

DEVELOPMENT OF INTERNAL QUALITY ASSURANCE SYSTEM MODEL BASED ON ISO 9001:2015 QUALITY MANAGEMENT BASED ON TQM PRINCIPLES TO INCREASE PERFORMANCE SMK IN THE NEW NORMAL ERA

by Assurance system, quality management, Total Quality Management, SMK

ABSTRACT

The purpose of this research is to produce an Internal Quality Assurance System (SPMI) design based on ISO 9001:2015 Quality Management based on TQM (Total Quality Management) principles to improve the performance of Vocational High Schools in the New Normal era.

In this study, the Research and Development (R&D) method was used which consisted of three stages, namely: first, the formulation of the SPMI model design based on ISO 9001:2015 Quality Management based on TQM principles using Web applications in SMK; second, the preparation of the SPMI model based on ISO 9001:2015 Quality Management based on TQM principles in SMK in the New Normal era; third, the implementation of the SPMI model based on ISO 9001:2015 Quality Management based on TQM principles using a Web application in SMK. In the first year, primary data was collected through field observations, documentation, questionnaires and validation of primary and secondary data as well as designing a SPMI model based on ISO 9001:2015 Quality Management based on TQM principles in SMK in the New Normal era;

The results of the research in the first year, resulted in: (1) Design of the SPMI Model based on Quality Management ISO 9001:2015 based on TQM principles using Web applications in Vocational High Schools, (2) Draft of accredited national journal articles, (3) Draft of national seminar papers, (4) Research report.

Kata Kunci: Assurance system, quality management, Total Quality Management, SMK