

Implementation of ISO 9001: 2015 at Indonesian Railways Company: A Narrative Literature Review

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Abstract - The purpose of writing this article is a narrative literature review of 3 (three) articles that discuss the analysis of the implementation of ISO 9001: 2015 at PT. Kerta Api Indonesia (PERSERO) to identify and summarize previously published articles without any criticism for the articles being reviewed. The review results show that PT. Kereta Api Indonesia describes the management of railroad asset documents based on ISO 9001: 2015 concerning Quality Assurance Systems in supporting the revitalization program of several railroads in Indonesia. In the process of revitalizing the rail line, of course, documents are needed as the main reference. Asset documents used in the railroad track revitalization activities are documents in the form of technical drawings, asset ownership documents, and cartography. The data used in this research is primary data, obtained from participatory observation in 2019, in-depth interviews, and a review of document asset document management activities.

Keywords: ISO 9001: 2015, Management, Document, Asset, Railway

I. INTRODUCTION

The train is one of the modes of land transportation that is now much favored by the people of Indonesia. Trains are also one of the markers of the era when the influence of the industrial revolution that occurred in Europe entered Indonesia. The existence of the railroad mode began with the construction of railroad tracks during the Dutch colonial period more than 150 years ago. The main objective of the construction of the railway line along with the provision of rail transportation is the ease of transporting agricultural products from the hinterland to the port so that it can be traded across countries. In addition, trains are also used as a means for war purposes to transport troops and mobilize war equipment. The construction of the railroad line was initially carried out through a concession. The railway line was built in 1864 and started operating in 1867 connecting Samarang Station to Responsibility Station for 24.7 km. Furthermore, the construction of the route continued in the direction of Solo to Yogyakarta. The existence of railroad companies in Indonesia has been more than 150 years ago. It started in 1864 and consisted of many government-owned and private railroad companies with more than 20 companies spread across Sumatra, Java, Madura, and Sulawesi. At that time the management of documents at the railroad companies had been carried out well, this can be proven by the fact that these documents, especially private companies, are still stored in the National Archives of The Netherlands (NAN) in The Hague until now. It's just that along with the dynamics that occurred during the Japanese occupation, the war of Independence, the 1965 political upheaval, and several changes in the company status, document management was neglected so that some documents were damaged, lost, and not cared for properly. In an increasingly fierce business competition, it requires business actors to continue to improve and develop the quality of the company, both in terms of service to consumers and in terms of human resources, especially in companies engaged in services, good employee performance

is needed. The company will try seeking and nurturing employees with high enthusiasm, creating and maintaining human resource excellence that is able to compete. Employees are one of the most important elements in a company or organization both in.

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The train has become one of the mass transportation that is in demand by the public in Indonesia. The advantages of rail transportation mode are aspects of speed and timeliness of departure. Therefore, the existence of a railroad transportation company has many benefits, namely that people can reach the places they want easily, safely, at a commensurate price. Therefore, it is this condition that causes companies to consider the importance of quality and the efforts made by companies to increase competitiveness by means of consistent improvements to market needs. One of the quality management systems that has been widely implemented in both developed and developing countries is the ISO quality management system. In implementing quality management in this company, it is carried out as a benchmark for system standards or company work standards. Apart from that, it is also to increase employee morale because they feel that there is clarity of work that becomes more efficient.

II. RESEARCH METHODS

This article aims to dig deeper into the implementation of ISO 9001: 2015 at PT. Kereta Api Indonesia The method used in this article is a literature review and the aim is to assess, summarize, and communicate some research results on the Implementation of ISO 9001: 2015 at PT Kereta Api Indonesia.

Table. Journal articles reviewed

No.	Author	Title	Method	Source
1	Rina Rakhmawati, Ichwan, Elya Riska Dwi Wahyuni (2021)	ISO 9001:2015 Based Asset Ownership Document Management Role Against Railroad Revitalization Efforts in Indonesia	Qualitative	Google Scholar
2	Rina Rakhmawati, Elya Riska Dwi Wahyuni (2020)	The Impact of Monitoring and Internal Audit of the Asset Document Management Unit on the Quality of Asset Document Management: A Case Study of PT Kereta Api Indonesia (Persero) Head Office	Qualitative	Google Scholar
3	Hendra Gunawan, M.Syarif Hidayatullah (2017)	The Influence of Iso 9001:2015 Quality Management and Motivation on Employee Performance at PT. Kereta Api Indonesia (Persero) Operational Area IX Jember Work Unit	Qualitative	Google Scholar

III. RESULTS AND DISCUSSION

The research results used by Rina Rakhmawati, Ichwan, Elya Riska Dwi Wahyuni (2021), namely, The document management model at PT Kereta Api Indonesia (Persero) is based on the management concept of the Corporate Document Management Unit (USD) which is set forth in a roadmap to serve as a guide in organizing corporate documents which are divided into three stages:

Stage I (2009-2015): Resource Mobilization, in order to achieve standardization of company document administration and document availability for services.

Phase II (2015-2020): Effectiveness of efficiency in the process and delivery of company document administration, to achieve adequacy and compliance in services so that document management is increasingly adaptable to risk (safety and security) by continuing to make efforts for continuous improvement (continuous improvement).

Phase III (2020 -...): Document Integration System to achieve world-class document management.

The research results used by Rina Rakhmawati, Elya Riska Dwi Wahyuni (2020), namely, One indicator of the success of a program is the compatibility between the actual results and the objectives that have been formulated and set. the suitability of the realization of the objectives is carried out through monitoring. Monitoring, in general, places more emphasis on the process of evaluating and supervising the implementation of organizational activities (Franks, 2018: 247). The main purpose of monitoring is as an effort to encourage the realization of the plans that have been set (Firmansyah, 2019: 99). In carrying out its duties and responsibilities, USDA monitors. USDA interprets monitoring as an internal communication medium to assess performance achievements, observe internal performance, observe ongoing system implementation, and to find out various obstacles that occur in work. Monitoring conducted by the USDA is in the form of performance monitoring and compliance monitoring. Performance monitoring is performance measurement and providing feedback to employees and organizations in an effort to achieve the goals that have been set (Franks, 2018: 247).

The research results used by Hendra Gunawan, M. Syarif Hidayatullah (2017), namely, From the results of the questionnaire distributed to the employees of PT. Kereta Api Indonesia (Persero) Operational Area IX Jember Work Unit and then analyzed. The results of the respondent's questionnaire can be explained as follows: In the following, the results of distributing questionnaires regarding ISO 9001: 2015 quality management variables are presented in the following table:

Answer	Inquiry Number										$\Sigma X1$	%
	1	2	3	4	5	6	7	8	9	10		
Strongly agree	12	12	13	10	11	25	11	37	13	38	182	18,2
Agree	37	28	29	36	24	29	24	30	54	38	329	32,9
Disagree	49	54	51	53	61	37	61	29	32	21	448	44,8
Don't agree	2	6	7	1	4	9	4	4	1	3	41	4,1
Strongly Disagree	0	0	0	0	0	0	0	0	0	0	0	0
Amount	100	100	100	100	100	100	100	100	100	100	100	100

IV. CONCLUSION

There is a significant effect simultaneously between ISO 9001:2015 quality management and motivation on employee performance at the PT. Kereta Api Indonesia (Persero) Operation Area IX Jember. There is a partially significant effect between ISO 9001:2015 quality management and motivation on employee performance at the PT. Kereta Api Indonesia (Persero) Operation Area IX Jember. ISO 9001:2015 Quality Management has a dominant effect on employee performance at the PT. Kereta Api Indonesia (Persero) Operation Area IX Jember.

In order to achieve the effectiveness and efficiency of managing asset documents, the USDA Head Office of PT KAI Persero carries out monitoring and internal audits. This monitoring consists of monitoring performance and compliance which is carried out every beginning and weekend. The monitoring procedure carried out includes opening, reviewing monitoring results, discussing performance achievements and their evaluation, discussion sessions, and closing. Monitoring is carried out internally, namely by managers, assistant managers, and USDA staff.

Documents are a vital asset for an organization, including PT. Kereta Api Indonesia (Persero) because it contains information related to vital work in providing reliable means of transportation for Indonesian people. The information contained in the archival document must be usable. The better an organization is at utilizing managed information, the more valuable the information will be. Asset ownership documents have management standards that are different from other types of assets. Therefore, PT. Kerata Api Indonesia (Persero) uses an ISO-based managerial approach in an effort to manage asset ownership documents. In the timeline that has been designed and is being implemented, PT. Kereta Api Indonesia (Persero) uses ISO 9001 as a basis. In further developments, PYT. Kereta Api Indonesia (Persero), gradually adopted the ISO 15489: 2016 standard regarding records and information management towards ISO 30300.

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