



QUALITY MANUAL
LECTURE
QUALITY MANAGEMENT SYSTEM
AIRLANGGA INTEGRATED MANAGEMENT SYSTEM
(AIMS)

UNIVERSITAS AIRLANGGA

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Prepared by: Champion <u>Dr. Ni'matuzzahroh</u>	Checked by: Director of Studies <u>Dr. Ni Nyoman Tri Puspaningsih, Dra,</u> <u>M.Si</u>	Approved by: Vice Rector I <u>Prof. Dr. Achmad Syahrani,</u> <u>Apt</u>
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- 1. OBJECTIVE** : Ensure the lecture process of Diploma and Undergraduate Programs is conducted well in accordance with the provisions.
- 2. SCOPE** : Applicable for the lecturing process of Diploma and Undergraduate Programs at Universitas Airlangga.
- 3. QUALITY GOALS** :
- a. Lectures are conducted by lecturers who have competence related to the courses.
 - b. All of the courses are conducted in accordance with the Guidelines of Teaching Program (GBPP), Course Outline (SAP), and Course Contract.
 - c. Lecturing process is carried on smooth and orderly.
- 4. DEFINITIONS** :
- a. Lecturing activity is a learning activity that consists of:
 - 1. Learning activity whose meeting is 60 (sixty) minutes long per week per semester.
 - 2. Learning activity whose structured assignment is 60 (sixty) minutes long per week per semester.
 - 3. Independent learning activity that is 60 (sixty) minutes long per week per semester.
 - b. A course is a study and a lesson that is the smallest part of higher education curriculum held using Semester Credit System (SKS).
 - c. A prospectus is a technical manual about the academic implementation at Universitas Airlangga, consisting of University Prospectus and Faculty Prospectus..

- d. Lecture is a knowledge transformation process from a lecturer to students in accordance with his/her discipline.
- e. Study Card Plan (KRS) is a form containing courses per semester that students need to conduct.
- f. Revised Study Plan Card (KPRS) is a form containing a revision and/or an addition of courses that has been programmed in the KRS in accordance with the terms.
- g. Standard Lecture Facility is a teaching set facility consisting of a whiteboard, stationary, multimedia/informational and communicational technology devices and sound systems.
- h. Examination is measurement of students' learning achievement towards course materials and practicums taught by the lecturers and independent learning that is instructed by the lecturers.
- i. Practicum is a learning activity conducted in a laboratory/workplace/studio for 3(three) hours per week per semester.
- j. Fieldwork Practicum and internship are learning activities conducted in particular places 3 (three) hours per week per semester.
- k. Course Coordinator is a full time lecturer at Universitas Airlangga who is responsible for designing, administering, and evaluating learning process of a particular course.

- 5. REFERENCES** :
- a. Law No.12 Year 2012 on Higher Education
 - b. Law No. National Education System 2003
 - c. Quality Manual No. 30 Year 2014 on UNAIR's statute
 - d. Draft of National Standard of Higher Education Year 2014
 - e. University Prospectus
 - f. Faculty Prospectus
 - g. Quality Manual of Documentation System (PP-UNAIR-MSM-01).
 - h. Quality Manual of Document Control (PP-UNAIR-MSM-02).
 - i. Quality Manual of Registration (PP-UNAIR-PBM-01)
 - j. Quality Manual of Prospectus Preparation (PP-UNAIR-PBM-07).

6. DISTRIBUTED TO : All controlled copy holders or units that entitled to have quality system document.

7. PROCEDURES

7.1 General

7.1.1. This procedure is effective on the date specified above. Any changes in procedures and forms used must adhere to the mechanism set out in Document Control Procedure (**PP-Airlangga-MSM-02**)).

7.1.2 The compilers and evaluators of this procedure are responsible for ensuring:

- a. All personnel involved in this procedure know and understand every step and provision in the procedure.

- b. all personnel involved in this procedure must have the competencies required in the document of authority and responsibility.

7.2 General Provisions

- 7.2.1 All lecturing activities related to courses are coordinated by Vice Dean of Academic and Student Affairs.
- 7.2.2 All lecturing activities refer to university prospectus and faculty prospectus.
- 7.2.3 Lectures are conducted in classrooms, laboratories, or other places related to the schedule.
- 7.2.4 Courses are conducted in odd semester, even semester, and/or short semester.
- 7.2.5 Course Coordinators (PJMK) are responsible for the availability of handouts/materials compiled by the course coordinator in accordance with Quality Manual of Curriculum Control (PP-UNAIR-PBM-06).
- 7.2.6 Every parallel course is coordinated by PJMK assigned by the head of the department or Study Program Coordinator.
- 7.2.7 Every course meeting is documented in Presence List Form and Course Contract Realization Form.
- 7.2.8 At the end of every semester, evaluation on lecturer's performance is carried on through Universitas Airlangga Cyber Campus (UACC).
- 7.2.9 Should there be any inappropriateness during the course process, the head of academic division is required to record and evaluate in the Prevention and Revision Form (PTPP).
- 7.2.10 PTPP Form that has been evaluated will be followed up by the head of related unit.

7.3 Lecture Preparation

- 7.3.1 Deans for mono program faculties and program study coordinators for multi-programs faculty enact courses offered in every semester.
- 7.3.2 Deans for mono program faculties and head of department/program study coordinators for multi-programs faculty designate Course Coordinator (PJMK) and lecturers in accordance with the required competence.
- 7.3.3 In every semester, the head of department/ Study Program coordinator proposes names of course coordinators and lecturers to the dean no later than 1 (one) month before the lecture starts.
- 7.3.4 Course Coordinators are responsible for designing GBPP, SAP, and course contract.
- 7.3.5 GBPP, SAP, and course contract must be signed by course coordinators and, then, validated by the head of department/ Study program Coordinator.
- 7.3.6 The head of academic division/ the head of department/ study program coordinator is responsible for checking the availability of the GBPP, SAP, and course contract 1 (one) week before the lecture starts.
- 7.3.7 Vice Dean of Academic and Student Affairs coordinates with all heads of departments/Study Program Coordinators to settle definitive course schedule, midterm and final term schedule based on the University Academic calendar.
- 7.3.8 The head of academic division is responsible for designing course schedule that has been proposed by the head of department/ Study Program Coordinator no later than 1 (one) month before KRS Schedule starts and uploading the schedule to UACC.
- 7.3.9. The head of Academic division/the head of department is responsible for checking the availability of the presence list, the teaching presence list, the list of course contract

realization, and the coordination of parallel course 1 (one) week before the lecture starts.

- 7.3.8 Academic advisors provide consultation to students regarding students' study plans based on the university academic calendar.
- 7.3.9 Vice Dean of Resource and Finance Division is responsible for checking course facilities and supporting course devices 1 (one) week before the course starts.
- 7.3.10 Students fill out their study plan online in UACC.
- 7.3.11 Academic advisors validate the students' study plans.
- 7.3.12 Students submit the KRS printout to academic subdivision and academic advisors.
- 7.3.13 Students are given opportunities to revise the programmed study effectively 2 (two) weeks after the class starts by filling out KPRS form online.
- 7.3.14 Students turn in the KPRS printout that has been approved by the academic advisors to Academic Subdivision to be followed up.
- 7.3.15 Vice Dean of Academic and Student Affairs controls the consultation process to ensure the punctuality of students filling out the KRS.
- 7.3.16 The head of resource division is responsible for the readiness of course devices and facilities, as well as monitoring function in accordance with the Asset Checking Data.

7.4 Lecture administration

- 7.4.1 Lecture starts based on the schedule, classrooms, GBPP, SAP, course contract, and rules stated on the faculty prospectus.
- 7.4.2 Course Coordinators explain the lecture administration and course contract to students on the first day of classes.

- 7.4.3 On every meeting, students are required to fill out the student presence list that will be checked by the head of academic subdivision/study program coordinator.
- 7.4.4 When giving lecture, lecturers are required to fill out the lecturer presence list and course contract realization that will be checked and signed by the head of academic subdivision/study program coordinator/ designated officer.
- 7.4.5 The head of academic subdivision is responsible for checking the presence lists and uploading it, along with the lecturer presence list, to UACC program.
- 7.4.6 Lecturers who are unable to attend class must inform the course coordinator in advance.
- 7.4.7 Course coordinators are obliged to assign one of lecturers in the team to substitute the lecture who is unable to attend class by filling out a request form for replacing lecture session.
- 7.4.8 Course coordinators decide and confirm the reschedule to academic subdivision, as well as reporting it if there is no substitute lecturer on that schedule.
- 7.4.9 If a lecturer is unable to attend the whole classes due to an institutional duty or other responsibilities, the head of department/ program study coordinator can designate a substitute lecturer that has the appropriate competence.
- 7.4.10 Courses that include practicum, PKL, and internship are coordinated by each faculty based on Faculty Work Instruction.
- 7.4.11 The total meetings of classes in each semester should be in accordance with the academic calendar and faculty prospectus.

7.5 Courses Evaluation

- 7.5.1 Vice Dean of Academic and Student Affairs leads a meeting on the course evaluation, including the result of PTPP follow-up results of each semester, and writes it down on meeting minutes.
- 7.5.2 The head of department/study program coordinator coordinates the readiness of course evaluation materials.
- 7.5.3 Course evaluation materials consist of lecturer presence, student presence, the readiness of facilities, appropriateness of course materials, students' grades, lecturer's performance evaluation by the students.
- 7.5.4 Vice dean of Academic and student affairs determines the revision action that needs to be done in the next semester and writes it down on meeting minutes.
- 7.5.5 Work Unit that receives PTPP as written on meeting minutes is obliged to submit a report of follow-up revision result to vice dean of academic and student affairs at the set deadline.
- 7.5.6 Vice dean of academic and student affairs is obliged to check the action revision and to take prevention action.
- 7.5.7 SPM monitors the entire learning process, including PTPP.

8. Appendix:

- a. Form of Lecturer presence list (conform to UACC form)
- b. Form of Student presence list (conform to UACC form)
- c. Form of Course Contract Realization (conform to UACC form)
- d. Form of Courses Contract
- e. Form of Request of Revision and Prevention Action (BO-UNAIR-MSM-07-01)



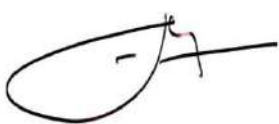


PROCEDURE GUIDELINES

INTERNAL QUALITY AUDIT

**QUALITY MANAGEMENT SYSTEM
AIRLANGGA INTEGRATED MANAGEMENT SYSTEM
(AIMS)**

AIRLANGGA UNIVERSITY

Revision to	:	06
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<p>Prepared by: BPM Secretary</p>  <p><u>Helmy Yusuf, S.Si.,M.Sc.,Apt.,PhD</u></p>	<p>Checked by: Head of BPM</p>  <p><u>Prof. Dr. H. Sukardiman, Apt., MS</u></p>	<p>Approved by: Vice Chancellor I</p>  <p><u>Prof. Dr. Ni Nyoman Tri P., Dra., M. Si</u></p>
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- 1. **AIM** : To manage the implementation of the Internal Quality Audit as well as ensure the effectiveness of the implementation of the quality assurance system.
- 2. **SCOPE** : All work units at Airlangga University
- 3. **QUALITY GOALS** :
 - a. Internal Quality Audit is carried out in accordance with the specified time
 - b. Understanding of Internal Quality Audit by *auditor* and *auditee*
 - c. Improvements to the findings are carried out in accordance with the time determined by the *auditee*
 - d. Continuous improvement of the quality of the implementation of the quality assurance system
- 4. **DEFINITION** :
 - a. Internal Quality Audit is a quality audit activity that implemented internally at Airlangga University in accordance with the Internal Quality Assurance System (SPMI) framework
 - b. The audit referred to in this PP is an Internal Quality Audit
- 5. **REFERENCE** : Management Review Procedure (**PP-UNAIR-MSM-04**)
- 6. **DISTRIBUTED TO** : All holders *certified copy of the latest document*
- 7. **PROCEDURE**
 - 7.1 **General**
 - 7.1.1 This procedure is effective from the date of stipulation. Any changes to the steps in the procedure and the forms used must use the mechanism regulated in the Document Control Procedure (**PP-UNAIR-MSM-02**).
 - 7.1.2 It is the responsibility of the procedural designer and examiner to ensure:
 - All personnel involved in this procedure understand and understand every step and provision in this procedure.
 - 7.2 **Internal Quality Audit Preparation**
 - 7.2.1 Rector assign Head of Quality Assurance Agency (Chairman of BPM) to manage Internal Quality Audit. Internal Quality Audit activities are carried out at least once a year.
 - 7.2.2 Head of Quality Assurance Agency (Chairman of BPM) responsible for the coordination of the implementation of the Internal Quality Audit assisted by Coordinator of Internal Quality Audit and Measurement.
 - 7.2.3 Head of BPM and Coordinator of Internal Audit and Measurement arrange *Audit Schedule* by filling out the form (**BO-UNAIR-MSM-05-01**)
 - 7.2.4 Coordinator of Internal Audit and Measurement determine the names of internal auditors to carry out internal audits within the scope of work units, faculties and study

programs. The name of the auditor in the scope of the study program is coordinated together Faculty Quality Assurance Unit

- 7.2.5 *Auditor* appointed must not have a responsibility relationship with the unit being audited. *Auditor* appointed are those who have attended quality system auditor training *Airlangga Integrated Management System* (AIMS). Assignment *Auditor* based on an assignment from the Chancellor.
- 7.2.6 Internal auditors must have: (1) scientific competence at least S2, (2) internal auditor training certificate, (3) experience in implementing quality management systems, and (4) communication and managerial skills.
- 7.2.7 Coordinator of Internal Audit and Measurement must check the readiness of the instrument and audit application system on the Airlangga University Quality Assurance SIM (www.qa.unair.ac.id)
- 7.2.8 Coordinator of Internal Quality Audit and Measurement together Quality Assurance Unit responsible for compiling, announcing, and distributing compliance audit schedules to stakeholders *Auditor* and *auditee* prior to the conduct of the audit, upon approval Head of BPM.
- 7.2.9 *Auditee* prepare documents and records related to their respective fields of duty as the main complement in audit activities.
- 7.2.10 The scope of the internal quality audit is divided into three groups, namely work units, faculties, and study programs
- 7.2.11 *Auditor* or *auditee* who is absent at the specified compliance audit time must confirm the agreed replacement time between *auditor* and *auditee* to Audit Coordinator namely the Coordinator of Internal Quality Audit and Measurement for audits of work units and faculties and the Quality Assurance Unit for audits of study programs. Confirm replacement time no later than 1 (one) day before the originally determined schedule for the Internal Quality Audit. The replacement time must remain within the audit span schedule.
- 7.2.12 Internal Audit is carried out in 3 stages:
 - 1. Completion of Audit Instruments by *auditee* online through the quality assurance management information system (SIM) Universitas Airlangga (www.qa.unair.ac.id)
 - 2. System audit by auditors online through the Airlangga University quality assurance information system (www.qa.unair.ac.id)
 - 3. Compliance Audit through field assessment

7.3 Implementation of Internal Quality Audit

- 7.3.1 Prior to the implementation of the Internal Quality Audit, Coordinator of Internal Quality Audit and Measurement Coordinate the opening meeting of the Internal Quality Audit which was attended by Chairman and Secretary of BPM, *Auditor* and *auditee*. The opening meeting is intended to provide an explanation of the implementation of the Internal Quality Audit.
- 7.3.2 Internal Quality Audit carried out *Auditor* by examining evidence - evidence of the implementation of the quality system carried out by *auditee* based on internal quality audit instruments by *on line* (System Audit stage). The evidence examined must be sufficient to ensure that the implementation of the quality system has been carried out properly (Compliance Audit stage).
- 7.3.3 The audit results include several things:
 - a. Audit Rating with the following categories:

Predicate	Score
5 stars	> 90%
4 stars	> 80 – 90%
3 stars	> 70 – 80%
2 stars	> 60 – 70%
1 star	60%

- b. Finding: When application quality system by *auditee* as specified in the quality system document.
- c. Suggestions for Improvement: if the implementation of the quality system by the Auditee needs to be improved/improved in accordance

- 7.3.4 *Auditor* record all findings and suggestions for improvement in the Airlangga University Quality Assurance Management Information System.
- 7.3.5 *Auditee* propose ways to improve and prevent the recurrence of non-conformities found and the promised repair time limit by filling in the audit result feedback by online. This filling is done at the time of the Compliance Audit.
- 7.3.6 *Auditor* and *auditee* include his name and signature in the form of the Minutes of the Implementation of the Internal Quality Audit.
- 7.3.7 *Auditee* upload the signed Minutes of Internal Audit Implementation to the UNAIR Quality Assurance Management Information System.
- 7.3.8 Quality Assurance Agency and Quality Assurance Unit must keep all the results of the internal quality audit.
- 7.3.9 Quality Assurance Agency conduct a review, verification and validation of the audit report, through internal meetings. The results of the internal meeting formulate and publish the OFFICIAL REPORT of the Results of the Internal Quality Audit, which is signed by the Head of BPM.
- 7.3.10 Quality Assurance Agency submit the OFFICIAL REPORT of the Internal Quality Audit Results to the Chancellor and announce it to all *auditee*

7.4 Follow-up Internal Quality Audit

- 7.4.1 *Auditee* make improvements to the findings in the manner and within the agreed timeframe.
- 7.4.2 If the audit findings cannot be corrected immediately because it is related to the University's discretion, then *auditee* with the knowledge of the Head of the relevant Unit, must inform the audit findings to Quality Assurance Unit at the Faculty or Coordinator of Internal Audit and Measurement to take in RTM Faculty and or University level.
- 7.4.3 Coordinator of Internal Quality Audit and Measurement and Quality Assurance Unit at the Faculty is responsible for re-examination of repair results.
- 7.4.4 Inspection of repair results is carried out by *Quality Assurance Agency*, coordinate with the Quality Assurance Unit or Quality Control Group, according to the promised completion date *auditee*.
- 7.4.5 Repair inspection results noted in the online verification of repair results column.
- 7.4.6 Head of BPM or Quality Assurance Unit presenting the results of the implementation of the Internal Quality Audit in RTM University or Faculty level. In RTM The audit findings are discussed, as well as strategies for repairing and preventing the recurrence of the same problem. Discussion result RTM it is recorded in *Minutes of meeting*.
- 7.4.7 Internal Quality Audit *ad hoc* can be carried out outside the annual schedule if:
 - a. Deemed necessary by Head of BPM and preparation

b. Of external audits (Certification Bodies)

8. EXCEPTIONS:

8.1 If the auditee files an appeal, then BPM has the authority to re-audit.

9. ATTACHMENT:

9.1 Internal Audit Implementation Schedule Form (***BO-UNAIR-MSM-05-01***)

9.2 Internal Audit Instruments *On line*

9.3 Internal Audit Finding Report Form *on line*

9.4 Internal Audit Registration *on line*

9.5 Minutes of meeting



PROCEDURE GUIDE

EXTERNAL AUDIT




QUALITY MANAGEMENT SYSTEM

AIRLANGGA INTEGRATED MANAGEMENT SYSTEM

(AIMS)

AIRLANGGA UNIVERSITY

Revision To	0
Revision Date	-
Effective Date	02 March 2018
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Prepared by Champion  <u>Helmy Yusuf, S.Si., M.Sc., Apt., PhD</u>	Checked by Head of BPM  <u>Prof. Dr. H. Sukardiman, Apt., MS</u>	Approved by Vice Chancellor I  <u>Prof. dr. Djoko Santoso, Ph.D., Sp.PD., K-GH., FINASIM</u>
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- 1. AIM** Regulate the implementation of external audits and ensure the effectiveness of the quality assurance cycle
- 2. SCOPE** All work units at Airlangga University
- 3. QUALITY GOALS**
- a. External audit is carried out in accordance with the specified time and scope
 - b. External audit result in increased improvements in the quality assurance cycle
 - c. Improving the quality of the implementation of the quality system in each external audit period
 - d. There is a sharper analysis to predict conditions of non-compliance with the application of risk management
- 4. DEFINITION** External audit is a quality audit activity carried out with an external independent auditor in accordance with ISO 9001 standards, Malcolm Baldrige, IWA 2
- 5. REFERENCE** Management Review Procedure **(PP-UNAIR-MSM-04)**
- 6. DISTRIBUTED TO** All work units within the Airlangga University
- 7. PROCEDURE**
- 7.1 General**
- a. This procedure is effective from the date of stipulation. Any changes to the steps in the procedure and the form used must use the mechanism regulated in the document control procedure **(PP-UNAIR-MSM-02)**
 - b. It is the responsibility of the compiler and examiner of the procedure to ensure that all personel involved in this procedure understand and understand each step and the provisions of this procedure
- 7.2 External Audit Preparation**
- a. External audit activities are carried out at least once a year. The head of the quality assurance agency is responsible for coordinating the implementation of the external audit assisted by the external audit coordinator
 - b. External audits are carried out with the external auditors from independent external institutions
 - c. Selection of an independent external audit agency through the following mechanisms:
 - 1) University announces opening of external audit offer
 - 2) The selection is carried out if there are at least 3 external audit institutions that provide offers
 - 3) Implementations of the selections of an external audit agency based on the performance of the audit agency
 - 4) Announcement of the selected external audit institution to conduct an audit at Airlangga University
 - d. Determination of the scope and area of the external audit and the chairman of the quality assurance agency assisted by the external audit coordinator based on the results of the management review meeting and the results of last year's external audit

- e. Socializing the implementations of external audits to all work units and faculties within the Airlangga University

7.3 Implementation of external audit

- a. External auditors conduct audits to work units, faculties, and study programs in accordance with the specified scope and area
- b. External audit is carried out in coordination with the quality assurance body
- c. The external audit is carried out for a duration that is in accordance with the agreement and also in accordance with the agreed scope
- d. External audit results will be surveyed annually for the duration of the audit certificate granted
- e. Closing of external audit findings is carried out in accordance with the follow-up plan carried out by the work unit or faculty concerned

7.4 Surveillance external audit results

- a. The results of the external auditor are submitted to all work units and faculties to prepare a follow-up plan for all non-conformance findings
- b. The results of the external audit in the form to suggestions from the auditors are also carried out by conducting a risk analysis to ensure that conditions that may occur can be addressed early on
- c. The results of the external audit can be evaluated by the SPM for the follow-up implementation and the SPM is responsible for ensuring that the follow-up actions have been carried out in accordance with the agreement
- d. The external result is also one that will be audited within the scope of internal audit

8. ATTACHMENT

- 1) External audit result document
- 2) Monitoring sheet for follow-up evaluation of audit results
- 3) PTPP form