

IMPLEMENTASI SISTEM PENJAMINAN MUTU INTERNAL BERBASIS SMM ISO 9001:2008 DI SMK N 2 DEPOK SLEMAN

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ABSTRAK

Penelitian ini bertujuan untuk: (1) mengetahui penetapan kebijakan mutu di SMK N 2 Depok Sleman, (2) mengetahui pelaksanaan pemenuhan mutu di SMK N 2 Depok Sleman, (3) mengetahui pelaksanaan monitoring dan evaluasi sistem penjaminan mutu internal di SMK N 2 Depok Sleman, dan (4) mengetahui bagaimana rekomendasi pelaksanaan sistem penjaminan mutu internal di SMK N 2 Depok Sleman.

Penelitian ini merupakan penelitian deskriptif dengan metode studi kasus. Teknik pengumpulan data dilakukan dengan wawancara, observasi, dan studi dokumentasi. Keabsahan data dalam penelitian ini menggunakan metode triangulasi, berupa triangulasi sumber, triangulasi teknik pengumpulan data, dan triangulasi waktu. Teknik analisis data yang digunakan adalah analisis data melalui intepretasi data.

Hasil penelitian ini adalah implementasi SPMI SMK N 2 Depok Sleman melaksanakan siklus yang terdiri dari 4 tahapan yaitu: (1) Penetapan Kebijakan (*Plan*) (2) Implementasi (*Do*) (3) Monitoring dan Evaluasi (*Check*) (4) Rekomendasi (*Action*) yang berbasis pada SMM ISO 9001:2008. Tahap penetapan kebijakan, sekolah melaksanakan evaluasi diri sekolah dan perencanaan pemenuhan mutu. Dilanjutkan ke tahap implementasi, sekolah melaksanakan program-program yang telah direncanakan untuk mencapai sasaran mutu. Selama program terlaksana sekolah akan melaksanakan monitoring dan pada akhir tahun ajaran sekolah akan melaksanakan evaluasi SPMI melalui program tinjauan manajemen. Tindak lanjut dari proses evaluasi ini adalah penetapan rekomendasi berupa tindakan preventif dan korektif. Secara keseluruhan siklus SPMI di SMK N 2 Depok Sleman dapat dikatakan berhasil karena memenuhi indikator keberhasilan keluaran, hasil, dan dampak.

Kata kunci: *sistem penjaminan mutu internal, SMM ISO 9001:2008, SMK.*

**IMPLEMENTATION OF INTERNAL QUALITY ASSURANCE SYSTEM
BASED ON ISO 9001:2008 QMS IN STATE VOCATIONAL HIGH
SCHOOL 2 DEPOK SLEMAN**

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ABSTRACT

This research aims to: (1) find out the determination of quality policy (2) know the implementation of quality fulfillment, (3) know know the implementation of internal quality assurance system monitoring and evaluation, and (4) to know how the recommended implementation of an internal quality assurance system at State Vocational High School 2 Depok.

This research is a descriptive study with a case study method. Data collection techniques are carried out by interview, observation, and documentation study. The validity of the data in this study use triangulation method, in the form of source triangulation, triangulation of data collection techniques, and time triangulation. The data analysis technique use data interpretation.

The results of this research are the implementation of internal quality assurance sytem in State Vocational High School 2 Depok consisting of 4 stages cycle, that are: (1) Determination of Policies (Plan) (2) Implementation (Do) (3) Monitoring and Evaluation (Check) (4) Recommendations (Action) based on ISO 9001: 2008 Quality Management System. The policy establishment stage, the school implements school self-evaluation and quality fulfillment planning. Continuing to the implementation stage, the school implements programs that have been planned to achieve the quality objectives. During the program, the school is monitoring and at the end of the school year the school do an evaluation through a management review program. The follow-up of this evaluation process is the determination of recommendations in the form of preventive and corrective actions. Overall the internal quality assurance sytem cycle in Depok Sleman N 2 Vocational School can be interpreted successful because it fulfill the indicators of the success that are outputs, results, and impacts.

Keywords: internal quality assurance system, ISO 9001:2008 Quality Management System, SMK