

ABSTRACT

Telkom Institute of Technology is a private college founded in 2007 devoted to the development of institutions and the development of science education in the field of ICT. ISO 9001:2008 is a quality standard that has been implemented by Telkom. IT Telkom in its implementation can not be separated from efforts to improve quality assurance is the responsibility of IT Telkom to the public / stakeholders for services rendered and has become a necessity because it adapted to the Act and Regulation 19 of the 23 Education System.

In designing the Quality Management System IT Telkom, used some of the data, such as existing condition data, benchmarking data is another organization that is PT.Telkom KANDATEL-Jember, ISO 9001:2008 and clause For Malcolm Baldrige Performance Excellence (MBPE) 2011-2012. The data used for the analysis and integration of ISO 9001:2008 For Malcolm Baldrige Performance Excellence (MBPE) 2011-2012 benchmarking analysis that adjusted for Telkom. Gap Analysis and Requirements of ISO 9001:2008 For Malcolm Baldrige Performance Excellence (MBPE) 2011-2012 category 6, performed by integrating requirements for perfecting SMM Telkom. Analisis IT benchmarking is done by comparing the Telkom IT Quality Management System with Quality Management System benchmarking organizations namely PT . Telkom KANDATEL-Jember.

The results of this study are divided into two: (1) Identify requirements integration results for Malcolm Baldrige Performance Excellence 2011-2012 and ISO 9001:2008 to obtain suitability for category 6 Malcolm Baldrige Performance Excellence 2011-2012 and ISO 9001:2008 and clause (2) The design of the Quality Management System based on the integration of IT Telkom and ISO 9001:2008 Requirement For Malcolm Baldrige Performance Excellence (MBPE) 2011-2012 category 6. Results of the study design is expected to provide input for improvement SMM IT Telkom.

Keywords: *Quality Management Systems, Bechmarking, ISO 9001:2008, MBPE*