

ABSTRAK

PERAN KEPALA BIRO PERENCANAAN, UMUM DAN AKADEMIK DALAM IMPLEMENTASI *TOTAL QUALITY MANAGEMENT (TQM)* (Studi Kasus di Institut Teknologi Sumatera)

Oleh

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Penelitian ini bertujuan untuk mendeskripsikan peran Kepala Biro Perencanaan, Umum dan Akademik dalam implementasi *Total Quality Management (TQM)* di Institut Teknologi Sumatera. Metode penelitian menggunakan penelitian kualitatif, jenis dan rancangan penelitian studi kasus. Data-data dikumpulkan menggunakan wawancara, observasi, dan studi dokumen. Tahap analisis data dengan pengumpulan data, reduksi data, penarikan kesimpulan dan verifikasi data.

Hasil penelitian menunjukkan bahwa: 1) Peran Kepala Biro Perencanaan, Umum dan Akademik melalui perencanaan TQM dilakukan dengan melakukan rapat koordinasi ISO 9001: 2015, Menyusun buku manual mutu, Menyusun instruksi kerja dan menyusun jadwal pelaksanaan ISO 9001: 2015. 2) Peran Kepala Biro Perencanaan, Umum dan Akademik melalui pelaksanaan TQM dilakukan dengan membentuk Tim ISO 9001: 2015 dan memberikan sosialisasi serta pelatihan. 3) Peran Kepala Biro Perencanaan, Umum dan Akademik melalui evaluasi TQM dilakukan dengan mengadakan audit internal maupun audit eksternal berkoordinasi dengan pihak Satuan Penjaminan Mutu ITERA. 4) Peran Kepala Biro Perencanaan, Umum dan Akademik melalui tindak lanjut TQM dilakukan dengan berfokus pada perbaikan manajemen resiko pada setiap layanan administrasi, dan mendorong keterlibatan seluruh tenaga kependidikan dalam berbagai kegiatan yang menunjang program ITERA.

Kata Kunci: Peran Kepala Biro Perencanaan, Umum dan Akademik, *Total Quality Management*, ISO 9001: 2015.

ABSTRACT

THE ROLE OF THE BUREAU HEAD OF PLANNING, GENERAL AND ACADEMIC IN THE IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT (TQM) (Case Study at Institut Teknologi Sumatera)

By

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This study aims to describe the role of the Bureau Head of the Planning, General and Academic in the implementation of Total Quality Management (TQM) at Institut Teknologi Sumatera. The research method uses qualitative research, the type and design of the case study research. The data were collected using interviews, observations, and document studies. Data analysis phase with data collection, data reduction, conclusion drawing and data verification. The results of the study show that: 1) The role of the Head of the Planning, General and Academic Bureau through TQM planning is carried out by holding a coordination meeting of ISO 9001: 2015 Planning, General and Academic through the implementation of TQM is carried out by forming an ISO 9001: 2015 Team and providing socialization and training. 3) The role of the Head of Planning, General and Academic Bureau through TQM evaluation is carried out by conducting internal audits and external audits in coordination with the ITERA Quality Assurance Unit. 4) The role of the Head of Planning, General and Academic Bureau through TQM follow-up is carried out by focusing on improving risk management in every administrative service, and encouraging the involvement of all education personnel in various activities that support the ITERA program.

Keywords: The role of the Head of the Planning, General and Academic Bureau, Total Quality Management, ISO 9001:2015.