

THE UTILIZATION OF INFORMATION AND COMMUNICATION TECHNOLOGY TO SUPPORT LEARNING-BASED PROCESS OF PDCA QUALITY ISO 9001: 2008 IWA2

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ABSTRACT

Education Institution is the service provider institution, therefore the customers who get involved demanding the guarantee fulfill their needs suit to the promise have given by the company consistently and continuously. ISO 9001:2008 berbasis IWA2 : 2007 is one of the tool to achieve the goal of quality education through the documentation with the appropriate corresponding field of interpretation services as well as its application.

The item have to be provided in the learning process is the curriculum, GBPP, sylabus, and also SAP/RPP which become the technical guidance for the interaction between the students and their lecturer. The dynamics of the learning process is very dynamic, development of science, technology, communication and information, have become the other elements who can affects those process, therefore the documentation as foundation of the audit process can be a delimiter of those dynamic process on the pretext in order not to violate the commitments already pledged.

The development of the technology communication and information also the database system can be used to build the integrated system among the students (customer), the lecturer (service provider) and also the top management (verifikator). Each of them will do their rules to do PDCA action and the system which has been build automatically will run to decide whether the process has been done according to the existing documentation.

Keywords: *service, the learning quality, communication technology, information, database system, automation*

ABSTRAK

Institusi pendidikan merupakan sebuah lembaga layanan jasa, sehingga customer yang terlibat menuntut jaminan terpenuhi kebutuhannya sesuai dengan yang dijanjikan secara konsisten dan berkesinambungan. ISO 9001:2008 berbasis IWA2 : 2007 merupakan salah satu alat untuk mencapai tujuan mutu pembelajaran melalui dokumentasi dengan intepretasi yang tepat sesuai bidang layanan serta penerapannya.

Unsur yang harus tersedia dalam proses pembelajaran adalah: kurikulum, GBPP, Silabi dan SAP/RPP yang menjadi panduan teknis interaksi dosen dan mahasiswa. Dinamika proses pembelajaran sangat dinamis, perkembangan ilmu pengetahuan, teknologi komunikasi dan informasi turut serta mempengaruhinya, sehingga dokumentasi sebagai landasan proses audit dapat menjadi pembatas gerak dinamis tersebut dengan dalih agar tidak melanggar komitmen yang sudah dijamin.

Berkembangnya Teknologi komunikasi dan informasi serta sistem database dapat dimanfaatkan untuk membangun sebuah sistem yang terintegrasi antar: Mahasiswa (customer); Dosen (pemberi layanan) dan Pimpinan (verifikator) dan masing-masing melakukan peran PDCA dan sistem yang dibangun secara otomasi bekerja untuk menentukan apakah prosesnya sudah dilaksanakan sesuai dokumentasi yang ada.

Kata kunci : *jasa, mutu pembelajaran, teknologi komunikasi, informasi, sistem database, otomasi*