requirement of ISO 9001:2008

One Minor NC combined with FEB regarding training.

Observations.

Type	Area/Process	Clause
Observations	Faculty of Medicine	5.6.2
Scope	FS 650320	
Details:	Agenda of the management review meeting should discuss the agenda as in the procedure.	

Type	Area/Process	Clause
Observations	Faculty of Medicine	8.2.2
Scope	FS 650320	
Details:	• Competence of internal auditors should be improved, especially in the writing of nonconformity reports and should pay attention for the independency of the internal auditor.	

Type	Area/Process	Clause
Observations	Faculty of Medicine	8.2.3

Assessment Report.

Scope	FS 650320
Details:	• Results from the student activity report should be used to evaluate performance in the areas of student achievement

UNS Medical Center : 5.4, 6.3, 6.4, 7.1, 7.2, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee : Ms Arsita, Ms Arni, Ms Isni , Mr Andri

Process Overview :

Scope/General Overview of this unit to provide health service (General medical and dental) to students, staff and public. Scope at Medical Center : health service tata usaha <sarana prasarana, pengadaan, administratif>, kepegawaian. There are 16 personnel at UNS Medical Center.

Need of employee based on need to UNS recruitment center, then selection and evaluation by head of recruitment at UNS. Training need for each year was defined and evaluation effectiveness of action taken should be defined.

Number of personnel provide as follow : 3 dentists, 3 general practitioners, 3 nurses and 1 administration staff

Operation time is on 09.00 until 16.00 (Monday to Friday) and has been communicate to the all related parties/customers

Applicable Regulatory

- UU Kesehatan
- Statuta University
- "Permenkes 512/2007-Ijin Praktik dan pelaksanaan praktik kedokteran
- UU 29/2004-Tentang praktik kedokteran
- Undang – Undang Nomor 36 Tahun 2009 Tentang Kesehatan
- Peraturan Menteri Kesehatan RI Nomor 32 tahun 1996 tentang Tenaga Kesehatan
- Keputusan Menteri Kesehatan RI Nomor 1239 / MENKES/SK/XI/1986 tentang Registrasi

Key Parameters/Objective :

- RAB
- Sasaran Mutu
 - > K 49 Peningkatan kapasitas, kompetensi dan profesionalisme staf pendidikan 80%.
 - > K 50 Peningkatan kapasitas layanan kepada stakeholders 80%
 - > K 51.1.1 Peningkatan tata kelola efektivitas operasional lembaga 100%.

Applicable requirements

Objective evidence :

- Rencana usul tambahan formasi CPNS Tahun 2013, unit kerja UNS Medical Center.
- RAB & TOR UMC 2016, Unit Medical center, E.g : SDM, metode kerja, sistem, sarana dan prasarana, data dan informasi modul laporan.
- Penilaian Prestasi Kerja, Pegawai Honorer / Kontraktor / Non-PNS. 15 January 2016. Unsur yang dinilai <perilaku kinerja>, Formulir Sasaran Kinerja and penilaian capai sasaran kerja. E.g : 1973031420050501. score 85,29 <standard 100>, 1983080320050501 ; 85,31. <standard.> Sebaiknya rencana untuk mencapai pemenuhan terhadap penilaian prestasi kerja diklarifikasi dengan RAB <Peningkatan pengetahuan dan ketrampilan pertolongan pertama pada keadaan darurat>.
- Jumlah Kebutuhan Pegawai Per jenis jabatan <Tenaga Kependidikan>, 3 personnel <2 Sub bagian Rumah tinggal, 1 Sub bagian PNBP>
- Permohonan Kerjasama, Apotek Marga Husada dan Kondang waras.

Report Author **Yulius Untung**

Visit Start Date 15/04/2016

Assessment Report.

- AC setiap enam bulan, komputer rusak diservis dan peralatan untuk pelayanan. Jebres Jaya Teknik, AC : 25 nov. 2015. Penawaran : 02/04-15/JJT. Penawaran AC .
- Usulan perbaikan alat, Bukti Pesanan PT Multi Instrumental Mandiri. Timbangan badan : August 2015. due date August 2016. Dig. Thermometer badan. Sphygmomanometer : 7 August 2015.
- Tabel dan grafik kepuasan pelanggan UNS Medical center. 63.33 Puas.

Conclusion :

Generally the process in these department has been performed, with necessary improvement. Observation noted

Observations.

Type	Area/Process	Clause
Observations	UNS Medical Center	8.2.3
Scope	FS 650320	
Details:	We recommend a plan for achieving compliance with the performance appraisal clarified with RAB <Improved knowledge and skills of first aid in emergencies>.	

Faculty of Letters and Visual Arts (FIB&FSRD) / Seni Rupa and Design : 5.4, 6.3, 6.4, 7.1, 7.2, 7.4, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee : Mr Ahmad Adib, Mr Rahmanu, Mr Samsuri and team

Process Overview :

1. Academic <PM1 - PM 27, Registration, tuition until graduation <administration smoothness be. Lab. Computers: basic, lab. ceramics, lab. batik., lab. finishing, painting studio, sculpture keramik, sculpture and graphic pure.>
2. Finance & general: maintenance of infrastructure and control supplier, e.t.c
3. Planning and information systems: AB-making and monitoring
4. Student and alumni <register BEM, SMEs: Focus KISR, Sports <new>, HMP / set Student Program, Scholarship Aim Mission: 10%, BBPPPA & PPA, Dana love, legalized>

Key Parameters/Objective :

Sasaran Mutu telah ditetapkan pada January 2016 and monitoring performance as monthly basis, in RKPA. Kesepakatan Target capaian Key performance Indicator (KPI) : 2016.

1. Angka efisiensi edukasi (UNS : 21, FSRD : 18).
2. Indeks Kepuasan pengguna : in progress 2016.

Applicable requirements :

Objective evidence :

- Siakad, registrasi : C0611017 : Juita Indah Syarifani. C0612038 Yusuf Ghozali, semester 8.
- Cuti : C0814030 Reyhana Nur rahima, <Desain Interior>, C0913015
- C0614008 : bayu Adi Pratama. C0712006 Alfandy Pranoto U. <Verified>.
- Daftar Mahasiswa yang di wisuda, C 0810027 Mariane Joy Christa, KHS & Nilai Ujian Akhir <Verified>, C 811024 Reny Jannata. <nilai ujian tugas akhir ; transkrip / ok>.
- Revisi Daftar Peserta Wisuda Strata 1 / S1.
- Perjanjian Service AC, 6 January 2016. Tanda Terima Pekerjaan : CV Utama teknik, 21 March 2016. Ruang 103. <need improve>.

Report Author Yulius Untung

Visit Start Date 15/04/2016

Assessment Report.

- Daftar barang Ruangan, September 8, 2015. Status : RR & RB.
- Alat ukur : Multimeter, Timbangan, Bursting Tester.
- Daftar Calon Penerimaan Beasiswa PPA Tahun 2015, C 0614003 Almira Puspita Yashi. Keputusan Rektor <sibea.mawa.uns.ac.id>
- PS S1 Akreditasi A/total PS- 2. 1063 c1 and 0163 C2 Proses akreditasi Prodi Deskomvis. Rencana Bisnis Anggaran <RBA>. perencanaan ,uns.is.

Conclusion :

Generally the process in these department has been performed, with necessary improvement. Observation noted

One Minor NC combined with FEB regarding training.

Observations.

Type	Area/Process	Clause
Observations	Faculty of Letters and Visual Arts (FIB&FSRD) / Seni Rupa and Design	7.4.1
Scope	FS 650320	
Details:	Should be considered to defined method of selection / evaluation supplier related with routine maintenance	

Faculty of Engineering (Civil Engineerings study program) : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee (Civil Engineering study program): Mr. Joko, Mr. Bambang, Mr. Wibowo, Mr. Budi, Mr. Jumari

Civil Engineering study program has accredited in grade "A" by BAN-PT in year 2014. As a higher education, Civil Engineering study program conducted process of learning, research and community service. In order to perform the processes, Civil engineering study program has SOPs, documents and regulatory, which is:

- Dokumen evaluasi diri
- Rencana strategi tahun 2011-2015 dan tahun 2015-2019
- SK Rektor no 644/UN27/HK/2015 tentang penyelenggaraan dan pendidikan program sarjana di UNS

The quality objective of Civil Engineering study program in year 2016 as follows:

- Minimum 50% lulusan program S1 {STS menyelesaikan studi tepat waktu
- Rasio dosen bergelar doctor (S3) menjadi 25%
- Perolehan dana penelitian menjadi 25%
- Minimum 3 improvement program per tahun yang mendukung
- Minimum 50% lulusan PSTP FT UNS memiliki IPK >= 3
- Indeks evaluasi perkuliahan minimum 70%
- Indeks kepuasan pelanggan minimum 70%
- Etc.

The level of achievement of quality objectives can't be measured until the measurement time period specified.

Records as sample:

- Rapat tinjauan manajemen tahun 2016
- Kurikulum tahun 2012
- Silabus mata kuliah analisis struktur dengan metode matriks TKS 14153
- Kontrak pembelajaran mata kuliah analisis struktur dengan metode matriks TKS 14153
- RPP mata kuliah analisis struktur dengan metode matriks TKS 14153
- Berita acara pembelajaran/log perkuliahan mata kuliah analisis struktur dengan metode matriks semester ganjil tahun 2015/2016

Assessment Report.

- Berita acara pelaksanaan ujian KD1. KD2, KD3, KD4 tanggal 16/12/2015

Result of audit

Observations:

- The results of the follow-up of previous management review meetings should be used as a management review meeting agenda
- In the course of structural analysis by matrix method (mata kuliah analisis struktur dengan metode matriks) semester of the year 2015/2016, to 14 times the planned meeting accomplished only 12 times, then it should include information related to the lack fulfilled
- Material for the exam KD1. KD2, KD3, KD4 or midterm and final exams should be verified in accordance with the established criteria

Conclusion

In general, quality management system in Civil Engineering study program has been well performed conform to requirement of ISO 9001:2008.

One Minor NC combined with FEB regarding training.

Observations.

Type	Area/Process	Clause
Observations	Faculty of Engineering (Civil Engineerings study program)	5.6.2
Scope	FS 650320	
Details:	The results of the follow-up of previous management review meetings should be used as a management review meeting agenda	

Type	Area/Process	Clause
Observations	Faculty of Engineering (Civil Engineerings study program)	8.2.3
Scope	FS 650320	
Details:	In the course of structural analysis by matrix method (mata kuliah analisis struktur dengan metode matriks) semester of the year 2015/2016, to 14 times the planned meeting accomplished only 12 times, then it should include information related to the lack fulfilled	

Type	Area/Process	Clause
Observations	Faculty of Engineering (Civil Engineerings study program)	7.6
Scope	FS 650320	
Details:	Material for the exam KD1. KD2, KD3, KD4 or midterm and final exams should be verified in accordance with the established criteria	

Faculty of Engineering (administration services) : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee: Mr. Solihin, Mr. Agus, Mrs. Nanik, Mr. Mulyono, Mr. Winarno, Mr. Okta, Mrs. Susi, Mr. Cahyono, Mr. Eko

Process overview

Administration services in faculty of Engineering are divided into four services, namely:

- Financial and general (keuangan dan umum)
- Planning and information systems (perencanaan dan sistem informasi)
- Academic (akademik)
- Students and alumni (kemahasiswaan dan alumni)

in order to carry out administrative services, there are several procedures and regulations of the university / faculty published, among others:

- SK Rektor UNS nomor: 111A/UN27/KP/2015 tentang beban tugas mengajar/menguji dosen/tenaga pengajara FT UN semester Pebruari-Juli 2015
- Prosedur mutu kenaikan pangkat tenaga administrasi
- Prosedur mutu usul satya lencana karyawan
- Prosedur mutu usul PNS
- Prosedur mutu pengajuan serdos
- Prosedur registrasi on desk maharu
- Prosedur mutu herregistrasi mahasiswa lama dan pengambilan mata kuliah
- Prosedur evaluasi PBM
- Prosedur evaluasi nilai
- Prosedur beasiswa
- Prosedur delegasi
- Prosedur mutu penyusunan dokumen RAB
- Prosedur mutu Revisi RAB

The quality objective:

- Peningkatan kapasitas layanan kepada stakeholder untuk perijinan dengan target minimal 80%, tercapai 100%.
- Keluhan pelanggan, berulang max 3 jenis layanan/bulan
- Kepuasan pelanggan, prosentase hasil pengukuran kepuasan layanan >75%,
- Pemantauan ijin selang, dengan target 3 hari
- Penghargaan bidang minta tingkat nasional dan internasional dengan target 2 dan 1 di tahun 2015

Some of the quality objectives in four division have been well reached on January 2016.

Samples record:

- Data skala prioritas usul tambahan formasi CPNS tahun anggaran 2014
- Pengumuman penerimaan CPNS tahun 2013
- Indikator penilaian tes kompetensi bidang tingkat fakultas a/n Rufia Andisetyana Putri tahun 2014
- Surat tanda tamat pendidikan dan pelatihan 17 des 2014
- Kartu peserta taspen 21 oktober 2015
- Kenaikan gaji berkala 16 feb 2016
- Kalender akademik UNS tahun akademik 2015/2016
- Proposal permohonan dana ECO-SCC 5 oktober 2015
- Laporan pertanggungjawaban lomba inovasi beton
- Pantauan proses layanan/monitoring pengajuan proposal unit kegiatan mahasiswa fakultas teknik UNS

Assessment Report.

- Program kerja unit kegiatan mahasiswa tahun 2015
- Proposal partisipasi tim RMB UNS dalam presentasi lomba nasional tahunan rancang bangun mesin V-2015
- Laporan pertanggungjawaban
- Perhitungan hasil capaian sasaran mutu juli-desember 2015
- Pemantauan proses

Result of audit

Observations:

- Analysis of the data for customer satisfaction should be made to evaluate the trend of customer satisfaction levels from period to period
- In a questionnaire survey of customer satisfaction, feedback from the respondents should be classified into types of suggestions or complain
- Target of students achievement for the next year should be set based on the level of achievement of quality objectives in the current year
- Activity of open dialogue between the management of the engineering faculty with student organizations should be made the minutes of the meeting
- For accountability reporting student activities, the template of the report should be provided

Conclusion

In general, quality management system in administration services in faculty of Engineering has been well performed conform to requirement of ISO 9001:2008

Observations.

Type	Area/Process	Clause
Observations	Faculty of Engineering (administration services)	8.4
Scope	FS 650320	
Details:	<ul style="list-style-type: none">• Analysis of the data for customer satisfaction should be made to evaluate the trend of customer satisfaction levels from period to period• In a questionnaire survey of customer satisfaction, feedback from the respondents should be classified into types of suggestions or complain	

Type	Area/Process	Clause
Observations	Faculty of Engineering (administration services)	5.4.1
Scope	FS 650320	
Details:	Target of students achievement for the next year should be set based on the level of achievement of quality objectives in the current year	

Type	Area/Process	Clause
Observations	Faculty of Engineering (administration services)	4.2.4
Scope	FS 650320	

Assessment Report.

Details:	Activity of open dialogue between the management of the engineering faculty with student organizations should be made the minutes of the meeting For accountability reporting student activities, the template of the report should be provided
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Faculty of Culture Science (administration services) : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee (Faculty) : Mr. Warto Mr. Soleh Dasuki, Mrs. Endah, Mr. Warto, Mrs. Susi, Mrs. Rindah, Mrs. Sari, Mrs. Susi, Mr. Supriyanto

Process overview

Administration services in faculty of Culture Science are divided into four services, namely:

- Financial and general (keuangan dan umum)
- Planning and information systems (perencanaan dan sistem informasi)
- Academic (akademik)
- Students and alumni (kemahasiswaan dan alumni)

In order to carry out administrative services, there are several procedures, among others:

- Prosedur mutu kenaikan pangkat tenaga administrasi
- Prosedur mutu usul PNS
- Prosedur mutu pengajuan serdos
- Prosedur registrasi on desk maharu
- Prosedur mutu herregistrasi mahasiswa lama dan pengambilan mata kuliah
- Prosedur evaluasi PBM
- Prosedur evaluasi nilai
- Prosedur beasiswa
- Prosedur delegasi
- Prosedur mutu penyusunan dokumen RAB
- Prosedur mutu Revisi RAB

The quality objective:

- Peningkatan kapasitas layanan kepada stakeholder untuk perijinan dengan target minimal 80%, tercapai 100%.
- Keluhan pelanggan, berulang max 3 jenis layanan/bulan
- Kepuasan pelanggan, prosentase hasil pengukuran kepuasan layanan >75%,
- Pemantauan ijin selang, dengan target 3 hari
- Pelatihan staf sesuai kompetensi (%staf)

Most of the quality objectives in four division have been well reached on January 2016.

Samples record:

- Pelatihan pelayanan prima (untuk 5 orang staf),
- Sertifikat pelatihan pelayanan prima
- Materi pelatihan tertanggal 12 febuari 2015
- Rekapitulasi rencana belanja anggaran tahun 2015, berbasis aplikasi
- Rencana strategi tahun 2015-2019
- Laporan pertanggungjawaban kegiatan sinkronisasi rencana bisnis anggaran 28 april 2014
- Rekapitulasi target dan capaian IKU tahun 2015 (review FIB 2015-2019)
- Surat keputusan pengurus IKA UNS Pusat nomor: 01/SK/KAF/IKA-UNS/P/2016 tentang pengangkatan pengurus keluarga alumni FIB masa bakti 2016-2020
- Pantauan monitoring LPJ
- Usul penurunan UKT tanggal 7 januari 2016

Assessment Report.

- Daftar mahasiswa yang mendapatkan keringanan dan pembebasan UKT tanggal 13 januari 2016

Result of audit

Observations:

- Respondents to the survey of customer satisfaction should be the respondents who have gained such services

Conclusion

In general, quality management system for administration services in faculty of Culture Science has been well performed conform to requirement of ISO 9001:2008

Observations.

Type	Area/Process	Clause
Observations	Faculty of Culture Science (administration services)	8.2.1
Scope	FS 650320	
Details:	• Respondents to the survey of customer satisfaction should be the respondents who have gained such services	

LPPMP (Lembaga Pengembangan dan Penjaminan Mutu Pendidikan) : 5.4, 7.1, 7.2, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee: Mr. Budi Legowo and Team

Scope confirmation, Base on OTK 82 tahun 2014 this organization of LPPMP consist Ketua, Skretari, kabag, P3MKU Pusat pengembangan dan pengelolaan Matakuliah Umum, PPSP Pusat pengembangan system pembelajaran, PPTIuP Pusat pengembangan teknologi informasi untuk pembelajaran, PPSPDM pusat pengembangan Sumber Daya Manusia, PPSMM pusat pengembangan system manajemen Mutu. Revision was identified on OTK 82 tahun 2016 The particular OTK was not specifically included the new scope with reason waiting result of BSI Assessment, however, system was found to be iintegrated from several function which initialy include on scope of management system implementation. (observation noted)

In essential , no change of policy identified and meeting requirement of QMS ISO9001:2008 and its relevants purpose/standards.

Management Review, Customer Satisfaction, Internal Audit and CAPA(QMS 5.6, 8.2.1/2, 8.3, 8.5)

Survey satisfaction has been carried out by organisation in 2015, several important parameter were considered such as: learner learning experience, teachin evaluation, employee engadement, administration performance, etc. Result was analysis; recommendation of improvement were provided.

Observations.

Type	Area/Process	Clause
Observations	LPPMP (Lembaga Pengembangan dan Penjaminan Mutu Pendidikan)	4.2.2
Scope	FS 650320	

Details:	system was found to be integrated from several function which initially include on scope of management system implementation
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Biro Kemahasiswaan dan Alumni : QMS 5.4, 7.5.1, 8.2.3, 8.4, 8.5

Auditee: Mr. Bp.Tunjung W and Team

Overview of Process

Generally the process divided into two category:

1. Student welfare: support development of softskills, student organisation, istudent talents dan activities such as sports, music, etc
2. Student affair: insurance, scholarship, etc.

Key process and parameter

Sistem Kredit Prestasi / SKP meeting requirement

Participation of student on national and international forum (achieved)

Applicable requirement and statutory

1. KepMenDikbud no 155/U/1998-"Pedoman Umum Organisasi Kemahasiswa di PT"

Objective evidence

1. Result of objective (generally achieved, some were still inprogress)
2. Monitoring result of scholarship 2015 (i.e.: Bidik Misi and its donors)
3. Realisation of admission of student 2014/2015 (stratum and vocational)
5. Result of essay contest at Help Center

Result

Generally system was found to be effective.

Biro Perencanaan dan Informasi : QMS 5.4, 7.5.1, 8.2.3, 8.4, 8.5

Auditee: Mr. Bp.Sriyanto and Team

Overview of process :

- # Development of Strategic planning university
- # Establishment indicator /objective

Objective evidence :

- # draft renstra 2016-2020
- # SE 2015

Applicable requirement and statutory

1. OTK 82/2014
- 2.SK Retor 815/UN27/KP/2015, pengangkatan Tim perencanaan
- 3.SK Rektor 8240/UN27.HK/2015 Rencana Strategis Bisnis UNS 2011 – 2031 sebagai perencanaan pengembangan Jangka Panjang

Quality objectives have been defined and measured such as Proporsi indikator kinerja yang tercapai,Peringkat Universitas Sebelas Maret.There are activities for the development and evaluation of study program self-evaluation.

Key process and parameter

1. Penyusunan rencana pengembangan UNS
2. penyusunan program dan anggaran
3. pemantauan dan evaluasi pelaksanaan rencana, program dan anggaran
4. penyusunan laporan pelaksanaan rencana, program dan anggaran
5. pengelolaan dan penyusunan data dan publikasi sebagai dokumentasi serta sajian informasi

Result

Generally system was found to be effective.

FH (Fakultas Hukum) : 6.3, 6.4, 7.5.4, 7.5.5, 5.4.1, 7.5.1, 7.3

Faculty of Law has been accredited in grade "A" by BAN-PT. as a higher education, Department conducted process of learning, research and community service. In order to perform the processes, faculty of law as well as department have SOP and regulatory, which is:

- UU No 20 tahun 2003 tentang sistem pendidikan nasional
- UU no 14 tahun 2005 tentang guru dan dosen
- PP No 60 tahun 1999 tentang Pendidikan Tinggi
- PP No 19 tahun 2005 tentang Standar Nasional Pendidikan
- PP RI no 37 tahun 2009 tentang Dosen
- Kemendiknas No 045/U/2002 tentang Kurikulum Inti Pendidikan Tinggi
- The quality objective of faculty of law as follows:
- Prodi terakreditasi A
- Mahasiswa lulus tepat waktu,
- Jumlah penelitian
- Publikasi jurnal internasional terindeks,
- Publikasi jurnal nasional ter-akreditasi
- Etc.

Some of the quality objectives have been well reached.

Records as sample:

- MK Tindak Pidana Korupsi 2 sks, semester 6.
- Presensi mengajar dosen semester gasal 2015/2016
- Soal UTS Semester Gasal
- Soal UAS

Result of audit

- Some of lecturers have been known as expertise in society such as member of ethics commission of MK, member of International Bar Association, as a chairperson .
- For results of research which continued to publication, in this time, management of faculty of law is only conducted monitoring
- Mechanism of minor change for curriculum has been provided
- Need to categorized related to first salary of fresh graduate
- Conclusion
- In general, quality management system in faculty of law has been well performed conform to requirement of ISO 9001:2008

Infrastructure :

Control Card and physical examination at

1. cleaning service of all room and area
2. laboratory and guidance

Assessment Report.

3. Logbook "pemakaian ruangan"
4. fire extinguisher
5. Air conditioner
6. Incinerator

Administration academic :

- # control of certificate graduation
- # duplication of certificate process
- # Academic score

* Facilities provides to support education and teaching programs are:

- Total Class rooms
- Total LCD
- LCD Screen
- White board
-

Key Parameter

Kualifikasi Program Studi

1. Prodi Terakreditasi A (371), will be end October,23,2019

Process

FH define and manage the processes for QMS to provide the educational service such as education design, curriculum development, education delivery and assessment learning. The realization of educational services processes are plan the different stages including design and development of teaching methods, design, developing, reviewing and updating study plans and curricula, learning assessment and follow-up, support service activities, resource allocation, evaluation criteria and improvement procedures to achieve the desired results. Also monitoring and evaluation to verify that control methods are effective.

Learning Proces based on Buku Panduan Pendidikan ,Buku Panduan Pendidikan has been review and update every year.

- Evaluation all teaching program last semester, such as Evaluasi Nilai, Evaluasi Kuesioner Penilaian Dosen, Evaluasi perkuliahan, Praktikum, Perwalian, Pembimbingan Skripsi
- Arranged plan the teaching process for next semester, such as Jadwal Kuliah, Kalender Akademik sehingga semua PJMK tahu kalender Akademik
- The requirement related to product such as "GBPP, SAP, Kontrak Pembelajaran, Pernyataan kesanggupan mengajar, Jadwal and Pelaksanaan Perkuliahan" have been done consistently. Sample : Mata Kuliah Tindak Pidana Korupsi, Ismunarno,SH,M.Hum., 2 sks.

--(Observation)

1. It is considered to developed of Rubrik penilaian

Conclusion

In general activities of education program in this faculty has been done under well controlled including control of supporting facilities and teaching equipment.

Observations.

Type	Area/Process	Clause
Observations	FH (Fakultas Hukum)	7.3
Scope	FS 650320	
Details:	It is considered to developed of Rubrik penilaian	

Report Author **Yulius Untung**

Visit Start Date 15/04/2016

Assessment Report.

Fakultas Ilmu Pendidikan : 5.4, 6.2, 6.3, 6.4, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Prodi Pendidikan Kimia

Auditee: Kaprodi And Team

Prodi has been accredited in grade "B" by BAN-PT. as a higher education, Department conducted process of learning, research and community service. In order to perform the processes, faculty of law as well as department have SOP and regulatory, which is:

- UU No 20 tahun 2003 tentang sistem pendidikan nasional
- UU no 14 tahun 2005 tentang guru dan dosen
- PP No 60 tahun 1999 tentang Pendidikan Tinggi
- PP No 19 tahun 2005 tentang Standar Nasional Pendidikan
- PP RI no 37 tahun 2009 tentang Dosen
- Kemendiknas No 045/U/2002 tentang Kurikulum Inti Pendidikan Tinggi
- Universitas Airlangga Pedoman Pendidikan 2014-2015
- The quality objective of Prodi as follows:
- Prodi terakreditasi A
- Mahasiswa lulus tepat waktu,
- Jumlah penelitian
- Publikasi jurnal internasional terindeks,
- Publikasi jurnal nasional ter-akreditasi

Some of the quality objectives have been well reached.

Records as sample:

- MK Kimia Anorganik 3 sks, semester 5.
- Buku ajar: Kimia Anorganik

Result of audit

- Prodi has been accredited by BAN - PT
- Some of lecturers have been known as expertise
- Mechanism of minor change for curriculum has been provided
- Need to categorized related to first salary of fresh graduate

--(Observation)

1. It is considered to developed of Rubrik penilaian

Conclusion

In general activities of education program in this faculty has been done under well controlled including control of supporting facilities and teaching equipment.

Observations.

Type	Area/Process	Clause
Observations	Fakultas Ilmu Pendidikan	7.3
Scope	FS 650320	
Details:	It is considered to developed of Rubrik penilaian	

Assessment Report.

General and Finance Administration Bureau : 5.4, 6.3, 6.4, 7.1, 7.2, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee : Mr Usman, Ms Titik, Mr Kamdani, Mr Hermawan, Ms Dian, Mr Danang. Mr Suwarno, Mr Joko Suparyanto, Ms Dian Susiani, Ms Novita, Mr Danang, Pengadaan & Jasa : Ms Umi Harianingsih and Mr Agung / Inventarisasi, Mr Samdani, Mr Sukaryono, Mr Iwan Wisnu A. and team

Process Overview : Recruitment of new lecture and staff was defined and control through goverment regulation < Ristekdikti. for PNS and in UNS for Non PNS. Evaluation : Ujian TKD/Test Kompetensi Dasar and TKB/Test Kompetensi Bidang. Evaluation of lecture and staff admin. as yearly basis, through DP3 form and upload to system. <SIMPEG>, DP3 <2013> and SKP (> 2014).

BMN : Pengadaan barang & jasa,
Selection and evaluation as refer to regulation PP 4 Tahun 2015. Control of DIPA and realization.

General and Finance

Responsibility as following :

- Surat keluar masuk, Koordinator TU sektor, Protokoler, Arsip, Administration Keuangan

Key Parameters/Objective :

Kepegawaian :

- Ketepatan waktu pengusulan kenaikan pangkat, 100% <OK>.
- Pengembangan pegawai 80%, Pimpinan : 11, Teknis : 15. Realisasi teknis : 15.

BMN :

- Perpres 4 Tahun 2015 <pengadaan masa tunggu lama, jasa>, Perpres 70 Tahun 2012 and PP No 54 tahun 2010.
- Sasaran mutu, BMN :
 - > Pengadaan barang dan jasa sesuai dengan prosedur dan ketepatan waktu 90% : 100% (PBJ : 403/403 and <50 juta : 336/336>.
 - > Re-inventarisasi BMN : 80%, 14789 / 14789, = 100%.

Umum :

- Tata Usaha : Protokoler, Kerumahtanggaan.
- Keuangan / Finance :
 - > Pembuatan SPM (surat perintah membayar) 2 hari. 852/882 = 96.60%.
 - > pencairan dan DIPA BLU dan pengawasannya 4 hari : 100%. SP2D = 655/681 = 96.18%.
 - > Pembuatan Laporan SAI, 7 hari : 100%.

Applicable requirements :

- NA

Objective evidence :

- Prosedur Mutu Rekrutmen CPNS, Draft penetapan rincian kualifikasi pendidikan formasi CPNS tahun 2014.
- Daftar usul tambahan formasi CPNS dOSEN TAHUN 2016. E.g : FK/PPDS. rank 1. Pengajuan Usul Formasi CPNS TA 2016. Bezetting tahun 2016. e.g fak. Hukum UNS. Date : 14 April 2016. FKIP Bahasa Jawa : 1, FKIP Teknik Informatika : 1.
- Usul permintaan penetapan NIP CPNS, 1865/UN27/KP/2015. 28 personnel, from 104 daftar TKB <Tes Kompetensi Bidang.
- Pengumuman , Penerimaan Dosen dan tenaga Kepemdidikan Non PNS, Rumah sakit Pendidikan UNS tahun 2015. Date : 4 Nov. 2015. Mr Heru Prasetyono, Dosen. TKD : 26.11.2015, TKB : 7.12.2015. Tes Kemampuan Mengajar : 7 Dec. 2015. Kep. Rektor UNS, No. 14261/UN27/HK/2015.
- Yearly evaluation of lecturer and administration, E.g : 195704211984032002. NIP 196709152006041001. <2013>. SIMPEG as system, 2013. <DP3>, 2014 : SKP
- Form evaluasi efektifitas : 13 April 2016. No 462/UN.27.16.2/KP/2016. Daftar tenaga Kepndidikan UNS yang telah mengikuti diklat

Assessment Report.

atau pelatihan. Evaluasi Efektifitas Pelatihan. 14 April 2016. Pranata Lab. pendidikan.

- Inventarisasi : 1 kali per 5 tahun. Dec. 2015. 3080141288, Transfer : 023 -- 024.
- Laporan Kondisi barang, Rusak berat. per 31 dec. 2015. Lab. MIPA. 166112 ; Aset tetap yang tidak digunakan dalam operasi pemerintah.
- DIPA 537112, MAK. KPPN 02, Pengadaan Peralatan Kantor Pusat. Usulan Kegiatan, anggaran tahun 2014. P6 Keunggulan Dalam Tata kelola.CV Widya Nareswari. Penetapan Penyedia barang & jasa. 216.L/UN27.16.4/LK-PBJ/2015. 13 Nov. 2015. Surat Penunjukan Penyedia barang, 18 nov. 2015. SPK No 219.H/UN27.16.4./LK-PBJ/2015. Verifikasi : Berita Acara Pemeriksaan / Penerimaan Barang, 235.D/UN27.16.4/LK-PBJ/2015.
- Sistem Adminstrasi tata Persuratan. 14261 , 2015 < Verified..
- Disposisi, No 4562, 11 April 2016. Perubahan jabatan dalam renumerasi pada bagian BMN Tahun 2016.
- Aktif 5 tahun di bagian Umum. Hasil pengukuran sasaran mutu, Periode : 1 July - 31 Dec. 2015. Tercapainya distribusi surat tepat waktu. 100% <max. 1 hari. 5910/5910>. Pemberian nomor sesuai permintaan : 8125/8125 : 100%.
- Surat permintaan Pembayaran, Sept. 2, 2015. Nomor : 00488/SPM.GI/10/FK/UNS/2014. Surat Perintah Membayar, 3 Sept. 2016. <1 hari>. Nomor ; 00488/SPM.GI/10/FK/UNS/2014. Kartu kendali Anggaran, SPP & SPM.SPP Gaji Induk
- Kartu Kendali Anggaran, , bagian Keuangan. date : 29 Dec. 2015. Lembar Disposisi, Surat Permintaan Pembayaran (SPP) & Surat Perintah membayar (SPM).
- Status : WTP, Laporan Audit Independen. 20 July 2015. Tarmizi Admad.

Conclusion :

Generally the process in these department has been performed, with necessary improvement. Observation noted

Observations.

Type	Area/Process	Clause
Observations	General and Finance Administration Bureau	6.2.2
Scope	FS 650320	
Details:	Supposedly performance evaluation data of staff and lecturers always updated in SIMPEG.	

Type	Area/Process	Clause
Observations	General and Finance Administration Bureau	4.2.3
Scope	FS 650320	
Details:	Consideration should be given to control softcopy SK inserted and can be accessed in SIATAP.	

PASCA SARJANA : 5.4, 6.2, 6.3, 6.4, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Sasaran Mutu:

Capaian Sasaran Mutu th 2015

eg:

-Jumlah PS terakreditasi A S2=3, S3=5

-Ratio publikasi tersitasi internasional terindeks: jumlah dosen 1:7

Report Author Yulius Untung

Visit Start Date 15/04/2016

Assessment Report.

Competence, training and awareness All staff already have competence in accordance with the level of education, such as: certified as an educator of the Directorate General of Higher Education, has a minimum degree in accordance with the scientific field. 7,1

Planning of Product Realization Planning of the realization of the process has been well planned, such as the availability of standard operating procedures, Process mapping of Information System was described following by : 1. Processing : development and monitoring of collaboration system, development of optional application and security of data

P2B : 5.4, 6.3, 6.4, 7.1, 7.2, 7.3, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4, 8.5

Auditee (Faculty) : Mr. Mugijatna, Mr. Herianto (coordinator urusan tata usaha, WMM per Juli 2015), Mrs. Jumiah Prihartiwi (Sekretariat ISO), Mrs. Nunung (SAC)

Process overview

Language Development Center has five function services, namely:

- Training
- Test TOEFL, TOEIC, ITP
- Translating
- Self Assessment Center
- Technical assistant

In order to carry out administrative services, there are several procedures, among others:

- Keputusan Rektor UNS npmor: 499/UN27/PP/2011 tentang kewajiban lulus tes "English for academic purposes" bagi mahasiswa program sarjana dan pasca sarjana UNS
- Kebijakan mutu
- Pedoman mutu
- Rencana mutu
- Ketentuan kelulusan
- Matrik kompetensi
- Spesifikasi ruang
- Sasaran mutu
- Prosedur mutu
- Instruksi kerja
- Formulir
- Prosedur pelaksanaan tes Bahasa asing

The quality objectives:

- Penyelesaian layanan terjemahan
- Pelatihan bagi tenaga administrasi/teknisi/PBJ dan atau pengelolaan web
- Peningkatan kompetensi pengajar
- Sosilasi program sertifikasi EAP
- Sosialisasi program TOEIC
- Prosentase kepuasan pelanggan
- Pengadaan newsletter
- Up-dated situs web
- Laporan tepat waktu
- Monitoring pelaksanaan kegiatan
- dll.

The quality objectives in five division have not been measured till on January 2016

Samples as record:

- Daftar hadir tes ulang dan tes susulan 5 february 2016
- Daftar hadir peserta tes EAP jalur umum dan tanpa pelatihan
- Pemakaian soal EAP tanggal 5 february 2016

Assessment Report.

- Buku English for Academic Purposes tahun 2012
- Pemantauan proses kegiatan, verifikasi kunci jawaban tes
- Daftar nilai bahas Inggris di UPT UNS 5 Februari 2016
- Certificate a/n Herlina Tri K. dengan NIM H0415025
- Monitoring sasaran mutu tahun 2015
- Pengumuman terkait dengan jadwal pelatihan
- Jadwal kelas dan daftar pengajar
- Daftar presensi tahun 2016
- i kehadiran
- Rakor dengan guru
- Kontrak perkuliahan: kriteria penilaian, bobot penilaian, jadwal perkuliahan, ketentuan akademik dan non akademik,
- Daftar hadir peserta pelatihan Bahasa Inggris program EAP Januari-Juli 2016
- Lembar komunikasi dan jurnal pembelajaran pelatihan EAP tahun 2016
- Daftar nilai mid dan final test mahasiswa pasca sarjana tanggal 8 April 2016
- Hasil EAP test setara dengan ITP test
- Formulir pendaftaran untuk penerjemahan akta kelahiran
- Perjanjian penerjemahan 11 April 2016
- Daftar internal auditor tanggal 30 November 2015
- Sertifikat atas nama Wuji Anggraini S.S. sebagai auditor internal dan lead auditor dari IRCA tahun 2010
- Laporan audit mutu internal Juli-Desember 2015
- Notulensi rapat tinjauan manajemen 3 Juli 2015

Result of audit

Observations:

- Minutes of meeting should determine of time of the limit for correction action
- Monitoring of quality objective should be conducted periodically

Conclusion

In general, quality management system for Language Development Center has been well performed conform to requirement of ISO 9001:2008

Observations.

Type	Area/Process	Clause
Observations	P2B	8.5.2
Scope	FS 650320	
Details:	Minutes of meeting should determine of time of the limit for correction action Monitoring of quality objective should be conducted periodically	

During the course of the visit logs were found to be used correctly.

Minor Nonconformities Arising from this Assessment.

Ref	Area/Process	Clause
1315734N1	Management Representative (Document Control, Control of Record, Internal Audit, Management Review)	4.2.3
Scope	FS 650320	
Statement of non conformance:	It was found that for MR documents such as procedure of document control, records control, internal audit are not yet listed in the master list of internal documents as required by procedure UN27.MM.12-01.	
Requirements:	<p>Control of documents</p> <p>Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4.</p> <p>A documented procedure shall be established to define the controls needed</p> <ul style="list-style-type: none"> a) to approve documents for adequacy prior to issue, b) to review and update as necessary and re-approve documents, c) to ensure that changes and the current revision status of documents are identified, d) to ensure that relevant versions of applicable documents are available at points of use, e) to ensure that documents remain legible and readily identifiable, f) to ensure that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and g) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose. 	
Objective Evidence:	MR documents such as procedure of document control, records control, internal audit are not yet listed in the master list of internal documents	

Ref	Area/Process	Clause
1315734N2	Management Representative (Document Control, Control of Record, Internal Audit, Management Review)	4.2.4
Scope	FS 650320	
Statement of non conformance:	It was found that no retention time defined for MR records such as internal audit report, management review report, etc.	
Requirements:	<p>Control of records</p> <p>Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled.</p> <p>The organization shall establish a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.</p> <p>Records shall remain legible, readily identifiable and retrievable.</p>	
Objective	no retention time defined for MR records such as internal audit report, management review report	

Assessment Report.

Evidence:	
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Ref	Area/Process	Clause
1315734N3	Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)	8.4
Scope	FS 650320	
Statement of non conformance:	• It was found evidence that Head of the physics study program has not been conduct evaluate and analysis related to the trend of performance in learning process such as productivity of subjects periodically	
Requirements:	<p>Analysis of data</p> <p>The organization shall determine, collect and analyse appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.</p> <p>The analysis of data shall provide information relating to</p> <ul style="list-style-type: none"> a) customer satisfaction (see 8.2.1), b) conformity to product requirements (see 8.2.4), c) characteristics and trends of processes and products, including opportunities for preventive action (see 8.2.3 and 8.2.4), and d) suppliers (see 7.4). 	
Objective Evidence:	trend of performance in learning process such as productivity of subjects periodically	

Ref	Area/Process	Clause
1315734N4	Faculty of Economics and Business	6.2.2
Scope	FS 650320	
Statement of non conformance:	It was found that there is no method defined by this Faculty to evaluate the effectiveness of training. Also in the Civil Engineering, FIB, Faculty of Medicine	
Requirements:	<p>Competence, training and awareness</p> <p>The organization shall</p> <ul style="list-style-type: none"> a) determine the necessary competence for personnel performing work affecting conformity to product requirements, b) where applicable, provide training or take other actions to achieve the necessary competence, c) evaluate the effectiveness of the actions taken, d) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and e) maintain appropriate records of education, training, skills and experience (see 4.2.4). 	

Assessment Report.

Objective Evidence:	no method for evaluate the effectiveness of training
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Ref	Area/Process	Clause
1315734N5	Faculty of Agriculture	7.5.1
Scope	FS 650320	
Statement of non conformance:	It was found that there are difference regulation for students to take final project (thesis), such as from SK Rector min 110 sks, but in the SIAKAD in the Faculty of Agriculture min 100 sks and in the SK Dean in the Faculty of Mathematics and Natural Sciences min 120 sks.	
Requirements:	<p>Control of production and service provision</p> <p>The organization shall plan and carry out production and service provision under controlled conditions. Controlled conditions shall include, as applicable,</p> <ul style="list-style-type: none"> a) the availability of information that describes the characteristics of the product, b) the availability of work instructions, as necessary, c) the use of suitable equipment, d) the availability and use of monitoring and measuring equipment, e) the implementation of monitoring and measurement, and f) the implementation of product release, delivery and post-delivery activities. 	
Objective Evidence:	difference regulation for students to take final project (thesis), such as from SK Rector min 110 sks, but in the SIAKAD in the Faculty of Agriculture min 100 sks and in the SK Dean in the Faculty of Mathematics and Natural Sciences min 120 sks.	

Ref	Area/Process	Clause
1315734N6	SPMB (Secretariat of Admissions)	4.2.4
Scope	FS 650320	
Statement of non conformance:	Method of selection of student was define and students who have been accepted be identified, but the record of the reception / recording is not traceable. For example: Card Album participants <33 Students S-2 / Education Science, Biology>.	
Requirements:	<p>Control of records</p> <p>Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled.</p> <p>The organization shall establish a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.</p> <p>Records shall remain legible, readily identifiable and retrievable.</p>	
Objective Evidence:	Pengendalian rekaman / record	

Assessment Report.

Ref	Area/Process	Clause
1315734N7	Academic Administration	7.5.4
Scope	FS 650320	
Statement of non conformance:	It was raised Minor NC due to can not be found diploma for students who have graduated and are scheduled graduation in September 2015, but did not attend the graduation and has not taken a diploma. For example: K7111235 Yuni Wjaya Pratiwi.	
Requirements:	<p>Customer property</p> <p>The organization shall exercise care with customer property while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer and maintain records (see 4.2.4).</p> <p>NOTE Customer property can include intellectual property and personal data.</p>	
Objective Evidence:	Ijazah	

Ref	Area/Process	Clause
1315734N8	Integrated Laboratory. Central Laboratory of Mathematics and Natural Sciences , (Lab Central)	7.6
Scope	FS 650320	
Statement of non conformance:	<p>Integrated Laboratory :</p> <p>Maintenance of laboratory equipment, maintenance equipment in laboratory instrument log book however has not been identified, including no record of implementation of the results of verification of measuring instruments. E.g : Gaus Meter, oscilloscope, weight balance</p> <p>Laboratory ceramics. Also in Physics and Biology study program Laboratory used for research such as for micrometer, neraca.</p> <p>Maintenance measuring equipment could not recorded yet, such as : bursting tester, multimeter.</p>	
Requirements:	<p>Control of monitoring and measuring equipment</p> <p>The organization shall determine the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.</p> <p>The organization shall establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.</p> <p>Where necessary to ensure valid results, measuring equipment shall</p> <p>a) be calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded (see 4.2.4);</p>	

Assessment Report.

	<p>b) be adjusted or re-adjusted as necessary;</p> <p>c) have identification in order to determine its calibration status;</p> <p>d) be safeguarded from adjustments that would invalidate the measurement result;</p> <p>e) be protected from damage and deterioration during handling, maintenance and storage.</p> <p>In addition, the organization shall assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization shall take appropriate action on the equipment and any product affected.</p> <p>Records of the results of calibration and verification shall be maintained (see 4.2.4). When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application shall be confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.</p> <p>NOTE Confirmation of the ability of computer software to satisfy the intended application would typically include its verification and configuration management to maintain its suitability for use.</p>
Objective Evidence:	Maintenance and Verification

Assessment Participants.

On behalf of the organisation:

Name	Position
Prof. Dr. Ravik Karsidi, M.S.	Rektor
Prof. Drs. Sutarno, M.Sc., Ph.D.	Wakil Rektor Bidang Akademik
Dr. Mohammad Jamin, S.H., M.Hum.	Wakil Rektor Bidang Umum dan Keuangan
Prof. Dr. Ir. Darsono, M.Si.	Wakil Rektor Bidang Kemahasiswaan dan Alumni
Dr. Widodo Muktiyo, S.E., M.Com.	Wakil Rektor Bidang Perencanaan dan Kerja Sama
Bapak / Ibu	Sesuai yang ada di daftar hadir

The assessment was conducted on behalf of BSI by:

Name	Position
Yulius Untung	Team Leader
Sulaksono Sutrisno	Team Leader
Era Purwanto	Team Member
Muhammad Rosiawan	Team Member

Re-certification Plan.

UNIVER-0047593283-000|FS 650320

		Visit1	Visit2	Visit3	Visit4	Visit5	Visit6
Business area/Location	Date (mm/yy):	10/16	04/17	10/17	04/18	10/18	03/19
	Duration (days):	5	5	5	5	5	16
Top Management		X	X	X	X	X	X
Management Representative (Document Control, Control of Record, Internal Audit, Management Review)		X	X	X	X	X	X
Institute for Education Development (including LPPMP)			X		X		X
Faculty of Social and Political Sciences			X		X		X
SPMB (Secretariat of Admissions)		X		X		X	X
Provision of education services for FKIP P MIPA (majoring in mathematics, physics, biology and chemistry)		X		X		X	X
Faculty of Law (Law Science)			X		X		X
Academic Administration		X		X		X	X
Faculty of Economics and Business		X		X		X	X
Faculty of Teacher Training and Education			X		X		X
Faculty of Mathematics and Natural Sciences			X		X		X
Faculty of Engineering (Civil Engineering)			X		X		X
Faculty of Medicine			X		X		X
Faculty of Agriculture			X		X		X
Faculty of Letters and Visual Arts			X		X		X
Graduate Program			X		X		X
Provision of languages training, test, self access center, technical assistance and translation (for English, Dutch, German, Japanese, Mandarin and French) for UPT P2B (Language Development Center)		X		X		X	X
Unit of Library (library services consisting of material processing, circulation, promotion and user education, information search and cooperation, and self access terminal) and UNS Press		X		X		X	X
General and Finance Administration Bureau			X		X		X
Planning Information Administration Bureau			X		X		X
Central Laboratory of Mathematics and Natural Sciences		X		X		X	X

Assessment Report.

Student Administration Bureau		X		X		X
UNS Medical Center		X		X		X

Next Visit Plan.

Visit objectives:

CAV

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2008 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Notes: maximum before Sep 2018 must be upgraded to ISO 9001:2015.

Visit Criteria

as in the audit report

Visit Scope

as in the audit report

Date	Assessor	Time	Area/Process	Clause
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Please see A218 for detailed audit plan (next CAV)

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date.

Proposed scope of registration (ISO 9001:2008).

Main Scope

The provision of library services consisting of material processing, circulation, promotion and user education, information search and cooperation, and self access terminal

The scope has been reviewed and further details of the issues identified are detailed within this report.

Location	Scope
UNIVERSITAS SEBELAS MARET (UNS) Jl. Ir. Sutami No. 36A, Surakarta, Jawa Tengah 57126	The Provision of Education Administration Service in: Office of Admission Universitas Sebelas Maret, Bureau of Academic And Administration Partnership Affairs, Bureau of General and Financial Affairs, Bureau of Student And Alumni Affairs, Bureau

Report Author Yulius Untung

Visit Start Date 15/04/2016

Assessment Report.

Indonesia UNIVER-0047593283-000	of Planning and Information Affairs, Faculty of Teacher Training and Education, Faculty of Cultural Science, Faculty of Economics and Business, Faculty of Social Science and Politics, Faculty of Law, Faculty of Agriculture, Faculty of Medicine, Faculty of Engineering, Faculty of Mathematics and Natural Science, Faculty of Arts and Design, Postgraduate Program, The Institute of Development And Quality Assurance of Education, The Technical Implementing Unit of Library, The Technical Implementing Unit of Integrated Laboratory, The Technical Implementing Unit of Language, UNS Press, UNS Medical Center, Provision of education service for: Mathematics and Natural Science Education of Teacher Training and Education Faculty (majoring in Mathematics, Physics, Biology, Chemistry), Law Science, Civil Engineering, Provision of language training, test, self access center, technical assistance and translation (for English, Dutch, German, Japanese, Mandarin and French) for The Technical Implementing Unit of Language.
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Notes.

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

This report and related documents is prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report.

Should you wish to speak with BSI in relation to your registration, please contact your customer service officer.

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Regulatory Compliance.

BSI requires to be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and

agreement that any such non-compliance or incidents occurring after this visit will be notified to BSI as soon as practical after the event.

Expected Outcomes for Accredited Certification.

What accredited certification means:

The accredited certification process provides confidence that the organization has a management system that conforms to the applicable requirements of the certified standards covered within this assessment and scope of certification.

What accredited certification does not mean:

It is important to recognize that certification defines the requirements for an organization's management system, not for its products or services. It does not imply that the organization is providing a superior product or service, or that the product, service or performance itself is certified as meeting the requirements of an ISO standard or specification or that the organisation can guarantee 100% product, service or performance conformity, though this should of course be a permanent goal.