

ABSTRACT

IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM ISO 9001:2008 (A Case Study in SMK Negeri 3 Metro)

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The focus of this study was the implementation of the Quality Management System ISO 9001:2008, a case study in Public Vocational High School (SMKN) 3 Metro, with the following sub-focus: (1) control of documents, (2) control of records, (3) internal audit, (4) control of nonconforming products, (5) corrective actions, and (6) precautions. This study used a qualitative research design. This study stemmed from observations in the field (*field research*) and interviews. This in-depth study focused on the implementation of the quality management system ISO 900:2008. The data collected using the observations and interviews were then analyzed interactively, and the results were further interpreted and concluded. Results of this study are: (1) Control of documents were in accordance with the procedures specified in ISO document, that is, in general the documents had been already controlled, every unit had implemented each control; (2) Control of records had not been done completely, seen from control of records which had not applied storage flow of records; (3) Internal audit had properly followed internal audit steps: establishing an audit team, making an audit program, making an audit schedule, doing audit, collecting audit results and making an audit report; (4) Control of nonconforming products was in accordance with the requirements specified in ISO. If any, nonconforming products were corrected step by step to prevent from findings. (5) Corrective action had been in conformity with the requirements specified in ISO. The school immediately implemented improvements in accordance with the errors found by each unit so that the expected improvements were appropriate and acceptable to all parties; and (6) Precautions in SMK N 3 Metro had been in accordance with ISO procedures so that findings became meaningful lessons, could be prevented and minimized so as not to be repeated in the future.

Keywords: implementation, quality management system, ISO 9001:2008