



## **Program Kerja Programs**

### **Programs of QAC UB A. Management Programs**

- Weekly meeting
- *Management Review*
- Developing programs for 2019
- Updating QAC Quality Manual
- Restructuring and revising tasks of QAC
- Evaluating Customer satisfaction

### **B. Division of Internal QAS**

- Developing and socializing UB Quality Standards and UB Internal QAS
- Developing and socializing UB Internal QAS Policy and SOP
- Converting QMS ISO 9001:2015
- Renewal and Surveillance for QMS ISO 9001:2015
- Determining action plan for internal and external audit results
- Developing Archive Information System (SEMAR)
- Participating National Workshop on Internal QAS

### **C. Division of Internal Audit**

- UB Workshop to following up internal audit findings
- Internal audit for faculties, departments and study programs
- Internal audit for laboratories
- Internal audit for supporting units
- Developing and trial Internal Audit Information System (SIAIM)
- Disseminating internal audit findings
- Evaluating auditors and auditees satisfaction

### **D. Division of CBF Money**

- Developing SOP of CBF Money
- Desk evaluation of CBF proposal
- Midterm and final term of CBF Money
- Evaluating reviewers and grantees satisfaction

### **E. Division of National Accreditation**

- Updating SOP on national accreditation affairs
- Monitoring and evaluating national accreditation by SIDEA
- Providing information for national assessor certification
- Training for developing accreditation proposal
- Supervising for national accreditation surveillance
- Supervising for accreditation proposal submission
- Evaluating internal assessors and study program satisfaction

### **F. Division of International Accreditation/Certification**

- Workshop on following up AUN-QA Certification
- FGD on accreditation/certification urgency
- Initiation of international accreditation/certification
- Supervising international accreditation/certification
- Workshop on developing documents for international accreditation/certification
- Supervising LSSR for ISO 17025 accreditation
- Supervising for ISO 15189 laboratory accreditation
- Evaluating internal assessors and stakeholders satisfaction

## **G. Division of Quality Public Services**

- Improving staff English proficiency on writing news and updating website
- Providing public services and updating website
- Certification for Archive Internal Auditor
- Certification for UB Internal Auditor
- Certification for CBF Proposal Internal Reviewer
- Certification for CBF Money Internal Reviewer
- Developing proposal of Program Asuh PT Unggul
- Assisting private universities and school toward GUG
- Supervising implementation and control of Internal QAS
- Supervising improvement of study programs performance
- Accelerating improvement of study programs accreditation from C to B
- Evaluating stakeholders satisfaction and reporting
- Organizing FPMPTI meeting

Program kerja Pusat Jaminan Mutu (PJM) 2018 adalah sebagai berikut: **A. MANAGEMENT PROGRAMS**

- Rapat Kerja Mingguan PJM
- *Management Review*
- Penyusunan Program Kerja 2019
- Pemutakhiran Manual Mutu PJM
- Retrukturisasi dan revisi tupoksi PJM
- Evaluasi kepuasan masyarakat

## **B. BIDANG SPMI**

- Penyusunan dan Sosialisasi Dokumen Standar Mutu Universitas Brawijaya (SM UB) dan SPMI UB
- Penyusunan dan Sosialisasi Dokumen Kebijakan SPMI, SOP PPEPP UB
- Konversi SMM ISO 9001:2015
- Renewal & Surveillance SMM ISO 9001:2015
- Penyusunan Action Plan atas Temuan Audit Internal dan Audit Eksternal
- Pengembangan Sistem Kearsipan SEMAR (Uji Coba, Evaluasi, Sosialisasi)
- Mengikuti Lokakarya Nasional Sistem Penjaminan Mutu Perguruan Tinggi

## **C. BIDANG AIM**

- Lokakarya UB menindaklanjuti temuan AIM Siklus 16 Tahun 2017
- Audit Internal Mutu (AIM) untuk UKPA (Fakultas, Jurusan, Program Studi)
- Audit Internal Mutu (AIM) bagi Unit Kerja Pelaksana Akademik (UKPA) Laboratorium Berbasis ISO 17025
- Audit Internal Mutu (AIM) untuk UKPPA (Biro, Lembaga, Unit)
- Pengembangan dan Uji Coba Implementasi Sistem Informasi AIM
- Diseminasi Temuan Audit Internal Mutu UKPA dan UKPPA 2017 & 2018
- Evaluasi kepuasan kinerja AIM

- Pengembangan SOP & Sistem Monevin dengan berkoordinasi LPPM dan SPI
- Seleksi proposal PHK internal
- Monev PHK Tengah Tahun dan Akhir Tahun
- Evaluasi kepuasan layanan

#### **E. BIDANG AKREDITASI NASIONAL**

- Pemutakhiran SOP terkait akreditasi nasional
- Pemantauan & Evaluasi Hasil Akreditasi BAN-PT/LAMPTKES melalui SIDEA
- Penyediaan informasi untuk Sertifikasi Asesor Akreditasi BAN-PT/LAMPTKES
- Pelatihan Penyusunan Dokumen Akreditasi PS Baru
- Pendampingan *surveillance* akreditasi BANPT
- Pendampingan upload dokumen akreditasi melalui SAPTO
- Evaluasi kepuasan layanan

#### **F. BIDANG AKREDITASI/SERTIFIKASI INTERNASIONAL**

- Lokakarya tindak lanjut Sertifikasi AUN-QA
- FGD urgensi sertifikasi dan akreditasi prodi non AUNQA
- Inisiasi sertifikasi/akreditasi internasional
- Pendampingan Sertifikasi dan Akreditasi Internasional
- Konsinyering Penyusunan Dokumen Sertifikasi dan Akreditasi Internasional
- Pendampingan Akreditasi ISO 17025 untuk LSSR
- Pendampingan Akreditasi Laboratorium ISO 15189
- Evaluasi kepuasan layanan

#### **G. BIDANG PELAYANAN MUTU**

- Peningkatan Kompetensi Tendik di PJM terkait *English oral communication skill*, penulisan berita dan *website*
- Pelayanan kepada Masyarakat & Website
- Sertifikasi Auditor Internal Kearsipan
- Sertifikasi Auditor Internal Mutu (UKPPA, UKPA)
- Sertifikasi reviewer proposal PHK
- Sertifikasi reviewer monevin PHK
- Penyusunan proposal Program Asuh PT Unggul
- Pendampingan PT Asuhan menuju GUG
- Pendampingan Pelaksanaan dan pengendalian SPMI
- Pendampingan peningkatan kinerja prodi
- Akselerasi peningkatan akreditasi prodi/insitusi terakreditasi dari C ke B
- Evaluasi kepuasan, monevin dan pembuatan laporan
- Menyelenggarakan pertemuan anggota FPMPTI