

## AIM UKPA Internal Quality Audit for Academic Services

Internal audit was started in 2007. In 2007 till 2010, UB conducted internal audit only for ASU called AIMA/AQIA (Audit Internal Mutu Akademik/ Academic Quality Internal Audit. Since 2010, audit internal system was developed for ASSU. In 2011, internal audit was conducted for ASSU. Until 2013, UB has already performing internal audit for 12 cycles for ASU and 6 cycles for ASSU. Audit was carried out by desk evaluation (audit system) followed by a site visit (compliance audit). Below are the cycles of IQA for ASU that have already carried out since 2007 until present and the scope of internal audit.

**1st cycle AQIA for ASU 2007** The items of audited are:

- Quality assurance organization
- Academic quality document

**2nd cycle AQIA for ASU 2008**

- Academic quality assurance standards organization
- Document format
- Document coding
- Legalized document
- Document content
- Implementation of Academic Quality Assurance System (AQAS)

**3rd cycle AQIA for ASU 2008**. Planning, Organization and Documentation System consist of

- Target of AQAS dissemination
- Quality culture Internalisation
- AQAS organization
- AQAS documentation
- Facility Dissemination

B. Academic performance consists of :

- Study program curriculum
- Human resources (lecturer and supporting staff)
- Student
- Teaching learning process
- Facilities
- Academic atmosphere
- Research and publication
- Public service
- Academic management
- Academic information system

**4th cycle AQIA for ASU 2009**

- Organization, documentation, implementation, academic quality assurance standards organization (AQAS)
- Corrective action of findings obtained from AQIA 2nd Batch 2008

**5th cycle AQIA for ASU 2009** A. Implementation of AQAS organization. B. Performance as in clausal number 10 of academic quality from DGHE are

- Curriculum
- Human resources (lecturer and supporting staff)
- Student
- Teaching learning process
- Facilities
- Academic atmosphere
- Research and publication
- Public services
- Academic management
- Academic information system

#### 6th cycle AQIA for ASU 2010

- Organization
- Documentation
- Socialization of quality internal audit using Webpage
- Internal audit implementation

#### 7th cycle IQA for ASU 2010

- Corrective actions to previous quality internal audit
- Quality manual document
- Quality standard performance
- Internal audit coordinated by MR

#### 8th cycle IQA for ASU 2011

- Corrective actions to the previous findings
- Internal quality assurance system (IQAS) document
- Internal Quality Assurance System Document (IQAS), Quality Manual, Manual Procedure Mandatory And Manual Procedure related to services product.
- Internal audit coordinated by MR.
- Management review .

#### 9th cycle IQA for ASU 2011

- Corrective actions of the findings from 8th cycle and from 1st surveillance of ISO 9001:2008 by LRQA.
- Implementation of Quality Manual ISO 9001:2008
- Performance audit based on BAN PT standard no.6 (funding, facilities, and information system)

10th cycle IQA for ASU 2012. Evidence of improvement of the findings of the 9th Cycle IQA for ASU and Clarification Forms. 2. Implementation of IQAS of ISO 9001:2008 -based including Management Review 3. SP Performance based on BAN-PT accreditation standards number 7. 11th cycle IQA for ASU 2012.

Faculty/program/department/study program :

- Corrective actions of the findings obtained from 10th cycle IQA and corrective actions of the 1st stage of *Surveillance* ISO 9001:2008 by LRQA
- Implementation of IQAS Quality management system of ISO 9001:2008-based
- Implementation of IQAS performance-based standard number 3 and 4 BAN-PT
- Implementation of IQAS Excellent Public Service standard-based.

B. Laboratories (practical room, simulation room, studio and workshop) including :

- Laboratories system (consisting of legalized, function and physical facilities)
- Implementation of IQAS of prime service standard-based.

Since 2012, IQA was carried out for laboratory to evaluate the organization and its function. In 2012, It was established as 1st cycle IQA for laboratory.. **1st cycle IQA for Laboratory 2013**

- Corrective actions of IQA 11th in 2012 and Corrective actions of findings from ISO Surveillance ISO 9001:2008 3rd stage by LRQA.
- Implementation of IQAS accreditation BAN-PT standards-based (Standard 3, 4 dan 5).
- Implementation of IQAS ISO 9001 : 2008-based.
- Implementation of IQAS prime service standards-based.
- Implementation Website Standard.

### **2nd cycle IQA Laboratory 2013**

- Corrective action of previous IQA,
- Implementation of IQAS ISO 9001 : 2008-based.
- Implementation of IQAS prime service standard-based
- Implementation Website Standard

Kegiatan audit internal di UB mulai dilakukan sejak akhir tahun 2007. Tahun 2007-2010, UB melaksanakan audit internal khusus untuk unit kerja pelaksana akademik (UKPA) saja, sehingga disebut Audit Internal Mutu Akademik (AIMA). Sejak tahun 2010, mulai dikembangkan sistem audit internal untuk unit kerja penunjang pelaksana akademik (UKPPA). Pada tahun 2011, audit internal mulai dilaksanakan juga untuk UKPPA, sehingga disebut Audit Internal Mutu (AIM). Hingga saat ini (2013), UB telah melaksanakan 12 siklus AIM untuk UKPA dan 6 siklus AIM untuk UKPPA. Audit dilakukan secara *desk evaluation (system audit)* dan *visit evaluation (compliance audit)*.

Berikut ini adalah siklus AIM UKPA yang telah dijalani sejak tahun 2007 hingga sekarang, beserta lingkup/scope audit internal:

#### **AIMA UKPA Siklus 1 Tahun 2007**

- Organisasi penjaminan mutu
- Dokumen mutu akademik

#### **AIMA UKPA Siklus 2 Tahun 2008**

- Organisasi SPMA
- Format Dokumen
- Coding Dokumen
- Pengesahan Dokumen
- Isi Dokumen
- Implementasi SPMA

#### **AIMA UKPA Siklus 3 Tahun 2008**

A. Perencanaan, Organisasi dan Sistem Dokumentasi, terdiri dari:

- Sasaran Sosialisasi SPMA
- Internalisasi Budaya Mutu
- Organisasi SPMA
- Dokumentasi SPMA
- Sarana Sosialisasi

B. Kinerja Akademik, terdiri dari:

- Kurikulum Jurusan/Program Studi
- Sumberdaya Manusia (Dosen dan Tenaga Penunjang)
- Mahasiswa
- Proses Belajar Mengajar
- Sarana dan Prasarana
- Suasana Akademik
- Penelitian dan Publikasi
- Pengabdian Kepada Masyarakat
- Manajemen Akademik
- Sistem Informasi Akademik

#### **AIMA UKPA Siklus 4 Tahun 2009**

- Organisasi, dokumentasi, implementasi Sistem Penjaminan Mutu Akademik (SPMA)
- Tindak lanjut temuan AIMA Batch II tahun 2008

#### **AIMA UKPA Siklus 5 Tahun 2009**

A. Implementasi Sistem Penjaminan Mutu Akademik (SPMA)

B. Kinerja sesuai 10 butir mutu akademik Dikti:

- Kurikulum
- Sumberdaya Manusia (Dosen dan Tenaga Penunjang)
- Mahasiswa
- Proses Belajar Mengajar
- Sarana dan Prasarana
- Suasana Akademik
- Penelitian dan Publikasi
- Pengabdian Kepada Masyarakat
- Manajemen Akademik
- Sistem Informasi Akademik

#### **AIMA UKPA Siklus 6 Tahun 2010**

- Organisasi,
- Dokumentasi,
- Sosialisasi AIM melalui Laman/Web
- Pelaksanaan Audit Internal.

#### **AIM UKPA Siklus 7 Tahun 2010**

- Tindakan Koreksi AIM Sebelumnya
- Dokumen Manual Mutu
- Kinerja Standar Mutu
- Audit Internal yang dikoordinasi oleh MR

#### **AIM UKPA Siklus 8 Tahun 2011**

- Tindakan Koreksi atas temuan AIM siklus sebelumnya.
- Dokumen Sistem Penjaminan Mutu Internal (SPMI), yaitu Manual Mutu, Manual Prosedur Wajib (sesuai persyaratan ISO 9001) dan Manual Prosedur yang berkaitan dengan proses jasa layanan.

- Audit Internal yang dikoordinasi oleh MR.
- Tinjauan Manajemen.

### AIM UKPA Siklus 9 Tahun 2011

- Permintaan tindakan koreksi atas temuan audit siklus 8 dan temuan Stage 1 Assessment ISO 9001:2008 oleh LRQA.
- Implementasi dokumen Manual Mutu berbasis ISO 9001:2008.
- Audit kinerja berbasis standar akreditasi BAN-PT Standar 6 (Pembiayaan, Sarana-Prasarana dan Sistem Informasi).

### AIM UKPA Siklus 10 Tahun 2012

- Bukti perbaikan atas temuan AIM UKPA Siklus 9, beserta Isian Borang Klarifikasi.
- Implementasi SPMI berbasis SMM ISO 9001:2008, termasuk Tinjauan Manajemen (*management review*).
- Kinerja PS berbasis standar akreditasi BAN-PT untuk Standar 7.

### AIM UKPA Siklus 11 Tahun 2012

A. Fakultas/program/jurusan/program studi, meliputi:

- Tindakan koreksi atas temuan AIM Siklus 10 dan Tindakan koreksi atas temuan *Surveillance* ISO 9001:2008 Tahap I oleh LRQA
- Implementasi SPMI berbasis Sistem Manajemen Mutu (SMM) ISO 9001:2008.
- Implementasi SPMI berbasis Kinerja Standar 3 dan 4 BAN-PT.
- Implementasi SPMI berbasis Standar Pelayanan Prima.

B. Laboratorium (tempat praktikum, ruang simulasi, studio atau bengkel), meliputi:

- Sistem laboratorium (terdiri dari: legalitas, fungsi dan sarana fisik).
- Implementasi SPMI berbasis Standar Pelayanan Prima.

Sejak tahun 2012, AIM mulai dilakukan untuk tingkat laboratorium untuk melihat kecukupan organisasi dan fungsinya.

Pada tahun 2012 ini ditetapkan sebagai **AIM UKPA Tingkat Laboratorium Siklus 1**. **AIM UKPA Siklus 12 Tahun 2013**

- Tindakan koreksi atas AIM Siklus 11 tahun 2012 dan Tindakan koreksi atas temuan ISO *Surveillance* ISO 9001:2008 Tahap III oleh LRQA.
- Implementasi SPMI berbasis standar akreditasi BAN-PT (Standar 3, 4 dan 5).
- Implementasi SPMI berbasis SMM ISO 9001 : 2008.
- Implementasi SPMI berbasis Standar Pelayanan Prima.
- Implementasi Standar *Website*.

### **AIM UKPA Tingkat Laboratorium Siklus 2 Tahun 2013**

- Tindakan perbaikan atas temuan AIM sebelumnya,
- Implementasi SPMI berbasis ISO 9001:2008,
- Implementasi SPMI berbasis Pelayanan Prima,
- Implementasi Standar Website Unit Kerja.