ABSTRACT


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Key words: Helper Quality, Quality Management System (QMS) ISO 9001:2008, Stakeholder Satisfaction.

QMS ISO 9001:2008 is an international standard for quality management systems. QMS ISO 9001:2008 establishes requirements and recommendations for the design and assessment of a quality management system, which aims to ensure that the organization will provide products (goods or services) that meet the requirements set. In the case, the researches focused on the implementation of QMS ISO 9001:2008 in academic administration focused programming courses that will be able to improve stakeholder satisfaction.

This study aims to determine the implementation of QMS ISO 9001:2008 focused on academic administration, it is seen from the report of Administration Academic Researches then looked at the fact (observation) and also interviewed several students who will be able to assess the results of the implementation directly from the field which will be used for the evaluation of materials to improve stakeholder satisfaction. Data was collected using interview techniques, observation an documentation, while the analysis of the data using analisys qualitative.

The survey results revealed that the implementation of QMS ISO 9001:2008 in Academic Administration in particular on the program was considered successful programming courses but still many obstacles due to lack of socialization is done in each Faculty and Department because of judgment made by Academic Administration only limited to students who come in to complain. When it should be from the Academic Administration knew what kind of field conditions.