ABSTRACT

Improving the quality of an institution is very important for the sustainability of the management system within an institution. Educational institutions also pay attention to improving the quality of schools through the implementation of ISO 9001: 2008 management. Therefore, the formulation of the problem of this study is whether the implementation of ISO 9001: 2008 management policy towards quality management in SMA Kota Surakarta. This study aims to analyze the impact of ISO in quality management on school policy factors, human resources, leadership style and the impact of ISO itself on the development of school management quality. Based on the method, this research is a qualitative research. Based on the objectives, this research is a descriptive study. This research data collection technique using a combined method, namely; interviews and documentation.

The results of this study indicate that the impact of the implementation of the ISO 9001: 2008 quality management system policy combined with school-based management has increased the quality at SMA MTA Surakarta. This increase has an impact on school quality management, namely; 1) administration, 2) facilities and infrastructure, 3) Teaching human resources and educational staff. This is because there is a school-based management system that gives schools the authority to make policies independently but is also guided by the policies of the Ministry of Education and Culture. Due to the implementation of ISO 9001: 2008 it also provides a branding for schools and has an impact on standardization in school accreditation.

Keywords: Implementation of ISO 9001: 2008, Improving School Quality.