ABSTRACT

THE IMPLEMENTATION OF THE MANAGEMENT OF QUALITY THROUGH ISO PROGRAM 9001 : 2008 (Case Study in SMA Negeri 1 Gadingrejo)

By
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This research studied the implementation of the management of quality through ISO program 9001 : 2008 in SMA Negeri 1 Gadingrejo. The focus of this research were: 1) the execution of ISO program 9001 : 2008 in SMA Negeri 1 Gadingrejo, 2) the inhibiting factors of ISO program 9001 : 2008 in SMA Negeri 1 Gadingrejo, 3) the supporting factors of ISO program 9001 : 2008 in SMA Negeri 1 Gadingrejo.

The approachment of this qualitative research was conducted by using the case study design. The technique of data collecting was conducted by interview, documentation, and observation. The data source consisted of the head master, the staff of vice head master, the staff of head study program staff, the head of Education Office Pringsewu, the supervisor of committee builder and student delegation.

The result of this research were: 1) There was development of the execution of ISO program 9001 : 2008 in SMA Negeri 1 Gadingrejo, namely were Standard of Content (Curriculum), standard of graduation competency, standard of learning process, standard of management and supervision, standard of tool and infrastructure, standard of valuation, standard of financing, standard of culture and environment. 2) There were inhibiting factors of ISO program 9001 : 2008 in SMA Negeri 1 Gadingrejo, namely were about the teachers discipline and the management of tool and infrastructure. 3) There were supporting factors of ISO program 9001 : 2008 in SMA Negeri 1 Gadingrejo, namely were the participation of head master in execution ISO program 9001 : 2008, the participation of students in execution the duty and committee of school and school members. In the future, this research needs increasing the management of quality.

Key words : the management of quality, ISO program 9001 : 2008