



Management System Certification Audit Summary Report

Organization:	Universitas Negeri Semarang				
Address:	Gedung H Kampus Sekaran Gunungpati Semarang Jawa Tengah				
Standard(s):	ISO 9001:2008		Accreditation Body(s): UKAS		
Representative:	Mr. Sugianto				
Site(s) audited:	As address above		Date(s) of audit(s):	22-24 July 2013	
EAC Code:	37	NACE Code:	80.3	Technical Area code:	QM37.2
Effective No. of Personnel:	± 1770		No. of Shifts:	1	
Lead auditor:	Yuni Kharisman		Additional team member(s):	Geyna Poernomo Hadi	
This report is confidential and distribution is limited to the audit team, client representative and the SGS office.					

1. Audit objectives

The objectives of this audit were:

- to confirm that the management system conforms with all the requirements of the audit standard;
- to confirm that the organization has effectively implemented the planned management system;
- to confirm that the management system is capable of achieving the organization's policy objectives.

2. Scope of certification

"Design curriculum and material lecture, education from undergraduate program (Education Sciences Faculty, Languages and Arts Faculty, Social Sciences Faculty, Mathematics and Natural Sciences Faculty, Engineering Faculty, Sport Sciences Faculty, Economics Faculty and Law Faculty) and Supporting function"

Has this scope been amended as a result of this audit? Yes No

This is a multi-site audit and an Appendix listing all relevant sites and/or remote locations has been established (attached) and agreed with the client Yes No

3. Current audit findings and conclusions

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives required by the standard(s). The audit methods used were interviews, observation of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning matrix included as annexes to this summary report.

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The audit team concludes that the organization has has not established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products or services within the scope and the organization's policy and objectives.

Number of nonconformities identified: 0 (nill) Major 9 (nine) Minors

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

Granted / Continued / Withheld / Suspended until satisfactory corrective action is completed.

4. Previous Audit Results

The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified. This review has concluded that:

- Any nonconformity identified during previous audits has been corrected and the corrective action continues to be effective. (Refer to Section 6 for details)
- The management system has not adequately addressed nonconformity identified during previous audit activities and the specific issue has been re-defined in the nonconformity section of this report.

5. Audit Findings

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives. The audit methods used were interviews, observation of activities and review of documentation and records.

The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system. Yes No

The organization has demonstrated effective implementation and maintenance / improvement of its management system. Yes No

The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement. Yes No

The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system. Yes No

The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system. Yes No

Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard. Yes No

Certification claims are accurate and in accordance with SGS guidance N/A Yes No

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6. Nonconformities

CAR No.: <u>1</u> of <u>9</u>	Category: <input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
Standards: ISO 9001:2008	Standard Ref.: Clause 7.6
Area/Department/Process: FIS-Prodi Pendidikan Geografi, Jurusan Bahasa Indonesia – Prodi Sastra Indonesia Jurusan Bahasa – Prodi Sastra Jawa Jurusan Bahasa Asing- Prodi Bahasa Arab Jurusan Bahasa Asing- Prodi Sastra Perancis Jurusan TJP-Prodi PKK	Document Ref. and Issue No/ Rev.No: PM-AKD-22 Rev. 00, 01 Maret 2010, Prosedur Mutu Pembuatan Soal Ujian
CAR Close out date: Next visit	

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Details of Non-Conformity:

Inadequate evidences that validation to ensure that monitoring and measurement of Final Test by authorized personnel prior to duplication are always carried out consistently, with the following evidences:

1. FIS-Prodi Pendidikan Geografi,
 - a. Formulir Soal Ujian Akhir Semester Genap Tahun Ajaran 2012/2013, Fakultas Ilmu Sosial, Mata Kuliah Penelitian Tindakan SKS 2, Semester/Tahun: 6/2012-2013, Prodi/Jurusan Pendidikan Geografi/Geografi, Pengampu Apik Budi Santoso, Hari/Tanggal: Kamis/4 Juli 2013, Waktu/Ruang: 08.00-09.30/C1 301, C5 301, Peserta 100 Mhs.
 - b. Panitia Ujian Akhir Semester Genap Tahun 2012/2013, Fakultas Ilmu Sosial Universitas Negeri Semarang, Mata Kuliah Strategi Pembelajaran Geografi, SKS: 2 SKS, Semester Genap/2012-2013, Prodi/Jurusan: Pendidikan Geografi/Geografi, Pengampu: Drs. Sutarji, Muh. Sholeh S.Pd, M. Pd, Hari./Tanggal: Senin, 8 Juli 2013 ,waktu 12.00-13.30 WIB, Peserta: Rombel 01. (57 Mhs,), Rombel 02 (65 Mhs), Rombel 03 (58 mhs).
2. Jurusan Bahasa Indonesia – Prodi Sastra Indonesia
 - a. Formulir Soal Ujian no. FM-02-AKD-19 Rev. 02, Panitia Ujian Semester Tahun Ajaran 2012/2013, Fakultas Bahasa dan Seni, Mata Kuliah Metodologi Penelitian Filologi, 2 SKS, Semester 4/2013.
 - b. Mata Kuliah Sosiologi Sastra Semester VI/2013 Kamis, 25 April 2013.
3. Jurusan Bahasa – Prodi Sastra Jawa
 - a. Panitia Ujian Akhir Semester Tahun Ajaran 2012/2013, Fakultas Bahasa dan Seni, Mata Kuliah Membaca Huruf Jawa, SKS/Kode MK: 2 SKS/BSJ203. Semester Genap/2012-2013
4. Jurusan Bahasa Asing – Prodi Bahasa Arab
 - a. Formulir Soal Ujian Akhir Semester, No. Dokumen FM-02-AKD-22 No. Rev. 00, tahun ajaran 2012/2013, Mata Kuliah Sociolinguistik, 2 SKS. Hari kamis, tanggal 4 Juli 2013 Jam 13.00-15.00
5. Jurusan Bahasa Asing – Prodi Sastra Perancis
 - a. Formulir Ujian Akhir Semester, Tahun Ajaran 2012/2013, Fakultas Bahasa dan Seni, Form No. FM-02-AKD-22, Rev. 00, Nama Mata Kuliah: Production Ecrite Preavancee, SKS:3, Semester: 6/2012, Prodi/Jurusan: Bahasa Perancis.Haris Senin, Tanggal 1 Juli 2013, Waktu: 1300-14.30.
6. Jurusan TJP, Prodi PKK
 - a. Formulir Soal Ujian No. Dok. FM-02-AKD-19, Mata Ujian Evaluasi Pembelajaran, Prodi/Semester: TJP Tata Boga IV waktu 90 Menit, Tempat/tanggal Juli 2013.
 - b. Formulir Soal Ujian Akhir Semester Tahun Ajaran 2012/2013 Fakultas Teknik Nama Kuliah Manajemen Industri Garmen 3 SKS, Prodi/Jurusan. PKK/TJP Rabu, 3 Juli 2013 Waktu 90 menit.

CAR No.: <u>2</u> of <u>9</u>	Category: <input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
Standards: ISO 9001:2008	Standard Ref.: Clause 7.5.1 c, e, f
Area/Department/Process: Jurusan PKN-Prodi PPKn	Document Ref. and Issue No/ Rev.No: PM-AKD-22 Rev. 00, 01 Maret 2010, Prosedur Mutu Pembuatan Soal Ujian
CAR Close out date: Next visit	
<p>Details of Non-Conformity:</p> <p>It was found during audit that the use of suitable form for Exam is not always carried out properly, eg: Form Header of Format "Soal Ujian Tengah Semester" No. FM-02-AKD-22 No. Rev. 00 tanggal berlaku 01 Maret 2010, however the content stated Panitia "Ujian Akhir Semester" Genap Tahun Akademik 2012/2013, Mata Ujian: Otonomi Daerah, Program Studi: PPKn, Semester: VI, Waktu: 90 menit.</p>	

CAR No.: <u>3</u> of <u>9</u>	Category: <input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
Standards: ISO 9001:2008	Standard Ref.: Clause 6.3
Area/Department/Process: Fakultas Hukum – Ruang Pengadilan Semu	Document Ref. and Issue No/ Rev.No: PM-LAB-01 Rev. 0, date 1 August 2010
CAR Close out date: Next visit	
<p>Details of Non-Conformity:</p> <p>The monitoring of equipment needed to achieve conformity to product requirement is inadequately maintained, e.g: found light fire extinguisher No. 023.04.03.189822.024.2009, 2.05.01.05.001.001 already expired with expiration date 08 March 2010 – 08 March 2012.</p>	

CAR No.: <u>4</u> of <u>9</u>	Category: <input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
Standards: ISO 9001:2008	Standard Ref.: Clause 7.2.2
Area/Department/Process: FBS-Jurusan Bahasa Asing –Prodi Bahasa Arab & Prodi Bahasa Perancis	Document Ref. and Issue No/ Rev.No: Form FM-02-AKD-18
CAR Close out date: Next visit	
<p>Details of Non-Conformity:</p> <p>Inadequate evidences that the "Kontrak Perkuliahan", Form No. FM-02-AKD-18 is always agreed and approved by both parties, lecturer and student representative, with the following evidences:</p> <ol style="list-style-type: none"> Prodi Bahasa Arab Formulir Kontrak Perkuliahan Tadrib Muhadasah No. Dokumen. FM-02-AKD-18, Kontrak Perkuliahan, Mata Kuliah: Sociolinguistik, Nomor Kode: B3034004, Prodi Pendidikan Bahasa Arab, Semester Genap Tahun 2012/2013 → No signature from student representative Prodi Sastra Perancis Formulir Kontrak Perkuliahan No. Doc. FM-02-AKD-18, Kontrak Perkuliahan, Mata Kuliah Production Ecrite Preavance, Kode MK/SKS: B3114034/ 3 SKS, Jurusan: Bahasa dan Sastra Asing, Program Studi: Bahasa Perancis, Waktu Senin, 13.00-15.30, Tempat. B4 340C. 	

CAR No.: <u>5</u> of <u>9</u>	Category: <input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
Standards: ISO 9001:2008	Standard Ref.: Clause 7.1, 7.2.2
Area/Department/Process: Prodi Pendidikan bahasa Arab Prodi Bahasa Perancis	Document Ref. and Issue No/ Rev.No: SIKADU, Buku Panduan Fakultas Bahasa dan Seni 2012.
CAR Close out date: Next visit	
<p>Details of Non-Conformity:</p> <p><u>Prodi Pendidikan Bahasa Arab</u> It was found during audit that syllabuses are always uploaded into SIKADU system required, e.g: Monitoring Upload Perangkat Perkuliahan Semester Genap tahun 2012/2013 (Silabus, SAP dan Kontrak) in SIKADU still not uploaded even the semester has lapsed.</p> <p><u>Prodi Sastra Perancis</u> Lack of evidence that organization is always ensure that relevant document is updated accurately when there is changing of curriculum requirements, e.g: "<i>Buku Panduan Fakultas Bahasa dan Seni 2012</i>", Semester II Kode MK. B3114012 Courant Litteraire (Aliran Sastra) is stated as <u>2 SKS</u>, However syllabus uploaded into SIKADU for Format Silabus Mata Kuliah Courant Literaire (LFR220), still state <u>SKS 3</u> with time allocation 150 menit X 1 pertemuan.</p>	

CAR No.: <u>6</u> of <u>9</u>	Category: <input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
Standards: ISO 9001:2008	Standard Ref.: Clause 5.6.2
Area/Department/Process: Management Representative	Document Ref. and Issue No/ Rev.No: PM-BPM-09
CAR Close out date: Next visit	
<p>Details of Non-Conformity:</p> <p>In-adequate evidence that all agenda of Management Review has been discussed during last management review dated 31 January 2013, such as:</p> <ol style="list-style-type: none"> Customer Complaint Status of Preventive and Corrective Actions. Follow Up Actions from Previous Management Review. Recommendation for Improvement 	

CAR No.: <u>7</u> of <u>9</u>	Category: <input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
Standards: ISO 9001:2008	Standard Ref.: Clause 8.5.2, 5.4.1
Area/Department/Process: Faculty Mathematics & Natural Science, Chemical Program Study, Psychology Program Study	Document Ref. and Issue No/ Rev.No: QM, PM/BPM/07
CAR Close out date: Next visit	
<p>Details of Non-Conformity:</p> <p>In adequate evidence that Corrective Action and Preventive Action process has been implemented properly, example:</p> <ul style="list-style-type: none"> Un-achieved Quality Objective on some area was not followed up by Corrective Action, example: <i>Ketersediaan deskripsi Mata Kuliah, Silabus, dan SAP</i>. E.g: <ol style="list-style-type: none"> Faculty of Mathematics & Natural Science. Target: 100%, Achievement: 91.4% Chemical Program Study. Target: 96%, Achievement: 87.3% <p>Also found that target of Quality Objective in Program Study cannot support target in Faculty. example:</p> <ul style="list-style-type: none"> Quality Objective: <i>Ketersediaan deskripsi Mata Kuliah, Silabus, dan SAP</i>. E.g: <ol style="list-style-type: none"> Faculty Mathematics & Natural Science Target: 100%, Chemical Program Study: 96%, and Physic Program Study: 95%. Faculty of Science Education Target: 95%, Psychology Program Study: 50%. 	

CAR No.: <u>8</u> of <u>9</u>	Category: <input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
Standards: ISO 9001:2008	Standard Ref.: Clause SGS Mark Rules Issue 4 June 2003
Area/Department/Process: Management Representative – Chemical Program Study	Document Ref. and Issue No/ Rev.No: ClauseSGS Mark Rules Issue 4 June 2003
CAR Close out date: Next visit	
<p>Details of Non-Conformity:</p> <p>Found misuse of SGS Logo ISO 14001 on Lembar Presensi Kuliah Semester Genap Tahun 2012/2013 (FM-01-AKD-14 Rev. 02) & Jurnal Perkuliahan Semester Genap Tahun 2012/2013 (FM-02-AKD-14 Rev. 02).</p>	

CAR No.: <u>9</u> of <u>9</u>	Category: <input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
Standards: ISO 9001:2008	Standard Ref.: Clause 8.2.4
Area/Department/Process: BPTIK	Document Ref. and Issue No/ Rev.No: PM-SARRPRAS-10 Rev. 01
CAR Close out date: Next visit	
<p>Details of Non-Conformity:</p> <p>In-adequate evidence found that verification and evaluation from user/unit of result for some System Development effectively conducted (documented) as required.</p> <p>Example: Project <i>Sistem Pengelolaan Mata Kuliah Praktik Pengalaman Lapangan (PPL) secara On Line</i>. E.g: No request form from unit, No Structure Data and Flow Program, No Design Interface, No sign off report from user/unit.</p>	

Client Proposed Action to Address Minor Non-Conformances Raised at this Audit:

-

Nonconformities detailed here shall be addressed through the organization's corrective action process, in accordance with the relevant corrective action requirements of the audit standard, including actions to analyse the cause of the nonconformity and prevent recurrence, and complete records maintained.

- Corrective actions to address identified major nonconformities shall be carried out immediately and SGS notified of the actions taken within 30 days. An SGS auditor will perform a **follow up visit** within 90 days to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be granted or continued.
- Corrective actions to address identified major nonconformities shall be carried out immediately and **records with supporting evidence sent to the SGS auditor** for close-out within 90 days.
- Corrective Actions to address identified minor non conformities shall be documented on a action plan and sent by the client to the auditor within 90 days for review. If the actions are deemed to be satisfactory they will be followed up at the next scheduled visit.
- Corrective Actions to address identified minor non-conformities have been detailed on an action plan and the intended action reviewed by the Auditor, deemed to be satisfactory and will be followed up at the next scheduled visit.
- Appropriate immediate action taken in response to each non-conformance as required.

Note:- Initial, Re-certification and Extension audits – recommendation for certification cannot be made unless check box 4 is completed. For re-certification audits the time scales indicated may need to be reduced in order to ensure re-certification prior to expiry of current certification.

Note: At the next scheduled audit visit, the SGS audit team will follow up on *all* identified nonconformities to confirm the effectiveness of the corrective actions taken.

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7. General Observations & Opportunities for Improvement

General

- Recommendation for improvement to develop validation process through the system
- Recommendation to develop the method to upload the SAP, Silabus and handout of “Dosen Luar Biasa” and “Team Dosen” into sikadu, example Formulir Silabus No. FM-02-AKD-05 Rev. 1 Silabus Jurusan/Prodi: TJP/Teknik Tata Kecantikan, mata Kuliah KKL. (Kuliah Kerja Lapangan)
- Recommendation to define the duplication method for test sheet whether to have one master with validation and duplication without validation mark or the test sheet with validation mark.
- Care Should be taken to ensure syllabus and SAP are completely validated.

Jurusan Geografi-Prodi Pendidikan Geografi

- Consideration should be given to ensure the standardized format for “*alokasi waktu*” in Format Silabus is defined, example. Formulir Format Silabus No. Dok. FM-02-AKD-05 Rev. 1, Terbit 1 September 2012, Fakultas FIS, Jurusan/Prodi Geografi, Mata Kuliah Penelitian Tindakan Kelas, SKS: 2 SKS. → in **PKK** 2 X 2 X50, 400 menit (4 X tatap muka); Teori 6 X 50’; 150 menit (1 pertemuan), 50 Menit Penjelasan dari Dosen,
- Care should be taken to ensure the correctness of “*Nomor Kode*” in Kontrak Perkuliahan, example. *Kontrak Perkuliahan Mata Kuliah Penelitian Tindakan Kelas Semester 6, Nomor Kode PGE302/2 SKS → PGE 314.*
- Consideration should be given to ensure the correct use of Form for “*ujian*”, form No. FM-AKD-19 Rev. 01, Formulir Soal Ujian with Form No. FM-01-AKD-22 Rev. 0 Kisi-kisi Soal ujian as we note that Form No. FM-01-AKD-22 Rev. 0 is used as “*Lembar Ujian*”.

Jurusan Bahasa Indonesia-Prodi Sastra Indonesia

- Consideration should be given to standardized the time allocation in the Silabus mata kuliah form FM-02-AKD-05 Rev. 1, example mata kuliah Kepewaraan 2 SKS, 2 X 50 menit, Mata Kuliah Metodologi Penelitian Sasta 4 SKS, 2Xpertemuan.
- To ensure the correct form is used (Full Version-complete columns) in Form No. FM-02-AKD-05 No. Rev. 0, Date 1 March 2010, example, Mata Kuliah Bahasa Sansekerta SAS117 dan Metode Penelitian Filologi SAS2016.

Jurusan Bahasa-Prodi Sastra Jawa

- Consideration should be given to ensure the correct use of Form for “*ujian*”, form No. FM-AKD-19 Rev. 01, Formulir Soal Ujian with Form No. FM-01-AKD-22 Rev. 0 Kisi-kisi Soal ujian as we note that Form No. FM-01-AKD-22 Rev. 0 is used as “*Lembar Ujian*”.

Jurusan Bahasa dan Sastra Asing – Prodi Sastra Perancis

- Consideration should be given to standardized the time allocation in Silabus Mata Kuliah Form FM-02-AKD-05 Rev. 1, Format Silabus LFR304 Comprehension Ecrire Avanchee kode mata kuliah LFR 103. → 300 menit. Format Silabus Matakuliah Courant Litteraire SKS 3 → 150 menit X 1 pertemuan. LFR220

Jurusan TJP – Prodi PKK

- Care should be taken to ensure the Syllabus and SAP are completely validated.
- Care should be taken to monitor the expire date of the medicine stock in the first aid box.

General/Management Representative:

- Highly recommended to determine target of customer satisfaction survey.
- Highly recommended to determine effective measurement for quality objective achievement.
- Highly recommended to develop recapitulation report of quality objective achievement for effective

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monitoring for all.

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