Analysis of ISO 9001:2015 Implementation in Higher Education: *A Narrative Literature Review*

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Abstract - *The purpose of writing this article is a narrative literature review of three articles that discuss the analysis of ISO 9001:2015 implementation in universities, aiming to identify and summarize previously published articles without any criticism for the articles reviewed. The results of the review show that the design and development of a quality management system are built through literature studies related to ISO 9001 requirements and all policies, manuals, guidelines, standards, and work instructions in universities, as well as discussions with all leaders in Faculties, Departments, Study Programs and related Bureaus. Based on the f test, it was obtained that simultaneously all independent variables had a significant effect on the dependent variable of 53,863. Based on the regression test, it can be stated that ISO 9001: 2015 does not have a partial but simultaneous effect when integrated with motivation and competence variables. Quality Management uses to control and assurance of production processes to achieve quality more consistently.*

Keywords: Design and development, ISO 9001:2015, Quality management

I. INTRODUCTION

Fulfilment of the expectations and desires of interested parties is not only in national requirements after the university has achieved A accreditation, but is developing to be able to achieve continuous improvement through the achievement of international standard certification. Several state universities have begun to make efforts and strategic steps in developing organisational governance towards globalisation, one of which is through the implementation of an ISO 9001 international standard quality management system.

There has been a lot of research related to ISO, starting from ISO 9001:2001 to 9001:2015. These studies include human resources as the object of research, especially regarding performance. Some of these studies have found that ISO affects organisational performance as in Rahmawaty's (2014) study.

Quality management system is a management that philosophically means integrating the participation and commitment of all levels of human resource roles to improve the quality of performance required. The quality management system does not only carry out one activity, but more than that continuously to improve quality. Participation and commitment of all elements of human resources with a focus on improving performance is the concept of quality management system. The basic pattern of the quality management system (ISO 9001: 2015) is what we will and after we do we write (planning and reports) and what we write we do better known as the P- D-C-A pattern (Plan - Do - Check - Action). This kind of concept is actually often found in ISO 9001:2008 in the PDCA principle (Plan-Do-Check - Action). However, ISO 9001:2015 does not specifically regulate risk management.

II. METHOD

This article aims to identify and summarise articles that discuss the Analysis of ISO 9001:2015 Implementation in Higher Education. The method used in this article is narrative literature review which is one of the most common types of literature review used in research. This type of review aims to provide a comprehensive summary of previously conducted research on the same topic and generate a better understanding of the topic.

Table. Journal articles reviewed

Author	Title	Source	Method	Sample	Technique
E. Erwin (2019)	Design and Development of an International Standardised Quality Management System (ISO 9001:2015) at the Faculty of Engineering and Vocational Studies, State University in Indonesia	Scholar	Research design, instruments, and data analysis	Researchers took research samples by conducting discussions with all leaders in the Faculty, Department, Study Programmes and related Bureaus.	Design and Development through literature study.
C.C Asmad, A.R Rahim, A. Jam'an (2019)	The influence of ISO 9001: 2015, motivation, and competence on librarian performance at Hasanuddin University Library	Scholar	Quantitative survey research method	This study is based on the number of populations using the census sampling technique because the population is relatively small, so that all populations are used as research samples.	Quantitative and inferential statistics.
D.N Sagita, M. Matin, Suryadi (2019)	ISO 9001:2015 Quality Management System in Faculty of Economics, Universitas Negeri Jakarta	Scholar	Descriptive	The results of this study were obtained through interviews with the Chairperson of the GPJM, Deputy Dean, Head of the TU Subdivision, TU Staff, and Lecturers who were used as research samples.	Observation and Survey Interview

Source: research results (2023)

III. RESULT AND DISCUSSION

The results of E. Erwin's research (2019) show that the design and development of a quality management system at the Faculty of Engineering and Vocational Studies is based on the concept of PDCA ISO 9001. The

planning stage is arranged in accordance with the planning stages, some of the main points are the strong commitment of the leadership, but some functional roles and responsibilities are still not understood by many positions and functions. The goals and objectives of the faculty have not been fully supported by the middle management level. Infrastructure and human resource limitations were noted that needed to be corrected in identifying gaps at the beginning of the design and development of the quality management system. This was followed by increasing the understanding of the quality management system through training and socialisation of various mandatory procedures required by ISO requirements. The leadership level coordinates to identify requirements related to internal and external issues, expectations and desires of interested parties, compiling business processes starting from the Dean, Department of Study Programs and Service Bureau, followed by compiling suppliers, inputs, processes, outputs and customers or SIPOC, quality risk management and performance indicators and achievement reports. All of these requirements continue to be understood by the entire organisation, but with limited time and limited socialisation, the understanding of each responsible person continues to be improved in the future.

The results of research by C.C Asmad, A.R Rahim, A. Jam'an (2019) show that this study presents the characteristics of respondents based on age, gender, education, and tenure. Based on the respondent's data, it is known that the respondents in this study were generally female, namely 19 people or 54%. The average age is between 38-55 years or 83%, the average strata one education is 22 people or 67%, and their average tenure is <20 years, totalling 18 people or 1%. The ISO 9001: 2015 variable in this study is measured through 6 indicators. Based on the results of these measurements, it means that most respondents in this study answered agree on 16 questionnaire items in the form of statements related to ISO 9001: 2015 with a total percentage of 58%. This shows that ISO has been running well even though there are about 14% who disagree. Based on the description above, it can be stated that most answered agree on the performance evaluation indicator, namely 64%. This shows that performance evaluation at Hasanuddin University library is running well. However, the principle of ISO itself is mostly answered less agree on the indicator of continuous improvement as much as 29% which indicates that there are still librarians who have not inspired the ISO principle in their work.

The results of research by D.N Sagita, M. Matin, Suryadi (2019) show that the PDCA Cycle is an application of the concept of quality control and there is a concept of problem solving that can be applied in organisations or institutions by using PDCA as a problem-solving process, with a systematic pattern and sequence. The steps at each stage in each stage in the PDCA process are 1) The planning stage (plan), consists of several processes, namely a) determining which processes need to be improved, namely processes related to the mission of the institution and the demands of consumers or customers. b) Determining what improvements will be made to the selected process. c) Determining the data and information needed to select the process that is most relevant to the institution / Faculty. 2) The implementation stage (do), consists of several steps, namely (a) Collecting basic information about the ongoing process. (b) Make the desired changes to be implemented by adjusting the real situation that exists and does not cause turmoil. (c) Collect data again to find out whether the changes have brought improvements or not. 3) The checking stage consists of several steps, namely (a) monitoring, (b) evaluating the process and results against goals and specifications using observation and survey techniques. (c) reporting the results. 4) The corrective action stage (act), consists of several steps, namely: (a) follow up the results for necessary improvements which means reviewing the entire process and modifying it to improve it, (b) follow up the results, which means standardising changes such as revising the improved process, modifying existing standards, procedures and policies.

IV. CONCLUSION

E. Erwin (2019) concluded that the design and development of a quality management system in higher education management organisations is built with the same approach, namely the PDCA concept, several reviews of the implementation of the college's internal quality assurance system need to be considered so that there are no redundant processes or multiple systems. All policies, manuals, guidelines, standards, work instructions that exist in higher education are integrated with ISO 9001 requirements so that at the planning stage there is no need to add too many systems. At the implementation stage, strong management and leadership commitment is not only one of the supporters of the effectiveness of the implementation of the ISO 9001 quality management system, but the need for resources both financial, facilities, infrastructure and human resources is important to be improved by the organisation.

C.C Asmad, A.R Rahim, A. Jam'an (2019) concluded that this research can still be used as a reference material to maximise the human resources clause of ISO 9001: 2015 at Hasanuddin University Library because ISO 9001: 2015 cannot partially affect the performance of librarians. Meanwhile, the competency and motivation

variables actually have a partial influence on librarian performance due to the attitude of librarians who uphold motivation and librarians continuously improve their competence. In addition, when integrated with motivation and competence, ISO 9001: 2015 SMM can simultaneously affect librarian performance. In other words, the ISO 9001:2015 SMM variable contains elements contained in motivation and competence so that it can affect librarian performance together. After this study, researchers plan to examine the distribution of research on variables that affect librarian performance.

D.N Sagita, M. Matin, Suryadi (2019) concluded that in the quality planning process at the Faculty of Economics, State University of Jakarta already has a mature concept to set quality goals in line with the vision and mission of the institution. So that it can create a quality management system in accordance with ISO 9001: 2015. A conducive work environment is needed to maintain the suitability of goods and services and to meet customer requirements or applicable laws and regulations, so that the implementation of quality management always runs regularly, directed and controlled. FE-UNJ, through its Quality Assurance Cluster, always controls to monitor activities that are, have been and will take place. This is always intended so that quality is maintained. Conduct periodic checks and evaluate them to determine revision actions or continuous processes.

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