

ISO 9001:2008 - BASED LEARNING MANAGEMENT (A SITE STUDY AT VOCATIONAL HIGH SCHOOL MUHAMMADIYAH KUDUS)

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Abstract

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In this study are three aims to describe the follow is : first, lesson planning based on ISO 9001:2008 Vocational High School Muhammadiyah Kudus, second, System Operating Procedure (SOP) implementation of ISO 9001:2008 based learning in the Vocational High School Muhammadiyah Kudus, third, assessment of learning results based on ISO 9001 : 2008 in Vocational High School (VHS) Muhammadiyah Kudus.

This study is a qualitative study using an ethnographic design. The research was conducted at Vocational High School Muhammadiyah Kudus. Informants in this study is the Principal, the Quality Management Representative, Deputy Head of the School Curriculum, Head of Skills and Competencies of teachers. Data collection method using in-depth interviews, observation, and documentation. Data analysis techniques used are arranged in the site. The results as follows: (1) Preparation of learning conducted in accordance with applicable regulations and in accordance with the procedures set out in document quality, (2) Implementation of QMS in the implementation of learning will help smooth and order teachers in implementing the learning process because the system and the procedure are obviously implemented. By carrying out the implementation procedures of targeted and measurable learning facilitate the achievement of quality objectives in the school, (3) assessment conducted according to the procedure, consistency, system and program to help facilitate the teachers in conducting assessment of learning results. (4) Ease of Browsing Document, document contents easily traced to see the chronological order of the process and do so when there is a problem easily identified and resolved quickly or find a solution. And this can easily be separated to avoid mutual responsibility.

Key words: *QMS ISO 9001:2008, planning, management, assessment of learning.*

Introduction

Background

Education is an essential element of a person's life and is the strategic aspects of a State. The nature of education is complex, dynamics, and contextual. Therefore, education is not an easy or simple to be discussed. The complexity of

this study illustrate that education is a serious effort for education involves cognitive, affective, and skills that will shape one's self as a whole to be fully human. Referring to the complexity and dynamics of education, then the expert and researcher of education has much to contribute his thoughts with a view to improve and advance the quality of education. (Sagala, 2006: 1).

These professionalism and empowerment education unit model approach is implementing a management system especially education-based learning management system ISO 9001:2008 quality management. These systems replace the system that had been managed conventionally and tend to suit the tastes of the top. This quality management system optimizes the potential of schools with the involvement of all school citizens to commit to realize its vision, mission and set goals for the school through the mechanism of mutual agreement.

From the above educational institutions considered to be essential to implement the ISO 9001:2008 QMS to maintain and improve the quality of education and learning services to students as primary customers. However, many educational institutions in Indonesia which has passed the ISO in the management of learning have not been in line with expectations. This can be caused by many factors that influence it, including the management and in part of teachers / employees lacking in commitment or due to other factors.

Research Focus

Focus of this study is " How are characteristics of the implementation of QMS ISO 9001: 2008 in the management of teaching in VHS Muhammadiyah Kudus". Focus is broke down into three subfocus: (1) How are characteristics of learning plan based on ISO 9001:2008 VHS Muhammadiyah Kudus? (2) How are characteristics of System Operating Procedure (SOP) implementation process of learning based on ISO 9001:2008 VHS Muhammadiyah Kudus? (3) How are characteristics of assessment of learning results based on ISO 9001:2008 VHS Muhammadiyah Kudus?

Research Objectives

The purposes of this study are: (1) to describe the planning of learning based on ISO 9001:2008 VHS Muhammadiyah Kudus, (2) to describe the System Operating Procedures (SOP) implementation of ISO 9001:2008 based learning in VHS Muhammadiyah Kudus, (3) to describe the assessment of learning results based on ISO 9001:2008 VHS Muhammadiyah Kudus.

Benefits of Research

Theoretical benefits : (a) as a material contribution to improving the quality of knowledge of school learning, (b) For study materials regarding learning management, (c) as the material for the study of similar theories in a broader scope.

Practical benefits : (a) as an input for principals to develop and improve the quality of the learning process at school, (b) as input for the teacher to be able to improve the quality of learning through optimal feedback, (c) as input for the deputy leadership of the curriculum on the importance of field-based learning management ISO 9001:2008

Study of Theory

Management of Learning

Learning is the process of information transfer or the knowledge transfer from teacher or other information sources to students. In the learning process of self-recognition of self or personality is very important in the effort to empower themselves (self empowerment) (Aunurrahman: 2009).

Learning seeks to change the input of student, who has not been educated to be a well-educated student, students who do not have knowledge about something to be a student who has the knowledge. Similarly, students who have the attitudes, habits or behaviors that do not reflect the existence of himself as a private good or positive, to be a student who has the attitudes, habits and good behavior. Effective learning is characterized by the occurrence of learning in students.

Management of the learning process is defined as activity planning, implementation, and assessment of learning results are systematically implemented on a particular educational institution.

Planning the learning process involves learning the syllabus and the implementation plan (RPP), which contains the identity of the subjects, standards of competence (SK), the basic competence (KD), an indicator of achievement of competencies, learning objectives, teaching materials, time allocation, methods of learning, learning activities, assessment of learning results, and learning resources. (Standard process: 2007).

Implementation of learning is an implementation of the RPP. Includes a preliminary implementation of learning activities, core activities and the activities of the cover (Standard Process: 2007) : (a) Activities Introduction, (b) Core Activities : Exploration, Elaboration, and Confirmation, (c) Closing activities

Assessment conducted by teachers of learning results to measure student achievement of competence, as well as the preparation of reports used as a maturity learning results, and improve the learning process.

QMS ISO 9001:2008

Quality Management System (QMS) ISO 9001:2008 is a documented procedure and practice - a standard practice for system management, which aims to ensure the suitability of a process and product (goods or services) to the particular needs or requirements, which requirements or specific requirements are determined or specified by the customer and the organization (Sallis: 2010).

ISO 9001:2008 is an international standard for quality management systems / quality. ISO 9001:2008 specifies requirements - requirements and recommendations for the design and evaluation of a quality management system. ISO 9001:2008 is not a standard product, because it did not state requirements - requirements that must be met by a product (goods or services). ISO 9001:2008 is the only standard of quality management systems. But, however it is expected that the resulting product of an international quality management system, be a good quality (standard).

Therefore we can conclude that the Quality Management Systems (ISO 9001:2008) are the documented procedures and practices is a standard practice for system management, which aims to ensure the suitability of a process and product (goods or services) to the particular needs or requirements, which requirements or requirements The particular set or specified by the customer and the organization.

Based on the survey results showed the main reasons for implementing ISO 9000 are : (a) To improve the image quality of the organization in the market, (b) To improve efficiency and control of the organization, (c) To improve the quality of products and services, (d) To combine and expand market share, (e) Due to demand and / or questions from consumers, (f) The decision of the company's management, (g) The beginning of the right to Total Quality Management, (h) Reduce the risk of product liability.

ISO 9001:2008-based learning management

Implementation of integrated quality management system ISO 9001 in education, especially the management of learning is more popular as the term Total Quality Education (TQE). The basis of management was developed from the concept of Total Quality Management (TQM), which was originally applied to the business world then applied to the world of education. Philosophically, this concept is consistently emphasized in the quest for continuous improvement to achieve customer needs and satisfaction.

Integrated quality management learning based on customer satisfaction as the main target. Customers can be divided into the internal customer and external customers. In the world of education that includes customers in the management of educational institutions themselves, eg principals, teachers, staff and organizers of the institution. While the external customer including community, governments and industry / world of work. Thus, an educational institution called qualified if the internal and external customer satisfaction has been established for services rendered.

Previous Research

As the lead in the Quality Management Journal, 6 (2), 9-21 (1999): "Could TQM server as a paradigm for improving every aspect of collegiate functioning from fiscal administration to class instruction. Terms such as "customer focus," "employee empowerment," and "continuous assessment".

Research conducted by Karunes (2008), entitled "conceptualizing total quality management in higher education" with the name of the international journal of educations. The study was a qualitative study that discusses the socio-economic transformation and culture that have placed new demands on education systems, in terms of greater responsibility and accountability and increased expectations by stakeholders, the system was pressurized to shift the focus from quantitative expansion of the to one with an emphasis on quality. Shifts and changes are being witnessed not only in developed countries, but also in developing countries in the world.

Education system, particularly in higher education in an effort to respond to the demands and increased pressure from stakeholders, finds itself in a market-oriented environment, with internal and external customers; where, "satisfying" the customer, is the rule for survival in the long run. "Satisfy the customer", is the core message of total quality management (TQM) and, hence, there is a need to identify and implement TQM concepts relevant to each and every aspect of academic life, namely to teaching, learning and administrative activities. This study is a theoretical attempt at conceptualizing TQM in education.

Research Methods

Type and Research Design

Type of Research

Focus based research, so this kind of research, including qualitative research. Qualitative research, the research procedures which produce descriptive data in the form of words written or spoken of the people and the observable behavior (Bogdan and Tailor in Moleong, 2006: 4). This study is said to qualitative research because the research uses the natural background, with the

intention of interpreting the phenomena that occur and be done by letting the various existing methods (Denzin and Guba in Moleong, 2006: 5). The research was conducted in VHS Muhammadiyah Kudus that has a specificity and excellence. Qualitative research is intended to describe and analyze phenomena, events, social activities, attitudes, beliefs, perception, thought of an individual or group.

Research Design

This is an ethnographic study design. Ethnography is an effort to pay attention to the meanings of the actions of the events that happen to people who want to understand. Ethnographic issues focus on the phenomenon of running, on going symptoms (Sutama, 2010: 77). For that data can be obtained through interaction with the participants in a selected social situation.

The group that used in this study is a VHS Muhammadiyah Kudus regarding the management of school infrastructures. Ethnographic research conducted in the field in a long time, shaped by nature observation and interviews with participants in various forms of activities as well as the opportunity to collect the documents.

Research Sites

The research was conducted at VHS Muhammadiyah Kudus. This is done by considering that the VHS Muhammadiyah Kudus of pre-survey results that have been implemented, VHS Muhammadiyah Kudus has a pretty good school manajemen included in the management or the management of learning.

The Presence of researcher

Presence of the researcher in the field is a necessity because of the qualitative researcher is the main research instrument. According to Spradley (Harsono, 2008: 158), the position is as an instrument of research investigators and students.

Data, Data Sources and The Interviewee : (1) Data, Data are the writings or records of everything that is heard, seen, experienced, and even the mind of researchers for data collection activities and reflect these activities in the ethnography. According Harsono (2008: 159), the source of qualitative research data in the form of words and actions, the rest is data in the form of documents, (2) Source of Data, according to Spradley (Harsono, 2008: 160), the source data in the study of words and actions of the person being observed or interviewed, the rest is additional data such as documents and photographs. Sources of data in this study are: (a) Person, people are informants who provide information on matters relating to research through interviews. Words and actions of people in this study are descriptive, ethnographic, structural, and contrast through the interview, (b) Genesis, events in this study are actions performed by those who observed. Events obtained from direct observations on the subject of research at the research site for researchers to participate in the activities of actors (Harsono, 2008: 160), (c) Document, the document is a written report of an event whose content consists of explanation and thoughts on the incident and written intentionally to save or reformulate the particulars of the event. In the present study is a document on the management of teaching in VHS Muhammadiyah Spirit, (3) The Interviewee, in this study involved people who act as the key (key person) or a competent person. Informant in this study are the Principal of School, QMR, Principal Deputy of VHS Muhammadiyah Kudus schools and teachers.

Data Collection Techniques. The methods used for data collection in this study are: (1) In-depth Interviews, according Mantja (Harsono, 2008: 162), in-depth interviews that focused conversations which purpose is to collect ethnographic information. In-depth interviews can be given meaning of a combination of descriptive questions, structural and contrast, (2) Observation, observations carried out to obtain data on ISO 9001:2008 QMS is implemented in the VHS Muhammadiyah Kudus schools, and other supporting tools, (3) Documentation, documentation conducted to obtain data that can not be obtained from interviews and observations. These documents include school profiles, school programs, organizational structure and so forth.

Data Analysis Techniques. Steps in data analysis, among others: First, build the dish. Second, enter the data. Third, analyze the data. To present the data to be easily understood, then the steps of data analysis used in this study is the Component Data Analysis of Miles and Huberman, who share the steps in data analysis activities by some parts of the data collection (data collection), data reduction (data reduction), the presentation of data (data display), and the inferences or verification (conclutions).

Data Validity. Check the validity of important data as part of scientific research. Researchers should conduct an examination of the validity of the data carefully in accordance with the right techniques, so that research efforts can really be accounted for scientifically. According Moleong (2006: 320) to establish the validity of the data required inspection techniques based on the following criteria: 1) degree of confidence (credibility); 2) transfer (transferability); 3) dependence (dependability), 4) assurance (Confirmability).

Results of Research

Some results of research are : (1) Plan of learning conducted in accordance with applicable regulations and in accordance with the procedures set forth in the quality with good planning and adequate will affect the quality of services provided to customers. QMS implementation planning in the preparation of learning involves the parties concerned. It is intended to meet the documentation requirements. Throughout the planning of learning activities set forth in ISO 9001:2008 Quality Manual which includes Standard Operating Procedures and Work Instructions, (2) Implementation of the QMS in the implementation of learning will help smooth and order teachers in implementing the learning process because the system has been very clear and the procedure must be done. By carrying out the implementation procedures of targeted and measurable learning facilitate the achievement of quality objectives in the school; (3) By implementing a QMS in the process of assessment of learning results, schools and teachers are very helpful in assessing and documenting the results of the assessment and analysis, so any time can easily find the documents in question assessment; (4)

Internal process efficiency, such as the percentage of each year graduation rate of 100 percent without a jockey and the percentage of unit work unit is able to serve on time; (5) Effectiveness of funding, the requirement for schools through funding from the School Board / Budget / State Budget, availability of funds for the development of human resources for teachers and employees and development of educational facilities; (6) Documents, the availability of the document the quality system in place along with the recording quality are concerned. Quality documents and records clearly defined and consistently applied and easily retrieved and presented when required; (7) Browse Documents ease, easily searchable contents of the document to see the chronological order of the process and do so when there is a problem easily identified and resolved quickly or find a solution. And this can easily be separated to avoid mutual responsibility; (8) Quality of Service, the process is recorded and documented in an orderly and consistent so that the resulting service quality will be better and controlled in order to reduce the level of errors and inaccuracies of the services produced, (9) Customer complaint, give satisfaction to the students and other stakeholders when there are complaints or complain for dissatisfaction in the organization of the educational process.

Discussion

Based on research that has been done, the findings of studies that can be connected with the study of the theory is about:

Plan of Learning Based on ISO 9001:2008 VHS Muhammadiyah Kudus

In this research note that everything must be implemented in accordance with the provisions and procedures specified quality. Accordingly it is with the planning of quality-based learning in VHS Muhammadiyah Kudus is part of the school program should be implemented to support quality teaching and learning process. With a good lesson planning, will certainly affect the quality of services provided to citizens, especially school students in VHS Muhammadiyah Kudus. One of the school program associated with the preparation of the learning process

is the preparation and review workshop curriculum program and lesson plans are organized once every year before the new school year.

Planning for learning or better known as the preparatory process of the learning program should be implemented in detail, complete, scalable, and regular and continue. The purpose of the learning plan include: (a) the orderly administration of learning, (b) control, and supervision of each learning activity, (c) attempt to exploit the use of each resource to its full potential in accordance with the purposes and functions of each learning; (d) support realization of the quality of teaching and learning process.

Plan and review procedures in VHS Muhammadiyah Kudus syllabus begins with the formation of tin coordination and the identification of competency standards, preparation of the syllabus followed by the team, having completed the syllabus and then do the validation, verification activities, after which the applicable syllabus approved, which then distributed to the syllabus prepared related work units for further action. Standard procedure in the plan of learning at VHS Muhammadiyah Kudus begins with the identification of coordination competency standards and syllabus, followed by the preparation of lesson plans by teachers, after completion of the activities of RPP-validation verification, the next RPP ready to be implemented in the classroom.

Observation conducted by Felder (1999), entitled How to Improve Teaching Quality, with the name of his journal Quality Management Journal. The study was a qualitative study that talks about how to improve the quality of teaching in higher education institutions that operate as a campus of total quality management. All business, academic, and service functions will be assessed on a regular basis, and the quality of the team will plan how to fix it. Some academic programs and individual faculty members have tried to apply the principles of quality in their work. The paper describes the latest in educational techniques for model-based quality of classroom instruction (Jensen and Robinson 1995; Shuman et al 1996;. Stedinger 1996; Latzgo 1997; Karapetrovic and Rajamani 1998), curriculum reform and revision (Bellamy et al, 1994;. Litwhiler and Kiemele 1994, Summers 1995; Houshmand et al 1996;. Shelnutt and Buch 1996),

and program planning and administration department (Diller and Barnes 1994). However, after more than a decade of such efforts, TQM has not established itself as the way many universities operate, especially in matters related to classroom instruction.

Our attention in this paper specifically with teaching, as opposed to academic or research program structure and administration. We first consider how an instructor can improve the quality of teaching in individual courses, and then a more difficult question of how an academic organization (a university department, college, or academic) can improve the quality of the instructional program. In both cases, we examined the potential contribution of quality management principles for instructional improvement program in light of cultural differences between industry and universities.

Implementation of ISO 9001:2008 Based Learning in VHS Muhammadiyah Kudus.

In this research note that the systems and procedures for implement the learning process in the Kudus VHS Muhammadiyah to date is sufficient to support quality teaching and learning process however does not mean stop or stagnate because they have to continue to boost here and there. For example the means of learning the old practices need to be adjusted to the advancement of ICT-based technologies, multimedia and CCTV that may exist for each class so that all activities in the classroom can be monitored. While the characteristics of each competency skill competencies need to be analyzed and developed according to the needs of industry and business and labor market conditions both scale regional, national and even international.

Characteristics which include the implementation of learning strategies and learning models also need to be developed and implemented based upon whom, for what and who clearly fit for purpose learning. As the quality of the implementation of learning support is also needed adequate infrastructure to ensure quality learning in the classroom.

Research conducted by Felder, entitled *How to Improve Teaching Quality*, as set forth in the *Quality Management Journal*, 6 (2), 9-21 (1999). Terms such as "customer focus," "employee empowerment," "continuous assessment" and "Deming's 14 principles" began appearing with regularity in journals of education and administrative announcements on college campuses across the country. Deming himself suggested a relationship between the principles of quality management and education, claims that "... the improvement of education, and management of education, requires the application of the same principles that should be used for improvement of each process, manufacturing or services" (Deming, 1994).

However, after more than a decade of such efforts, TQM has not established itself as the way many universities operate, especially in matters related to classroom instruction. Our attention in this paper specifically with teaching, as opposed to academic or research program structure and administration. We first consider how an instructor can improve the quality of teaching in individual courses, and then a more difficult question of how an academic organization (a university department, college, or academic) can improve the quality of the instructional program. In both cases, we examined the potential contribution of quality management principles for instructional improvement program in light of cultural differences between industry and education.

Furthermore, advances in science and technology, requires that school managers have to adopt modern methods of management of the facility. This will improve the quality of the learning process. In this research note that there is a direct relationship between the quality of school facilities provided and the quality of school products. School's physical environment is a major determining factor in achieving its objectives. Only a few studies discuss school facilities needed to better learning in the smooth management of VHS Muhammadiyah Kudus.

Learning Results Assessment Based on ISO 9001:2008 VHS Muhammadiyah Kudus

Learning results assessment activities at VHS Muhammadiyah Kudus procedures performed in accordance with established standards that aim to measure the level of student competence and achievement as a result of studying the progress report preparation, and improve the learning process. Teachers in preparing the matter through the standard procedures set out in document quality, ranging from assembly to the implementation of the appraisal problem. Assessment of student learning results was analyzed for classified student achievement. From the analysis was to use sets of students are competent or not competent, then the teacher will follow up with remedial and enrichment programs. This type of learning results assessment include tests and non-tests, written or oral form, the observation of performance, attitude measurement, assessment of the work, portfolio and self-assessment. Learning results assessment activities in VHS Muhammadiyah Kudus was done by the teacher as the provision of daily tests and assessment tasks, and no assessment of learning results are carried out with such mid-term test, final test of the semester, grade exams, school exams and national exams.

With QMS, teachers and interested parties in assessing and documenting the results of the analysis, so any time can easily find the documents in question assessment (availability of documents and traceability of documents). Analysis of the results of assessment by teachers can be used as a basis for follow-up remedial and enrichment program of a particular student. Success in the implementation of learning results assessment will be able to increase the achievement of learners and the quality of education at VHS Muhammadiyah Kudus.

Research conducted by Price, Barbara A (2008) *Assessing Learning Results* entitled in *Quantitative Course: Using Embedded Questions dor Direct Assessment* that was published in the *Journal of Education for Business* 83.5, educators can evaluate learning using direct and indirect assessment. Although there are various ways to implement this approach, two common techniques are the pretests and posttests (immediate assessment), in which students demonstrate mastery of the topic or skill, knowledge and use of surveys (indirect assessments). These authors used two techniques to show that students' knowledge about the

learning materials increased significantly during the semester. Furthermore, the authors suggest that knowledge is not direct knowledge of the survey are considered not to correlate with actual knowledge.

Research conducted by Magnus (2006), entitled TQM - Based Self-Assessment in Education Sector, with the name of the journal Quality Assurance in Education Journal. The study was a qualitative study that talks about how to improve the quality of learning through self-assessment in education. The purpose of this study was to describe a self-assessment project, the steps taken and tools used, and all above, focus on the evaluation conducted after the decision to stop, learn and gain knowledge about self-assessment as a methodology in educational organizations.

Design / methodology / approach - in order to investigate the experience of the project, interviews were conducted with Secondary Education Officer and with ten School Principals and a questionnaire administered to gather opinions among other staff members. Analysis mainly consists of looking for potential patterns among the respondents' answers studying their own words using three different criteria.

This finding is important how an organization enters a self-assessment project, or even any quality project. Many people do not seem to think much about what constitutes quality in an environment in which they operate, and even less have a shared vision within the organization. Too often organizations tend to start working with self-assessment without enough thought about "why" and "how" to complete the project.

Conclusion

Based on data collected in the field and analytical research has been done, then a conclusion can be drawn to answer the problem formulation. The conclusions of this study are as follows:

Plan of ISO-Based Learning in VHS Muhammadiyah Kudus : (a) Plan of learning conducted in accordance with applicable regulations and in accordance with the procedures set forth in the quality documents, (b) With

good planning and adequate will affect the quality of services provided to customers, (c) QMS implementation planning in the preparation of learning involves the parties concerned. It is intended to meet the documentation requirements,

Learning Implementation in VHS Muhammadiyah Kudus : (a) Implementation of the learning process is the implementation of the plan the implementation of learning. In the teaching-learning process are the factors that are interrelated learning objectives, student learning, the teacher, the material being taught, teaching methods, teaching aids, procedures and assessment of learning situations. All activities are based on the implementation of learning systems and procedures that exist in the document the quality of learning, (b) Implementation of learning patterns in the VHS Muhammadiyah Kudus grouped into groups of normative-adaptive program and the program productive / vocational, each requiring different learning characteristics, (c) By carrying out the implementation procedures of targeted and measurable learning facilitate the achievement of quality objectives in the school.

Learning Results Assessment in VHS Muhammadiyah Kudus : (a) By implementing a QMS in the process of assessment of learning results, schools and teachers are very helpful in assessing and documenting the results of the assessment and analysis, so any time can easily find the documents in question assessment, (b) Success in the implementation of learning results assessment will be able to increase the achievement of learners and the quality of education at VHS Muhammadiyah Kudus.

Suggestions

For Principal, Schools should prioritize budget allocations in school management based on ISO 9001:2008 quality management activities so more schools can be supported.

For teachers and employees in vocational: (a) In the empowering potential of school-based learning activities, especially ISO 9001:2008, teachers and employees should be able to further enhance its commitment to participate in

performing its duties and obligations under their respective fields in a consistent and sustainable, (b) Teachers and employees at VHS Muhammadiyah Kudus should consult with MR when encountering difficulties / obstacles so as to give the best resolve for these difficulties.

For Students: (a) Students should be more encouraged for always increase the potential of learning in the management of VHS Muhammadiyah Kudus became more orderly and disciplined by implementing QMS, (b) Student achievement both academically and nonacademically will can be further increased by the pattern of learning management which focused on quality customer service.

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