

2024

INTERNAL QUALITY ASSURANCE SYSTEM FACULTY OF AGRICULTURE

BERBASIS ISO 9001:2015
DAN ISO 21001:2018

Disiapkan Oleh:

**TIM PELAKSANA ISO
FP UTU**

2024



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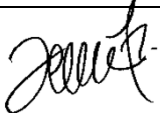


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ENDORSEMENT PAGE

**SPMI MANUAL
(INTERNAL QUALITY ASSURANCE SYSTEM)**

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FOREWORD

Quality Assurance in Higher Education is implemented through a Higher Education Quality Assurance System, consisting of Internal Quality Assurance and External Quality Assurance. This is stated in the Law of the Republic of Indonesia Number 12 of 2012 concerning Higher Education. The Education Quality Assurance System is carried out through the cycle of Determination, Implementation, Evaluation, Control, and Improvement of Higher Education Standards (PPEPP) which is based on the Higher Education Database.

Referring to the Law and Permenristekdikti No. 44 of 2015, the Quality Assurance Unit of the Faculty of Agriculture-Teuku Umar University has compiled an SPMI document consisting of the SPMI Policy, SPMI Manual, SPMI Standards and form documents used in SPMI. The SPMI Manual of the Faculty of Agriculture-Teuku Umar University (hereinafter abbreviated as FP-UTU) is a guide/reference for all standards as stated in the FP-UTU SPMI Policy document.

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We realize that this SPMI Manual document still needs to be refined in line with the demands of laws and regulations and the needs of stakeholders. Constructive input from readers is very much expected.

Meulaboh, November 2024

Quality Assurance Unit
Faculty of Agriculture – University of Teuku Umar

LIST OF CONTENTS

LIST OF CONTENTS	3
1. INTRODUCTION	7
1.1. Scope	7
1.2. Organizational mission, vision and strategy.....	8
1.2.1 Background of FP-UTU	8
1.2.2 Organizational mission, vision and strategyVision and Mission of FP-UTU.....	9
1.2.3 Organizational Objectives.....	10
1.2.4 Management System.....	10
1.3. Policy.....	13
131 Policy Statement.....	13
132 Policy Objectives	14
133 Principles of Policy Implementation.....	14
134 SPMI Management.....	15
135 Institutional.....	16
1.4. Objectives	16
1.5. Effectiveness	16
151 General	16
152 <i>Plan-Do-Check-Act</i> Cycle.....	18
153 Risk Based Thinking	19
154 Relationship between this standard and other International Standards	19
2. NORMATIVE REFERENCE.....	20
3. TERMS AND DEFINITIONS	22
4. CONTEXT OF THE ORGANIZATION AND ITS CONTEXT	28
4.1 Understanding The Organization and Its Context.....	28
4.2 Understanding The Needs and Expectations of Interested Parties.....	29
4.3 Determining The Scope of The Management System for Educational Organizations.....	29
4.4 Management System for Educational Organizations (EOMS)	30
5. LEADERSHIP.....	33
5.1 Leadership and Commitment.....	33

5.1.1	General	33
5.1.2	Focus on Learner and Other Beneficiaries	36
5.2	Quality Policy	36
5.2.1	Developing The Policy.....	37
5.2.2	Communicating The policy	37
5.3	Organizational Roles, Responsibilities, and Authorities.....	38
6.	PLANNING	39
6.1	Actions to Address Risks and Opportunities	39
6.2	Educational Organization Objectives, and Plans to Achieve Them.....	41
6.3	Planning of Changes	43
7.	SUPPORT	43
7.1	Resources	43
7.1.1	General	43
7.1.2	Human Resources	44
7.1.3	Facilities.....	44
7.1.4	Environment for The Operation of Educational Processes	46
7.1.5	Monitoring and Measuring Resources	47
7.1.6	Organizational Knowledge.....	48
7.2	Competence.....	48
7.3	Awareness.....	51
7.4	Communication.....	51
7.4.1	General	51
7.4.2	Communication Purpose.....	52
7.4.3	Communication Arrangements	52
7.5	Documented information	53
7.5.1	General	53
7.5.2	Creating And Updatinng.....	53
7.5.3	Control of Documented Information.....	54
8	OPERATION	55
8.1	Operational Planning and Control	55
8.1.1	General	55
8.1.2	Specific Operational Planning and Control of Special Educational Products and Services.....	56
8.2	Requirements for Educational Products and Services	56

8.2.1	Determining Requirements for The Educational Products and Services	56
8.2.2	Communicating The Requirements for The Educational Products and Services.	59
8.2.3	Changes to Requirements for Educational Products and Services.....	59
8.3	Product and Service Design and Development.....	59
8.3.1	General	59
8.3.2	Design planning and development	60
8.3.3	Design and Development Inputs.....	61
8.3.4	Design and Development Controls	61
8.3.5	Design and development outputs.....	63
8.3.6	Design and development changes.....	64
8.4	Control Of Externally Provided Processes, Products And Services.....	64
8.4.1	General	64
8.4.2	Type and extent of control	64
8.4.3	Information for external providers	65
8.5	Delivery Of The Educational Products And Services.....	66
8.5.1	Control of delivery of the educational products and services.....	66
8.5.2	Identification and traceability	68
8.5.3	Property belonging to interested parties.....	69
8.5.4	Maintenance	69
8.5.5	Protection and transparency of learners' data	69
8.5.6	Control changes in educational products and services	70
8.6	Release of the educational products and services.....	70
8.7	Output nonconformity control	71
8.7.1	FP-UTU deals with non-compliant output in one or more of the following ways:	71
8.7.2	Organizations must keep documentation of information because:	71
9	PERFORMANCE EVALUATION.....	71
9.1	Monitoring, Measurement, Analysis and Evaluation.....	71
9.1.3	Other monitoring and measuring needs	73
9.1.4	Methods for monitoring, measurement, analysis and evaluation	73
9.1.5	Analysis and evaluation.....	74
9.2	Internal Audit	74
a.	in accordance with the:.....	75
9.3	Management Review	75

9.3.1	General.....	75
9.3.2	Management review input	75
9.3.4	Management review outputs	76
10	IMPROVEMENT	77
10.1	Nonconformity and corrective action	77
10.1.1	When a mismatch occurs, then FP-UTU	77
10.1.2	FP-UTU stores documented information as evidence:.....	77
10.2	Continual Improvement.....	77
10.3	Opportunities for Improvement.....	78

1. INTRODUCTION

1.1. Scope

The educational organization management system implemented in FP-UTU refers to ISO 21001:2018. The scope of the ISO 21001:2018 educational organization management system of FP-UTU includes the processes of education, research, and community service. The management of these processes in an ISO 21001:2018 educational organization management system involves functions/sections within the organization, namely: Academic Affairs, Resources and Finance, Student Affairs, and Innovation Center. The implementation of this educational organization management system is an effective and strategic effort to be able to improve performance indicators gradually and sustainably, so that the direction is towards the vision, mission and goals of FP-UTU.

The benefits of implementing the ISO 21001:2018 educational organization management system for FP-UTU are:

- a) Able to consistently provide graduates who meet customer needs.
- b) Opportunity to facilitate customers regarding increasing customer satisfaction.
- c) Able to demonstrate compliance with the requirements of the internal quality assurance system that has been implemented so far.
- d) Able to handle risks and opportunities

Beberapa hal khusus dari sistem manajemen organisasi pendidikan ISO 21001:2018 adalah:

- a) Implementation of the 7 principles of management systems (Customer focus, leadership, people involvement, process approach, improvement, evidence-based decision making, and relationship management)
- b) Implementing the cycle of plan do check action (PDCA)
- c) Implementing risk management with risk-based thinking

- d) Compatible with other international standards

1.2. Organizational mission, vision and strategy

1.2.1 Background of FP-UTU

In 1984, through Notarial Deed No. 45 of 1984, the Agricultural Development School was established under the Teuku Dirundeng Meulaboh Education Foundation. In 1986, the name changed to the Agricultural Academy with the change of Notarial Deed No. 32 of 1986. Then in 1993, the Agricultural Academy changed its name again through the Decree of the Director General of Higher Education No. 635/DIKTI/KEP/1993 to the Agricultural Science College (STIP). STIP is the early history of the birth of Teuku Umar University (UTU) based on the principle permit of the Director General of Higher Education Decree No. 1318/D2/2002 and then the operational permit was issued by the Director General of Higher Education Decree No. 262/D/O/2006. This operational permit was extended with the issuance of Decree No. 4586/D/T/2008, dated 19 December 2008, subsequently amended by PERMENDIKNAS No. 200/D/O/2009.

In 2009, the Teuku Dirundeng Meulaboh Education Foundation changed its name to the Teuku Umar Johan Pahlawan Foundation (YAPENTUJOPAH) with Notary Deed No. 155 of 2009, dated December 31, 2009. Since the change of its name, from the College of Agricultural Sciences (STIP) to Teuku Umar University under the Teuku Umar Johan Pahlawan Foundation, Teuku Umar University through the Faculty of Agriculture has created two Study Programs, namely; the Agricultural Cultivation/Agronomy Study Program and the Agricultural Socio-Economic Study Program. These two Study Programs are very much needed and are essential, with consideration of local wisdom and in the context of recovery from the sub-effects of natural disasters (Tsunami) and prolonged conflict in Aceh Province. In 2010, the Agricultural Cultivation/Agronomy Study Program, organized the Study Program through SK. BAN-PT No. 029/BAN-PT/Ak-XIII/SI/XII/2010, and changed its name

became the Agrotechnology/Agronomy Study Program and the Agribusiness Study Program. In 2012, the Director General of Higher Education issued Decree No. 13084/D/T/K-I/2012 concerning the extension of the Agrotechnology Study Program implementation permit. Finally, on April 1, 2014, through the Decree of the President of the Republic of Indonesia Number 25. In 2014, Teuku Umar University officially became a State University that oversees six faculties, one of which is the Faculty of Agriculture.

The development of the Faculty of Agriculture is supported by the availability of human resources (HR), especially lecturers with increasingly diverse competencies. In 2023, the Faculty of Agriculture opened a new study program through a leadership meeting within UTU, deciding to open the Animal Husbandry Study Program. In 2023, a team was formed to propose the Animal Husbandry Study Program based on the Rector's Decree Number: 336 / UN59 / DV.04.01 / 2023. Furthermore, the Faculty of Agriculture proposed the opening of the Animal Husbandry Study Program to the Ministry of Research and Technology. In 2023, the Animal Husbandry Study Program under the auspices of the Faculty of Agriculture was officially opened through the Decree of the Minister of Education, Culture, Research, and Technology Number 412 / E / 0/2023.

1.2.2 Organizational mission, vision and strategy **Vision and Mission of FP-UTU**

Vision :

Faculty Vision “To become a faculty of agriculture that is a source of inspiration and reference for science, technology and business in developing agroindustry at the Aceh Province level in 2025 and Nationally in 2040”.

Mission :

Mission of the Faculty of Agriculture:

1. Carrying out education and teaching in the field of superior agricultural

technology and business.

2. Conducting innovative and creative research in the field of environmentally friendly and local resource-based businesses.
3. Carrying out community service based on research results.
4. Enhance partnerships with stakeholders in the agricultural sector.
5. Creating a business incubator for entrepreneurial outcomes.

1.2.3 Organizational Objectives

Objectives of the Faculty of Agriculture:

1. Producing graduates who have professional academic abilities and are able to apply technology and business in the agricultural sector.
2. Producing science and technology that is adaptive to society and environmentally friendly.
3. Providing a real role in helping the government, community and stakeholders in the agricultural sector.
4. Generating real benefits for stakeholders in the agricultural sector.

1.2.4 Management System

In managing the organization, FP-UTU refers to several applicable rules:

- Republic of Indonesia Law Number 12 of 2012 concerning the Higher Education System.
- Republic of Indonesia Law Number 14 of 2005 concerning Teachers and Lecturers
- Government Regulation of the Republic of Indonesia Number 19 of 2005 concerning National Education Standards.

In the implementation of organization and governance, FP-UTU has had quite complete institutional elements, including leadership elements as academic policy makers and administrative elements starting from the leadership level to the

implementer. All of these elements are stated in the campus organizational structure, which seeks to carry out its functions by implementing the principles of good governance.

To ensure the implementation of the principles of good governance, the organization of the institution is carried out by upholding democratic principles. Decision making is carried out more bottom-up through the mechanism of senate meetings, work meetings, and other coordination meetings. In many cases, efforts are made to decentralize authority proportionally to departments/study programs, especially in the academic aspect. In the FP-UTU organization, this is supported by a good information system and quality assurance so that it is considered more effective and efficient.

The decision-making mechanism is carried out through a mechanism that supports the realization of good governance. Strategic aspects are carried out through the mechanism of senate meetings, leadership meetings, and work meetings. Tactical and operational aspects are carried out through the mechanism of work meetings, academic and non-academic meetings, study program meetings, laboratories, and so on.

1.2.4.1 Top Management

The leadership of FP-UTU consists of the Dean, Vice Deans I, II, and Head of the Innovation Center with the following main tasks:

a. Dean

The Dean of FP-UTU is the highest leader in FP-UTU. The Dean has the task of planning institutional development and is responsible for all activities, programs and policies in FP-UTU.

b. Deputy Dean I for Academic Affairs and Cooperation

Vice Dean I for Academic Affairs is responsible for the implementation of the Tri Dharma of Higher Education which oversees the Heads of Study Programs, the Information Technology Development Center (PPTI), the Center for Research and

Community Service. Vice Dean I for Cooperation is responsible for Student Affairs, Public Relations and Partnerships and is responsible for the relationship between FP-UTU and stakeholders outside the campus.

c. Vice Dean II for Resources and Finance

Vice Dean II for Resources and Finance is responsible for facilities and infrastructure as well as financial management. Vice Dean II basically has the task of providing support for the future development of the institution.

d. Head of Innovation Center

The Head of the Innovation Center oversees the Research and Community Service Institute, Business Incubator and the Intellectual Property Rights and Commercialization Center.

1.2.4.2 Senate

The FP-UTU Senate is formed by lecturers at FP-UTU who in general have the main task of supervising academic activities and making policies related to academic norms and ethics. In addition, the Senate also provides considerations for lecturers who will be selected as Deans of FP-UTU. The FP-UTU Senate consists of a chairman who is also a member, a secretary who is also a member and members.

1.2.4.3 Departemen/Program Studi

The Department/Study Program has the task of supporting the implementation of academic activities in (1) one or several branches of science and technology in the types of academic education, professional education. The Department/Study Program consists of:

- a. Head of Study Program
- b. Secretary of the Department/Study Program

1.2.4.4 Marketing dan Humas

Marketing and Public Relations are under the control of the Marketing Department and Public Relations Department..

1.2.4.5 Quality Assurance Center

The Quality Assurance Center as a unit that manages quality to create continuous improvement. The Quality Assurance Center is also assisted by the Quality Control Group (GKM) which is carried out at the study program level. The Quality Assurance Center routinely conducts monitoring and evaluation to be reported in the Management Review Meeting (RTM).

Governance in FP-UTU, although under the umbrella and support of institutional and organizational system facilities, still has a flexible leadership pattern. The leadership pattern that occurs is not absolutely formal structural. In many cases, the approach taken is more collegial and flexible, without having to deviate from the applicable organizational rules, so that the decision-making mechanism prioritizes a participatory approach through deliberation rather than voting.

Leadership at FP-UTU is carried out based on the character of leadership that has operational, organizational and public dimensions. FP-UTU management develops a leadership pattern based on the concept of a leader as a manager and also as a servant. The current leadership pattern adopts a visionary and innovative leadership pattern, supporting the ideas of the academic community and education staff. Therefore, leadership at FP-UTU is carried out with a participatory principle where leaders provide space for study program managers, lecturers, education staff, students, alumni and users to convey criticism and suggestions.

1.3. Policy

1.3.1 Policy Statement

In order to achieve the vision, mission, and goals effectively, efficiently, and accountably, each unit within the FP-UTU environment in designing and implementing its tasks, functions, and services must be based on increasingly better quality standards and follow certain manuals or procedures set out in the Internal

Quality Assurance System (SPMI) and periodically carry out self-evaluations and internal quality audits (AMI).

132 Policy Objectives

Ensuring that every unit within the FP-UTU environment in carrying out its service tasks and functions in accordance with the established standards, realizing transparency and accountability of FP-UTU to stakeholders, inviting all parties within the FP-UTU environment to work towards achieving goals by referring to standards and continuously striving to improve quality.

133 Principles of Policy Implementation

- a) The principle of accountability, namely that in the implementation of SPMI policies must be scientifically accountable, open, and always refer to the latest and dynamic scientific developments
- b) The principle of transparency, namely that SPMI policies are implemented openly based on clear rules and regulations that are always oriented towards mutual trust for the implementation of a conducive academic atmosphere and ensure the realization of synergy
- c) The principle of quality, namely that SPMI policies are implemented by always prioritizing the quality of input, process, and output
- d) The principle of togetherness, namely that SPMI policies are implemented in an integrated, structured, systematic, comprehensive, and directed manner, based on the vision, mission, and objectives of the institution.
- e) The principle of law, namely that all parties involved directly or indirectly in the implementation of SPMI policies obey applicable laws whose enforcement is guaranteed by the state.
- f) The principle of benefit, namely that SPMI policies are implemented to provide the greatest possible benefits for all academic communities, institutions, nations, and countries.



- g) The principle of equality, namely that the SPMI policy is implemented on the basis of equal rights to ensure the creation of an egalitarian academic environment.
- h) The principle of independence, namely that the implementation of the SPMI policy is always based on the ability of the institution by relying on all existing potential and resources to optimize the ability of the institution which continues to develop systematically and regularly.

1.3.4 SPMI Management

SPMI FP-UTU is designed, implemented, and continuously improved based on the PDCA (Plan, Do, Check, Action) model. With this model, what is meant by "Plan" is: FP-UTU University and each unit below it will first determine the goals to be achieved through strategies and a series of appropriate activities. Then, the achievement of goals through the strategy activities will always be monitored periodically, evaluated, and developed in a better direction continuously. In each activity to achieve these goals, certain standards are set as a measure of performance or achievement of goals and manuals are also set as practical instructions on how an activity is carried out, evaluated, and improved in quality.

At the "Do" stage, each implementing unit in carrying out its duties, roles, and functions must be based on the following principles:

- a) *Quality first*: all thoughts and actions must prioritize quality.
- b) *Stakeholders-in*: all thoughts and actions must be aimed at stakeholder satisfaction.
- c) *The next process is our stakeholders*: Every actor who carries out a task must consider other people who use the results of carrying out their tasks as stakeholders who must be satisfied.
- d) *Speak with data*: Every actor must carry out actions and make decisions based on analysis of data that has been obtained beforehand, not based on



assumptions or engineering.

- e) *Upstream management*: all decision making is done in a participatory, not authoritative manner.

In the “Check” stage: each actor in carrying out his/her duties, at a certain point in time must conduct a self-evaluation or be audited for the conformity of his/her work results with the established quality standards. If the results are in accordance with the standards, then in the next PDCA process the relevant standards are increased. However, if the results are found to be inconsistencies with the standards, then corrective actions must be taken so that the specified standards can be achieved. The actions taken in the PDCA stage are called “Action”.

1.3.5 Institutional

Institutionally, at the institutional level, stakeholders of the FP-UTU internal quality assurance system consist of: Senate, Dean of FP-UTU, and Faculty Quality Assurance Unit. While at the Department/Study Program/Section level, the internal quality assurance system is handled by the Gugus Kendali Mutu (GKM).

1.4. Objectives

The quality targets of FP-UTU are stated in a separate document including the quality targets of departments/study programs that are included in the scope of ISO 21001:2018.

1.5. Effectiveness

1.5.1 General

FP-UTU quality standards take a process approach when developing, implementing and improving the effectiveness of educational organization management systems, to increase customer satisfaction by meeting customer



requirements.

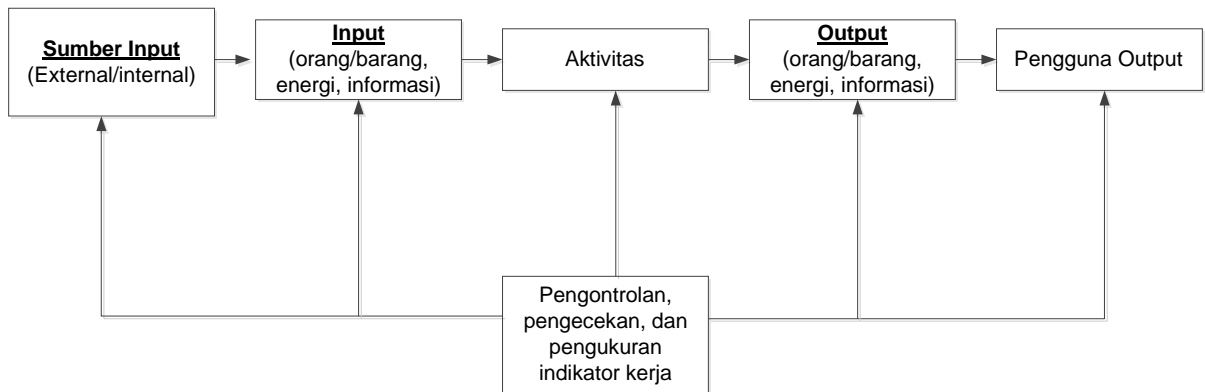
FP-UTU understands and manages interrelated processes as a system that contributes to effectiveness and efficiency in achieving desired results as stated in the FP-UTU vision. This approach allows for control of the reciprocal relationships and interdependencies between processes of the system used in FP-UTU, so that overall performance can be improved.

The process approach involves the systematic definition and management of processes, and interactions so as to achieve the desired results according to the expectations of the FP-UTU quality policy and quality objectives. Overall process and system management can be achieved using the PDCA (Plan Do Check Act) cycle with an overall focus on risk-based thinking with the aim of taking advantage of opportunities and preventing unwanted ones.

The application of a process approach in a quality management system enables:

- a) Understanding and consistency in meeting requirements
- b) Process considerations in terms of added value
- c) Effective performance achievement
- d) Process improvement based on data and information evaluation

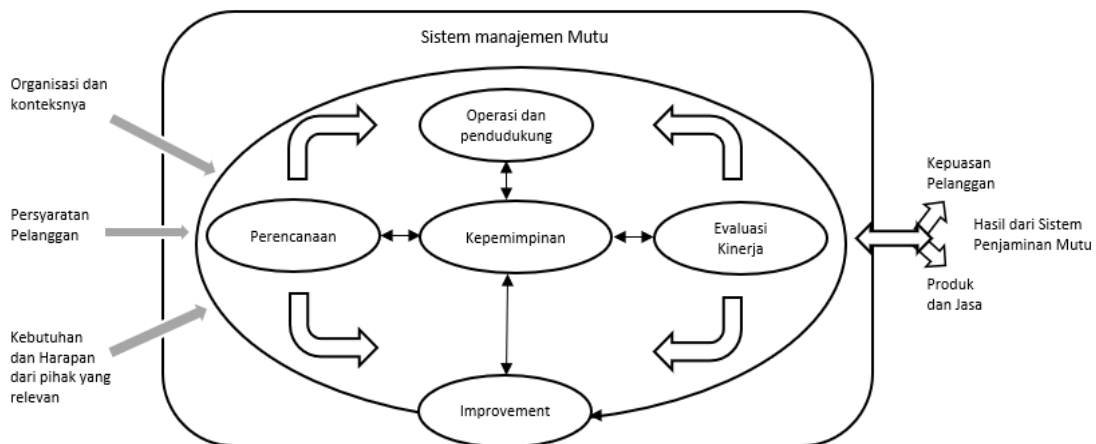
Figure 1 is a general schematic representation of the business process summary for a single process (Figure 3 shows the business process as seen in clause 4.4). The monitoring and measurement checkpoints, required for control, specific to each process will vary depending on the risks involved.



Gambar 1. Schematic process for single process

152 Plan-Do-Check-Act Cycle

The PDCA cycle has been implemented through the FP-UTU internal quality assurance system. Through this ISO 21001:2018 document, the PDCA cycle is stated starting from clause 4 to clause 10 as shown in Figure 2.



Gambar 2. Cycle of Standard structure in PDCA

The PDCA cycle can be briefly explained as follows:

- a) Plan: defines the objectives of FP-UTU's business systems and processes and

the resources required to deliver results in accordance with customer requirements and FP-UTU policies.

- b) Is: implementing what is planned.
- c) Check: monitor and measure products and services produced against the quality policy, quality objectives, and requirements and report the results.
- d) Action: take action to improve performance as needed.

153 Risk Based Thinking

Risk-based thinking is essential to achieving an effective quality management system. The concept of risk-based thinking has been implied previously in this standard, such as taking preventive action to eliminate nonconformities that occur and taking action to prevent recurrence that is appropriate to the effects of nonconformities.

For that, FP-UTU plans and implements actions to address risks and opportunities. Addressing these opportunities and risks creates a basis for increasing the effectiveness of the educational organization's management system, achieving good results and preventing negative effects.

Opportunities arise as a result of favorable circumstances in achieving outcomes. Actions to generate opportunities include consideration of associated risks. Risk is the effect of uncertainty that has both positive and negative effects. Positive deviations from risk can produce opportunities, but not all positive effects of risk produce opportunities.

154 Relationship between this standard and other International Standards

This quality management standard was developed by ISO to improve the alignment between international standards for management systems. This standard allows FP-UTU to use the process approach, PDCA cycle, risk-based thinking to

integrate its educational organization management system with the requirements of the educational organization management system standard:

This standard relates to ISO 9000 and ISO 9004 as follows:

- a) ISO 9000:2005 Educational Organization Management System Fundamentals and Vocabulary provide the main background for proper understanding of the implementation of this standard.
- b) ISO 9004:2009 Educational Organization Management System Managing for the Sustainable Success of an Organization. The quality management approach provides guidance for organizations that choose to continue.

2. NORMATIVE REFERENCE

- a) Republic of Indonesia Law Number 12 of 2012 concerning the Higher Education System.
- b) Republic of Indonesia Law Number 14 of 2005 concerning Teachers and Lecturers.
- c) Government Regulation of the Republic of Indonesia Number 19 of 2005 concerning National Education Standards.
- d) Regulation of the Minister of Education and Culture concerning National Standards for Higher Education.
- e) SPMI-PT Development Team, "Internal Quality Assurance System for Higher Education", Training Materials, Directorate General of Higher Education, 2014.
- f) Minister of National Education Decree Number 232/U/2000 concerning Guidelines for the Preparation of Higher Education Curriculum and Assessment of Student Learning Outcomes.
- g) Minister of National Education Decree Number 045/U/2002 concerning the Core Curriculum of Higher Education.
- h) Government Regulation Number 19 of 2005 concerning National Education Standards.

- i) Higher Education Quality Assurance System (SPM-PT), Directorate General of Higher Education, Ministry of National Education, 2008.
- j) Law of the Republic of Indonesia Number 20 of 2003 concerning the National Education System.
- k) Regulation of the Minister of Education and Culture of the Republic of Indonesia No. 49 of 2014 concerning National Standards for Higher Education.
- l) Government Regulation of the Republic of Indonesia Number 13 of 2015 concerning the Second Amendment to Government Regulation of the Republic of Indonesia Number 19 of 2005 concerning National Education Standards.
- m) Regulation of the Minister of Research and Technology and Higher Education of the Republic of Indonesia Number 44 of 2015 concerning National Standards for Higher Education.
- n) Regulation of the Minister of National Education No. 232-U-2000 concerning Curriculum Preparation.
- o) Presidential Regulation of the Republic of Indonesia No. 8 of 2012 concerning the Indonesian National Qualifications Framework.
- p) Regulation of the Minister of Education and Culture of the Republic of Indonesia No. 73 of 2013 concerning the Implementation of the Indonesian National Qualification Framework in the Field of Higher Education.
- q) Government Regulation of the Republic of Indonesia Number 17 of 2010 concerning Management and Implementation of Education.
- r) ISO 9001:2015 Quality Management System-Requirements.
- s) ISO 21001:2018 Educational Organization Management System-Requirements

3. TERMS AND DEFINITIONS

1. FP-UTU is the Faculty of Agriculture of Teuku Umar University which aims to be a source of inspiration and reference for science, technology and business in developing agro-industry at the Aceh Province level in 2025 and Nationally in 2040.
2. The FP-UTU Statutes serve as the main guideline in the management of FP-UTU as well as a basis for compiling operational regulations and procedures at FP-UTU.
3. The Dean is the party who leads the organization and management at FP-UTU.
4. Campus is a collection of supporting resources that organizes and manages academic and professional education in one field of scientific and technological discipline.
5. Study Program is a unit of educational and learning activities that has a specific curriculum and teaching method in one type of academic, professional, or vocational education.
6. Lecturers are professional educators and scientists whose main task is to transform, develop, and disseminate science and technology through the process of education, research, and community service.
7. Students are learners at the higher education level at FP-UTU.
8. The Academic Community is an academic community consisting of lecturers and students at FP-UTU.
9. Educational Personnel are members of the community who are specifically appointed to devote themselves to and support the implementation of higher education at FP-UTU.
10. The Ministry is a central government agency responsible for government affairs in the field of higher education.
11. The Minister is an official responsible for administering government affairs in the field of higher education.

12. National Standards for Higher Education are standard units that include National Education Standards as well as National Research Standards and National Standards for Community Service.
13. National Education Standards are the minimum criteria for learning at the higher education level that apply to all universities in the territory of the Unitary State of the Republic of Indonesia.
14. National Standards for Community Service are the minimum criteria that regulate the community service system in universities, applicable throughout the jurisdiction of the Unitary State of the Republic of Indonesia.
15. The Indonesian National Qualifications Framework, abbreviated as KKNI, is a competency qualification grading system that allows for matching, equalizing, and integrating between the fields of education, job training, and work experience, to provide recognition of work competencies in accordance with the job structure in various sectors.
16. Higher Education is the level of education after secondary education which includes diploma programs, undergraduate programs, master's programs, doctoral programs, professional programs, and specialist programs organized by universities based on Indonesian culture.
17. Universities are educational institutions that organize higher education.
18. Academic education is education that focuses primarily on mastering science, technology, and/or arts, and is organized by colleges, institutes, and universities.
19. Study Program is a unit of educational and learning activities with a specific curriculum and teaching methods in the types of academic, professional, and/or vocational education.
20. Curriculum is a series of plans and arrangements that include graduate learning outcomes, study materials, processes, and assessments, which are used as guidelines in organizing study programs.

21. Learning is a process of interaction between students, lecturers, and learning resources in a learning environment.
22. Research is an activity carried out by following scientific rules and methods systematically to obtain information, data, and information related to the understanding or testing of a field of knowledge and technology.
23. Community Service is an activity carried out by academics by utilizing science and technology to improve the welfare of society and educate the nation's life.
24. Semester Credit Unit, abbreviated as sks, is a measure of learning activity time charged to students per week per semester in the learning process through various forms, or is a measure of recognition of student achievement in participating in curricular activities in a study program.
25. Quality is the level of achievement of characteristics that exist in meeting requirements.
26. Requirements are statements in documents that set out criteria that must be met without any deviation when the document must be met.
27. Degree/grade is a category or ranking given based on different quality criteria for products, processes, or systems that have similar functions.
28. Process is a series of interrelated or interacting activities that transform inputs into outputs.
29. Product is the result of a series of interrelated or interacting activities that transform inputs into outputs.
30. Customer satisfaction is the customer's perception of the extent to which their requirements have been met.
31. Capability is the ability of an organization, system, or process to produce a product that meets the requirements for that product.
32. Competence is the ability demonstrated through the application of knowledge and skills.
33. System is a set of interrelated or interacting elements.

34. Management system is a system used to implement policies and objectives and achieve those objectives.
35. Educational organization's management system is a management system used to direct and control an organization in terms of quality.
36. Quality policy is an organization's overall goals and direction regarding quality, formally stated by top management.
37. Quality objective is something to be achieved, or aimed for, in relation to quality
38. Management is the coordinated activity of directing and controlling an organization.
39. Top management is the individual or group that directs and controls the organization at the highest level.
40. Quality management is the coordinated activities to direct and control the organization in terms of quality.
41. Quality planning is the part of quality management that focuses on setting quality objectives and detailing the operational processes and related resources needed to meet quality objectives
42. Quality control is the part of quality management that focuses on meeting quality requirements
43. Quality improvement is the part of quality management that focuses on improving the ability to meet quality requirements
44. Continuous improvement is an activity that is continuously carried out to improve the ability to meet requirements
45. Effectiveness is the level of realization of activities and achievement of planned results
46. Efficiency is the relationship between results achieved and natural resources used
47. Organization is a group of people and facilities with arrangements for

- responsibility, authority, and interrelation
48. Organizational structure is the arrangement of responsibility, relationships, and authority between people
 49. Management is a coordinated activity to direct and control an organization.
 50. Top management is a person or group that directs and controls an organization at the highest level.
 51. Quality management is a coordinated activity to direct and control an organization in terms of quality.
 52. Infrastructure is the equipment and service facilities needed to operate an organization
 53. Work environment is the conditions in which work is carried out
 54. Customers are organizations or people who receive products
 55. Suppliers are organizations or people who provide products
 56. Stakeholders are individuals or groups who have an interest in the performance or success of the organization.
 57. Contract is a legally binding agreement.
 58. Procedure is a specific method for carrying out an activity or process.
 59. Characteristic is a distinguishing feature.
 60. Quality characteristic is an inherent property of a product, process, or system that is related to a requirement.
 61. Dependability is a collective term used to describe availability performance and its influencing factors reliability performance, maintainability performance, and maintenance support performance
 62. Traceability is the ability to trace the history, application, or location of something under consideration
 63. Conformity is the fulfillment of a requirement
 64. Nonconformity is the failure to fulfill a requirement
 65. Preventive action is a step taken to eliminate the potential cause of a

nonconformity or undesirable situation.

66. Corrective action is a step taken to eliminate the cause of a discovered nonconformity or undesirable situation.
67. Correction is a step taken to address a discovered nonconformity.
68. Information is data that has meaning or significance.
69. Documents are information and the media that supports it.
70. Specification is a document that meets certain requirements.
71. Quality manual is a document that details the educational organization's management system within an organization.
72. Quality plan is a document that lists the procedures and resources needed, and who should implement them and when, for a particular project, product, process, or contract.
73. Record is a document that shows results achieved or provides evidence of the implementation of activities.
74. Objective evidence is data that supports the existence or truth of something.
75. Inspection is the process of evaluating conformity through observation and determination.

4. CONTEXT OF THE ORGANIZATION AND ITS CONTEXT

4.1 Understanding The Organization and Its Context

FP-UTU implements an educational organization quality standard system based on ISO 9001:2015 and ISO 21001:2018 with a focus on continuous improvement. This includes systematic evaluation and improvement of existing business processes, involving criteria, methods, as well as human resources, finance, and infrastructure, so that operational effectiveness and process control can be optimally realized. In addition, FP-UTU routinely measures, analyzes, and improves all processes, and implements the necessary actions to achieve planned results and make continuous improvements to these processes.

FP-UTU is required to prioritize quality, quantity, and productivity in the development of education, research, and community service, in accordance with the quality targets listed in clause 1.4. In carrying out his duties, the Dean of FP-UTU is assisted by Vice Dean I who handles Academic and Student Affairs, Vice Dean II who is responsible for General and Financial Affairs, as well as the General and Financial Coordinator and the Academic and Student Affairs Coordinator. The organizational structure of FP-UTU which includes these roles can be seen in the attached attachment.

FP-UTU identifies external and internal issues that are relevant to its strategic goals and direction, and that affect its ability to achieve the desired results of its educational organization management system. The organization routinely monitors and reviews information related to these issues.

FP-UTU's mission needs to be described in terms of targets and programs to be implemented. To that end, a situational analysis related to current internal and external conditions must be conducted. Internal analysis aims to identify FP-UTU's strengths and weaknesses, while external analysis focuses on opportunities and threats that can affect FP-UTU's efforts in achieving its vision and implementing its



mission. The results of this analysis will be used as a basis for formulating strategies, programs, and activities. Documents containing the results of FP-UTU's internal and external analysis are prepared separately.

4.2 Understanding The Needs and Expectations of Interested Parties

Considering the impact and potential impact on the ability to consistently provide products and services that meet customer needs and applicable regulations, the organization determines:

- a) Stakeholders relevant to the educational organization's management system;
- b) The requirements of the stakeholders are related to the educational organization management system.

Further details regarding stakeholders, as well as their needs and expectations, can be found in the FP-UTU Strategic Plan (Renstra). FP-UTU actively monitors and reviews information regarding stakeholders and requirements relevant to the educational organization's management system.

The Faculty of Agriculture has Interest Parties including: students, parents of students, Ministry of Agriculture, National Land Agency, TNI/Polri, Bulog, Ministry of Trade, National Quarantine Agency, Ministry of Education and Culture, Ministry of Religious Affairs, National Land Agency, Provincial Agriculture Service, Animal Husbandry and Animal Health Service, BTPTP, Agriculture Service, Animal Husbandry Service, Agricultural Extension Workers, PT Socfindo, PT Perkebunan Nusantara, PT Karya Tanah Subur, PT Mifa, PT Japfa, PT Phockphand, PT Cargil, PT Medion, PT Medion.

4.3 Determining The Scope of The Management System for Educational Organizations

The scope of certification of the educational organization management system of FP UTU includes academic processes involving education, research, and community service, as well as supporting administrative management. The units involved in the scope of this educational organization management system are listed

in a separate document.

FP UTU sets the boundaries and application of the educational organization management system to determine its scope. In determining this scope, the organization considers:

- a. Internal and external issues referring to point 4.1;
- b. Requirements from relevant stakeholders in accordance with point 4.2;
- c. Products and services provided by the Faculty of Agriculture are the Tridharma of Higher Education (Education, Research, and Community Service).

FP UTU implements all requirements of relevant international standards within the scope of its educational organization management system. The scope of the educational organization management system is documented and maintained as documented information. The document states the types of products and services covered and provides reasons for the requirements of the international standards that the organization decides not to apply within the scope of the management system. Conformity to this international standard can only be recognized if the non-implementation of the requirements does not affect the organization's ability or responsibility to ensure conformity of products and services and enhance customer satisfaction. The scope of application of the educational organization management system covers all major processes in FP UTU described in each business process, including academic and student affairs, finance, resources and assets, communication and business, and research, innovation, and cooperation.

4.4 Management System for Educational Organizations (EOMS)

FP UTU establishes, implements, maintains and continually improves the educational organization's management system (EOMS), including the necessary processes and their interactions, in accordance with the requirements of this international standard. In this context, FP UTU does the following:

- a. Determine the required inputs and expected outputs of these processes;
- b. Determine the sequence and interaction of these processes;



- c. Establish and apply criteria and methods (including monitoring, measurement and related performance indicators) to ensure effective implementation and control of processes;
- d. Determine the resources required for these processes and ensure their availability;
- e. Assign responsibility and authority for these processes;
- f. Address risks and opportunities in accordance with the requirements of point 6.1;
- g. Evaluate these processes and implement necessary changes to ensure the achievement of desired results;
- h. Improve quality management processes and systems.

FP UTU establishes, documents, and implements an educational organization management system in accordance with the requirements of ISO 9001:2015 and ISO 21001:2018, and gradually increases its effectiveness. The development and implementation of an educational organization management system at FP UTU is carried out by:

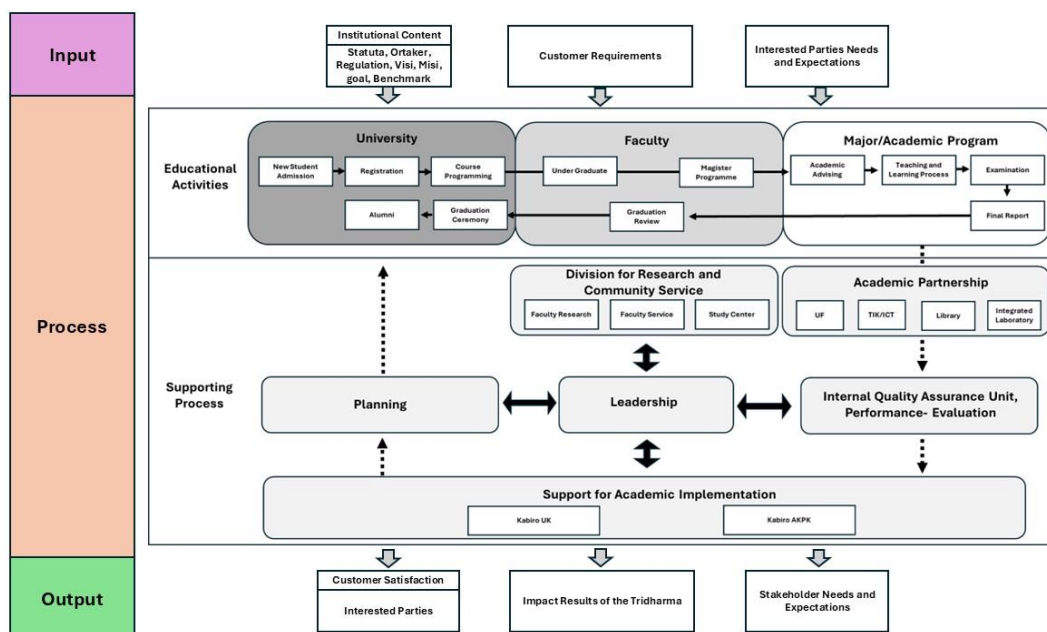
- a. Recognize the managed processes, their sequence and interactions, which are outlined in the business process diagram.
- b. Determine the criteria and methods needed to ensure the implementation and control of the processes to run effectively, which are outlined in procedures, quality plans and other documents.
- c. Ensure the availability of resources and information needed to support the implementation and monitoring of these processes.
- d. Monitor, measure and analyze these processes, which are done by evaluating the achievement of quality targets, as well as internal audits, and so on.
- e. Take the actions needed to achieve the desired results and make continuous improvements to these processes.
- f. The managed processes meet the requirements in ISO 9001:2015 and ISO



21001:2018, including processes outsourced to other parties (subcontractors).

As far as necessary, the organization:

- a. maintains documented information to support the execution of its processes;
- b. stores documented information to ensure that the processes are carried out as planned. The business processes carried out during the FP UTU academic process can be seen in the following images.



Gambar 3. Proses Bisnis FP UTU secara umum

5. LEADERSHIP

5.1 Leadership and Commitment

5.1.1 General

1. Top management demonstrates its leadership and commitment to the educational organization's management system by:

- a. Taking into account the effectiveness of the quality management system;
- b. Ensuring that the quality policy and quality objectives are established for the quality management system in accordance with the context and strategic direction of the organization;
- b. Ensure the integration of educational organization management system requirements into the organization's business processes;
- c. Encourage the use of process approaches and risk-based thinking;
- d. Ensuring the availability of resources needed for the educational organization management system;
- e. Communicating the importance of the effectiveness of the educational organization's management system and conformity to the requirements of the educational organization's management system;
- f. Ensuring the educational organization's management system achieves the desired results;
- g. Involve, direct and support personnel to contribute to the effectiveness of the educational organization's management system;
- h. Driving improvement;
- i. Support other relevant management tasks to demonstrate their leadership within their area of responsibility.

2. UTU FP Management demonstrates its commitment to implementing an educational organization management system by:

- a. Establish and meet customer requirements and relevant legal

- requirements;
- b. Communicate the importance of meeting customer requirements and relevant legal regulations;
 - c. Establish Quality Policy;
 - d. Ensure achievement of Quality Objectives;
 - e. Conduct Management Review at the University level;
 - f. Provide adequate resources;
 - g. Establish Quality Policy, Quality Manual, and University Strategic Plan (Renstra);
 - h. Establish Minimum Service Standards;
 - i. Establish resource fulfillment policies to support achievement of University Renstra and Quality Policy.

3. Quality Assurance Center (QAC):

- a. Monitoring the implementation of educational organization management systems in accordance with quality policies;
- b. Conduct periodic reviews of educational organization management systems in accordance with changes in applicable legislation and University policies.

4. Other management work units:

- a. Communicating the quality policy and management system of the educational organization which is the reference for carrying out tasks in accordance with the main tasks and functions (tupoksi);
- b. Establish quality procedures as a description of quality policies at the management work unit level;
- c. Establish quality targets that refer to the UTU FP Renstra;
- d. Establishing systems and provision of resources to ensure achievement of performance targets as stated in the UTU FP Renstra;
- e. Conduct periodic measurements of performance target achievement;

- f. Conduct management reviews at the management work unit level.
5. UTU FP Management demonstrates its commitment to implementing an educational organization management system, by:
- a. Establish and meet customer requirements and related legal requirements.
 - b. Communicate the importance of meeting customer requirements and related legal regulations.
 - c. Establish Quality Policy.
 - d. Ensure Quality Objectives.
 - e. Conduct Management Review at the University level.
 - f. Provide adequate resources.
 - g. Establish Quality Policy, Quality Manual and University Strategic Plan.
 - h. Establish Minimum Service Standards.
 - i. Establish resource fulfillment policies to support the achievement of University Strategic Plan and Quality Policy.
6. Quality Assurance Center (QAC)
- a. Monitoring the implementation of the educational organization management system in accordance with the quality policy.
 - b. Conducting periodic reviews of the educational organization management system in accordance with changes in applicable laws and University policies.
7. Other management work units communicate the quality policy and management system of the educational organization which is used as a reference for carrying out tasks according to their duties and functions:
- a. Establish quality procedures as a description of quality policies at the management work unit level
 - b. Establish quality targets that refer to the UTU FP Renstra

- c. Establish systems and provision of resources aimed at ensuring the achievement of performance targets as stated in the UTU FP Renstra
- d. Conduct periodic measurements of performance target achievement
- e. Conduct management reviews at the management work unit level.

5.1.2 Focus on Learner and Other Beneficiaries

Management pays attention to fulfilling customer requirements to achieve customer satisfaction. This attention is carried out through:

- a. Identifying the needs and requests of students and other beneficiaries, whether stated directly in the requirements or not.
- b. Reviewing the ability of FP UTU to meet the needs and requests of students and other beneficiaries, including changes.
- c. Responding to and resolving any complaints from students and other beneficiaries.
- d. Providing information needed by students and other beneficiaries regarding products or other related processes.
- e. Measuring and analyzing the perceptions of students and other beneficiaries about the extent to which they are satisfied with products and services yang diterimanya.

5.2 Quality Policy

- 1) We establishes a policy for the implementation of the ISO 9001:2015 and ISO 21001:2018 educational organization management system standard covering all clauses to be implemented in our environment. This policy is intended to support the achievement of the Vision and Mission of We and in line with the strategic plan and organizational context (Internal and external issues as well as the needs and expectations of learners and other interested parties).

- 2) We carries out the policy of the management system of educational organizations by providing a framework for setting goals for educational organizations, committed to fulfilling applicable requirements and for continuous improvement of the management system of educational organization, calculating relevant educational, scientific and technical developments, committed to fulfilling the organization's social responsibilities, describes and includes a commitment to managing intellectual property and taking into account the needs and expectations of relevant stakeholders.
- 3) We ensures the availability of documented information regarding educational organization management system policies.
- 4) We communicates policies on the of educational organization management system to all employees within this organization.

5.2.1 Developing The Policy

The Dean Management of FP UTU establishes a quality policy, which:

- a. Is in accordance with the vision, mission and objectives of FP UTU.
- b. Includes a commitment to meet customer requirements and for continuous improvement.
- c. Provides a framework for establishing and reviewing Quality Objectives,
- d. Ensures that the Quality policy is understood, implemented, and maintained at all levels of the organization.
- e. Reviewed to ensure that it is always appropriate.

The FP UTU Quality Policy that has been established is communicated to all personnel within the scope of FP UTU to be understood and implemented.

5.2.2 Communicating The policy

Quality policy:

- a. Is available and maintained as documented information;

- b. Is communicated, understood and enforced within the organization;
- c. Is available to appropriate interested parties.

5.3 Organizational Roles, Responsibilities, and Authorities

Top management ensures that responsibilities and authorities for relevant roles are defined, communicated and understood within the organization. Top management establishes responsibilities and authorities for:

- a. Ensuring that the educational organization's management system conforms to the requirements of this International Standard;
- b. Ensuring that processes produce the desired outputs;
- c. Reporting on the performance of the quality management system and opportunities for improvement (see 10.1), in particular to top management;
- d. Ensuring that customer focus is encouraged throughout the organization;
- e. Ensuring that the integrity of the quality management system is maintained when changes to the educational organization's management system are planned and implemented.

UTU-FP Management defines the organizational structure for the implementation of the educational organization management system, including an explanation of responsibilities and authorities. These responsibilities and authorities are also described in procedures and other documents. Each unit is responsible for quality in their respective areas, with the following details of responsibilities:

- a. a. Initiate actions to prevent nonconformities in processes, products, and quality systems,
- b. Identify and record deviations related to processes, products, and quality systems,

- c. Provide alternative solutions through appropriate media channels.
- d. Verify implementation and monitor a resolution of nonconformities until completion

FP-UTU establishes the Faculty Quality Assurance Unit (FQAU) as a unit responsible for monitoring and evaluating the implementation of the educational organization management system. The performance of the educational organization management system is evaluated through monitoring and measuring customer perceptions to ensure that services meet customer needs, comply with applicable regulations, and meet other requirements. Identification of system performance is carried out periodically and followed by continuous improvement actions. The responsibilities and authorities of each division, section, and unit are regulated in the job description.

6. PLANNING

6.1 Actions to Address Risks and Opportunities

6.1.1 FP-UTU considers the issues referred to in 4.1 and the requirements referred to in 4.2, and determines the risks and opportunities that need to be addressed:

- a. Provide assurance that the quality management system can achieve the desired results;
- b. Enhance the desired effects;
- c. Prevent, or reduce, undesired effects;
- d. Achieve improvement.

6.1.2 The organization plans:

The following are action steps to address risks and take advantage of opportunities at the Faculty of Agriculture, Teuku Umar University (UTU):

- a. Actions Risk Management Actions:

Risk Identification:

- 1) Conduct an analysis to identify all potential risks facing the faculty, such

as academic, financial, or infrastructure risks.

- 2) Risk Assessment: Categorize risks based on their impact and likelihood of occurrence. Use a risk matrix to prioritize actions.
- 3) Create an Emergency Response Plan: Prepare a plan to address identified risks. For example, if there is a risk of budget contraction, plan for cost reductions or alternative funding sources.
- 4) Training and Awareness: Conduct training for staff and students to understand the risks and how to address them. This increases awareness and preparedness.
- 5) Monitor and Evaluate: Create a system to periodically monitor risks and evaluate the effectiveness of actions taken. If the situation changes, adjust the action plan.

b. Opportunity Management Actions:

- 1) Opportunity Analysis: Conduct a survey to identify new opportunities, such as collaboration with industry, project-based learning, or new research.
- 2) Cultivate Collaboration: Build partnerships with government agencies, the private sector, and non-governmental organizations to increase resources and support for academic and research programs.
- 3) Innovate Academic Programs: Develop new curricula and study programs that are relevant to market needs and the latest agricultural technology developments.
- 4) Promotion and Marketing: Increase faculty promotion to attract prospective students and develop faculty reputation. Use social media and alumni to expand reach.
- 5) Evaluation and Review: Periodically evaluate the various opportunities that have been taken. Follow up on evaluation results with strategy adjustments to remain relevant and useful. opportunities;

b. How to:

1. Integrate and apply the actions to the organization's management system processes (see 4.4);
2. Evaluate the effectiveness of these actions.
3. Actions taken to address the risks and opportunities are proportionate to the potential impact on the conformity of products and services.

6.2 Educational Organization Objectives, and Plans to Achieve Them

6.2.1 The following are the quality targets of FP-UTU

- 1) **Improving Graduate Quality:** Producing competent graduates who are in accordance with the needs of the agricultural industry.
- 2) **Improving Student Satisfaction:** Improving the level of student satisfaction with academic and non-academic services.
- 3) **Improving Research Quality:** Increasing the number and quality of research publications in reputable journals.
- 4) **Developing Cooperation with Stakeholders:** Building and strengthening cooperation with industry, government, and research institutions.
- 5) **Improving Learning Infrastructure:** Providing facilities and technology that support an effective learning process.

How to Achieve Targets

- 1) **For Improving Graduate Quality:**

Curriculum Curation: Review and update the curriculum periodically to include competencies that are relevant to industry needs.

Work Practice Program: Collaborate with companies to provide internship opportunities for students.

- 2) **For Improving Student Satisfaction:**

Satisfaction Survey: Conduct regular surveys to collect feedback from students

on the quality of teaching and services.

Improving Guidance Services: Develop academic guidance programs to help students achieve their educational goals.

3) For Research Quality Improvement:

Financing Support: Provide research funds for lecturers and students who are committed to quality research.

Writing Training: Hold workshops on writing and publication in reputable journals.

4) For Stakeholder Collaboration Development:

Collaboration Forum: Hold forums or seminars to establish relationships with industry and research institutions.

Community Service Program: Implement research that is relevant to community problems and develop mutually beneficial collaboration programs.

5) For Learning Infrastructure Improvement:

Facility Investment: Allocate funds to update laboratory and classroom facilities.

Learning Technology: Integrate technology into the learning process, such as the use of e-learning platforms and multimedia devices. Quality targets, FP UTU are set at each level and function within FP UTU to support FP UTU quality policy, FP UTU quality targets are set specifically and measurably which reflect the results to be achieved within a certain period of time.

FP UTU recommendations are monitored for achievement within a specified period of time. FP UTU targets that are not achieved, identification of problems and necessary corrective actions are carried out, including actions to eliminate the causes of the identified problems. Quality target documents are stated in a separate document.

6.2.2. When planning how to achieve its quality objectives, the organization determines:

Management plans an educational organization management system that complies with the requirements of ISO 9001:2015 and ISO 21001:2018, and can be applied to manage processes to meet customer needs and applicable laws and regulations.

This educational organization management system is always maintained and updated, so that if there are changes or integration with other management systems in the future, the system can still be applied with the necessary adjustments in the field. Planning in the educational organization management system also includes planning to achieve the quality targets that have been set.

6.3 Planning of Changes

The FP-UTU change plan was carried out in a planned manner by considering:

- a. The purpose of the change and its potential consequences;
- b. The integrity of the educational organization's management system;
- c. The availability of resources;
- d. The allocation or reallocation of responsibility and authority.

7. SUPPORT

7.1 Resources

7.1.1 General

FP UTU Management determines and provides the resources needed to implement and maintain the educational organization's management system and to improve customer satisfaction. The resources provided include human resources (HR), infrastructure, and the work environment used in managing the processes. These resources can be owned by FP UTU itself or owned by third parties used in accordance with FP UTU's business needs.

7.1.2 Human Resources

7.1.2.1 FP UTU determines and provides:

1. Staff employed by the organization;
2. Volunteers and interns who work or contribute to the organization;
3. External provider staff who work with or contribute to the organization.

7.1.2.2 Faculty of Agriculture UTU:

1. Determine and provide the human resources necessary for the effective implementation of the educational organization's management system and for the operation and control of its processes;
2. Determine, apply and publish recruitment or selection criteria, which must be available to relevant interested parties;
3. Maintain documented information about the processes used for recruitment or selection, and retain documented information on recruitment results.

7.1.3 Facilities

FP UTU Management provides work facilities including hardware and software, transportation equipment, and appropriate communication systems, so that employees can work optimally to produce products that meet requirements. The Resources and Finance Division is responsible for the maintenance of work facilities, including the maintenance and repair of buildings, transportation facilities, communication equipment, computer units, and other office facilities.

The Resources and Finance Division is responsible for maintaining and preserving the facilities and equipment used in the implementation of services. These facilities include office facilities for administrative services, educational equipment such as lecture and laboratory equipment, and facilities for student activities. Office facilities at FP UTU are considered adequate, as seen from the smooth running of administrative services to students, lecturers, and employees.

Equipment for lectures is also adequate, with each lecture room equipped with air conditioning, LCD projectors, and other aids. The ratio of the availability of these facilities is considered good for the teaching and learning process (PBM), with sufficient learning media facilities for each Department or Study Program.

Laboratory equipment is adequate, but still needs improvement to keep up with the latest developments in science and technology. Efforts to develop the laboratory continue to be carried out in stages, both in terms of quantity and quality, by utilizing funds from the foundation. The procurement system for facilities on campus is designed to ensure sustainability, thanks to support from routine funds and competitive grants. This system is quite good at supporting the vision, mission, and goals of the campus, because there are routine funds and competitive grants that can be obtained competitively by Study Programs or Departments.

The library, as one of the important facilities, seeks to increase the reading interest of students and lecturers. Efforts to complete literature, including dictates, guidebooks, textbooks, and scientific journals, continue. FP UTU also provides online library access at <https://library.utu.ac.id/> and several online journal sites provided by Dikti, which can be accessed by the entire academic community. This allows lecturers and students to access the latest information on research results, supporting the achievement of FP UTU's vision. The rules for using facilities depend on the type and availability of the facilities. Facilities managed by FP UTU include a library, lecturer room, meeting room, GIS Laboratory, Integrated Laboratory, Language Laboratory, Field Laboratory, and routine learning facilities.

FP UTU in organizing teaching and learning activities is carried out in the Integrated Building of Teuku Umar University and the implementation of student practicums is carried out in the old Faculty of Agriculture Building and UTU Integrated Laboratory. For the use of lecture rooms, the pattern of use is that each study program has 2 classrooms and 4 shared classrooms. Likewise, the use of laboratories, each study program has a laboratory room and a shared laboratory.

For the use of computer laboratories, the technical implementation unit coordinates with the PLP section or the head of the laboratory according to the predetermined lecture schedule. Based on the analysis of the rooms owned and their current use, it is still sufficient, as well as the types and number of laboratories that exist are still relatively sufficient.

FP UTU also has a student room as a place for students to organize and do activities. The student activity room is used to improve students' soft skills.

Students are also given internet access via wifi, with various needs such as downloading lecture materials, filling in KRS, viewing lecture schedules and courses taken. Likewise, library access has been provided by accessing <https://library.utu.ac.id/> and several accesses to journal sites provided by Dikti.

FP UTU has also provided a co-working space as an incubation place for start-up startups. In this space, start-up startups are given free facilities to develop their businesses and get guidance from lecturers, with the aim of developing and being ready to compete in winning competition grants organized by the local government and the Ministry of Research, Technology and Higher Education.

Along with the increasing number of students, FP UTU also plans to add infrastructure, especially classes, to accommodate the increasing number of students every year. For this reason, it is planned to add classrooms through partitions in the 4th floor integrated building, with funding supported by the university.

7.1.4 Environment for The Operation of Educational Processes

FP UTU Management manages the work environment needed to meet the requirements of the products produced, including maintaining cleanliness, orderliness and security. The Household Unit is responsible for ensuring the work environment in the FP UTU environment is safe, orderly and clean.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

FP-UTU determines and provides the resources needed to ensure reliable results when monitoring or measurement is used to verify conformity of products and services to requirements. FP-UTU ensures that the resources available:

- a. Are appropriate for the specific type of monitoring and measurement performed;
- b. Are maintained to ensure their continued capability for their purpose.

FP-UTU retains appropriate documented information as evidence of the capability of the resources for the purposes of monitoring and measurement.

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement or is considered by FP-UTU as an essential part of providing reliable measurement results, the measuring instrument:

- a. Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to national or international measurement standards; in the absence of such standards, the basis used for the calibration or verification is maintained as documented information;
- b. Identified to determine its status.
- c. Secured from adjustment, damage or deterioration that would invalidate the calibration status and subsequent measurement results. The organization decides whether the validity of previous measurement results is adversely affected when the measuring instrument is found not to be suitable for its intended purpose, and takes appropriate action as necessary.
- d. FP UTU does not have measuring instruments used for inspection and

measurement activities. Thus there is no control process for measurement resources.

7.1.6 Organizational Knowledge

FP-UTU determines the knowledge needed to perform its processes and to achieve conformity of products and services. This knowledge is maintained and made available to the extent necessary. When addressing changes and needs, FP-UTU considers its current knowledge and determines how to obtain or access additional essential knowledge and updates as needed.

7.2 Competence

The Dean of FP UTU determines the competencies required for personnel affecting quality, based on relevant education, training, skills, and experience. The Human Resources and General Administration Division is responsible for documenting the competency requirements for each position, evaluating the competency of each employee, and managing all activities related to the planning, implementation, and evaluation of employee training.

Employee training is planned and implemented systematically based on the training needs and policies of FP UTU, aiming to ensure that all employees have the competencies required in their areas of responsibility and to improve their performance. Training is provided to personnel who manage, implement, and verify work that affects quality, as well as to those who will carry out internal audits. Employees who do not meet the required competencies will be given additional training or other relevant actions.

The implementation of training and its results are evaluated to determine the effectiveness of the training towards the objectives set. The Human Resources and General Administration Division is responsible for records related to employee

competencies that include training, education, skills, and experience.

To further improve the scientific development of lecturers and staff, FP UTU, together with the Study Program, has directed lecturers who will continue their studies to choose a field of science that is in line with the development plan in each Department/Study Program through the established field of expertise groups. In this way, it is expected that lecturers can develop according to their field of expertise and be evenly distributed in the study program. To improve the competence of each lecturer, the campus has also tried to provide supplies through various training.

The use of information technology in administrative services greatly supports the improvement of employee performance and helps reduce the shortage of existing educational staff. In this case, FP UTU has formed and developed the following information system.

1. PINTOE Academic

PINTOE is an information system used by the academic department to manage academic data. The features of PINTOE academic are:

- a. Making Lecture Schedule
- b. Plotting Lecturers
- c. Lecture Monitoring
- d. Grade Monitoring
- e. Student Monitoring
- f. Lecturer Questionnaire

2. PINTOE Students

Student PINTOE is a system provided by FP UTU to facilitate students in accessing various information about lectures online. Information that will be obtained on Student PINTOE includes;

- a. Personal data management
- b. Academic calendar

- c. KRS registration
- d. KRS and KHS information
- e. Value information
- f. TAK point information

3. PINTOE Lecturer

This PINTOE lecturer is designed to make it easier for lecturers to obtain information related to teaching and learning activities and others such as:

- a. Personal data information
- b. Teaching schedule for each semester
- c. Information about guardian children such as KHS, TAK points (Student Affairs) and also transcripts of grades from each guardian child.

4. E-Library

UTU Digital Library is used to facilitate all activities and processes that take place in the UTU FP library and is also used for processing book collection data.

5. PINTOE Finance

Designed to facilitate the tuition fee payment system and to facilitate the process of creating financial reports.

6. Correspondence Information System

The correspondence information system is used to manage incoming and outgoing letters, making it easier for all divisions to archive and disseminate information regarding correspondence.

7. Alumni

The social media of the UTU FP Alumni Association is used to make it easier for alumni to communicate with each other and obtain information about alumni activities so that it is hoped that they can gather and share information in the form of stories, articles and job vacancies.

8. PENMARU

New Student Admission System, is a website designed for online registration

of prospective new students. This will make it easier for prospective students to register to enter FP UTU.

9. Online Test

An application designed to conduct online entrance exams for prospective new students who have registered at FP UTU, so that it will make it easier for prospective students who are outside the city to enter. Efforts to enforce discipline of educational staff at FP UTU have so far been carried out by monitoring employee attendance through fingerprints. A reward and punishment system has also been implemented. Staff who violate the rules will receive a warning/summons from their respective divisions. At a certain level of violation, if it cannot be resolved in the division, the resolution of the problem will be forwarded to the Head of FP UTU, in accordance with applicable regulations and mechanisms.

7.3 Awareness

FP-UTU ensures that persons performing work under the organization's control are aware of:

- a. The quality policy;
- b. Relevant quality objectives;
- c. Their contribution to the effectiveness of the organization's management system, including the benefits of improved performance;
- d. The consequences of non-conformity with the organization's management system requirements.

7.4 Communication

7.4.1 General

Faculty of Agriculture, Teuku Umar University (UTU), communication is carried out through various channels to ensure the smooth flow of information between academicians. One of the main ways of communication is through direct meetings, either in the form of informal discussions or formal meetings. These meetings usually involve lecturers, staff, and students to discuss various important issues

related to academics and faculty management. In addition, communication also runs efficiently through WhatsApp Group, which facilitates the rapid dissemination of information between faculty members. Other communication channels, such as email and social media, are also used to provide announcements or the latest information. With these various ways of communication, the UTU Faculty of Agriculture is able to maintain good coordination between all related parties.

7.4.2 Communication Purpose

Internal and external communication have a purpose:

- a. seek opinions or approval from relevant stakeholders;
- b. provide relevant, accurate and timely information to stakeholders, consistent with the organization's mission, vision, strategy and policies, collaborate and coordinate activities and processes with relevant stakeholders within the organization.

7.4.3 Communication Arrangements

7.4.3.1 FP-UTU shall determine and implement effective arrangements for communicating with learners and other interested parties regarding:

The Faculty of Agriculture, Teuku Umar University (FP-UTU) has a policy to periodically conduct surveys that cover various important aspects, namely evaluation of the faculty's vision and mission, academic and operational performance, and the level of satisfaction of students and other stakeholders. This survey is conducted with the aim of collecting useful input in assessing the extent to which the vision and mission of FP-UTU have been achieved, as well as the quality of educational services, facilities, and academic processes provided. In addition, this survey also functions as a tool to assess the effectiveness of the performance of lecturers, staff, and faculty management in supporting the teaching and learning process. The results of this survey are the basis for planning and continuous improvement, so that FP-UTU can continue to improve the quality of education, facilitate student needs, and maintain good relationships with all related parties, in

order to achieve optimal educational goals.

7.4.3.2 At planned intervals, FP-UTU should:

- a. monitor the implementation of its communication efforts;
- b. analyze and improve communication plans based on monitoring results.

7.5 Documented information

7.5.1 General

The information system policy at the Faculty of Agriculture, Teuku Umar University (FP-UTU) prioritizes structured and transparent documentation through various digital media to support the effectiveness of the educational organization management system. One of the main platforms used is SISTER and PINTOE to manage data related to lecturers, students, and academic activities in an integrated manner, in addition to being used to document data on research, community service, and various other academic activities. The official website of FP-UTU is also an important media in disseminating information related to educational programs, announcements, and faculty activities, which can be accessed by students and the public. In addition, the use of Google Drive facilitates efficient document sharing among academics for administrative and collaboration purposes. By implementing this policy, FP-UTU ensures that the documented information system can support smooth organizational management, increase transparency, and facilitate access to information needed to create a more effective and well-organized educational.

7.5.2 Creating And Updatinng

Creating and updating documented information, the organization ensures accuracy:

- a. Identification and description (e.g. title, date, author, or reference number);
- b. Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

- c. Review and approval for suitability and adequacy

7.5.3 Control of Documented Information

1. Documented information required by the educational organization's management system and by this International Standard is controlled to ensure:
 - a. It is available and suitable for use, where and when needed;
 - b. It is adequately protected (e.g. from loss of confidentiality, inappropriate use, or loss of integrity);
2. For the control of documented information, the organization handles the following activities, as applicable:
 - a. Distribution, access, retrieval and use;
 - b. Storage and maintenance, including keeping it legible;
 - c. Change control (e.g. version control);
 - d. Storage and disposition.

Documented information of external origin that is determined to be necessary for the organization to plan and implement the educational organization management system is properly identified and controlled. Documented information retained as evidence of conformity is protected from unintended changes. FP UTU Management has documented the educational organization management system, in accordance with the requirements in the ISO ISO 21001: 2018 standard, for:

- a. To be a communication tool for educational organization management system policies, process flows between work units and between personnel.
- b. To provide a basic framework for quality planning, control, prevention of nonconformities, and continuous improvement in activities that affect the educational organization management system
- c. To provide assurance of the availability of resources and information for each activity process carried out.

- d. To provide objective evidence to related external parties that an educational organization management system has been implemented.

UTU FP Management establishes and maintains a Quality Manual which contains:

- a. The scope of application of the educational organization's management system, including details.
- b. Documented procedures for the application of the quality management system, or references thereto.
- b. Explanation of the interaction of the educational organization's management system processes pendidikan

The quality manual, which is established, will be reviewed and revised as necessary for improvement purposes. The Document Controller appointed by management is responsible for document control which includes:

- a. Approval of documents before publication.
- b. Review and revision (if necessary) and re-approval
- c. Identification of changes and revision status of documents.
- d. Distribution of documents to parties who need them
- e. Identification and distribution of external documents.
- f. Withdrawal and storage of expired documents (no longer used).

Records are maintained (stored) as evidence of the implementation of the educational organization management system. Records can be in various types of media (hard copy or soft copy) and have a specified shelf life.

8 OPERATION

8.1 Operational Planning and Control

8.1.1 General

FP-UTU plans, implements and controls the processes in Figure 4 required to meet the requirements for the provision of products and services, and to carry out

the actions specified in Clause 6, including:

1. Determine requirements for educational products and services.
2. Establish criteria for the process.
3. Determine resources needed to achieve conformity of educational products to product and service requirements.
4. Implement process controls according to the criteria.
5. Determine and maintain documented information to the extent necessary.
6. Have confidence that the process has been carried out as planned
7. To demonstrate the conformity of products and services to their needs

“NOTE “Maintain” implies both maintaining and retaining documented information. The output of this planning must be appropriate for FP-UTU operations. FP-UTU controls planned changes and reviews the consequences of unintended changes, taking action to mitigate adverse effects as necessary.

8.1.2 Specific Operational Planning and Control of Special Educational Products and Services

FP-UTU plans the design, development, and expected outcomes of educational products and service, including:

1. Learning outcomes.
2. Ensuring appropriate and accessible teaching methods and learning environments.
3. Determining criteria for learning assessment.
4. Conducting learning assessments.
5. Defining and implementing improvement methods.
6. Providing support services.

8.2 Requirements for Educational Products and Services

8.2.1 Determining Requirements for The Educational Products and Services

1) Curriculum Relevance to Global and Industrial Needs:

FP-UTU develops a curriculum that integrates knowledge and skills that are in line with the demands of the global labor market, including the application of the latest technology and sustainable agricultural practices.

2) Curriculum Updates Based on Current Research

Periodically adapting the curriculum and education programs based on the latest research results and innovations in the field of agriculture, as well as the needs of the ever-evolving industry.

3) Soft Skills and Leadership Competency Development

Ensuring that graduates not only have technical skills, but also soft skills and leadership abilities that are in line with international standards and the needs of the global labor market.

4) Collaboration with Industry and International Institutions

Building partnerships with industry, research institutions, and international universities to ensure that educational products and services remain relevant to global developments and provide opportunities for students to engage in international research projects and internships.

5) Improving the Quality of Education through Technology

Integrating information and communication technology in the learning process, both in the form of e-learning, the use of the latest software, and digital-based learning innovations to support the effectiveness and quality of education.

6) Continuous Evaluation and Improvement

Conduct regular evaluation of the curriculum and educational services by involving feedback from students, alumni, and industry to ensure that the quality of education continues to improve and meets global standards.

7) Provision of Professional Training and Certification

Provide additional training and professional certification programs in the field of agriculture that are relevant to developments in the labor market, to improve the

competitiveness of graduates at the national and international levels.

8) Focus on Research and Innovation in Education

Encourage integration between educational activities and applied research that can provide solutions to global challenges in the agricultural sector, and facilitate students to be involved in impactful research projects.

With these policies, FP-UTU is committed to ensuring that the educational products and services provided are always relevant to global developments, the labor market, and the latest research results, to produce competent graduates who are ready to compete internationally.

FP-UTU is committed to providing services with standards and in accordance with the following criteria..

1. Needs analysis involves a comprehensive assessment of students' learning abilities, and may include prior knowledge and skills, preferred learning strategies, social and emotional needs, special nutritional needs and biological learning rhythms.
2. In the educational context, requirements for educational products and services may be determined in several parts distributed across different stages of the operational process flow. For example, requirements such as legally defined learning outcomes are identified before educational services are delivered, whereas requirements regarding the specific needs of students being provided may only be determined after service delivery has begun and the student cohort is known.
3. Needs analysis for students with special needs may include analysis of reading disorders, written expression disorders, mathematical disabilities, motor disorders, hearing disorders and visual impairments. For gifted students, needs analysis may include analysis of giftedness, hyperlexia and initial assessment for areas of giftedness (e.g. general intellectual ability, specific academic ability, leadership ability, creative and productive thinking, psychomotor ability, visual

and performing arts). FP-UTU accepts students with disabilities, especially “physical disability” students

8.2.2 Communicating The Requirements for The Educational Products and Services

FP-UTU always provides information to students and other related stakeholders about:

1. The objectives, format and content of the educational products and services provided, including the instruments and criteria to be used for evaluation.
2. The commitments, responsibilities and expectations placed on learners and other beneficiaries.
3. The means used to achieve and assess learning will be recognized and maintained as documented information.
4. The methods used in cases of dissatisfaction or disagreement of interested parties between any methods.
5. The interested parties and the management of the educational organization.
6. Who will support the learning and evaluation, and how it will be supported.
7. Any costs involved, such as school fees, examination fees and purchase of learning materials.
8. Any prerequisites, such as required skills (including ICT skills), qualifications and professional experience.

8.2.3 Changes to Requirements for Educational Products and Services

FP-UTU ensures that relevant information is documented as changed, and that relevant persons are made aware of the requirements for the changed products and services.

8.3 Product and Service Design and Development

8.3.1 General

FP-UTU establishes and implements arrangements to maintain appropriate design and development processes to ensure subsequent provision of products and services.

8.3.2 Design planning and development

In establishing controls for the design and development of FP-UTU consider:

1. Requirements defined in clause 8.2.
2. Nature, duration and complexity of design and development activities.
3. Required process stages, including applicable design and development reviews.
4. Required design and development verification and validation activities.
5. Responsibilities and authorities involved in the design and development process.
6. Required internal and external resources for the design and development of educational products and services.
7. Needs to control interfaces between people involved in the design and development process.
8. Needs for involvement of students and other beneficiaries in the design and development process.
9. Requirements for subsequent provision of educational products and services.
10. Expected level of control over the design and development process by students and other relevant beneficiaries.
11. Documented information required to demonstrate that design and development requirements have been met.
12. Evidence-based approach.
13. The extent to which students require individualized learning pathways, based on their skills, interests and aptitudes.
14. The need for reusability, accessibility, interchangeability and durability in the preparation of learning, creation and presentation of media.



8.3.3 Design and Development Inputs

FP-UTU sets out the main requirements for specific types of products and services to be designed and developed. FP-UTU takes into account:

- a. Functional and performance requirements.
- b. Information obtained from previous similar design and development activities.
- c. Standards or codes of practice that FP-UTU has committed to implementing.
- d. Potential consequences of failure due to the nature of the educational product and service.

Input is adequate for design and development purposes, complete and clear. Conflicting design and development inputs must be resolved. FP-UTU must maintain documented information on design and development inputs.

8.3.4 Design and Development Controls

8.3.4.1 General

FP-UTU implements controls for the design and development process to ensure that:

- a. The results to be achieved are defined.
- b. The reviews conducted to evaluate the ability of the design and development outputs to meet requirements.
- c. The verification activities conducted to ensure that the design and development outputs meet the input requirements.
- d. The validation activities conducted to ensure that the resulting educational products and services meet the requirements for a specific application or intended use.
- e. Any necessary actions taken on issues identified during the reviews, or verification and validation activities.

8.3.4.2 Educational services design and development controls

Controls applied to the design and development process should ensure that:

- a. the objectives and scope of the course or programme are defined with a view to the requirements of students for further study or employment.
- b. prerequisites (if any) are determined.
- c. the characteristics of the learners are defined.
- d. the requirements for further study or employment are known.
- e. the educational service can meet the requirements of the objectives and scope, taking into account the characteristics of the learners.
- f. the characteristics of the graduate profile are defined.

NOTE In an educational context, the design and development process can be iterative. For example, the curriculum base may be designed before the educational service is delivered, but the educational methods may need to be adapted to the specific needs of each group of learners during each delivery of the educational service.

8.3.4.3 Curriculum design and development controls

Controls applied to the design and development process must ensure that:

- a) learning outcomes:
 1. consistent with the scope of the course or program.
 2. explained in terms of the competencies that students must acquire by completing the curriculum.
 3. including indications of the level of competency achievement.
 4. specific, measurable, achievable, relevant and time-bound.

- b) learning activities:
 - 1. fits the education delivery method.
 - 2. appropriate to ensure achievement of learning outcomes.
 - 3. specific, measurable, achievable, relevant and time-bound.
- c) all resources needed to successfully complete learning activities are defined.
- d) adequate opportunities are included in the learning design:
 - 1. for students to take an active role in creating the learning process.
 - 2. for formative assessment and feedback.

8.3.4.4 Summative assessment design and development controls

Controls applied to the design and development process of summative assessments should ensure that:

- a. a clear relationship can be demonstrated between the assessment design and the learning outcomes it is intended to assess, and where appropriate, the learning activities on which it is based.
- b. activities are conducted with due regard to the principles of transparency, accessibility, respect for learners, and fairness, particularly in relation to assessment.
- c. assessment systems are defined and validated

8.3.5 Design and development outputs

FP-UTU ensures that the design and development results:

- 1. Meet input requirements.
- 2. Adequate for the next process for the provision of products and services.
- 3. Includes monitoring or referencing and measuring requirements, conformance, and acceptance criteria.
- 4. Determining the characteristics of products and services that are essential for

their intended purpose and their safe and appropriate provision.

FP-UTU stores documented information on design and development output.

8.3.6 Design and development changes

FP-UTU identifies, reviews, and controls changes made during, or after, the design and development of products and services, to the extent necessary to ensure that they do not adversely affect conformity to requirements. FP-UTU retains documented information on:

1. Design and development changes.
2. Review results.
3. Authorize changes.
4. Actions taken to prevent adverse impacts.

8.4 Control Of Externally Provided Processes, Products And Services

8.4.1 General

FP-UTU ensures that externally provided processes, products and services conform to requirements. FP-UTU determines the controls to be applied to externally provided processes, products and services when:

1. Products and services from external providers are intended to be incorporated into the organization's own products and services.
2. Products and services provided directly to students or other beneficiaries by external providers on behalf of FP-UTU.
3. Process or part of a process, provided by an external provider as a result of a decision by FP-UTU.

FP-UTU establishes and applies criteria for the evaluation, selection, performance monitoring and re-evaluation of external providers, based on their ability to deliver processes or products and services as required. FP-UTU maintains documented information on these activities and any necessary actions arising from the evaluation.

8.4.2 Type and extent of control

FP-UTU ensures that externally provided progress, products and services do not affect the organization's ability to consistently provide appropriate products and services to customers. FP-UTU is able to:

1. Ensuring that externally provided processes remain under the control of the quality management system.
2. Define both the controls that they intend to apply to external providers and the controls that they intend to apply to confidential outputs.
3. Considering:
 - a. The potential impact of externally provided products and services on the organization's ability to consistently meet customer needs and applicable legal and regulatory requirements.
 - b. The effectiveness of controls implemented by external providers.
4. Determining the verification, or other activities, necessary to ensure that externally provided processes, products and services meet requirements.

8.4.3 Information for external providers

FP-UTU ensures the adequacy of requirements before communicating them to external providers. FP-UTU communicates to external providers the requirements for:

- a. Processes, products and services to be provided.
- b. Consent:
 - Products and services.
 - Methods, processes and equipment.
 - Release of products and services.
- c. Competencies, including the qualifications people need.
- d. External provider interactions with the organization.

- e. Control and monitoring of external provider performance to be implemented by the organization.
- f. Verification or validation of activities that an organization, or customer, intends to perform on the external provider's premises.

8.5 Delivery Of The Educational Products And Services

8.5.1 Control of delivery of the educational products and services

8.5.1.1 General

FP-UTU will carry out the production of the provision of services under controlled conditions, controlled conditions must include, as applicable:

- a. Availability of documented information that defines
 - 1) Characteristics of the products that will be produced by the educational services that will be provided or the activities that will be carried out.
 - 2) Results to be achieved
- b. Availability and use of appropriate monitoring and measuring resources.
- c. The implementation of monitoring and measuring activities at appropriate stages to verify that the criteria for process or output control, and the acceptance criteria for products and services, have been met.
- d. Use of suitable infrastructure and environment for process operations.
- e. Appointment of competent persons, including required qualifications.
- f. Validation, and periodic revalidation, of the ability to achieve planned results of production and service provision processes, where the resulting output cannot be verified by monitoring or measurement.
- g. Implementation of measures to prevent human error.
- h. Execution of release, delivery and post-delivery activities.

8.5.1.2 Admission of learners

8.5.1.2.1 Pre-Admission Information

FP-UTU ensures that before students are accepted, they are given:

- a. Adequate information that takes into account organizational and professional

requirements, as well as the organization's commitment to social responsibility;

- b. Adequate and clear information about:
 - 1) intended learning outcomes, career perspectives, educational approaches.
 - 2) participation of learners, and other appropriate beneficiaries, in their educational process.
 - 3) acceptance criteria and costs of educational products or services.

8.5.1.2.2 Conditions for admission

FP-UTU establishes a student admission process. In addition to the requirements in 4.4.1, the process must:

- a. establish acceptance criteria that are appropriate to:
 - 1) organizational requirements.
 - 2) requirements of the professional field.
 - 3) requirements due to program content and/or pedagogical approach.
- b. ensure that admission criteria and processes are applied uniformly to all students.
- c. stored as documented information.
- d. available to the public.
- e. ensure traceability of every admissions decision.
- f. retain documented information as evidence of acceptance decision.

8.5.1.3 Delivery of educational products and services

FP-UTU establishes a process for:

- a. teach.
- b. facilitating learning.
- c. learning administration support.

8.5.1.4 Summative assessment

FP-UTU has confirmed that:

- a. Ensure that methods for detecting plagiarism and other malpractice are available and communicated to students.
- b. Ensure traceability of grades, so that an objective relationship can be identified between the student's work/learning outcomes and the grades awarded.
- c. Retain documented information from assessments as evidence of the grades awarded.
- d. Make the retention period for such documented information publicly available.

8.5.1.5 Recognition of assessed learning

FP-UTU has confirmed that, after the summative assessment:

- a. Students are informed about the results of assessment activities and grades.
- b. Students are given the opportunity to appeal or request improvements to their results activities and assessment levels.
- c. Students have full access to their work and its detailed assessment, as well as opportunities for feedback.
- d. Evidence of assessment results is issued to students as documented information.
- e. The reasons for the assessment decision and the final assessment are maintained as documented information.
- f. Documented information is retained for a specified retention period.
- g. The retention period for which documented information is made publicly available.

8.5.2 Identification and traceability

FP-UTU has confirmed that identification and traceability in relation to:

- a) student progress through organization.
- b) study and employment pathways for those who graduate or complete courses or

study programs, if any.

c) output of staff work in terms of:

- 1) What is being done.
- 2) when.
- 3) by whom.

8.5.3 Property belonging to interested parties

FP-UTU is careful with the property of interested parties while it is under the control of FP-UTU or used by FP-UTU. FP-UTU identifies, verifies, protects and safeguards customers or external providers of property provided for use or incorporation into educational products and services..

When property of the customer or external provider is lost, damaged or found to be unsuitable for use, the FP-UTU must report this to the relevant parties and take appropriate corrective action (see clauses 8.5.5 and 10.2) and retain documented information on what happened..

NOTE: Interested party property may include component materials, equipment and supplies, premises, intellectual property and personal data, certificates, diplomas and other related documents.

8.5.4 Maintenance

FP-UTU maintains output during production and service provision to the extent necessary to ensure conformity to requirements.

8.5.5 Protection and transparency of learners' data

FP-UTU establishes methods to handle the protection and transparency of student data and maintain it as documented information. The method must establish:

- a) what student data is collected, and how and where it is processed and stored.
- b) who has access to the data.

- c) under what conditions student data may be shared with third parties.
- d) how long is data stored.

FP-UTU will only collect and share student data with their explicit consent. FP-UTU must provide students and other interested parties with access to their own data, and the ability to correct or update their own data. FP-UTU must take all appropriate steps to ensure that student data is only accessible to authorized persons. Technological protection measures must be validated.

8.5.6 Control changes in educational products and services

FP-UTU reviews and controls changes to production or service provision, to the extent necessary to ensure continued conformity to requirements. FP-UTU maintains documented information that describes the results of the change review, the person who authorized the change, and any necessary actions arising from the review.

8.6 Release of the educational products and services

Release of products and services to students and other beneficiaries will not proceed until the planned arrangements are satisfactorily completed, unless approved by the relevant authorities and, as applicable, by the students and other beneficiaries.

FP-UTU stores documented information about product and service releases. Documented information includes:

- a) evidence of conformity to acceptance criteria.
- b) traceability to the person who authorized the release.

NOTE In the educational context, the release of products and services can occur during different phases. For example, a book to support an educational service may be released before the service is delivered; classes, assessments or grades may be given during the service; the reissuance of diplomas may occur long after the service is delivered..

8.7 Output nonconformity control

8.7.1 FP-UTU ensures that outputs that do not conform to their requirements are identified and controlled to prevent unintended use or release.

FP-UTU takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to educational products and services where nonconformity is detected after delivery of the product, during or after the provision of the service.

8.7.1 FP-UTU deals with non-compliant output in one or more of the following ways:

1. Correction.
2. Segregation, re-holding or suspension of the provision of products and services.
3. Informing customers.
4. Obtaining authorization for acceptance under concession.

Conformity to requirements shall be verified when nonconforming output is corrected.

8.7.2 Organizations must keep documentation of information because:

- a. Describe the program release.
- b. Describe the nonconformity.
- c. Describe the action taken.
- d. Describe the concession obtained.
- e. Identify the authority to decide on action regarding the nonconformity.

9 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

FP-UTU determines:

- a. What needs to be monitored and measured
- b. Methods for monitoring, measuring, analyzing and evaluating needed to

ensure valid results

- c. When monitoring and measuring should be done.
- d. When the results of monitoring and measuring should be analyzed and evaluated. FP-UTU stores the information documented appropriately as evidence of the results.

9.1.2 Satisfaction of learners, other beneficiaries and staff

9.1.2.1 Monitoring of satisfaction

FP-UTU monitors the satisfaction of students, stakeholders and staff from the extent to which their needs and expectations have been met. FP-UTU determines the methods for obtaining, monitoring and reviewing this information.

NOTE 1 Examples of monitoring perceptions of learners, other beneficiaries and staff may include beneficiary surveys, beneficiary feedback on products or services delivered, meetings with beneficiaries, market share analysis and feedback.

NOTE 2 When evaluating satisfaction, it is important to consider both negative (e.g. complaints, appeals) and positive feedback (e.g. compliments).

9.1.2.2 Handling of complaints and appeals

The FP-UTU establishes and maintains documented information as a method for handling complaints and appeals, and must communicate this to interested parties (see 10.2).

The method shall include specifications for:

- a) communicate this method to all relevant stakeholders;
- b) receive complaints and appeals;
- c) track complaints and appeals;
- d) acknowledge complaints and appeals;
- e) carry out initial assessments of complaints and appeals;
- f) investigate complaints and appeals;
- g) responding to complaints and appeals;
- h) communicating decisions;

i) close complaints and appeals.

This method must ensure the confidentiality of the complainant and the appellant and the objectivity of the investigators. FP-UTU maintains documented information as evidence of the receipt of the complaint or appeal, and its resolution.

NOTE: ISO 10002 provides guidelines for handling complaints within an organization.

9.1.3 Other monitoring and measuring needs

FP-UTU ensures that the following feedback is solicited from and provided as appropriate to relevant interested parties.:

- a) feedback on educational products and services;
- b) feedback on their effectiveness in achieving agreed learning outcomes;
- c) feedback on the organization's impact on the community.

FP-UTU monitors the level of feedback obtained and takes action to increase it if it is insufficient..

NOTE Monitoring and measurement may include:

- content of the plan in the course given, ensuring the plan is up to date;
- workload, student progress and completion rates;
- effectiveness of evaluation;
- Student and other beneficiary satisfaction with the program;
- their learning environment and support and wellness services for specific purposes.

9.1.4 Methods for monitoring, measurement, analysis and evaluation

9.1.4.1 The organization must determine:

- a) methods for obtaining, monitoring and reviewing information about performance;
- b) targets against which this performance will be measured.

NOTE Appendix E provides a list of methods and measures that can be used to

measure performance. Performance targets can be stated as key performance indicators.

9.1.4.2 FP-UTU ensures that:

- a) Stakeholders involved in or affected by the evaluation are identified;
- b) The person conducting the evaluation is competent and objective;
- c) The evaluation report is transparent and clearly describes the educational products and services and their objectives, findings, and the perspectives, methods and reasoning used to interpret the findings;
- d) The context (e.g. learning environment) in which the educational service is provided is examined in sufficient detail to enable influences on the educational service to be identified.;

9.1.5 Analysis and evaluation

FP-UTU establishes, analyzes and evaluates data and information arising from appropriate monitoring and measurement.

The results of the analysis will be used for evaluation.

- a. Suitability of products and services;
- b. Level of beneficiary satisfaction;
- c. Level of staff satisfaction
- d. Performance and effectiveness of the educational organization's management system;
- e. Whether planning has been implemented effectively;
- f. Effectiveness of actions taken to address risks and opportunities;
- g. Performance of external providers;
- h. Need for improvement of the educational organization's management system.

NOTE: Methods for analyzing data may include qualitative, quantitative, and/or mixed-method techniques.

9.2 Internal Audit

FP-UTU conducts internal audits at planned intervals to provide information on

whether the educational organization's management system is

- a. in accordance with the:
 1. FP-UTU's own requirements for educational organization management systems;
 2. these international standard requirements
- b. effectively implemented and maintained

FP-UTU :

- a. Plan, establish, implement and maintain an audit program including frequency, methods, responsibilities, planning and reporting requirements, which will take into account the importance of the processes involved, changes affecting the FP-UTU, and the results of prior audits.;
- b. Determine the audit criteria and scope for each audit;
- c. Select auditors and conduct audits to ensure the objectivity and impartiality of the audit process;
- d. Ensuring that the audit results are reported to relevant management.;
- e. Identifying opportunities and improvements
- f. Taking appropriate corrections and corrective actions without delay;
- g. Keep documented information as evidence of audit program implementation and audit results..

9.3 Management Review

9.3.1 General

The Dean of FP-UTU will review the management system of the educational organization continuously and determine that an internal audit will be carried out at least once a year, to ensure suitability, adequacy, effectiveness and alignment with the strategic direction of FP-UTU..

9.3.2 Management review input

Management reviews should be planned and implemented taking into account:

- a. Action status from previous management review;
- b. Changes in external and internal issues relevant to the educational organization's management system;
- c. Information about the performance and effectiveness of educational organization management systems, including trends in:
 1. Student and other stakeholder satisfaction and feedback regarding student and other stakeholder needs/demands
 2. The extent to which quality objectives have been met;
 3. Process performance and conformity of products and services;
 4. Nonconformities and corrective actions;
 5. Monitoring and measurement of results;
 6. Audit results
 7. External provider performance;
 8. Formative and summative assessment results
- d. Adequate resources;
- e. The effectiveness of actions taken to address and opportunities (lihat 6.1)
- f. Opportunity for improvement.
- g. Feedback from staff regarding activities to improve their competencies.

9.3.4 Management review outputs

The output of the management review should include decisions and actions related to:

- h. Opportunities for improvement;
- i. The need for changes in the management systems of educational organizations;
- j. Resource requirements;

- k. FP-UTU retains documented information as evidence of the results of management reviews..

10 IMPROVEMENT

10.1 Nonconformity and corrective action

10.1.1 When a mismatch occurs, then FP-UTU

- a. React to nonconformities and, as necessary:
 - 1. Take action to control and improve it;
 - 2. Dealing with the consequences;
- b. Evaluate the need for action to eliminate the causes of nonconformities, so that they do not recur or occur elsewhere; by:
 - 1. Review and analyze non-conformities;
 - 2. Determining the cause of nonconformity;
 - 3. Determine whether similar nonconformities exist, or have the potential to occur.
- c. Carry out any necessary actions;
- d. Review the effectiveness of corrective actions taken.
- e. Making changes to the educational organization's management system, if necessary.

10.1.2 FP-UTU stores documented information as evidence:

- a. Nature of nonconformity and subsequent action;
- b. The results of each corrective action.

10.2 Continual Improvement

FP-UTU continuously improves the suitability, adequacy and effectiveness of the educational organization's management system, taking into account relevant research and best practices.

FP-UTU considers the results of analysis and evaluation and the output of management reviews, to determine whether there are needs or opportunities that should be addressed as part of continuous improvement.

10.3 Opportunities for Improvement

FP-UTU identifies and selects opportunities for improvement and implements actions necessary for the needs of students and other beneficiaries and enhances the satisfaction of students, other beneficiaries, staff and other relevant stakeholders, including external providers. This includes:

- a) improving products and services to meet requirements/demands and to meet future needs and expectations;
- b) correcting, preventing or reducing undesirable effects;
- c) improving the performance and effectiveness of the educational organization's management system.

NOTE Improvement may include correction, corrective action, continual improvement, sudden change, innovation and reorganization.

