

<b>Organisation Name:</b>		Politeknik STMI Jakarta			<b>Location:</b>		Jl. Letjend Suprpto No. 26, Cempaka Putih, DKI Jakarta, 10510, Indonesia		
<b>Date:</b> 16/02/2022		<b>Audit team leader:</b>		Vinka Cantikara	<b>Activity/Report ID:</b>		WI-1072831	<b>License/Certificate No.:</b> QEC26427	
<b>Organisation's acknowledgement of receipt of NCR</b>				<b>Employee Name:</b>		Mrs Emi Rusmiati		<b>Date NCR Accepted:</b>	
<b>Section 1</b>				<b>Section 2</b>			<b>Section 3</b>		<b>Section 4</b>
<b>NCR Nr</b>	<b>Standard(s) &amp; clause(s)</b>	<b>Classification</b>	<b>Details of non-conforming situation and Objective Evidence :</b>	<b>SAI Verification (how and when)</b>	<b>Correction : (immediate fix)</b>	<b>Root Cause and Corrective Action : (action to prevent recurrence)</b>	<b>SAI Global Response Review:</b>		<b>SAI Global Verification of Corrective Action for Effectiveness:</b>
1	ISO 9001:2015	Minor	Non-conforming situation: Perubahan kurikulum untuk implementasi tahun ajaran 2021/2022 belum disahkan dan divalidasi.	<b>Due Date:</b> <b>Next audit</b>  <b>SAI Follow up Method:</b> <b>Onsite</b>	<b>SIIO:</b> Correction : Dokumen kurikulum disahkan dan divalidasi	<b>Root Cause :</b> Masih ada penyesuaian CPMK kurikulum baru berdasarkan masukan industri <b>Corrective Action :</b> Evaluasi kurikulum	<b>Response:</b> <b>SELECT</b>  <b>22/02/2022</b> <b>Reviewer:</b> Vinka C		<b>Verification of Effectiveness:</b>  <b>Name</b>  <b>Date:</b> <b>SELECT</b>
				<b>Due Date:</b> <b>Next audit</b>  <b>SAI Follow up Method:</b> <b>Onsite</b>	<b>ABO</b> Correction : Akan dibuat buku kurikulum untuk divalidasi	<b>Root Cause :</b> Belum disusunnya buku kurikulum <b>Corrective Action :</b> Setiap pengembangan kurikulum akan dibuatkan buku kurikulumnya	<b>Response:</b> <b>SELECT</b>  <b>22/02/2022</b> <b>Reviewer:</b> Vinka C		<b>Verification of Effectiveness:</b>  <b>Name</b>  <b>Date:</b> <b>SELECT</b>
				<b>Due Date:</b> <b>Next audit</b>  <b>SAI Follow up Method:</b> <b>Onsite</b>	<b>TRO</b> Correction : Dokumen kurikulum disahkan dan divalidasi	<b>Root Cause :</b> Ada penyesuaian mata kuliah yang implementasinya diterapkan disemester yang berbeda dengan dokumen kurikulum sebelumnya  <b>Corrective Action :</b> Setiap pengembangan kurikulum selalu perbaharui dokumennya	<b>Response:</b> <b>SELECT</b>  <b>22/02/2022</b> <b>Reviewer:</b> Vinka C		<b>Verification of Effectiveness:</b>  <b>Name</b>  <b>Date:</b> <b>SELECT</b>

Section 1				Section 2		Section 3	Section 4	
NCR Nr	Standard(s) & clause(s)	Classification	Details of non-conforming situation and Objective Evidence :	SAI Verification (how and when)	Correction : (immediate fix)	Root Cause and Corrective Action : (action to prevent recurrence)	SAI Global Response Review:	SAI Global Verification of Corrective Action for Effectiveness:
2	ISO 9001:2015	Minor	Non-conforming situation: Catatan realisasi perkuliahan, belum diimplementasikan dengan baik. Misalnya untuk pencatatan realisasi waktu dan durasi perkuliahan	<b>Due Date:</b> <b>Next audit</b>  <b>SAI Follow up Method:</b> <b>Onsite</b>	<b>TRO</b> Correction : Merapikan Catatan yang tidak diimplementasikan dengan baik, di mata kuliah yang waktu realisasinya bermasalah	Root Cause : Tidak disiplinnya dosen dalam memulai dan menyelesaikan perkuliahan di sistem e-learning  Corrective Action : Memberi peringatan kepada dosen yang realisasi waktu perkuliahannya tidak sesuai	<b>Response:</b> <b>SELECT</b>  <b>22/02/2022</b> <b>Reviewer:</b> Vinka C	<b>Verification of Effectiveness:</b>  <b>Name</b>  <b>Date:</b> <b>SELECT</b>
3	ISO 9001:2015	Minor	Non-conforming situation: Salah satu persyaratan peserta inkubasi bisnis adalah mahasiswa dan alumni. Dokumen pendukung untuk persyaratan tersebut belum didokumentasikan	<b>Due Date:</b> <b>Next audit</b>  <b>SAI Follow up Method:</b> <b>Onsite</b>	<b>Inkubator Bisnis</b> Correction : Temuan akan dibuat sebagai bahan perbaikan dan persyaratan pelaksanaan seleksi calon tenant yang akan datang	Root Cause : Belum dimasukkan persyaratan kartu alumni atau kartu mahasiswa sebagai dokumen persyaratan calon peserta.  Corrective Action : Memasukkan persyaratan pendaftaran calon tenant yang akan datang dengan melampirkan kartu mahasiswa untuk peserta calon tenant yang masih menjadi mahasiswa aktif dan melampirkan ijazah/ kartu alumni untuk peserta calon tenant yang telah menjadi alumni	<b>Response:</b> <b>SELECT</b>  <b>22/02/2022</b> <b>Reviewer:</b> Vinka C	<b>Verification of Effectiveness:</b>  <b>Name</b>  <b>Date:</b> <b>SELECT</b>
4	ISO 9001:2015	Minor	Non-conforming situation: Hasil penilaian dan peringkat untuk seleksi tenan inkubasi bisnis belum lengkap didokumentasikan. Dari 18 peserta hanya ada penilaian untuk 13 peserta.	<b>Due Date:</b> <b>Next audit</b>  <b>SAI Follow up Method:</b> <b>Onsite</b>	<b>Inkubator Bisnis</b> Correction : Rekapitulasi seleksi tahap 1 dihasilkan 13 orang peserta. Untuk tahap 2 yang menghasilkan 7 orang peserta sudah dilakukan rekapitulasi.	Root Cause : Seleksi tenant dilakukan 2 tahap. Tahap 2 belum dapat ditunjukkan rekapitulasinya. Corrective Action : Menyusun laporan rekapitulasi sesuai dengan sebanyak tahapan yang dijalankan dengan lebih rapi.	<b>Response:</b> <b>SELECT</b>  <b>22/02/2022</b> <b>Reviewer:</b> Vinka C	<b>Verification of Effectiveness:</b>  <b>Name</b>  <b>Date:</b> <b>SELECT</b>

Section 1				Section 2		Section 3	Section 4	
NCR Nr	Standard(s) & clause(s)	Classification	Details of non-conforming situation and Objective Evidence :	SAI Verification (how and when)	Correction : (immediate fix)	Root Cause and Corrective Action : (action to prevent recurrence)	SAI Global Response Review:	SAI Global Verification of Corrective Action for Effectiveness:
5	ISO 9001:2015	Minor	Non-conforming situation: CV pengujian proposal eksternal belum disimpan dengan baik. Misalnya CV pengujian dari IKMA dan BDI	Due Date: Next audit  SAI Follow up Method: Onsite	<b>Inkubator Bisnis</b> Correction : Pengumpulan CV sudah dilakukan dan dikelompokkan lagi berdasarkan kategori pengajar pelatihan dan pengujian seleksi proposal calon tenan	Root Cause : Karena kegiatan dilakukan bersama dengan BDI, ada beberapa dokumen yang disimpan oleh BDI Corrective Action : Menyusun CV berdasarkan kebutuhan pengujian seleksi proposal dan pemateri pada saat pelatihan baik teknis maupun kewirausahaan	Response: <b>SELECT</b>  22/02/2022 Reviewer: Vinka C	Verification of Effectiveness:  Name  Date: <b>SELECT</b>
6	ISO 9001:2015	Minor	<b>Non-conforming situation:</b> Proses review identifikasi risiko untuk tahun 2022 belum dapat ditunjukkan  <b>Requirement:</b> 6.1. Objective evidence:	Due Date: Next audit  SAI Follow up Method: Onsite	Correction : Identifikasi risiko tahun 2022 akan segera ditinjau	Root Cause : Review identifikasi risiko belum dibahas dalam rapat tinjauan manajemen karena keterbatasan waktu  Corrective Action : Review identifikasi risiko akan dilaksanakan rutin setiap tahun	Response: <b>SELECT</b>  22/02/2022 Reviewer: Vinka C	Verification of Effectiveness:  Name  Date: <b>SELECT</b>
7	ISO 9001:2015	Minor	<b>Non-conforming situation:</b> Verifikasi untuk soal ujian belum dilakukan <b>Requirement:</b> 8.1 Objective evidence: Soal ujian Sistem informasi bisnis	Due Date: Next audit  SAI Follow up Method: Onsite	<b>ABO</b> Correction : Akan dibuatkan soal ujian mengikuti format yang ditetapkan	Root Cause : Pelaksanaan ujian yang dilakukan secara online memungkinkan setiap dosen untuk menginput sendiri soal ujian di PJJ Corrective Action : Setiap soal ujian diwajibkan untuk menyerahkan bukti tertulisnya sesuai dengan format yang telah ditetapkan	Response: <b>SELECT</b>  22/02/2022 Reviewer: Vinka C	Verification of Effectiveness:  Name  Date: <b>SELECT</b>
		<b>Other</b>	Dipastikan komputer untuk mata kuliah Praktikum Jaringan Komputer dan Komunikasi Data .sudah terinstall sebelum praktikum dimulai					

## SAI GLOBAL REGISTRATION PROGRAM

### INSTRUCTIONS FOR THE COMPLETION OF NON-CONFORMANCE REPORTS (NCR)

Failure to provide action plans as arranged with SAI Global and/or to implement correction and corrective action within the nominated time frames may lead to a recommendation that your certification be denied or suspended. Certain sectors require both Major and Minor NCR's to be cleared within a specified time. Refer to sector specific requirements for details.

#### Section 1

To be completed by the SAI Global Team Leader at the time of the audit. A copy of the NCR shall be left with the Client at the completion of the audit.

Organization Acknowledgement:	Name of the organizations representative who was presented the non-conformance. Signature is not required.
SAI Global Verification Method	Record if site visit is required or what information is to be provided to effect NCR closure.

#### Section 2 - Organization Response

Complete Section 2 as described below and return it to SAI Global. In lieu of completing SAI Global NCR form, the Client may submit an equivalent corrective action document.

Root Cause:	Consider using appropriate root-cause analysis tools such as, 5 Why's, FMEAs, Fault tree analysis and fish bone diagrams, etc., to ensure identification of root cause.
Correction:	Describe the action taken to correct the incident and contain the problem. Objective evidence in the form of revised procedures, records, etc. shall be submitted unless otherwise identified by the Audit Team Leader
Corrective Action:	Client shall describe the systemic (long term) corrective action(s) planned or taken to eliminate the root cause to prevent recurrence. Objective evidence in the form of revised procedures, records, etc. shall be submitted unless otherwise identified by the Audit Team Leader.

#### Section 3

The SAI Global Team Leader /Client/Project Manager will review the completed NCR or Client's equivalent corrective action document for adequate root cause analysis, systemic corrective action taken on root cause and objective evidence submitted. Upon completion of the review the SAI Global Team Leader will either accept the corrective action taken and clear the NCR or request that the Client provide an additional or revised response or objective evidence in order to clear the NCR. Comments shall be added to the hardcopy of the NCR or electronically as appropriate to identify any request for additional information, including the date for submittal.

#### Section 4 – Verification of Effectiveness and NCR Closure

Verification of Effectiveness	Detail what evidence was sighted to verify the effectiveness of the client's correction and corrective action. Where appropriate, records of the client's method of verifying effectiveness can be utilized but must demonstrate the correction, root cause and corrective action. Record in the results the actual method and documents reviewed to verify effectiveness.
NCR Closure	Name and date of individual performing the verification and NCR closure.