



UNIVERSITAS
BRAWIJAYA



2018

QUALITY MANUAL

Faculty of Agricultural Technology
Universitas Brawijaya
Malang




Quality Manual



FAT UB
Universitas Brawijaya
Malang
2018

IDENTIFICATION SHEET

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		Page 1 of 26

Quality Manual

Process	Person in charge			Date
	Name	Position	Signature	
1. Formulation	Rizky L. R. Silalahi	Head of QAC FAT UB	Sgd	October 26 th , 2018
2. Examination	Agustin K. Wardani	Vice Dean 1 of FAT UB	Sgd	October 26 th , 2018
3. Approval	Sudarminto S. Yuwono	Dean of FAT UB	Sgd	October 26 th , 2018
4. Determination	Sudarminto S. Yuwono	Dean of FAT UB	Sgd	October 26 th , 2018
5. Control	Rizky L. R. Silalahi	Head of QAC FAT UB	Sgd	October 26 th , 2018

FOREWORD

The quality assurance of the FAT UB Universitas Brawijata (FAT-UB) is the responsibility of the entire academic community. For the direction of FAT-UB quality assurance activities to be understood by all management units of the FAT-UB, it is necessary to develop a FAT-UB quality manual that contains the principles of FAT-UB quality management.

The Quality Manual of the FAT-UB was prepared to control the management of quality higher education with international standards and comply with Indonesian government regulations, ISO 9001: 2015 Quality Management System (QMS) requirements, BAN-PT Accreditation, AUN-QA and UB Quality Standards. This Quality Manual explains the elaboration of the relationship between FAT-UB's organizational structure, quality policy, quality objectives of education implementation and FAT-UB's internal Quality Assurance System.

In 2006 - 2009 FAT-UB used the Quality Assurance System (SPM) internally with the name Academic Quality Assurance System (SPMA) with 10 academic quality standards of the Directorate General of Higher Education (Dikti). Starting in 2010, the quality assurance system at FAT-UB uses the name Internal Quality Assurance System (SPMI) using seven (7) academic, non-academic quality standards and seven (7) world-class university quality standards according to quality assurance announced by the Quality Assurance Center. at the university level. Starting in 2016, the quality assurance system at FAT UB uses UB Quality Standards (SM UB) which is an integration of the quality requirements of BAN-PT, ISO, and international accreditation.

FAT-UB carries out education quality assurance as accountability to stakeholders to develop the quality of education of FAT-UB sustainably. Thus, the quality of education in FAT-UB is recognized not only internally, but also externally by the National Accreditation Board for Higher Education (BAN-PT) or international accreditation bodies.

The quality manual for the FAT-UB was compiled by the Dean who was assisted by the FAT Quality Assurance Team as a reference for the implementation of quality assurance and guidelines for Departments / Study Programs in preparing Study Program Specifications (SP), Graduate Competencies (KL), Procedure Manual (MP), and Work Instructions (IK).

In implementing SPMI, FAT-UB ensures that the quality culture is understood and implemented by all parties, and is controlled. With this SPMI, FAT-UB will be able to determine and realize its vision through the implementation of its mission (deductive aspect), be able to meet the needs / satisfy stakeholders (inductive aspects), namely the needs of society, the world of work and professionals. Academic quality assurance of the FAT UB is the responsibility of the entire academic community. For the direction of academic quality assurance activities at FAT to be understood by all units implementing academic activities, it is necessary to compile an academic quality manual containing the principles of academic quality management.

Malang, September 2018
Dean,
Sgd

Dr. Ir. Sudarminto Setyo Yuwono, M.App.Sc
NIP.

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1. 1. SCOPE OF QUALITY MANAGEMENT

1.1. Vision, Mission and Objectives of the FAT UB , Universitas Brawijaya

Vision, Mission and Objectives of the FAT UB can be seen in the document Vision, Mission and Objectives of the FAT UB (document code: 01000 01000)

1.2. Scope of the Quality Manual

This Quality Manual is a guideline for the implementation of quality management in the FAT UB and is a quality management system requirement that must be met by work units within the FAT-UB. The Quality Manual of the FAT UB was prepared by referring to the Quality Manual of Universitas Brawijaya which is based on the standard requirements and clauses of the ISO 9001: 2008 Quality Management System with guidelines for its implementation in IWA2: 2007 education services, Indonesian government regulations and BAN-PT accreditation requirements and Manuals Quality of Universitas Brawijaya.

1.3. Objective of the Quality Manual

This Quality Manual aims to:

- a. Outlines the main processes that are directly or indirectly related to educational services in the FAT UB, whether in planning, implementing, evaluating or taking corrective actions to ensure continuous improvement in meeting customer requirements.
- b. Describes the relationship between the various activities involved in the above process.
- c. Describes the relationship between the Quality Assurance System (SPM) and the requirements of ISO 9001: 2008.
- d. Reflects the commitment of the FAT UB in continuous quality improvement in written form, so that it can be understood by all parties involved in the educational process.

1.4. Main Process of Quality Management System

To carry out quality assurance in the FAT UB, a functional structure of a quality assurance organization is formed in the form of a Quality Assurance Cluster (QAC). The structure includes the level of the faculty and department/study program following the quality assurance organization structure of UB which can be seen in Figure 1.

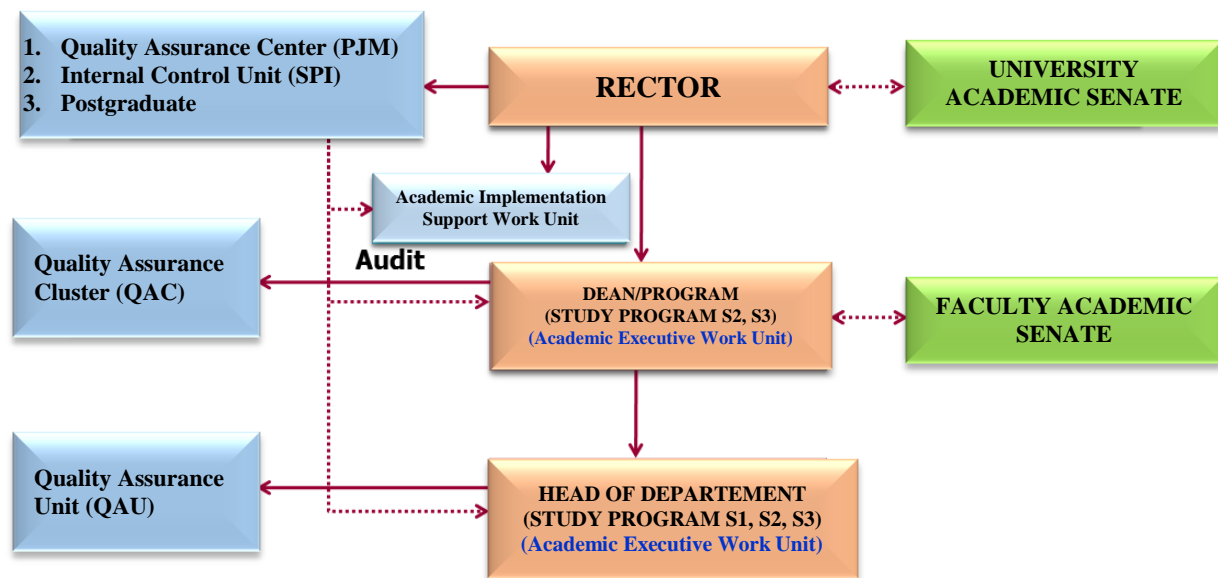


Figure 1. Organizational Structure of Quality Assurance in UB

Based on the Chancellor's Regulation No. 20 of 2016 concerning Organizational Structure and Work Procedures, QAC is a unit tasked with assisting the Dean in implementing academic quality assurance.

The Quality Assurance Cluster has duties, among others:

1. Describing educational quality standards into academic quality documents at the Faculty;
2. Monitor the implementation of academic quality assurance at the Faculty;
3. Evaluating academic quality assurance at the Faculty;
4. Submitting reports on the implementation of academic quality assurance at the Faculty periodically to the Dean.

The Chairperson of the QAC has the following duties:

1. Responsible for and evaluating the performance and duties of QAC
2. Coordination with QAC members and coordination with executors/deans and their staff in drafting documents and revisions
3. Coordination with QAC members and coordination with executors/deans and staff both in socialization
4. Coordination with QAC members and coordination with executors/deans and their staff is good in the implementation
5. Prepare quality documents.

The QAC Secretary has the following duties:

1. Documenting QAC documents
2. Documenting QAC administration
3. Prepare quality documents
4. Report the progress of documenting QAC documents and administration.

QAC members have the following duties:

1. Collecting data related to QAC documents
2. Prepare quality documents
3. Coordination with faculty academic executives both in the preparation of documents and evaluation of developments.

The main process of FAT's Quality Management System follows a cycle of Universitas Brawijaya Internal Quality Assurance System, as shown in Figure 2.

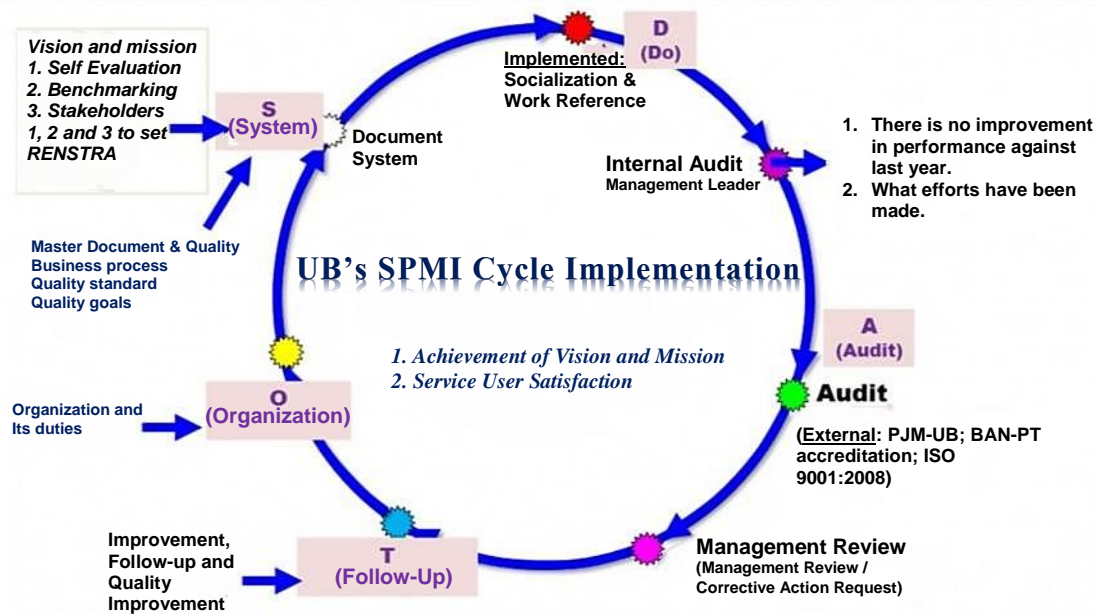


Figure 2. The cycle of FAT UB Internal Quality Assurance System

2. CUSTOMER DETERMINATION AND CONDITIONS

2.1. Customer Determination


Based on the business unit of the FAT UB which includes education, service and research. Determination of customers is adjusted to the business process carried out, including:

1. Students, as the main customers for academic activities.
2. Parents of students, as the guardianship of the main customer students. It is hoped that the student's parents are classified as customers, so that there will be communication between the faculty and the parents of students so that the entire learning process at the faculty level can be known transparently by the parents of the students.
3. Government agencies/private agencies/community/practitioners, as customers related to alumni users as well as the need for cooperation in the scope of training activities or analytical services.

2.2. Customer Requirements

The customer requirements of the FAT UB are set with the aim of determining the quality of input from customers so that the resulting output meets and is in accordance with the vision and mission of the faculty. The customer requirements are as follows:

1. Students, with the following requirements:
 - a. Graduated and have a high school diploma with science knowledge for undergraduate students
 - b. Graduated and have a diploma in the undergraduate program for master program students and meet all the specified academic requirements.
 - c. Graduated and have a certificate from a master's or master's program for doctoral program students
 - d. Able to comply with the applicable regulations at the Faculty
 - e. Healthy spiritually and physically
 - f. Having good behavior is indicated by a certificate of good behavior
 - g. Never involved in the use of Narcotics

- 
2. Parents of Students
 3. Stakeholders/community/practitioners

2.3. Management Commitment

The FAT UB must identify educational services that satisfy customer needs and expectations. The FAT UB and its work units identify and demonstrate their commitment to the continuous improvement of education services and quality management systems.

Existing strategies include:

- a. Communicating the quality management system in the FAT UB;
- b. Performing strategic planning that takes into account the goals and objectives of the FAT UB;
- c. Encouraging the identification process and use of best practices;
- d. Establishing a quality policy that ensures all members of the organization are aware of their vision, mission and duties.
- e. Ensuring the availability of human and material resources, necessary to achieve goals; and
- f. Measuring organizational performance in order to monitor compliance with established policies and targets.

2.4. Customer satisfaction

FAT UB and work units that provide education to identify and document the needs and expectations of customers, especially students, which are defined as curriculum requirements that include graduate specifications and performance indicators for departments and/or study programs.


In addition, the FAT UB will provide educational services to customers. Student satisfaction is carried out by:

1. Each student gets a consulting Supervisor or an Academic Advisor (PA).
2. Every student with good achievements and underprivileged will be provided for a scholarship through the applicable procedures.
3. In the teaching and learning process, facilities are prepared according to the standards of the National Accreditation Board for Higher Education (BAN-PT).
4. At the end of each semester, student satisfaction forms are circulated with educational services at the FAT UB. In addition, it will comply with the Customer Satisfaction Procedure Manual (PM) that already exists at the University (PM for Customer Complaint Handling and Customer Complaint Handling PM).

3. BUSINESS PROCESS

The main process (business process) in the provision of human resource education services at the FAT UB is illustrated in Figure 4. The educational business process begins with student admission provided that student input conditions have been determined, student input provisions are determined with the aim of adjusting the student's academic ability in accepting the curriculum contained in the study program. The curriculum that is accepted by students is an instrument designed to achieve the expected quality of output. Of course, in determining the curriculum, there are several considerations used, including the suitability of midwifery, the needs of government, industry and community requests for the quality of alumni and the competencies that must be achieved by students. The role of the government,

In the implementation of the educational service process, there are several levels of management, namely faculties, departments, and study programs. Each level has a



different scope of management. The function of the faculty is to determine policies related to academic, financial, infrastructure and student management. The department has a scope of management of the teaching and learning process, finance and human resources at the department level, while the study program has a scope of curriculum management.

The implementation of educational services requires a support service unit that supports the effectiveness of the implementation of business processes. The service unit at FAT includes educational services, in this case, study programs, research services, training and cooperation (RCSB and the Agricultural Technology Journal), administrative services (academics, student affairs, finance and staffing, general), support services (ISMPR, Academic Advisory and Counseling Body, English Service Unit, Pilot plan, Entrepreneurial Laboratory), as well as Quality Assurance Cluster (QAC). Every activity in the service unit is required to refer to managerial at the university level.

The next business process is research and service, conducting research and scientific publication is a unified system consisting of the basis and objectives, implementation approach and orientation, management and evaluation of research programs and scientific publications. The research objectives are:

- a. acquire, develop and create scientific, technological and artistic innovations.
- b. solve the problem.
- c. develop research products with industry, research institutions as well as central and regional governments in local, regional and national and international development through obtaining patents and publications.
- d. develop various superior products that have the potential to be developed and compete at the national, regional and international levels.
- e. support institutional development at the study program, department and faculty level.
- f. develop academicians of the FAT UB who are competent in research and conducive academic life as well as the development of think tanks.

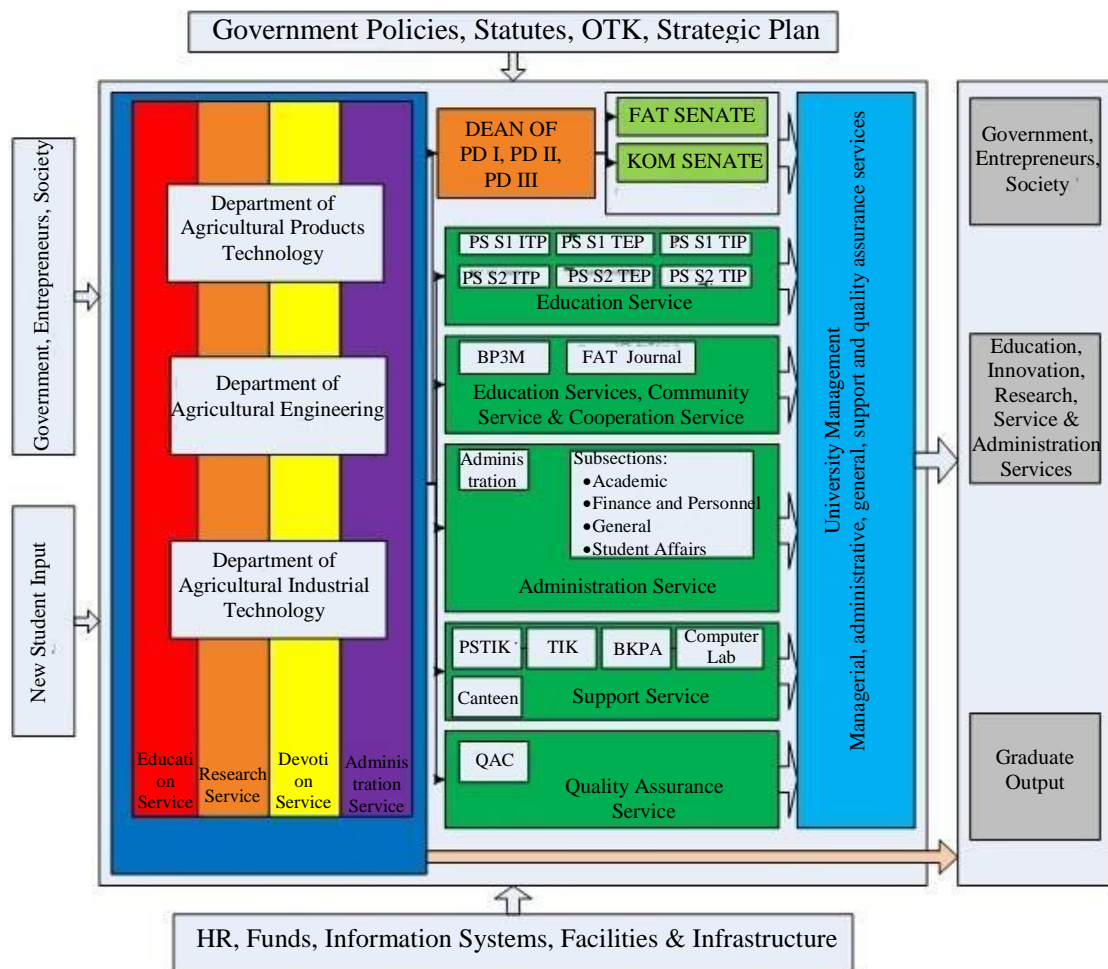



Figure 3. Business processes of the FAT UB

Scientific research and publications are carried out using an approach that is in accordance with the guidelines issued by the funding institution, research regulations and scientific publications of Universitas Brawijaya.

Scientific research and publications are carried out with an orientation towards increasing:

- quality of planning, research processes and results, and reporting of research results
- the relevance of research problems with the development of science, technology, and arts
- industrial development and work products that can be freely utilized by the community (public domain) by taking into account the availability of natural resources and environmental sustainability.
- interdisciplinary research for the development of scientific groups
- the growth of product-oriented research that the user community can take advantage of
- university reputation and financial resource development
- research efficiency and effectiveness.
- competitiveness and patent acquisition.
- publication of research results in both international journals and accredited national journals.

The management and coordination of research programs and scientific publications at the university level are carried out by the Research Institute and at the faculty level by the Research and Community Service Agency (RCSB). Management of research and scientific



publications is carried out in a directed and integrated manner based on the coordination between the RCSB, including:


- a. research methodology training and preparation of research proposals;
- b. review and selection of DIKTI DP2M funding proposals.
- c. research program planning (Strategic Plan & Operational Plan)
- d. implementation of research programs
- e. research monitoring and evaluation
- f. scientific article writing training
- g. scientific journal management training
- h. publication, dissemination and utilization of research results;
- i. increased research collaboration
- j. research resource development
- k. laboratory development in each department and faculty
- l. field laboratory development
- m. establishment of a research umbrella
- n. establishment of a research roadmap/agenda.

Competitive research conducted by lecturers or lecturer groups is coordinated by the Research Institute of Universitas Brawijaya through RCSB. Every collaborative research activity carried out by a lecturer, a group of lecturers, and the Study Center must be reported to the Dean via RCSB. To determine the achievement of the objectives of the management of research programs, community service and scientific publications, a monitoring and evaluation system for research and service programs was developed. Monitoring and evaluation is carried out as a continuous, planning and gradual process, along with management steps, and the results of which are used as a basis for consideration for the development of research programs, services and further scientific publications. Evaluation of the relevance and quality of research results is carried out based on international appreciation through publications and presentations at national/international meetings and direct use in the community. Monitoring and evaluation of each component of the implementation of research, service and scientific publications according to their position, function and scope of activities are carried out by the Research Institute and coordinates with RCSB.

4. ORGANIZATIONAL STRUCTURE AND MAIN TASK AND FUNCTION

4.1. A glimpse of the FAT UB , Universitas Brawijaya

The FAT UB was founded on Decree of the Minister of Education and Culture of the Republic of Indonesia Number: 012a / O / 1998 dated January 26, 1998, from its origin as the Department of Agricultural Technology under the Faculty of Agriculture which organizes the Agricultural Technology Science Rod on the basis of the Decree of the Director-General of Higher Education, Depdikbud Number: 118 / DIKTI / Lap / 84 with 2 Study Programs, namely: Agricultural Product Technology and Agricultural Mechanization. The name of the Agricultural Mechanization Study Program was changed to Agricultural Engineering according to the Decree of the Minister of Education and Culture of the Republic of Indonesia No .: 0411 / U / 1994. Furthermore, the Agroindustrial Technology Study Program (TIP) was established with the Decree of the Director General of Higher Education, Depdikbud No .: 103 / DIKTI / Kep / 1998 dated April 1, 1998. On January 26th, 1998 the FAT UB (FAT) was born based on the Decree of the Minister of Education and Culture of the Republic. Indonesia No 012a / O / 1998, where FAT manages two study programs, namely Agricultural Product Technology Study Program (THP) and Agricultural Engineering Study Program (TEP) as well as one Agroindustrial Technology Study Interest (TIP) which was subsequently changed to TIP PS on April 1, 1998.




Furthermore, in 1999, FAT opened two master's degrees, namely PS S2 THP and S2 TIP. Furthermore, in 2009, the Agricultural Engineering Study Program was changed its name to the Agricultural Engineering Study Program based on SK number 419 / SK / 2009, while the THP Study Program was changed to the Food Science and Technology Study Program (ITP) based on the Decree of the Director General of Higher Education Nk 865 / EI.3 / HK / 2011 in 2011. Along with scientific development in the field of agricultural technology, in 2013 the Master of Agricultural Engineering (TEP) program was opened based on the Decree of the Minister of Education and Culture No. 499 / E / O / 2013, while in 2014 two new undergraduate study programs were opened, namely S1 Biotechnology under the THP Department and Environmental Engineering Undergraduate Program (TL) under Department of TEP based on the Decree of the Minister of Education and Culture of the Republic of Indonesia No. 595 / E / O / 2014. Furthermore, in 2016, a new study program was reopened, namely the Bioprocess Technology Study Program (TBP) (SK Menristekdikti RI No. 63 / KPT / I / 2016) and in 2017 the Doctoral Study Program in Food Science was opened. Currently, FAT has 6 PS Undergraduate (ITP, TEP, TIP, Biotechnology, TL and TBP), 3 Masters Masters Degree (THP, TIP, and TEP) and 2 Doctoral PS (TIP and food science), of which 3 PS Bachelor has been internationally certified and 7 PS have received accreditation A by BAN-PT Furthermore, in 2016, a new study program was reopened, namely the Bioprocess Technology Study Program (TBP) (SK Menristekdikti RI No. 63 / KPT / I / 2016) and in 2017 the Doctoral Study Program in Food Science was opened. Currently, FAT has 6 PS Undergraduate (ITP, TEP, TIP, Biotechnology, TL and TBP), 3 Masters Masters Degree (THP, TIP, and TEP) and 2 Doctoral PS (TIP and food science), of which 3 PS Bachelor has been internationally certified and 7 PS have received accreditation A by BAN-PT Furthermore, in 2016, a new study program was reopened, namely the Bioprocess Technology Study Program (TBP) (SK Menristekdikti RI No. 63 / KPT / I / 2016) and in 2017 the Doctoral Study Program in Food Science was opened. Currently, FAT has 6 PS Undergraduate (ITP, TEP, TIP, Biotechnology, TL and TBP), 3 Masters Masters Degree (THP, TIP, and TEP) and 2 Doctoral PS (TIP and food science), of which 3 PS Bachelor has been internationally certified and 7 PS have received accreditation A by BAN-PT

4.2. Organization of the Faculty of Agricultural Technology, Universitas Brawijaya

After becoming a faculty, the organization of the FAT UB is equipped in accordance with the 2002 Statute of Universitas Brawijaya (article 12) in conjunction with article 45 PP No.60 / 1999. The faculty organization consists of the leadership element, the faculty senate, the academic executing element, the administrative executive element and the supporting elements. Referring to the Organization and Work Procedure (OTK) of Universitas Brawijaya in the Decree of the Indonesian Minister of Education and Culture No.0197 / O / 1995 (OTK 1995) and the results of its revision (adjusted to PP No.60 / 1999) by the Senate of Universitas Brawijaya (hereinafter referred to as the 1995 OTK Revision) as well as PP No.5 / 1980 concerning the Principles of Organization of Universities / State Institutes, an organizational structure and arrangement of work relations between institutions within the FAT UB were created (Figure 1).

1. Faculty Leadership Elements

The leadership element of the FAT UB consists of a dean who is assisted by 3 Vice Deans, namely the Vice Dean I for Academic Affairs, Vice Dean II for Finance



and Personnel and Vice Dean III for Student Affairs. The duties, powers and responsibilities of the dean are regulated according to SOTK No. 20 of 2016.

2. Faculty Senate

The 2002 Universitas Brawijaya Statute (article 31), article 15 of the 1995 OTK Revision and article 49 PP No.60 / 1999 states that the faculty senate consists of professors, faculty leaders (deans and vice deans), heads of departments and Vice lecturers who are elected to represent majors. The faculty senate is chaired by a chairman who is ex officio held by the dean. The main duties of the faculty senate have been regulated in the 2002 Universitas Brawijaya Statute and 2016 SOTK.

3. Academic Implementing Element

Currently, the FAT UB oversees 3 departments that manage undergraduate (S1) programs, namely the Department of Agricultural Product Technology, Agricultural Engineering and Agroindustrial Technology. In addition, the FAT UB has 3 master programs, namely the Master Program in Food Science and Technology in the Department of Agricultural Product Technology with Decree No. : 1504 / D / T / 2007 dated 22 June 2007; Master Program in Agroindustrial Technology in the Department of Agroindustrial Technology with Decree No. : 66 / DIKTI / KEP / 2007 dated April 2, 2007, and Masters in Agricultural Engineering in the Department of Agricultural Engineering in 2013.

a. Department of Agricultural Product Technology


The Department of Agricultural Product Technology manages 4 study programs, namely the Food Science and Technology undergraduate study, Biotechnology Undergraduate Study Program, Agricultural Product Technology Postgraduate Study Program, Food Science Doctoral Study Program. The Food Science and Technology Study Program is supported by 4 laboratories, namely (i) Food and Agricultural Product Processing and Engineering Laboratory, (ii) Food and Agricultural Product Chemistry and Biochemistry, (iii) Food and Agricultural Product Microbiology and (iv) Food Nutrition and Agricultural Products (v) Food Quality and Safety Testing Laboratory, and (vi) Sensory Laboratory.

b. Department of Agricultural Engineering

The Agricultural Engineering Department oversees 3 study programs, namely Agricultural Engineering Undergraduate Study Program, Environmental Engineering Undergraduate Study, Bioprocess Technology Undergraduate Study Program, Agricultural Engineering Postgraduate Study Program. The laboratories managed by the Department of Agricultural Engineering are (i) the Technical Laboratory for Food Management and Agricultural Products, (ii) the Laboratory for Natural Resources and Environmental Engineering, (iii) Agricultural Power and Machinery and (iv) the Laboratory for Mechanical, Agroindustrial Equipment and Machinery, (vi) Bioprocess Engineering Laboratory, (vii) Waste Treatment Laboratory, and (viii) Remediation Laboratory.

c. Department of Agroindustrial Technology

The Department of Agroindustrial Technology manages 3 study programs, namely Agroindustrial Technology Undergraduate Study, Agroindustrial Technology Postgraduate Study Program, Agroindustrial Technology Doctoral



Study Program, which are supported by 4 laboratories, namely (i) Agrochemical Technology Laboratory, (ii) Bio-industry Laboratory, (iii) Computing and Systems Analysis Laboratory, and (iv) Agroindustry Management Laboratory.

4. Administrative Implementing Elements

The administrative implementer element is divided into 2, namely the administrative operator at the faculty level and the administration executive at the department level. At the faculty level, the administrative executive is led by the Head of Administration. The elements which are supervised by the Head of Administration are the sub-division of education, the sub-division of finance and personnel, the general sub-division, and the student sub-division, each of which is led by a sub-division head. At the department level, the administrative executive is coordinated by the department coordinator.

5. Other Supporting Elements

Other supporting elements within the FAT UB are the Research and Community Service Body (RCSB), the Quality Assurance Cluster (QAC), the Quality Assurance Unit (QAU), the Academic Advisory and Counseling Body (AACB), the Agricultural Technology Journal (JTP), English Service Unit (ESU), Information System and Public Relations Center (ISMPR), Journal Clinic, and UB FAT UB Alumni Association (IKA-FAT UB).

The organizational structure at the FAT UB can be seen in Figure 4.

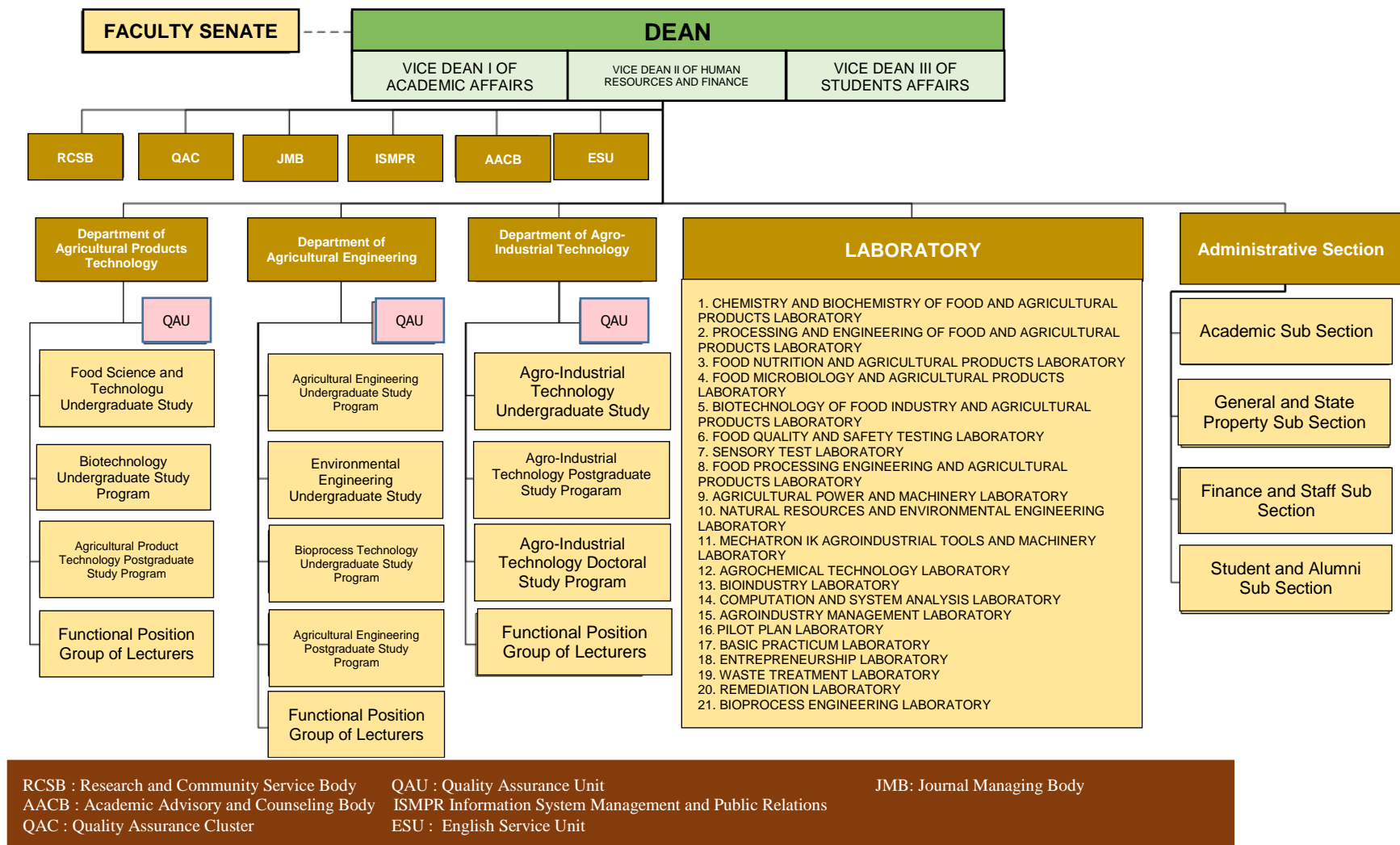


Figure 4. Organizational Structure of the FAT UB

4.3. Main Duties and Functions

The FAT UB has the task of organizing and managing academic, vocational, and/or professional education in one or several trees/groups of agricultural technology.

In carrying out its duties, the FAT UB carries out the following functions:

- a. implementation and development of education in the FAT UB ;
- b. researching the development of Agricultural Technology;
- c. implementation of community service;
- d. implementation of training for the academic community;
- e. implementation of administrative affairs.

The FAT UB is led by a Dean. The Dean is assisted by 3 (three) Vice Deans consisting of the Vice Dean for Academic Affairs; Vice Dean for General Affairs and Finance; and Vice Dean for Student Affairs. Vice Dean is under and responsible to the Dean. The Dean and Vice Dean are appointed and dismissed by the Chancellor after receiving consideration from the Senate of the FAT UB for a term of 4 (four) years. (2) The term of office of the Dean and Vice Dean as intended in paragraph (4) commences from the inauguration and thereafter can be re-elected in the same position only for one term

The Vice Dean for Academic Affairs has the task of assisting the Dean in leading the implementation of education, research, and community service. The Vice Dean for General Affairs and Finance has the task of assisting the Dean in leading the implementation of activities in the fields of planning, finance, general administration and information systems. The Vice Dean for Student Affairs has the task of assisting the Dean in leading the implementation of activities in the field of student and alumni affairs.

SENATE


The Faculty Senate as referred to in Article 351 paragraph (1) letter b has the task of providing consideration and supervision to the Dean in academic implementation within the FAT UB . The Faculty Senate at least consists of: a. chairman; and b. secretary. The Faculty Senate is appointed and dismissed by the Chancellor for a term of 4 (four) years. Further provisions regarding the faculty Senate institution are regulated in the Chancellor's Regulation

IMPLEMENTING ELEMENTS OF ADMINISTRATION

The Administrative Implementing Element includes Administration in charge of the Education Sub-Section, Academic Sub-Section, Finance and Personnel Sub-Section, General and Equipment Sub-Section.

- [1] The Academic Subdivision has the task of carrying out education, research, and community service affairs as well as data management, evaluation and reporting of the FAT UB.
- [2] The General and State Property Subdivision has the task of carrying out administrative, household and management affairs of state property.
- [3] The Finance and Personnel Subdivision has the task of carrying out planning, finance, management and personnel affairs.
- [4] The Student and Alumni Affairs Subdivision has the task of carrying out student and alumni affairs.

1. Head of Sub Division of Education



The Academic Subdivision has the task of carrying out education, research, and community service affairs as well as data management, evaluation and reporting of the FAT UB .

2. Head of Sub Division of Student Affairs

The Subdivision of Student and Alumni Affairs has the task of carrying out student and alumni affairs.

3. Head of Sub Division of Finance and Human Resources

The Finance and Personnel Subdivision has the task of carrying out planning, finance, management, and personnel affairs.

4. Head of Sub Division of General Affairs and Equipment

The General and State Property Subdivision has the task of carrying out administrative, household and management affairs of state property.

SUPPORTING ELEMENTS

Supporting elements at the FAT UB consist of the Student Sovereignty Institute (LKM) at the Faculty level, the Academic Advisory and Counseling Body (AACB), the Advisory Board for Research and Community Service (RCSB), the Quality Assurance Cluster (QAC), the Journal Publishing Agency (JPA), Faculty Reading Room Facilities, English Service Unit (ESU), Information Systems and Public Relations Center (ISMPR) and Department Business Units.

1. Quality Assurance Cluster (QAC)

QAC is a unit that assists the Dean in the implementation of Academic Quality Assurance at the FAT UB level.

QAC has the following duties:

- a. describing education quality standards into academic quality documents at the Faculty;
- b. monitoring the implementation of academic quality assurance at the Faculty;
- c. evaluating academic quality assurance at the Faculty; and
- b. submitting reports on the implementation of academic quality assurance at the Faculty periodically to the Dean.

2. Research and Community Service Body (RCSB)

RCSB has the task of coordinating, implementing, monitoring, and evaluating research activities, community service, and faculty collaboration.

RCSB has the following functions:

- a. increasing the quality and quantity of research, scientific works, community service, and national and international cooperation;
- b. preparing of RCSB plans, programs and budgets;
- c. carrying out scientific research, community service, and cooperation of the Faculties;
- b. coordinating the implementation of research activities, community service, and cooperation;
- c. implementing the publication of research results, community service, and cooperation;
- d. implementing cooperation in the field of research and community service with universities and/or other institutions both domestically and abroad;

- e. monitoring and evaluation of the implementation of research activities, community service, and cooperation of the Faculties; and
- f. periodic reporting to the Dean.

3. Information System Management and Public Relations (ISMPR)

The ISMPR FAT UB is the manager of information technology infrastructure information systems at the Faculty level. The ISMPR FAT UB is led by a Coordinator who is appointed and responsible to the Dean.

The ISMPR Coordinator for the FAT UB has the following duties:

- a. publications and public relations, including:
 - 1. planning and designing the publication of the FAT UB ;
 - 2. managing the official website of the FAT UB in Indonesian and English;
 - 3. updating data and information about the activities of the FAT UB ;
 - 4. assisting with online publications for lecturers and staff; and
 - 5. coordinating with UB's Information and Documentation Management Officer.
- b. data collection and information systems, including:
 - 1. assisting and providing support for other units within the FAT UB that require information technology assistance;
 - 2. managing the Faculty's digital archives;
 - 3. together with UPT TIK providing socialization of information and communication technology services in UB;
 - 4. coordinating with other units within the FAT UB to prepare data reporting at the UB level; and
 - 5. together with UPT TIK providing periodic information technology training to UB's human resources, both lecturers, educational staff, and students.
- c. infrastructure, including:
 - 1. managing information and communication technology infrastructure of the FAT UB by following management standards and quality policies of information and communication technology infrastructure in UB;
 - 2. ensuring the availability of access to information technology services for the UB academic community;
 - 3. coordinating activities for the development and application of information technology services with UPT TIK;
 - 4. coordinating the implementation of infrastructure maintenance and technical support with UPT TIK;
 - 5. compiling documentation of infrastructure and information technology services at the FAT UB ;
 - 6. carrying out monitoring and evaluation of the implementation of information technology; and
 - 7. compiling and submitting periodic reports on the development and application of information technology to UPT TIK.
- d. handling of complaints, including:
 - 1. providing a special email for complaints using the official UB email;
 - 2. checking the complaint-specific email at any time and submitting the complaint to the supervisor for follow-up;
 - 3. sending a response or complaint correction plan to the Information Management and Documentation Officer;
 - 4. identifying the cause/root of the problem, the solution plan, and the completion time for each response or complaint correction plan; and
 - 5. documenting complaints.

4. Journal Managing Body

Journal Managing Body functions as a technical implementing element in the field of journal publishing and publication of scientific papers for lecturers and students.

Journal has the duty to:

- a. organizing education and training for the preparation of scientific publications;
- b. collect and select scientific works of lecturers and students for publication purposes;
- c. publish regularly the scientific works of lecturers and students in the form of journals and other publications; and D. provide periodic reports to the Dean.

5. Department Reading Room Facilities

The department's reading room facilities have the following tasks:

- a. Provide and manage library materials;
- b. Providing services and utilization of library materials;
- c. Maintain and preserve library materials;
- d. Coordinating, evaluating, and collecting library materials at the University;
- e. Cooperating with libraries and related parties outside the University.

5. QUALITY POLICY

The FAT UBuses quality policies to guide and direct decision-making for continuous improvement in service processes. The education process in work units must refer to the quality policy of the FAT UB. The existing quality policy needs to be communicated and understood by all personnel involved directly or indirectly in the education service process. The quality policy of the FAT UB refers to:

- Universitas Brawijaya Quality Manual
- Quality Manual of the FAT UB (document code: 01000 05000)
- Universitas Brawijaya Quality Standards
- Related rules.

6. WORK PROGRAM AND QUALITY OBJECTIVES

6.1 Work program

The complete work program of FAT UB is in the Strategic Plan (Renstra) of FAT UB. In summary, every year, FAT UB's work program is reflected in the Performance Contract of the FAT Dean and UB Rector. The FAT UB Dean's Performance Contract consists of three contracts, namely 1) a derivative contract from the UB- Ministry of Research, Technology, and Higher Education of the Republic of Indonesia contract, 2) a derivative contract from the UB-General Service Body (BLU) contract, and 3) a derivative contract from UB's Strategic Plan. The Dean of FAT UB distributes this performance contract to three departments in FAT, so that the achievement is a shared responsibility, covering all teaching staff and educational staff. Reporting on the achievement of performance contracts is carried out on a quarterly basis, starting with reporting at the faculty level which is forwarded to the university.


Table 1. Performance Indicators

No.	Performance Indicators	Unit
A. Derivative contract from the UB-Kemenristekdikti contract		
1	Number of Entrepreneurial Students	%
2	Percentage of Competency and Professional Certified	%

No.	Performance Indicators	Unit
	Graduates	
3	Percentage of Graduates who Directly Work	%
4	Affirmation Ratio	%
5	Percentage of Lecturers Qualifying S3	%
6	Percentage of Lecturers with Certified Educators	%
7	Percentage of Lecturers with Head Lecturer Position	%
8	Percentage of Lecturers with the Position of Professor	%
9	Number of Outstanding Students	College student
10	Minimum Percentage of Accredited Study Programs B	%
11	Institutional Accreditation	Accreditation
12	National PT Ranking	Rank
13	Opinion on the Evaluation of Financial Statements by Public Auditors	Opinion
14	Number of Centers of Excellence in Science and Technology	PUI
15	Number of Science and Technology Parks Built	Science Park
16	Number of International Publications	Journal Articles
17	Number of IPRs Registered	IPR
18	Number of Citation of Scientific Work	Citations
19	Number of R&D Prototypes	Prototype
20	Number of Industrial Prototypes	Prototype
21	Number of Innovation Products	Product
22	Percentage of Use of Public Funds for Research	%
23	Amount of Research Utilized by the Community	Research
B. Derivative contract from UB-BLU contract		
1	Ratio of PNBP Revenue to Operating Costs	%
2	Total BLU Income	Rupiah
3	Total BLU Revenue Sourced from Asset Management	Rupiah
4	Modernization of BLU Financial Management	%
C. Derivative contract from Renstra UB		
1	International Seminar	Activities
2	Outbound Students	College student
3	Inbound Students	College student
4	Faculty International Journal Publisher	Journal
5	Number of Foreign Lecturers / Visiting Professors	Person
6	Number of Publications by the Professor	Publication
7	Number of Publications by Doctors, Head Lecturers (Accelerated Professors)	Doctor
8	Number of Publications by Doctors, Head of Non-Associate Associates (Acceleration of Head Lecturers)	Doctor
9	International Research Collaboration	Faculty
10	Number of International Accreditation Study Programs	Prodi
11	Number of Lecturers Participating in International Conferences	Lecturer
12	Number of Accreditation Study Programs A.	Prodi
13	Number of National Cooperation	Unit
14	Amount of International Cooperation	Unit

6.2 Planning and Quality Objectives

Quality system planning is stated/implied in the quality objectives. The quality target of work units must be relevant and in line with the quality policy of the FAT UB. The effectiveness of the quality management system planning for achieving the quality objectives of the FAT UB is the responsibility of the dean.



Quality system planning starts from the Vision and Mission document (UN10 / F10 / HK.00.a). To achieve this vision and mission, a Strategic Plan document (Renstra) was compiled code: UN10 / F10 / PR / 01.02.d), Work Program (Proker) code: UN10 / F10 / PR.02.00.a, Education Guidelines code: UN10 / F10 / HK.00.02.a, Quality Manual code: UN10 / F10 / HK.01.02.b, and Universitas Brawijaya Quality Standards, SOPs, and other supporting documents.

Quality standards are prepared based on the standards of the National Accreditation Board for Higher Education (BAN-PT), with the intention that the Faculty is more ready to assist the department or study program in facing accreditation. Apart from that, the quality objectives also follow several related rules such as:

1. ISO 9001: 2015 as a guideline for implementing the Quality Management System.
2. International accreditation rules and guidelines, such as IFT and AUN-QA.
3. Kemenristekdikti and Kemenpan-RB regulations regarding SOP documents.

The quality target of the Faculty is reflected in the performance contract of the FAT UB Dean, which generally consists of the following:

1. Ensure that the accreditation for study programs at FAT reaches a minimum grade of B.
2. Percentage of lecturers with doctoral degrees and certificates.
3. Percentage of lecturers with academic positions as professors and head lecturers.
4. Number of journal publications by lecturers.
5. Total cooperation.
6. The number of outbound and inbound students.
7. Ensure that the minimum compliance with each Quality Internal Audit (AIM) is 80%.

7. RESOURCE

7.1 Provision of Resources

The FAT UB guarantees that the resources needed to support the main process (business process) in the provision of human resources education services in the field of Agricultural Technology are available as needed, so that the implementation of the system guarantees quality can run well. Vision and mission can be achieved and customer satisfaction can be fulfilled.

The FAT UB identifies resource requirements for service provision. The FAT UB also ensures the availability of resources for effective SMM functionalization, as well as the provision of resources to increase customer satisfaction through meeting customer requirements. The FAT UB must:

- a. Set input to detect resource requirements;
- b. Develop a resource requirement plan for the short, medium and long term;
- c. Perform follow-up verification and assignment assessments; and
- d. Provide resources to communicate effectively with faculty, education staff and students, to maintain and improve the effectiveness of QMS and to ensure that customer needs are met.

7.2 Human Resources

7.2.1 General

The FAT UB and all its elements identify all types of resources required for service provision and ensure their availability for the performance of an effective quality management system.

7.2.2 Competence, awareness and training

The FAT UBand all its elements provide lecturers and educational staff who are competent, have awareness and are trained according to their responsibilities and authorities. The FAT UBand all of its elements also carry out systematic actions to compare the competency needs of lecturers and educational staff according to the demands/needs of the curriculum and the requirements set.

7.3 Infrastructure and Work Environment

The FAT UBand all its elements identify the infrastructure, environment and equipment needed to support the teaching and learning process, research and community service. The FAT UBand all its elements determine the responsibility and authority for implementation, purchasing, receiving, storage, protection, installation, use and maintenance activities. The FAT UBand all its elements determine the planning program, provision and maintenance of infrastructure, and risk analysis related to security, safety and cleanliness. Infrastructure facilities include, among others, buildings, workspaces, classrooms, laboratories, workshops, libraries, parks, online tools and related services, for example health facilities, physical security, transportation, and cafeterias, and others. Facilities, infrastructure and state property that have been damaged and cannot be used must be managed in accordance with applicable regulations.

7.4 Campus Environment and Academic Atmosphere

The FAT UBand all its elements create and maintain a conducive atmosphere for a learning and research environment that meets customer requirements. The FAT UBand all its elements also provide evidence that the work environment and campus atmosphere are evaluated periodically, as well as evidence of the actions taken in this regard. The results of this evaluation should be used as material in management reviews and become an important part of continuous improvement.

8. REALIZATION OF EDUCATION SERVICES


8.1. Service Program Planning

The FAT UBand all its elements plan educational service programs, research and community service, including the design and development of service methods. Educational services include S-1, S-2, S-3 and training. Educational planning in question includes planning, design, curriculum development and learning methods, opening and closing of study programs. Meanwhile, research and community service includes umbrella and road maps, assessment, follow-up, student involvement, funding opportunities and dissemination of research results and community service.

8.1.1 Education / Teaching

The FAT UBand all its elements plan development, review and update of study plans and curricula, assessment and follow-up of teaching, support service activities, allocation of resources, evaluation criteria, and improvement procedures to achieve the desired goals. The FAT UBand all its elements plan the resources needed for the entire process (see 6.1).

The process of realizing education must improve competence in students so that it leads to the competency specifications of graduates promised in educational activities that must be controlled, including assessment of needs; design, development and communication of procedures and instructions; and outcomes measurement. The main processes of teaching and learning must be



controlled. Control methods shall form part of management's review (see 5.6) to ensure compliance with specified procedures and instructions, control methods consistent with accepted quality practice. Changes in the control method of major processes must be documented and procedures or instructions evaluated before changes are made. Monitoring shall be carried out to verify that control methods are effective and records shall be maintained.

8.1.2 Research and Community Service

The FAT UB and all its elements plan the research and community service programs, including dissemination and citation of research results, submitting IPR and commercializing research innovations. In addition, it also plans the development, review and updating of the umbrella, roadmap and research track record, assessment and follow-up of research and community service activities, support services, resource allocation, evaluation criteria, and improvement procedures to achieve the desired goals. The FAT UB and all its elements plan the resources needed for the entire process (6.1).

The realization of research and community service must increase the competence of the academic community and produce output in the form of scientific publications, textbooks, intellectual property rights, technology packages or science and technology innovations used by the community. Research and community service processes must be controlled including needs assessment; design, development and communication of procedures or instructions; and outcomes measurement. The control method shall form part of the management review (5.6) to ensure compliance with the procedure or instruction specification, the control method is consistent with accepted quality practice. Changes in the control method of major processes must be documented and procedures or instructions evaluated before changes are made.

8.2 Student related processes


The FAT UB and all of its elements, in general, provide intangible, not storable, and consumed services during its delivery. The FAT UB and all its elements provide an opportunity for students to study science and technology and learn to practice its application. Learning and Teaching Process (TLP) in carrying out Tri Dharma PT is carried out in classrooms, gazebos, and laboratories in the environment at the FAT UB including the following:

- a. Facilities are safe, healthy, clean and have officers
- b. Responsive two-way communication procedures between participants and faculty officers
- c. Personnel treats everyone with respect; and
- d. Service activities are carried out by personnel according to their qualifications.

8.2.1 Determination of requirements related to educational services, research and community service

General education requirements can be seen from the behavior of the needs to meet the expectations of academics, professionals and society. Student-specific requirements can be contained in the study plan and curriculum and educational services provided by the FAT UB. Educational services must meet legal, regulatory and accreditation requirements regarding education.

Service-related requirements also include requirements set by universities in providing educational administration services to students. This can be in the



form of evidence of previous studies, personal documents, which will be given to students, university administration rules, Student ID numbers and others.

8.2.2 Overview of TLP-related requirements

The FAT UB reviews teaching-related requirements to ensure that the TLP system runs properly. The requirements are set by the Senate of the FAT UB. Requirements that were different from before were settled through a senate meeting. If the teaching requirements are changed, the Senate of the FAT UB ensures that the relevant documents have been amended and the relevant personnel are aware of the changed requirements. Records of this review of teaching requirements are maintained by designated personnel.

8.2.3 Student Communication

The FAT UB determines and implements effective arrangements in communicating with students related to educational program information, teaching plans including curriculum, as well as TLP feedback and student complaints. The FAT UB facilitates student communication on the condition that student communication is delivered in a polite, orderly, scheduled and well documented manner.

8.3 Curriculum Design and Development

8.3.1 Planning Curriculum

The Dean considers curriculum design and development for the benefit of students. Design control activities should be compatible with the purpose and duration of educational services. The procedures ensure that the material of instruction conforms to the requirements of the instructions. Calibration equipment may be required for several instruction purposes. The needs assessment should include system effectiveness and student outcomes. The needs assessment includes potential and actual performance requirements to determine:

- a. How instruction can help students become competent;
- b. Specific measures of the effectiveness of instructions;
- c. What skills match the curriculum requirements.

The assessment provides information that can be used in the instruction review process. If experimental validation of instructions is not permitted, a peer review process can be adopted. The requirements analysis report provides input to the instruction design process, describes the results of the needs assessment and states the final objectives for the design. The development process is documented and used by the developer. There is a specific process statement for each medium of delivery, or a generic process for all media. These processes include a sequence of stages in the development process; the personnel involved, the review process, and related criteria.

8.3.2 Design and Development Input

The FAT UB identifies the input for the curriculum design and records the input.



8.3.3 Design and Development Output

The design and development output includes the required skills and knowledge, instructional strategies and performance assessments.

8.3.4 Design and Development Overview

Participants at each identification stage review the design and development results against the referred requirements (eg, professional profile, competency certification).

8.3.5 Design and Development Verification

Design verification is carried out in one or more stages according to the design and development plan. This activity is carried out internally by any specialist who did not participate in the independent review. The design and development output stages are aligned with the design and development input specifications. Records of verification output and any necessary actions are maintained by designated personnel.

8.3.6 Design and Development Validation

This process is carried out to ensure that the characteristics of the planned education services are fulfilled by the resulting curriculum and syllabus design. In general, validation is carried out at the final design stage. Accreditation and certification are accepted validation methods. Records of output and validation actions should be maintained.

8.3.7 Control of Design and Curriculum Changes

In the educational environment, the rapid development of science and technology is used as a direction for periodic reviews of the curriculum and syllabus, and results in revisions / changes. These changes should be identified, documented, validated and communicated. The revision of each subject should include an effective evaluation of the entire curriculum and records should be maintained.

8.4 Educational Service Provisions

8.4.1 Control of Provisions

The work unit that provides education in the FAT UB must identify the overall topic and theme of the subject being taught, and the method of procedure / instruction that is accepted. The education delivery work unit also determines the various accepted measures to determine the fulfillment of teaching goals.

8.4.2 Process Validation

The work unit that provides education in the FAT UB forms a team consisting of the head of the laboratory and several professors to validate all the topics and themes of the subjects being taught, and the method of procedures / instructions.

8.4.3 Identification and Traceability

The work unit that provides education in the FAT UB controls and records the identification of educational services. Identification and traceability of relevant information should include, where appropriate:

- a. Curriculum unit code, courses and contents;
- b. Student identity records;
- c. Course schedule;
- d. Textbook / module / textbook / lecture notes;
- e. Practicum equipment; and
- f. Street vendor reports and final assignments.

8.4.4 Property Customer

In educational organizations, property belonging to students is property that is conferred upon admission or re-registration and during the provision of educational services. Student-owned property includes, among other things, textbooks, workbooks, case studies, special education provisions, computers, software, art supplies, or facilities supplied by the procurement company. If any property of a student or trainee is lost, it must be reported to the student and records maintained.

8.4.5 Preservation

Institutions or work units that provide education must consider stored academic documents such as syllabi, curriculum, and printed or electronic materials (books, lecture modules / dictates, videotapes, computer programs).

Supplies for educational and / or training processes may also include, for example laboratory chemicals, raw or processed materials for pilot plants and educational services with a limited shelf life for the purpose of teaching or research and development work.

8.5 Control of monitoring and measurement tools

The work unit that provides education in the FAT UB determines a valid test or teaching assessment tool. Monitoring and measurement must be carried out in order to ensure compliance with study plans, curricula and educational programs. Monitoring and measurement should include, but are not limited to, student performance profiles, written examinations, exercises / assignments / quizzes, attendance and final examinations.

The work unit that provides education in the FAT UB determines the tools to ensure that the exam is safe and the results are valid. If the examination or assessment tools and software are found to be invalid, the educational institution or work unit should record any corrective actions for the invalidity.

9. MEASUREMENT, ANALYSIS AND QUALITY IMPROVEMENT

9.1 General Guidelines

The output results from monitoring and measurement are the quality of graduates who have met the predetermined competencies (see Appendix B). These outputs can be used to identify the effectiveness of improving the quality management system and education process.

9.2 Monitoring and Measurement



9.2.1 Customer satisfaction

The FAT UB determines student perceptions about the degree to which the services provided meet expectations. Data on customer satisfaction trends should be supported by objective evidence. Several records of the Public Satisfaction Index (IKM) questionnaire to units within the faculty, the Teaching Learning Process (TLP) evaluation questionnaire, Tracer study alumni, feedback from alumni users are supporting evidence in assessing customer satisfaction. The FAT UB discusses with customers the perception of their satisfaction, including the value of achievement index, study period, competencies mastered.

9.2.2 Internal Audit

The FAT UB carries out an internal audit based on an internal audit program to assess the performance of the quality management system and TLP. The FAT UB documents the final internal audit report. The feedback from the audit results is used to identify the need for corrective and preventive action. Internal audit records are maintained. Internal audit implementation procedure refers to the Standard Operating Procedure (SOP) for Internal Quality Audit of Universitas Brawijaya (document code: UN10 / F10 / 09 / HK.01.02.a / 005).

9.2.3 Process Monitoring and Measurement

The FAT UB measures and monitors the performance and effectiveness of the processes used to manage and deliver services. Measurement of the core and support service processes is carried out at an appropriate stage during process realization. The FAT UB has documented the methods used to measure the performance and effectiveness of the process. Measurement of the achievement of performance indicators is a measure of the achievement of performance and the effectiveness of the core service processes and supporting services.


9.2.4 Education Service Monitoring and Measurement

The work unit within the FAT UB that provides educational services (including providing training) establishes and uses methods for monitoring and measuring educational services at planned intervals during their realization and outcomes, to verify that they meet established design requirements and regulatory requirements and applicable legislation and accreditation. For various types of education/training, evaluation tools such as assessments, quizzes, exams or demonstrations should be used to measure progress towards meeting curriculum requirements.

Performance appraisal of work units that provide education/training services is carried out as part of education/training services. The results of this evaluation process are recorded and used to show the level of the teaching process achieving the planned goals.

9.3 Data Analysis

The work unit in the FAT UB analyzes the data and information collected compared to the quality standards set. If it is above the standard, then efforts must be made to maintain it, whereas if it is still below the quality standard then it is necessary to think about solving the problem in detail and in-depth. Faculty data, both academic and administrative are managed and updated continuously and continuously by



appointed officers. This is to facilitate and support continuous improvement through a process of improvement, corrective and preventive action.

Statistical methods are applied to analyze every aspect of the quality management system. Statistical analysis for various measures such as average GPA, the average length of study, drop out rate, the number of studies, community service, student questionnaire analysis, performance indicators, the record of achievements, customer satisfaction, and so on can help ensure the effectiveness of process control and is part of the quality management system.

Measurement and evaluation should be continuous and stated in a procedure manual or work instruction. The agency or work unit should analyze data from multiple sources to compare the performance of the quality management system and education processes to identify areas of improvement.

9.4 Repair

9.4.1 Continuous Improvement

The FAT UB improves the effectiveness of the quality management system and education process continuously by encouraging personnel to identify and implement improvement efforts according to their business scope. Suitable methods are used to identify potential improvements based on quality analysis and statistical methods. The improvement process should also include actions taken in resolving complaints, suggestions and comments from customers (students and related parties).

9.4.2 Corrective action

The FAT UB established a manual procedure (documented procedure) to carry out corrective actions identified from the analysis of the causes of non-conformities and opportunities for improvement. Corrective action should be taken to eliminate non-conformities that occur during the performance of the quality management system and the customer service delivery process. Corrective action should be recorded.

9.4.2 Preventive measure

The FAT UB established a Procedure Manual to carry out preventive measures resulting from analysis of potential mismatches and opportunities for improvement in the quality management system and customer service, namely students and other related parties. Preventive/preventive actions are recorded and communicated/conveyed to the parties directly related. The results of improvements to preventive actions will then be communicated to the entire faculty community through plenary meetings.



REFERENCE

1. Strategic Plan of the FAT UB , Universitas Brawijaya
2. Work Program of the FAT UB , Universitas Brawijaya
3. Universitas Brawijaya Quality Manual
4. ISO 9001: 2008 Quality Management System
5. Chancellor's Regulation No. 20 of 2016 concerning Organizational Composition and Work Procedures
6. Universitas Brawijaya Statute 2002
7. Study Program Manager Accreditation Form
8. Dean's Performance Contract Document with the Chancellor
9. Standard Operating Procedures (SOP) of the FAT UB , Universitas Brawijaya