

## **ABSTRACT**

### **THE IMPLEMENTATION OF QUALITY MANAGEMENT ISO 9001:2008 IN VOCATIONAL HIGH SCHOOL INDUSTRY TECHNOLOGY BANDAR LAMPUNG**

**By**

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The focus of the research was on how the implementation of quality management system ISO 9001:2008 at SMKTI Bandar Lampung, with sub focus were on: 1) The attention of customers, 2) The Leadership, 3) The People Involvement, 4) The Process Approach, 5) The Approach on the Management System, 6) The Continuing Revision, 7) The Fact Approach and the Decision Maker, 8) The relationship of mutual importer, added by the human resources and all facilities in SMKTI Bandar Lampung.

The method used in the research was qualitative design through interview as the data taking method, observation, and documentation in SMKTI Bandar Lampung. While the data analysis was done through interactive analysis.

The result of the research related to the research focus showed : 1) The Application of Eight Principles of Quality Management at SMKTI Bandar Lampung, was initially done through commitment oriented on the customer satisfaction either internally or externally. 2) The condition of human resources at SMKTI Bandar Lampung in implementing the system of the quality management ISO 9001:2008 deeply supported viewed from education level and the competency as well. The commitment of all school components to realize their responsibilities to create the school goal was always defended. The steps done to do this commitment namely there is always communication the vision, mission, and school goals and also remind each of the duties and the responsibilities. 3) The condition of facilities and infrastructures owned by SMKTI Bandar Lampung are one of the aids to maintain the process of the running of the implementation of ISO 9001:2008 so that all documents and records can be saved well and can be easily accessed by all persons involved either directly or indirectly.

Key words : The Implementation of Quality Management System of ISO 9001:2008