

## **ABSTRACT**

### **THE IMPLEMENTATION OF A QUALITY MANAGEMENT SYSTEM INTERNATIONAL STANDARD ORGANIZATION (SMM ISO 9001:2008) LAW UNIVERSITY OF LAMPUNG**

**By**

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The era of globalization and free market make college setting self by applying the economic situation of international standard to ensure the quality of education. Besides international standards, college as producer of human resources are also asked apply insurance the quality of from the certification outside institutions. Law Schools University Lampung had implemented a quality management system international standard organization (SMM ISO 9001:2008) and obtain certificates of the independent institutions. Purpose of this study is to find and give a description of on the implementation of SMM ISO 9001:2008 Law Lampung University. Methods used in this study in a descriptive with a qualitative approach. Using techniques data collection observation, interviews and documentation. The result of this research concluded that the implementation of a quality management system international standard organization (SMM ISO 9001:2008) Law University Lampung not yet optimal, nuance political reasons and not in accordance with their realization the customer satisfaction or student on performance lecturer and administration services Law Schools University Lampung seen of the index target have not reached the target.

**Keywords:** Implementation Policy, ISO Quality Management System 9001:2008,  
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