



Audit Report

Surveillance audit for
Politeknik STMI Jakarta

**Jl. Letjend Suprpto No. 26, Cempaka Putih, DKI Jakarta, 10510,
Indonesia**

Certificate No.: QEC26427

Audit Date: 15/2/2022 - 16/2/2022

Work Item I.D.: WI-1072831

Issue Date:

BACKGROUND INFORMATION

SAI Global conducted an audit of Politeknik STMI Jakarta on 15/2/2022 - 16/2/2022.

The purpose of this audit report is to summarise the degree of compliance with relevant criteria, as defined on this page, based on the evidence obtained during the audit of your organisation. This audit report considers your organisation's policies, objectives, and continual improvement processes. Comments may include how suitable the objectives selected by your organisation appear to be in regard to maintaining customer satisfaction levels and providing other benefits with respect to policy and other external and internal needs. We may also comment regarding the measurable progress you have made in reaching these targets for improvement.

SAI Global audits are carried out within the requirements of SAI Global procedures that also reflect the requirements and guidance provided in the international standards relating to audit practice such as ISO/IEC 17021, ISO 19011 and other normative criteria. Auditing is based on a sampling process of the available information. SAI Global Auditors are assigned to audits according to industry, standard or technical competencies appropriate to the organisation being audited. Details of such experience and competency are maintained in our records.

In addition to the information contained in this audit report, SAI Global maintains files for each client. These files contain details of organisation size and personnel as well as evidence collected during preliminary and subsequent audit activities (Documentation Review and Scope) relevant to the application for initial and continuing certification of your organisation.

Please take care to advise us of any change that may affect the application/certification or may assist us to keep your contact information up to date, as required by SAI Global Terms and Conditions.

This report has been prepared by SAI Global Pty Limited (SAI Global) in respect of a Client's application for assessment by SAI Global. The purpose of the report is to comment upon evidence of the Client's compliance with the standards or other criteria specified. The content of this report applies only to matters, which were evident to SAI Global at the time of the audit within the audit scope. SAI Global does not warrant or otherwise comment upon the suitability of the contents of the report or the certificate for any particular purpose or use. SAI Global accepts no liability whatsoever for consequences to, or actions taken by, third parties as a result of or in reliance upon information contained in this report or certificate.

Please note that this report is subject to independent review and approval. Should changes to the outcomes of this report be necessary as a result of the review, a revised report will be issued and will supersede this report.

Standard(s):	9001:2015 Certification
Code(s):	85
Scope of Certification:	Design, development of curriculum and the provision of education services Bachelor of Applied Science majoring in Automotive Industrial Engineering, Automotive Industry Information System, Polymeric Chemical Engineering, Automotive Business Administration and Automotive Engineering Technology
Number of Staff:	122 (FTE)
Shifts:	1 Shifts
Total audit duration:	20 hrs
Audit Team Members(s):	Vinka Cantikara - Lead Auditor, Vinka Cantikara - Lead Auditor, Armando Ramadhoni - Auditor, Armando Ramadhoni - Auditor
Audit Team Leader	Vinka Cantikara
Other Participants:	Other Participants

Definitions and action required with respect to audit findings

Major non-conformance:

Based on objective evidence, the absence of, or a significant failure to implement and/or maintain conformance to requirements of the applicable standard. Such issues may raise significant doubt as to the capability of the management system to achieve its intended outputs (i.e. the absence of or failure to implement a complete Management System clause of the standard); or a situation which would on the basis of available objective evidence, raise significant doubt as to the capability of the Management System to achieve the stated policy and objectives of the customer.

NOTE: The “applicable Standard” is the Standard which SAI Global are issuing certification against, and may be a Product Standard, a management system Standard, a food safety Standard or another set of documented criteria.

Action required: This category of findings requires SAI Global to issue a formal NCR; to receive and approve client’s proposed correction and corrective action plans; and formally verify the effective implementation of planned activities. Correction and corrective action plan should be submitted to SAI Global prior to commencement of follow-up activities as required. Follow-up action by SAI Global must ‘close out’ the NCR or reduce it to a lesser category within 90 days or as specified in NCR form.

If significant risk issues (e.g. safety, environmental, food safety, product legality/quality, etc.) are detected during an audit these shall be reported immediately to the Client and more immediate or instant correction shall be requested. If this is not agreed and cannot be resolved to the satisfaction of SAI Global, immediate suspension shall be recommended.

In the case of an already certified client, failure to close out NCR within the time limits means that suspension proceedings may be instituted by SAI Global.

Follow-up activities incur additional charges.

Minor non-conformance:

Represents either a management system weakness or minor issue that could lead to a major non-conformance if not addressed. Each minor NC should be considered for potential improvement and to further investigate any system weaknesses for possible inclusion in the corrective action program.

Action required: This category of findings requires SAI Global to issue a formal NCR; to receive and approve client’s proposed correction and corrective action plans; and formally verify the effective implementation of planned activities at the next scheduled audit or within specified time frames.

Opportunity for Improvement:

A documented statement, which may identify areas for improvement however shall not make specific recommendation(s).

Action required: Client may develop and implement solutions in order to add value to operations and management systems. SAI Global is not required to follow-up on this category of audit finding.

EXECUTIVE OVERVIEW

The objective of this audit was to determine the capability and effectiveness of your organisation's management system in: ensuring continual compliance with customer, statutory and regulatory requirements; meeting its specified objectives; and conformity of the management system to stated criteria.

This audit was a stand-alone audit of the system(s) listed in the "Background Information" section of this report.

The audit has determined that your management system has the ability to ensure the organisation meets its identified applicable statutory, regulatory and contractual requirements relevant to the scope of certification.

The audit has determined that your management system is effective in ensuring that the organisation can reasonably expect to achieve its defined objectives.

The ICT audit / On Line audit has been conducted for this recertification audit. The online audit has been run effectively.

The objectives of this audit have been fulfilled.

Recommendation

The recommendation from this audit is that your certification continues.

Audit recommendations are always subject to ratification by the SAI Global certification authority.

This report was prepared by: Vinka C

Changes to the audit plan and the reasons for the change

There was no change from the audit plan. The audit was conducted as confirmed audit plan with client.

Significant issues impacting on the Audit Programme

There were significant issues found that impacting the audit program that is The extension to scope of ISO certification for Automotive Engineering Technology in Automotive Industry.

Appropriateness of the certification scope

Certification scope is appropriate. The organization's certification scope was observed and verified. It was clearly described in the quality manual and verified in the business activities process.

Introduction and site description

There was one site for this audit as stated in the cover and the processes were also stated in the scope of certification. This is state Polytechnic that under control of Kementerian Perindustrian. This state polytechnic was concentration in automotive industry.

Review of any changes including documentation

Changes to the company since last audit include:

Organisation structure, i.e. Director, Deputy Director 1 (Academic Administration division), Deputy Director 2 (General administration & finance), Deputy Director 3 (Studentship & cooperation); SPI (Internal Control Unit), SPM (Quality Assurance Unit), Program study (5 Program study), UPPM (Research and Services Unit), Supporting Unit (Library, Bahasa laboratory, and Laboratories), Teaching Factory and Business Incubator. The on line / ICT lecturing method was conducted during Covid 19 Pandemic.

Action taken on previous audit findings

All minor non-conformances have been followed up and are now considered adequately addressed.

Use of the certification documents and marks

The use of the StandardsMark and claims of certification appear to be in accordance with the guidelines available via the SAI Global website. The logo of certification body was used in Business Card of leader / top management of Politeknik STMI – Jakarta

Context of the organisation and quality management system

The organisation has determined the external and internal issues that may affect its ability to achieve intended results of the quality management system. Information about external and internal issues is regularly reviewed.

Examples viewed to validate findings include:

External issue:

1. Perubahan peraturan BAN-PT terkait akreditasi
2. Perubahan pengajuan akreditasi program studi dari BAN-PT ke Lembaga Akreditasi Mandiri
3. Kebijakan realisasi anggaran 60% pada semester 1 2022

Internal issued:

1. Re-akreditasi Prodi TRO
2. Pelaksanaan perkuliahan secara blended system
3. Pengembangan STMI Karir
4. Keterbatasan mahasiswa terkait literatur digital dan pemeriksaan plagiarisme
5. Penerapan standar Pendidikan internasional

Interested parties

The organisation has clearly identified interested parties relevant to the Quality Management System. The requirements of these parties have also been defined.

The following examples of these parties and requirements were viewed:

1. Students/college: obtain the skills and expertise (proficiency)
2. Government: existing rules, support programs, competent graduates (as vocational)
3. Industry: the fulfilment of work both on skill and attitude
4. Association: Curriculum have to link and match with industry
5. Employees: comfortable and prosperous working environment

Scope of the Quality Management System

The organization has determined the scope and the boundaries for their Quality Management System (QMS) in Manual Mutu MM-S-01, date 01 November 2017. All clauses in standard ISO 9001 : 2015 are applicable to the organization as mentioned in Manual Mutu.

Leadership and commitment

Top management have shown their leadership and commitment to QMS by attending Management Review, Evaluating QMS in several meetings, etc

Customer focus

Top management of the company have shown commitment and leadership to customer focus by setting the quality objectives regarding the customer satisfaction

Policy

A Quality Policy that is appropriate to the organisation's purpose and context has been established, implemented and maintained by top management. The policy is available as documented information to all interested parties.

The following evidence was reviewed:

Quality Policy as described on LM-S-03 updated on 2 July 2020, i.e.:

- a. ensure educational service is in accordance with applicable standards,
- b. realizing transparency and accountability to stakeholders,
- c. motivate all parties to work towards the goal of improving quality continuously, etc.

Management System Planning

Risks and opportunities

The company has determined the risk & opportunities and addressed the actions to be taken for year 2021 in SPMI Director Decree No. 517/BPSDMI/STMI/KEP/VI/2021. The following evidence was reviewed:

- Prodi ABO
 - The number of graduates is not according to the target
 - Certificate of competence does not match industry needs, etc.

- Penerimaan Mahasiswa Baru
 - Lack of effectiveness of on-the-spot promotions plan
 - Unverified social media accounts, etc

- Teaching Factory
 - The number and types of products were not achieved as planned.

A review of the organization's process for identifying and reviewing risks and opportunities has identified minor non-conformance. Details are provided in NCR No: 04.

Quality objectives

There is consistent evidence that the health of the Quality Management System is being monitored via relevant quality objectives.

The following documented information relating to Quality Objectives has been reviewed:

No	Sasaran Mutu 2021	Target	Realisasi
1.	Rasio jumlah pendaftar dengan daya tampung	1:7	1:5,07
2.	Akreditasi B	100%	75%
3.	Publikasi karya ilmiah dosen dan mahasiswa dalam jurnal nasional terakreditasi maupun dalam jurnal internasional terindks Scopus	10	15
4.	Mahasiswa yang lulus memiliki sertifikat kompetensi	100%	100%
6.	Masa studi 4 tahun	80%	61,11%
6.	Serapan Lulusan di industry otomotif	20%	28,42%
7	Masa tunggu kerja 6 bulan	50%	68,36%
8.	Indeks Kepuasan Pelanggan		
	- Dunia Industri	3,20	3,51
	- Mahasiswa	3,20	3,27
	- Masyarakat	3,20	3,75
9.	Indeks Persepsi Korupsi	3,60	3,86

Documented information

The company has determined their procedure related documented information in procedure No. PM-S- 01 dated 01 November 2017 SOP Pengendalian Mutu and procedure No. PM-S-02 dated 01 November 2017 SOP Pengendalian Rekaman Mutu. The procedures have defined how to identify, describe, format used (including the language), review and approval rules, distribution rules, storage and preservation rules, control of changes, retention and determination.

The following evidence was reviewed:

- Quality manual No. MM-S-01 Rev 05 Issued 01 November 2017

Business processes

This audit included a review of the processes needed for the Quality Management System. Operation and control of the audited processes is described below:

Jurusan Teknologi Rekayasa Otomoti (TRO).

The Automotive Engineering Technology / Teknologi Rekayasa Otomotif (TRO) department was established based on SK Menteri Pendidikan & Kebudayaan RI No. 490/M/2020 dated 30 April 2020. The curriculum of TRO department was established and documented. The "Daftar Panitia Penyusunan Kurikulum Dual Sistem Prodi TRO" (design & development curriculum committee) year 2021 has been established and seen. Job

description of committee has been determined. There are 10 permanent lecturers (dosen tetap). Head of department is Mr. Hasan Sudrajat. Organization structure of department was not established and seen. The RPS and Syllabus must be established and completed by the lecturer. The RPS (Rencana Pembelajaran Semester) of Praktikum Teknik Kelistrikan Otomotif (2 sks labs, odd semester 2021/2022) and Praktikum Produksi Mold 1 (2 sks labs, even semester 2021/2022) has been established and seen.

SIO

Quality objective has been determined and documented. Record of quality objective achievement was established and seen. The risk and opportunities have determined and documented. Curriculum development consisted of sequence stages; development team arrangement, identification of inputs (e.g., national curriculum, curriculum evaluation report), review of existing curriculum, development of new curriculum, and approval of new curriculum. Lecturing process has been arranged on documented procedures including planning and preparation, implementation and evaluation. Final evaluation method was defined referring to university manual book that was included evaluation component, grade range. Lecturer has freedom to define weight of evaluation components (final test, mid-semester test, assignment). Customer satisfaction regarding lecture delivery and lecturer performance was measured at the end of semester. Corrective action has been defined for underperforming lecturer including warning, supervision and training. Last assignment is making graduate thesis (skripsi). Procedure and guidance for making thesis were established. Supervisor lecturer (promoter) was assigned based on his/her competency referring to decree from Dean.

The study period for D4 program is 4 year with total 144 SKS (credit semester system). All student college must have taken and passed on job training (PKL) and final project (thesis). Verification of the exam, both of middle semester exam (UTS) and final exam (UAS) has been done. Verification result has been recorded and maintained at each study program. Some subjects have been reviewed e.g Praktikum Jaringan Komputer dan Komunikasi Data even semester 2021/2022.

Unit Business Incubator

Business Incubator is a program that provides accompaniment with the aim of accelerating the growth of a business. Objectives of the Business Incubator Unit include increase the number of businesses in the automotive sector, prepare business in an integrated manner before competing in the free market, develop and grow business culture in students, grow innovation in the industry automotive field. The business incubation method consists of pre-incubation, incubation, guidance, and monitoring which is carried out for 6 months program. This program will be followed by tenants who are students, alumni or UMKM. As a new unit, business incubation activities are planned to start in July 2021. The following evidence has been reviewed such as process flowchart, program timeline, procedures, etc. Procedures are used as a reference in operational activities in this unit, such as:

- SOP 3.3.1.1/BPSDMI/STMI/SOP/III/2021 - 10 March 2021 - Formation of Business Incubator Unit Team
- SOP 3.3.2.1/BPSDMI/STMI/SOP/III/2021 - 15 March 2021 - Implementation of Tenant Selection
- SOP 3.3.3/BPSDMI/STMI/SOP/III/2021 - 30 March 2021 - Incubation Implementation
- SOP 3.3.3.1/BPSDMI/STMI/SOP/IV/2021 - 6 April 2021 - Workshop Implementation
- SOP 3.3.3.3/BPSDMI/STMI/SOP/IV/2021 - 6 April 2021 - Implementation of Tenant Assistance
- SOP 3.3.5.1/BPSDMI/STMI/SOP/IV/2021 - 6 April 2021 - Monitoring and Evaluation of Incubation
- Panduan Inkubasi Bisnis.

Admistrasi Bisnis Otomotif (ABO)

Semester education plan has been prepared. Curriculum, syllabus, Rencana Pembelajaran Semester and subject distribution have been prepared and able to be shown during the audit. It was noted that for 2021-2022 curriculum was following 2021 curriculum which was designed and developed based on SK Menteri Pendidikan & Kebudayaan RI No. 490/M/2020 dated 30 April 2020. The "Pembelajaran Jarak Jauh" or PJJ application was used to deliver lecturing process. E-learning application was used to register lecturing process

Evidences of teaching activities such as official report (Berita acara), attendance register, mid and final semester test official reports have been prepared and able to be shown during the audit. Minimum passing grade for every subject have been determined. It was noted that several parameters have been determined as passing grade consideration. Regarding parameters were attendance, task, mid semester test and end semester test. Samples have been taken as verification of passing grade determination implementation consistency. It was observed Minor non conformity on this unit as described on NCR No. 05.

The following evidence was reviewed:

- It was observed several procedures e.g. procedure No. 1.2.1.1/BPSDMI/STMI/SOP/XII/2019 Pengembangan Kurikulum and Procedure No. 1.2.1.1/BPSDMI/STMI/SOP/XII/2019 Prosedur penyusunan RPS
- Dokumen Kurikulum 2021 Program Studi ABO Politeknik STMI Jakarta
- Rencana Pembelajaran Semester for Sistem Informasi Bisnis and Etika Bisnis.
- Database Prakerin for class 2019 e.g. record for student name Dewi Indah.
- Sample for mid and end semester examination was for student.
- Final test score have been recorded and sight via STMI E-learning.

Teaching Factory

Quality objective has been determined and documented. Record of quality objective achievement was established and seen. The risk and opportunities have not been determined and documented. The activities is to production or service-based learning concept / program on campus that refers to the standards and procedures applicable in the industry. This program is implemented in industry-like processes. Roles of teaching factory implementation on campus is to reduce the competency gap between industry needs and the competencies produced by the campus.

The following evidence has been reviewed:

- Teaching factory program for 2022
- Design drawing and production process of Brake lever and Foot step
- Teaching factory's list of Tools and Machines updated 2021

Organisational performance evaluation

Customer satisfaction

The customer's perception of meeting customer requirements is adequately managed by the organisation. The information obtained is being organised to drive system improvement.

The following evidence was reviewed:

- Student/college Tracer Study 2021: 27 aspect evaluated, at expectation and perception (satisfaction) with score = 3.43 and 3.23 above of organization target 3.20
- Industrial Survey 2021 (DUDI): hard-skill attribute (8 aspect) and soft-skill (12 aspect) evaluated with score = 3.51.

Internal audits

The company has conducted internal audit every year based on procedure SOP Audit Internal Mutu PM-S-04 date 1 Nov 2017. The following evidence was reviewed:

- Internal Audit was conducted on 28 December 2021- 5 January 2022 for all unit including top management, main process and supporting process unit.
- Internal auditor training certificate e.g. Lucyana T
- Internal audit findings were identified and followed up on corrective action form.

Analysis and evaluation

The company has analyzed and evaluated degree of customer satisfaction, performances and effectiveness of QMS, the performances of external providers in Management Review

Management review

Management review had been conducted every year. The latest meeting was conducted on 10-11 2022 using ICT method. This meeting was attended by Top Management (Director) and organization employee.

The following evidence was reviewed:

- Management review minutes of meeting.
- Discussion agenda refer to ISO 9001. Attendance sheet.

Organisational Improvement

Non-conformity, complaints and corrective action

The company has reviewed and ensured that the corrective action for any NC or customer complaint have been taken.

Continual improvement

The company has continually improved the suitability, adequacy, and effectiveness of QMS based on review of some improvements arising from Management Review, External Audit, and Internal Audit

A proposed plan for the next audit is included on the last page of this report.

Thank you for the cooperation and hospitality extended.

This report was prepared by: Vinka C

NEXT AUDIT PLAN

During our next audit the issues identified as requiring attention will be reviewed to ensure they have been adequately addressed, as well as the following set out in the plan below:

This plan is a draft and can be modified to suit the availability of relevant people.

Audit type :		Surv. 2		
Date	Auditor	Audit meetings plus functions/ processes/ areas/ shifts audited	# Shift	Approx. time
TBA	TBA	Opening Meeting		TBA
		Previous audit findings		
		Use of certification Mark/Logo/Shield		
		Changes to the MS and organisation		
		Compliance obligations (Regulations and standards)		
		Library		
		Pusat Data		
		Unit Penelitian dan Pengabdian Masyarakat		
		Sub Bag Adm Akademik, Kemahasiswaan, Kerjasama		
		Sub Bag Umum dan Keuangan <ul style="list-style-type: none"> • HRD, • Maintenance, • Procurement 		
		TIO dan TKP		
		Report Preparation/ Closing Meeting		