



LayananServices

Layanan Pusat Jaminan Mutu (PJM) mencakup *internal stakeholders (civitas academica UB)* dan *external stakeholders*.

Layanan bagi *internal stakeholders (civitas academica UB)* tertuang dan terprogram dalam Program Kerja PJM. Secara

umum, program kerja PJM dibagi menjadi empat (4) bidang/aspek, yaitu: [Bidang Akreditasi](#) (baik nasional/BAN-PT

maupun internasional), [Sistem Penjaminan Mutu Internal \(SPMI\)](#), [Audit Internal Mutu \(AIM\)](#), dan [Monitoring dan](#)

[Evaluasi Internal \(Monevin\) PHK](#). Sedangkan layanan bagi *external stakeholders* dibagi menjadi tiga (3), yaitu: [pelatihan](#)

[terkait SPMI dan akreditasi BAN-PT](#), [konsultasi](#) (studi banding atau benchmark, magang staf), dan [pendampingan](#)

(penyediaan narasumber dan technical assistance atau tenaga ahli). Informasi lengkap tentang masing-masing jenis layanan

di PJM dapat dilihat di link berikut: [Akreditasi SPMI AIM Monevin PHK Public Services \(External Stakeholders\)](#)

Services provided by PJM/QAC (Pusat Jaminan Mutu/Quality Assurance System) are available for both internal stakeholders (lecturer,

student and administrative staff of UB) and external stakeholders. Service for internal stakeholders was stated and programmed in the QAC

planning. In general, QAC planning was divided into 4 categories: accreditation (national and international), SPMI/IQAS (Sistem

Penjaminan Mutu Internal/Internal Quality Assurance System), AIM/IQA (Audit Internal Mutu/ Internal Audit Quality) and Internal

Evaluation and Monitoring (Monevin) of CBF/CBF (Program Hibah Kompetisi/Competitive Based Funding). Service for external

stakeholders was divided in to 3 categories: training of IQAS and BAN-PT accreditation, consultancy (benchmarking, internship) and

assistance (speaker provider and technical assistance). Detail information about the services, click below Accreditation IQAS IQA

Monevin of CBF Public Services (External Stakeholders)