ABSTRACT

IMPLEMENTATION IMPACT OF QUALITY MANAGEMENT SYSTEM ON REGIONAL LEGAL METROLOGIC STANDARDIZATION CENTER IV (CASE OF IMPLEMENTATION OF ISO 9001:2015 AND ISO/IEC 17025:2017)

Author : Taufiqurrahman Kaenong
Supervisors : Frida Chairunisa
Muttaqin

Quality is essential in all types of public services. As a Public Service Organization, BSML Regional IV has implemented and accredited ISO/IEC 17025 on Testing and Calibration Laboratories by KAN since 2012, and URS has certified ISO 9001 on Quality Management System (QMS) since 2015. This long-standing policy must be evaluated to determine the impact of the implementation of the quality management system on personnel and customer services in BSML Regional IV.

This study applied a qualitative method with case studies. Data was gathered through interviews, observations, and document review. Five of the fourteen interview informants were members of the leadership, six were employees, and three were customers.

The study's findings can be found at: (1) The effectiveness of QMS implementation refers to the achievement of Quality Goals that have been running smoothly. The disadvantage is that internal auditors are not yet independent, so audit results may be tainted. The Document Review has yet to be completed. (2) The efficiency in terms of costs incurred for QMS implementation remains efficient. The number of employees required to complete services is still insufficient. Document management is not also controlled or secure. (3) It is unclear how complaints are handled and how they are resolved. The length of service is not specified in the Implementation Procedures. (4) Alignment, consistency, and leadership awareness in implementing QMS so that personnel follow and reap the benefits (5) Adequacy, the implementation of ISO/IEC 17025:2017 is actually sufficient; however, ISO 9001:2015 is also implemented as a result of central agency directives. (6) Accuracy and the incorporation of high-quality documents are required to make document management easier and more efficient.

Keywords: Implementation Impact, Quality Management System, BSML Regional IV