# QUALITY POLICY

**UNIVERSITAS NEGERI PADANG**

**2018**

Number        : 72/UN35/SENAT/2017

Subject       : The Recommendation of Senate of Universitas Negeri Padang

              Concerning Quality Document

Attachment    : -

To:

**Rector**

Universitas Negeri Padang


Dear Sir,

Responding to your letter concerning the consideration of the draft of the quality document, by this letter the Senate of Universitas Negeri Padang in the senate plenary meeting on December 20th, 2017, has carefully considered the proposal and recommended the document of the internal quality assurance system (SPMI) at the Universitas Negeri Padang.


Furthermore, this document can be implemented in all related units within the Universitas Negeri Padang.


Thank you for your attention.


                                          Padang, December 20th, 2017

Chairman,                                 Secretary,




**Prof. Dr. Z. Mawardi Effendi, M.Pd.**   **Prof. Dr. Sufyarma Marsidin, M.Pd**

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**DECREE**

**RECTOR OF UNIVERSITAS NEGERI PADANG**

Number: 3494/UN.35/KP/2017

Concerning

**Internal Quality Assurance System Documents of**

**Universitas Negeri Padang**

**RECTOR OF UNIVERSITAS NEGERI PADANG**

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Consideri **:** a. that to improve the quality of Universitas Negeri Padang, it needs to
ng  be designated a document of Internal Quality Assurance System of
   Universitas Negeri Padang ;

b.

   hereas relation into point "a"  mentioned above, it is necessary to
   enact the Document of Internal Quality Assurance System of
   Universitas Negeri Padang.

Recalling **:** 1. Law No. 20 of 2003 concerning the National Education system

2. Law No. 12 of 2012 concerning Higher Education

3. Government Regulation  Number 19 of the year 2005 concerning
   National Education Standards

4. Government Regulation No. 4 of the Year 2014 concerning
   administrating and managing Higher Education

5. Regulation of The Minister of Education and Culture No. 49 of the
   year 2014 concerning National Higher Education Standards

6. Regulation of the Minister of Research, Technology and Higher
   Education Number: 44 of 2014 concerning Standards National
   Higher Education.

7. Regulation of the Minister of Research, Technology and Higher
   Education Number: 10 of 2015 concerning the Organization and
   Administration of the Universitas Negeri Padang.

8. Regulation of the Minister of Research Technology and Higher Education Number: 62 of 2016 concerning the System of Higher Education Quality Assurance.

9. Regulation of the Minister of Research, Technology and Higher Education Number: 55 of the year 2017 concerning Standards Teacher Education.

Noticing  **:**  Recommendation of University Senate of Universitas Negeri Padang Number: 72/IN.35/Senate/2017 dated December 20th, 2017 concerning Documents Quality

## HAS DECIDED

Enacting

First  **:**  Internal Quality Assurance System Documents of the Universitas Negeri Padang.

Second  **:**  With the enforcement of this decree, all the previous quality documents are not valid. longer

Third  **:**  This decree is effective from the enacting date, and if there is an error in this decree, there will be changes accordingly.

Enacted in  : Padang
On        : 20 December 2017
Rector

**Prof. Ganefri, Ph.D.**
NIP. 19631217 198903 1 003

Copies :
1. Ministry of Research, Technology and Higher Education in Jakarta
2. Director-General of Belmawa in Jakarta

**QUALITY POLICY OF UNIVERSITAS NEGERI PADANG**

| | | |
|---|---|---|
| **Revised** | **: First / 01** | |
| **Date** | **: March 14th, 2017** | |
| **Re-reviewed by** | **: UNP Quality Policy Revision Team** | |
| **Controlled by** | **: UNP Quality Assurance Center** | |
| **Approved by** | **: Rector of UNP** | |

| UNIVERSITAS NEGERI PADANG | | Quality Policy | Approved by |
|---|---|---|---|
| The | Date | | |
| 1st (First) | | | |
| Revision | 14-03-2017 | UNP Quality Assurance Center | Rector |

# PREFACE

Thank God Almighty, who has bestowed many favors to all of us. Salawat and greetings may always be devoted to the Prophet Muhammad SAW.

Universitas Negeri Padang is a university that has received a special assessment from the National Accreditation Board for Higher Education (BAN-PT). Quality Assurance primarily determines the excellence of Universitas Negeri Padang. Following the mandate of Law No. 12 of the year 2012 concerning Higher Education, universities must implement the Internal Quality Assurance System (SPMI). The SPMI aims to ensure the National Higher Education Standards (SN Dikti). With the aim that each university can fulfill the mandate of the law appropriately, the Directorate of Quality Assurance through the Regulation of the Minister of Research, Technology, and Higher Education number 62 of the year 2016 concerning the Internal Higher Education Quality Assurance System, that every university must meet the national standards of higher education. Universitas Negeri Padang, through the Quality Assurance Center, the Institute for Learning Development and Quality Assurance, strives to safeguard the quality of Universitas Negeri Padang so that the accreditation of Higher Education and Study Programs can achieve excellent qualifications. Even in study programs with an A grade, they will be encouraged to be certified by AUN-QA. Bringing the Universitas Negeri Padang to become an excellent university, quality must become a culture in every academic community. For this reason, the Universitas Negeri Padang Quality Assurance Center has finished compiling several documents, namely policy documents, quality manual documents, quality standard documents.

By sticking to the principles of facilitating, enabling, and empowering, Universitas Negeri Padang through the Quality Assurance Center hopes that these documents can be used as a reference in establishing, implementing, evaluating, controlling, and improving the quality assurance system at the university level, faculty level, and study program level. Hence, it will maintain the excellence ranking of Universitas Negeri Padang and increase the ranking accreditation of study programs from A to AUN-QA certification. In the end, Universitas Negeri Padang can be built as a university with a quality culture.

**Padang, March 2017**

Rector of  Universitas Negeri Padang

# INTRODUCTION

The Universitas Negeri Padang Quality Assurance Center (abbreviated as PPM UNP) acts as a university work center that designs, manufactures, implements, monitors, evaluates and develops a quality assurance system of UNP. The Quality Policy Book was prepared to document UNP's quality assurance activities and, at the same time, as an inspiration and reference for quality assurance activities.

PPM-UNP has completed the Quality Policy Book, which operationally describes the quality assurance system policy at Universitas Negeri Padang. The UNP quality assurance cycle consists of 5 (five) steps, namely: Standard Setting, (2) Implementation, (3) Evaluation, (4) Control, and (5) Quality Improvement.

The contents of this policy book are Introduction; Vision, Mission and Goals of Universitas Negeri Padang; Vision, Mission and Objectives of the Quality Assurance Center; Brief History of Universitas Negeri Padang; Quality Assurance Background; Scope of Policy; Definition of terms in the quality document; Outline of Quality Assurance Policy; Organizational structure, and descriptions of the quality manual to the quality form.

Thanks are conveyed to the task force policy team, who have compiled this policy book to be presented as the Universitas Negeri Padang Quality Assurance Center's quality policy.

**Padang March 2017**
**Head of Quality Assurance Center,**
**Universitas Negeri Padang**

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# CHAPTER I
# INTRODUCTION

Before 1998, government control in the administration of education was extensive, as evidenced by the pattern of the laws and regulations in education higher at that time. For example, it could be argued about the national curriculum conditions or the core curriculum for each study program established by the Government and mandatory for every university in Indonesia. Likewise, state examinations, legalization of PTS certificates by the Government, statute models, and many more are evidence of the magnitude of Government control.

The Reformation Movement in 1998 made the dominance of the Government's role in all sectors had been deregulated in such a way, including the higher education sector. Higher education has been returned to its nature, namely higher education by nature has academic freedom, scientific autonomy, and tertiary institutions as higher education providers have higher education autonomy.

Higher education institutions' autonomy as higher education providers has been confirmed in Law Number 20 of 2003 concerning the National Education System (Law on National Education System). Article 50 paragraph (6) of the National Education System Law states that universities determine policies and have autonomy in managing education in their institutions. The elucidation of the article states that what is meant by higher education autonomy is the independence of higher education institutions to manage their institutions.

After more than 20 years of implementing higher education under the Government's control, universities are indeed uneasy about implementing quality assurance autonomously or independently. Therefore, in 2003 the Directorate General of Higher Education (Ditjen Dikti) initiated quality assurance in higher education implemented by the universities. The idea was then poured into a book entitled Guidelines for Quality Assurance (*Quality Assurance*) for Higher Education, published in 2003. The book is equipped with 10 (ten) Books of Good Practice of quality Assurance in various fields of higher education, such as curriculum, learning, academic atmosphere, student affairs, human resources, research, community engagement, and others.

As contained in the Regulation of the Minister of Research, Technology and Higher Education No. 62 of the year 2016, Higher Education Quality Assurance makes a standardized quality assurance for every university.

Higher Education Quality Assurance in a system called the Higher Education Quality Assurance System, which consists of an Internal Quality Assurance System implemented by each university, an External Quality Assurance System or accreditation implemented by BAN-PT, and a Higher Education Database both at universities and at the Directorate General of Higher Education.

This System quality assurance becomes a reference. The Higher Education Quality Assurance is integrated into a system with the change of name from the Higher Education Quality Assurance System to the Higher Education Quality Assurance System abbreviated as the Higher Education Quality Assurance System. It consists of the Internal Quality Assurance System, the External Quality Assurance System or accreditation, and the Higher Education Database.

# CHAPTER II
# VISION, MISSION, AND OBJECTIVES OF THE QUALITY POLICY OF UNIVERSITAS NEGERI PADANG

**A. Vision, Mission, Objectives of Universitas Negeri Padang**

1. Vision

   Become one of the leading universities in the Southeast Asian region in education, science, technology, sports, and arts by 2025 based on devotion to God Almighty.

2. Mission

   a. Provide quality education in science education, science, technology, sports, and arts based on devotion to God Almighty.

   b. Carry out research activities and disseminating knowledge, research results, and innovative learning models at the national and international levels.

   c. Organize community engagement activities to apply science-education, science, technology, sports, and arts to advance the nation.

   d. Improve university governance *(good university governance).*

   e. Increase local, national and international cooperation.

   f. Develop a foundation and implementing policies to get to an international standard university.

3. Objectives

   a. Produce graduates who are knowledgeable, skilled, professional, cultured, strong character, and globally competitive.

   b. Form religious, intelligent, strong character, and adaptive to changes in the national and global environment.

   c. Improve the quality and creativity of educators, education, and staff.

   d. Produce research, scientific work, learning models, and quality innovative works of art to support increased national and national competitiveness.

   e. Disseminate research results, scientific works, learning models, and innovative, creative works at the national and international levels.

f.   Increase the number of innovative learning, science, technology, sports, and art models that users use or use in community engagement.

g.   Realizing that good university governance *(good university governance)*

h.   Implement a quality service according to customer requirements.

i.   Carry out cooperation with various stakeholders at the local, national and international.

## B.   Vision, Mission of Quality Assurance Center of Universitas Negeri Padang

1. Vision

Become an institution that plays a role in improving the quality culture in *Tri Dharma* (education, research, and community engagement) of higher education in realizing UNP to become one of the leading universities in the Southeast Asia region by 2020.

2. Mission

a.   Guard accreditation and certification of study programs within UNP.

b.   Improve the reputation and accreditation of study programs in the fields of education, research, and community engagement.

c.   Oversee the implementation of the quality assurance system in all Faculties and Study Programs.

d.   Monitor institutional accreditation and unit certification within the University.

e.   Carry out training and development of quality assurance systems.

f.   Coordinate internal quality assurance with the Quality Control Group (GPM) and the Quality Control Unit (UPM).

g.   Cooperate with other units within UNP to improve the quality of resources, governance, and services.

3. Aims and Targets

a.   Objectives

UNP Quality Assurance Center aims to prepare an effective and efficient quality assurance system to implement quality *Tridharma* of Higher Education.

b.   Goal

Achieving minimum standards implementation at *Tridharma* of Higher Education following national standards of higher education.

4. Quality Policy

UNP's Quality Assurance Center is under the coordination of the Rector, who is highly committed to meeting academic and non-academic standards. Academic standards include; education, research, and community engagement. Non-academic standards include administrative, general, and financial services and other units within the UNP organizational structure that support the implementation of academic standards and their implementation to become a leading university in the Southeast Asia region.

The UNP Quality Assurance Center is making continuous improvements to develop the Internal Quality Assurance System (SPMI) and the External Quality Assurance System (SPME) of Higher Education, which is excellent at the National and Southeast Asian levels. The UNP Quality Assurance Center and other units within UNP are committed to improving the quality of resources, governance, and services. All UNP Quality Assurance Center leaders and staff must implement and achieve every target related to this quality policy.

## C. A Brief History of Universitas Negeri Padang

UNP is a Higher Education Institution for Teacher (LPTK) founded on September 1st, 1954, in Batusangkar, West Sumatra. UNP has undergone several stages of development, both in naming and in existence. The development of UNP can be classified into six periods, namely the PTPG Batusangkar Period (1954 - 1956), the FKIP Unand Bukittinggi Period in Batusangkar (1956 - 1958), the FKIP Unand Padang Period (1958-1964), the Padang Branch of IKIP Jakarta Period (1964 - 1965), IKIP Padang as an independent institution period (1965-1999), and Universitas Negeri Padang period (UNP) (1999 - present).

## D. Background

The UNP Quality Assurance System (SPM) is a systemic and systematic activity

at UNP driven by internal needs and awareness (*internally driven*) to ensure the quality of education at UNP. SPM is needed to establish, implement, evaluate, control, and improve Tridharma's implementation at UNP consistently and sustainably.

The Quality Assurance System at Universitas Negeri Padang was started in 2004 by establishing the Internal Quality Assurance Agency (BPMI) through a decree of Rector Number. 127/J41/KP/2004 dated August 9th, 2004. In 2016 according to the latest UNP SOTK, BPMI changed its name to the Quality Assurance Center (*Penjamu*) under the Learning Development and Quality Assurance Institute (LP3M).

## E. Scope of Policy

The UNP Quality Assurance System policy's scope is that each unit within the UNP follows established academic and non-academic standards. The UNP Quality Assurance Program is implemented consistently and continuously to ensure satisfaction between customers and stakeholders (s*takeholders*).

## F. List and Definitions of Various Terms used in all Quality Assurance System documents.

a. The Quality Assurance Center, which is abbreviated as PPM, is the center for quality assurance work at the Universitas Negeri Padang.

b. Higher education quality conforms between higher education institutions and SNP and the higher education standards based on the interested parties' vision and needs (*stakeholders*).

c. Higher Education Quality Assurance System is a systemic activity to improve higher education quality in a planned and sustainable manner.

d. Internal Quality Assurance System, hereinafter abbreviated as SPMI, is a systemic activity of higher education quality assurance by each university autonomously to control and improve the implementation of higher education in a planned and sustainable manner.

e. Quality (*Policy*): Manuscripts/books/documents containing definitions, concepts, objectives, strategies, various standards and/or derived standards, priorities, etc., is a written statement that explains the thoughts, attitudes, and views of the institution about quality.

f.  The Quality Policy is the direction, foundation, and primary basis for developing and implementing the internal quality assurance system at UNP.

g.  Quality Manual: Manuscripts/documents/books that contain guidelines for setting implementing, evaluating, controlling, and improving standards; guidelines or work instructions/instructions for internal stakeholders who must carry out the mechanism, which serves as a basis for compiling documents more operational under it. All documents to implement the Quality Assurance System must be based on the Quality Policy Document.

h.  Quality Standards are criteria that indicate the level of expected performance achievement and are used to measure and describe the quality requirements and work performance of individuals or units.

i.  The National Higher Education Standards are standard units covering the National Education Standards, National Research Standards, and National Community engagement Standards.

j.  Higher Education Standards set by universities are several higher education standards that exceed the national higher education standards.

k.  Standard Operating Procedure (SOP) is a Standard Operating Procedure, a chart/flow that guides implementing an SPMI implementation process.

# CHAPTER III
# POLICY'S OUTLINE OF THE QUALITY ASSURANCE SYSTEM OF
# UNIVERSITAS NEGERI PADANG

### A. Policy objectives

1. Ensuring that every higher education service to students is carried out following the SPM Standards of Universitas Negeri Padang that has been determined so that if it is known that there is a deviation from the SPM Standard of Universitas Negeri Padang, corrections will be made immediately;

2. Realizing transparency and public accountability, especially to parents/guardians of students, regarding the implementation of higher education following the established SPM Standards of Universitas Negeri Padang;

3. Inviting all parties within the Universitas Negeri Padang to work towards goals based on the SPM Standards of Universitas Negeri Padang and continuously improve quality.

### B. Strategy of Policy

The strategies used in the implementation of the Universitas Negeri Padang Quality Assurance System are:

1. Optimize all available resources through the active involvement of all the academics of Universitas Negeri Padang.

2. Disseminate quality assurance programs to academicians systematically and sustainably so that they can be adequately implemented.

3. Implement the Internal Quality Assurance System (SPMI) with a model of determination, implementation systemic and sustainable, evaluation, control, and improvement (PPEPP)

4. Carry out better cooperation with universities with other institutions to accelerate the quality improvement of Universitas Negeri Padang

5. Involve professional organizations, alumni, the business world, and Government as users of graduates, especially at determining standards of SPM of Universitas Negeri Padang.

6. Conduct structured and planned training for lecturers and administrative staff on

SPM Universitas Negeri Padang and specific training as internal auditors;

7. Periodically disseminate information about the functions and objectives of the SPM of Universitas Negeri Padang to stakeholders.

8. Make the Asian University Network Quality Assurance (AUN-QA) the main target of every study program that has received Accreditation A (excellence) as a level of improvement in the quality of study programs towards an Excellence University in Southeast Asia.

## C. Principles of Implementation

1. The principle of accountability, namely the implementation of the Quality Assurance System policy, must be accounted for scientifically, honestly, up-to-date, and dynamically.

2. The principle of transparency, namely the Quality Assurance System policy, is Implemented openly based on a set order and rules.

3. Quality principles, namely Quality Assurance System policies, are implemented by prioritizing inputs, processes, and outputs.

4. The principle of togetherness, namely the Quality Assurance System policy, is implemented in an integrated, structured, systematic manner comprehensive and directed.

5. Legal principles, namely all parties involved in implementing the Quality Assurance System policy, comply with applicable laws and regulations.

6. The principle of benefit, namely the Quality Assurance System policy, is implemented to benefit the academic community, institutions, and *stakeholders*.

7. The principle of equality, namely the Quality Assurance System policy, is implemented based on equal rights to ensure an egalitarian academic environment.

8. The principle of independence, namely the implementation of the Quality Assurance System policy, is always based on the institution's capacity by optimizing the potential of all its resources.

9. The principle of consistency, namely the implementation of established standards, must be carried out consistently.

10. The principle of sustainability, namely the implementation of the Quality Assurance System policy, is carried out continuously by the PPEPP model cycle.

## D. Management of the Quality Assurance System

Management of the Quality Assurance System (SPM) at Universitas Negeri Padang (UNP) is designed, implemented, and upgraded in a sustainable manner using the PPEPP model (Determination, Implementation, Evaluation, Control, Improvement) based on the National Higher Education Standards (SNPT). UNP establishes SPM goals to be achieved through the SPM strategy. For ensuring the SPM UNP goals' achievement, periodic monitoring/audits are carried out and continued evaluation and development towards a better sustainable direction. The use of the PPEPP model requires all units in UNP to make periodic self-evaluations in assessing the performance of their units based on the standards and procedures set by UNP. The unit's self-evaluation results are reported to the head of the unit and the unit's staff concerned, and the head of the UNP. Based on the self-evaluation results, the head of the unit and the leadership of the UNP will make decisions on what to do to improve quality. In implementing the PPEPP model, all units must be open and cooperative and ready to be audited by UNP's internal auditors.

Internal audit for learning is carried out every semester, while other units are carried out at the end of each year. The audit results are reported to the principles in a Special Meeting (Management Review Meeting), which all University and Faculty principles must attend to take continuous improvement steps from the results of the internal audit findings. All processes are carried out to ensure the quality of each higher education implementation at UNP so that the SPMI evaluation results are known for their strengths and weaknesses, which can then be improved and improved on an ongoing basis. The implementation of the SPM UNP using the PPEPP model resulted in the readiness of all study programs at UNP in the process towards external quality assurance (SPME) by BAN-PT or credible foreign accreditation institutions.

UNP in improving academic quality uses the PPEPP model with the following cycles:

**Penetapan** Standar Pendidikan Tinggi;

**Pelaksanaan** Standar Pendidikan Tinggi;

**Evaluasi** Standar Pendidikan Tinggi;

**Pengendalian** Standar Pendidikan Tinggi; dan

**Peningkatan** Standar Pendidikan Tinggi.

1. Establishing Higher Education Standards

   Dikti's Standards are Higher Education Standards, which are the minimum standards based on Regulation of Minister of Research, Technology, and Higher Education No. 44 of 2015. Higher Education standards exceed the Dikti's National Standards set by UNP following UNP's vision. The formulation of Higher Education Standards fulfills the following elements: *audience, behavior, competence, and degree.*

2. Implementation of Higher Education Standards

   Based on SPM Policy documents/books, SPM Manual, SPMI Standards, and SPM Forms at UNP

3. Evaluation of Higher Education Standards

   Evaluation is carried out by holding an Internal Quality Audit (AMI), examining the national Dikti standards' fulfillment. The AMI results are categorized as to whether the Higher Education Standards' implementation has not reached, exceeded, or deviated from the established DIKTI Standards. From these results, Dikti Standard control measures were taken.

4. Control of Higher Education Standards Control of Higher Education

   Standards are based on the implementation of established Dikti Standards.

5. Improving the Higher Education Standards

   PPEPP will result in kaizen or continuous quality improvement of the quality of Higher Education at UNP.
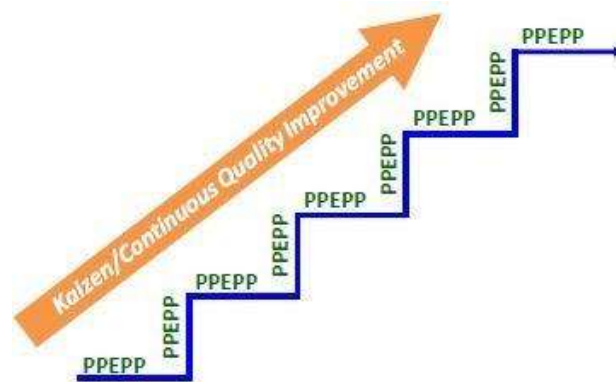
In organizing the SPM UNP, achieving the goals of UNP's SPM, and realizing UNP's vision, mission, and goals, the academic community in implementing SPM has a mental attitude:

1. *Quality First*

   All thoughts and management actions at UNP must prioritize quality.

2. *Stakeholders-in*

   All thoughts and actions of UNP managers must satisfy the stakeholders (internal and external).

3. *The next process is our stakeholder.*

   Every party who carries out their duties in the education process at UNP must consider other parties who use the results of the implementation of their duties as stakeholders what must be satisfied

4. *Speak with data*

   Every decision/policymaking in the education process at UNP must be based on analysis data, not based on assumptions or engineering.

5. *Upstream management*

   Every decision/policymaking in the education process at UNP must be made in a participatory and collegial manner, not authoritative.

## E. Organizational Structure

Under the Regulation of the Minister of Research, Technology and Higher Education of the Republic of Indonesia Number 10 the year 2015, concerning the Organization and Governance of Universitas Negeri Padang, Articles 87 to 91, it

illustrates that the elements of academic quality assurance organizations at the university level consist of University Leaders assisted by the Learning Development and Quality Assurance Institute (LP3M). It is then also assisted by the Quality Assurance Center based on the provisions of norms, quality standards, and academic policies set by the University Senate. The Rector sets rules, rules, and benchmarks for the implementation of academic activities in general. In developing, implementing, and evaluating academic quality improvement in all units, the Rector is assisted by LP3M through the Quality Assurance Center (PPM). At the faculty level, the quality assurance center is assisted by the Quality Assurance Group (GPM), and at the department/study program level assisted by the Quality Assurance Unit (UPM). The organizational structure is shown in the figure (Figure 1).

Based on Figure 1., the structure of the quality assurance organization starting from the university level, faculty level, and department/study program level consists of Chairperson of LP3M, secretary, head of quality assurance center, operational staff, and administrative staff. The quality assurance center, together with the quality assurance group and the quality assurance unit, is tasked with compiling quality policies, systems, standards, and manuals by the National Education Standards stipulated in the Regulation of the Minister of Research, Technology and Higher Education of the Republic of Indonesia Number 44 of the year 2015 concerning National Standards Higher education.
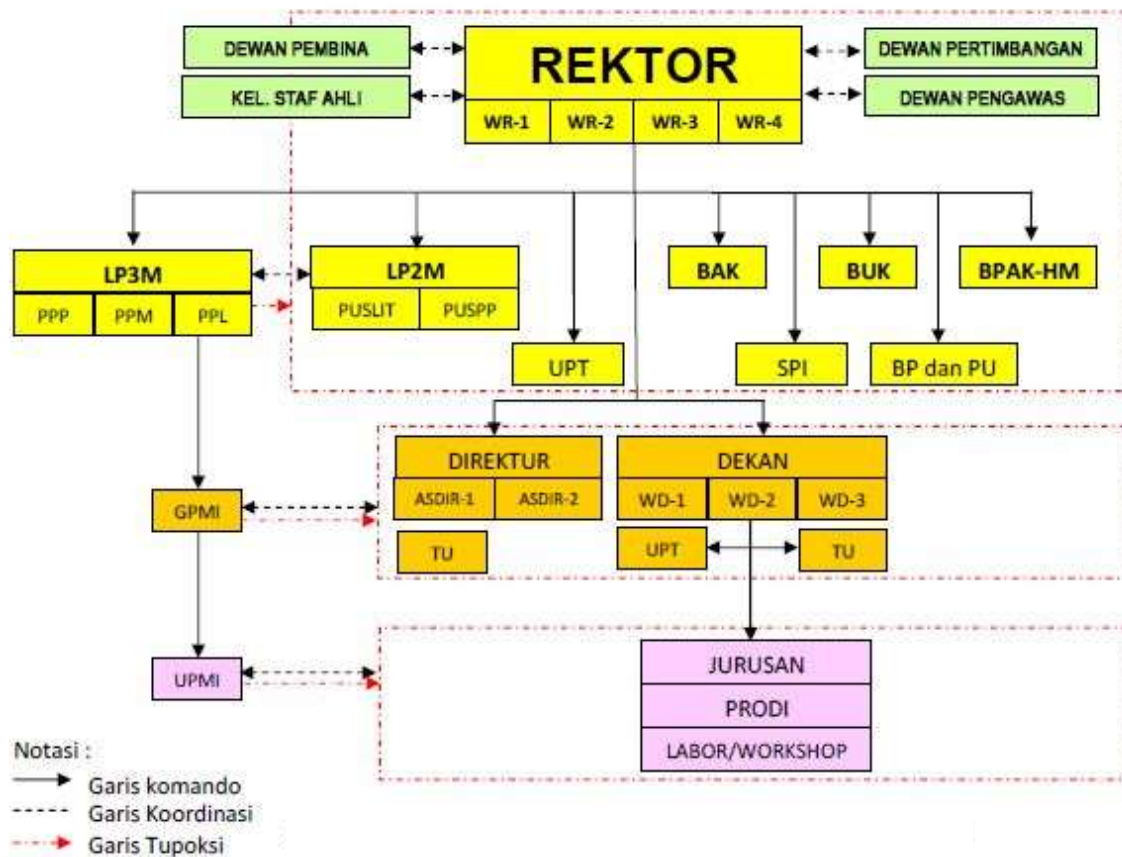
Figure 1. ORGANIZATION OF SPMI OF UNP

1.      **University Level**

a.  elements of academic quality assurance organization at the university level consist of; The Quality Assurance Center is under the Learning Development and Quality Assurance Institute (LP3M) Universitas Negeri Padang. The Quality Assurance Center (PPM) is in charge of making policies and ensuring the quality within the UNP, both academic and non-academic, under the provisions of norms, academic policies, and quality standards.

b.      PPM was formed based on the Rector's Decree with the task of:

1) Develop the overall Quality Assurance System (SPM) at the university, including preparing the necessary instruments for its implementation.

2)      Assist the Rector in monitoring and evaluation (MONEV) and auditing the implementation of SPM within the University.

3) Periodically report the SPM implementation to the Rector.

a) The Rector asks for consideration of the UNP Quality Policy and Manual to the Academic Senate of the University.

b) The Rector establishes quality documents (Quality Policy, Quality Manual, and SOP) as a reference for implementing university quality which the University Quality Assurance Center will implement.

c) PPM is responsible for its duties and responsibilities to the Chairperson of LP3M, which is then forwarded to the Rector.

d) PPM carries out the duties of the Rector to carry out an Internal Quality Audit on all academic units within the Universitas Negeri Padang

e) Follow-up on audit reports, including Corrective Action Requests (PTK), are carried out by the Rector to be carried out by all related units through the coordination of Deans, Directors, and Heads of other related units,

## 2. Faculty Level

a. Implementing a Quality Assurance System at the faculty level, the faculty proposes the Quality Assurance Center select faculty quality-assurance-members. An ad hoc Quality Assurance Group (GPM) is formed through a Rector's Decree.

b. The academic quality assurance organization elements at the faculty level consist of faculty leaders assisted by GPM.

c. The Dean is responsible for the assurance of academic quality at the Faculty

d. The task of GPM is to assist the Dean in improving academic quality, starting from a) implementing and quality assurance systems that have been compiled at the central level, be it academic policies, academic standards, academic regulations, and academic procedure manuals, b) preparation of Faculty Self-Evaluation Reports based on Self-evaluation reports of Department/Study Program, and EPSBED Report (Study Program Evaluation Based on Self-Evaluation) of Study Program in each semester, c) preparation of Internal Quality Audit (AMI), and d) continuous faculty quality improvement based on self-evaluation.

e. The members of GPM are: Chairperson and lecturers representing departments/study programs

f.  Every year the Faculty Senate receives a Self-Evaluation Report and an Internal Academic Quality Audit Report from the Dean. The Faculty Senate will study both reports and produce analysis reports (feedback) to determine new policies and regulations at the faculty level to improve academic quality.

3. **Department/Study Program Level**

a. Implementing the Quality Assurance System at the department/study program level, the department/study program proposes the Quality Assurance Center select prospective members of the department/study program-quality-assurance. Then an ad hoc Quality Assurance Unit (UPM) is formed with a Rector's Decree.

b. The academic quality assurance organization elements at the department/study program level consist of department leaders and representatives lecturers.

c. The head of the department/study program is responsible for improving academic quality in the department/study program.

d. The task of UPM is to assist the head of a department/study program in implementing a quality assurance system in the form of monitoring and evaluating academic quality improvement, starting from a) implementing quality assurance by referring to academic policy documents, academic standards, academic regulations, and academic procedure manuals that university-level quality assurance centers have set, b) compile department/study program Self-Evaluation Reports based on Department/Study Program Self-Evaluation Reports, and EPSBED Reports (Study Program Evaluations Based on Self-Evaluation) of Study Programs in each semester, c) prepare Internal Quality Audits (AMI), and d) improving the quality of the department / continuous study program based on self-evaluation.

e. The members of UPM are Chairperson and representative lecturers departments/study programs.

f. The head of the department/study program is responsible for its implementation:

1) Quality learning process following SPS (Study Program Specifications), MP (Procedure Manual), IK (Work Instruction) / SOP.

2) Evaluation of the learning process.

3) Evaluation of learning outcomes.

4) Actions to improve the learning process.

5) Continuous improvement of SPS, MP, IK/SOP.

6) Research by the field of expertise/study department/study program and the Research Quality Manual.

7) Community engagement by the field of expertise/study department/study program and the Community engagement Quality Manual.

**F. Number and Name of all standards in SPM.**

Standards of SPM of Universitas Negeri Padang refer to the Regulation of the Minister of Research, Technology and Higher Education of the Republic of Indonesia Number 44 of 2015 concerning National Higher Education Standards, namely article 4 and so on, article 43 and so on, and article 54 and so on.

In summary, the SPMI standards are as follows

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1. National Education Standards consist of :
   a. graduate competence standards;
   b. learning content standards;
   c. learning process standards;
   d. learning assessment standards;
   e. lecturers and staff standards;
   f. learning facilities and infrastructure standards;
   g. learning management standards; and
   h. learning financing standards

2. The scope of the National Research Standards consists of:
   a. research result standards;
   b. research content standards;
   c. research process standards;
   d. research assessment standards;
   e. researcher standards;
   f. research facilities and infrastructure standards;
   g. research management standards; and

 h. research funding and financing standards.


3. The scope of the National Community engagement Standards consists of:
 a. community engagement results standards;
 b. community engagement content standards;
 c. community engagement process standards;
 d. community engagement assessment standards;
 e. community engagement implementation standards;
 f.community engagement facilities and infrastructure standards;
 g. community engagement management standards; and
 h. community engagement funding and financing standards.


 To complement the existing minimum standards in the Higher Education National Standards under Regulation of Minister of Research, Technology, and Higher Education Number: 44 of the year 2015, the UNP Higher Education standard has been prepared, namely:

4. UNP Character Standards consist of:
 a. character profile standards
 b. character content standards
 c. character process standards
 d. character assessment standards
 e. character executing standards
 f. character facilities and infrastructure standards
 g. character management standards
 h. character funding and financing standards


5. UNP Security Standards consist of:
 a. security results standards
 b. security content standards
 c. security process standards
 d. security assessment standards
 e. security Implementation standards

f. security facilities and infrastructure standards

g. security management standards

h. security Funding and financing standards

6. UNP Cleanliness standards consist of:

a. hygiene results standards

b. hygiene content standards

c. hygiene process standards

d. hygiene rating standards

e. hygiene implementation standards

f. hygiene infrastructure standards

g. hygiene management standards

h. hygiene funding and financing standards

7. Standards of SPM-UNP consists of:

a. SPM-UNP results standards

b. SPM-UNP content standards

c. SPM-UNP processes standards

d. SPM-UNP assessment standards

e. SPM-UNP Implementation standards

f. SPM-UNP facilities and infrastructure standards

g. SPM-UNP management standards

h. SPM-UNP financing and financing standards

## G. SPM of Universitas Negeri Padang Manual Information

SPM of Universitas Negeri Padang manual is the written documentation containing Practical steps instructions or procedures regarding how all and each Universitas Negeri Padang SPM standards will be made/formulated/determined, implemented, evaluated, controlled, and improved by responsible parties for implementing them at UNP sustainably.

SPM of Universitas Negeri Padang manual was prepared to ensure the management of higher education quality in fulfilling the Vision and Mission of the

UNP.

1. The SPM-UNP Manual consists of:

    a. Establishment Manual Standards of SPM-UNP

    b. Implementation Manual Standards of SPM-UNP

    c. Evaluation Manual Standards of SPM-UNP

    d. Control Manual Standards of SPM-UNP

    e. Improvement Manual Standards of SPM-UNP

2. Manual Document SPM of Universitas Negeri Padang contains:
    a. Purpose
    b. Scope
    c. Definition
    d. Person in Charge
    e. Procedure
    f. Reference

## H. Standards Set of SPM-UNP

Standards of SPM-UNP is a written document containing a variety of criteria, size, standard, or specification of all higher education activities to realize the vision and mission of the UNP, to be quality rating following the provisions of the legislation to satisfy internal stakeholders and external UNP.

1.     The SPM-UNP standard serves as
    a. a tool to realize the vision, mission, and goals of UNP
    b. Indicators to show the level of UNP's quality.
    c. Benchmarks that must be achieved by all parties within the UNP so that it becomes a factor driving to work with, or even exceed standards;
    d. There is authentic evidence of UNP's compliance with laws and regulations and evidence to the public that UNP owns and provides educational services using standards.

2.       SPM-UNP Standard Documents

The SPM-UNP Standard written document consists of education standards, research standards, and community engagement standards.

a.      Education standards consist of:

1) Graduates' competency standards

2) Learning content standards

3) Learning Process standards

4) assessment standards

5) Lecturer and education staff standards

6) Learning facilities and infrastructure standards

7) Learning management standards

8) Learning financing standards

b.      Research standards consist of:

1) Research results standards

2) Research content standards

3) Research process standards

4) Research assessment standards

5) Researchers' standards

6) facilities and infrastructure standards

7) Research management standards

8) Research funding and financing standards.

c.  Community engagement standards consist of:

1) community engagement results Standards

2) community engagement content Standards

3) community engagement processes Standards

4) community engagement assessments Standards

5) community engagement implementation Standards

6) community engagement facilities and infrastructure Standards

7) community engagement management Standards

8) community engagement management funding and financing Standards.

d. <mark>Character Standards of UNP consist of:</mark>
   1) character profile standards
   2) character content standards
   3) character process standards
   4) character assessment standards
   5) character implementation standards
   6) character facilities and infrastructure standards
   7) character management standards
   8) character funding and financing standards

e. <mark>Security standards of UNP consist of:</mark>
   1) Security results standards
   2) Security content standards
   3) Security process standards
   4) Security assessment standards
   5) Security Implementation standards
   6) security facilities and infrastructure standards
   7) Security management standards
   8) Security Funding and financing standards

f. Hygiene <mark>standards of UNP standards consist of:</mark>
   1) hygiene results standards
   2) hygiene content standards
   3) hygiene process standards
   4) hygiene rating standards
   5) hygiene implementation standards
   6) hygiene infrastructure standards
   7) hygiene management standards
   8) hygiene funding and financing standards

g. <mark>SPM-UNP Standards consists of:</mark>
   1) SPM-UNP results standards

2) SPM-UNP content standards

3) SPM-UNP processes standards

4) SPM-UNP assessment standards

5) SPM-UNP Implementation standards

6) SPM-UNP facilities and infrastructure standards

7) SPM-UNP management standards

8) SPM-UNP financing and financing standards

h. Form of SPM-UNP

SPM- UNP form is a written document that serves to record things or specific information or activities as an integral part of Standards of the Quality and Quality Manual. The written document of the SPM-UNP Form functions as (a) a tool to achieve/fulfill/realize the contents of the quality standard, (b) a tool to monitor, control, control, correct, evaluate the implementation of the SPM-UNP, and (c) authentic evidence to record of the SPM UNP implementation periodically.
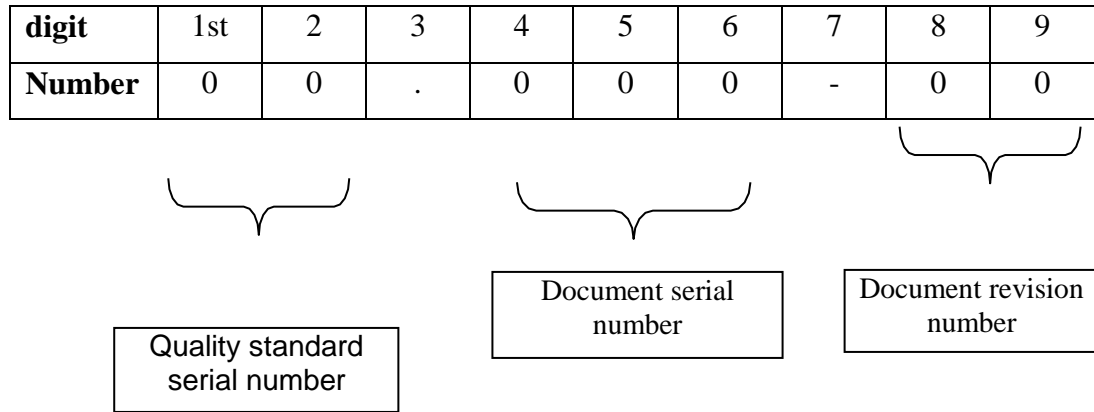
## I. SPM-UNP Document Coding System

In order for each document to be appropriately identified for planning, implementing, evaluating control, and improving the system, it is also necessary to establish a coding and numbering system for each quality document issued by the UNP Quality Assurance Center, each document will be coded, consisting of two digits, namely:

| Code | Name Document | Information |
|------|---------------|-------------|
| KM | Quality Policy | |
| MM | Quality Manual | |
| SM | Quality Standard | |
| SOP | Standard Operational Procedure | |
| IK | Work Instructions | |
| FM | Quality Format | |

Each type of document is assigned a serial number comprising 9 (nine digits), namely:

| digit | 1st | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|---|
| **Number** | 0 | 0 | . | 0 | 0 | 0 | - | 0 | 0 |

Quality standard serial number

Document serial number

Document revision number

Example:

| MM | 2 | 3 | . | 0 | 6 | 3 | - | 0 | 0 |
|---|---|---|---|---|---|---|---|---|---|

Means:

MM    = Quality Manual Document

2        = Standard Document Research

3        = Research Sub-Process Standard

63      = 63th Document of Quality Manual Document

00      = no document revision

# CHAPTER IV
# CLOSING

Quality Policy Book of Quality assurance system of Universitas Negeri Padang has been adjusted to the Regulation of the Minister of Research, technology, and Higher Education, number 44 of the year 2015 concerning national standards for higher education. It has also been adjusted to the Regulation of the Minister of Research, technology, and Higher Education, number 62 of 2016, concerning internal higher education quality assurance standards. Hopefully, with this quality policy book, Universitas Negeri Padang can become a university with a quality culture and increase its excellence in ASEAN in 2025.

Quality culture is needed to make every component of Universitas Negeri Padang's academic community concerned for the quality of education related to *Tridharma* of Higher education, namely education, research, community engagement, and non-educational quality manuals.

This quality policy book will be the primary reference in preparing the quality assurance manual for Universitas Negeri Padang. The quality manual includes the education standard manual, the research standard manual, the service standards manual, and the quality standard manual Universitas Negeri Padang. The quality manual prepared will be the primary reference in preparing Standard Operating Procedures (SOP).

# REFERENCES

1. Law Number 20 of the year 2003 concerning the National Education System.
2. Law No. 14 of the year 2005 concerning Teachers and Lecturers.
3. Law No. 7 Number 12 of the year 2012 concerning Higher Education
4. Government Regulation No 19 of the year 2005 concerning National Education Standards, Jakarta
5. Government Regulation of the year 2010 concerning Management and administration of Education
6. Government Regulation No. 4 of the year 2014 concerning Higher Education Administration
7. Regulation of the Minister of National Education of the Republic of Indonesia No. 63 the year 2009 concerning the Education Quality Assurance System
8. Regulation of the Minister of Education and Culture of the Republic of Indonesia Number 49 of the year 2014 concerning National Higher Education Standards
9. Regulation of the Minister of Education and Culture of the Republic of Indonesia Number 50 of the year 2014 concerning the System of Quality Assurance of Higher Education.
10. Regulation of the Minister of Research, Technology and Higher Education Number 44 of 2015 dated December 21st, 2015, concerning National Higher Education Standards.
11. Regulation of the Minister of Research, Technology and Higher Education Number 67 of the year 2016 dated October 12th, 2016, concerning the Organizational Structure and Work Procedure of Universitas Negeri Padang.
12. Regulation of the Minister of Research, Technology and Higher Education Number 32 of the year 2016 concerning SPME or Accreditation
13. Regulation of the Minister of Research, Technology and Higher Education Number 62 of the year 2016 dated May 8th, 2016, concerning Higher Education Quality Assurance System.
14. UNP's Strategic Plan, 2016-2020.
15. SPMI Training Materials 2016, Ministry of Research, Technology and Higher Education, Directorate General of Learning and Student Affairs, Directorate of Quality Assurance.