

ABSTRACT

Telkom University is a University that has received ISO 9001: 2008 Certification and BAN-PT Accreditation to guarantee the quality of its college. Since the validity period of ISO 9001: 2008 will be exhausted by 2015, Telkom University is moving to implement ISO 9001: 2015. Changes in this ISO standard, can not be directly changed because it must consider from all aspects of Telkom University, in the making of quality must adjust the clauses in ISO 9001: 2015.

One of the processes arranged in ISO and form at Telkom University is lecturing process. The lecturing process is a face-to-face / meeting between lecturers and students aimed at delivering course material. In this research, implementation is implemented in Clause 8.1 ISO 9001: 2015. This research focuses on lecturing process, namely preparation, skill, and lecturing.

The actual condition that existed in Telkom University is the business lecture process that runs still based on ISO 9001: 2008, so it has not determined the risks and treatment for the risks that exist in the lecture process, as well as the sequence of processes, and the lecturing process that runs still start from the distribution schedule until With lecture evaluation. To design the lecture procedure, the first thing to do is to process improvement using Business Process Improvement (BPI) method, where the stage used is apply improvement techniques. Then, the next thing to do is analyze the gap of the integrity requirement of Clause 8.1 ISO 9001: 2015 and the Program Accreditation Borang. From the existing process that runs at Telkom University, a risk list is created, then the risk assessment stage is done, where the result of this stage is the risk register which contains the highest rated risk and must be mitigated.

After all done, then furthermore, it can be designed the proposed business process lectures in accordance with the gap, risk register, and methods Business Process Improvement (BPI). Then, after making the proposed business process, made the application to upload the lecture portfolio using joget workflow. Making this application because Risk register that emerged from the lecture is the absence of measurement system lectures, and not made a portfolio of lectures. So to facilitate the lecturer in uploading, then made an application that will facilitate the lecturer to upload.

Keywords: BAN-PT, ISO 9001: 2015, Lecture Process, Risk, Joget Workflow