

## ABSTRAK

Ramli Gultom, 2006, Implementasi Sistem Manajemen Mutu ISO 9001 : 2000 di SMK Negeri 8 Medan. Thesis Program Pascasarjana Universitas Negeri Medan, Juli 2006.

Pada awal penelitian ini dilakukan untuk mengetahui profil kepemimpinan kepala sekolah mengimplementasi sistem manajemen mutu ISO 9001 : 2000 pada SMK Negeri 8 Medan, sehingga hasilnya dapat digunakan sebagai model kepemimpinan dalam pengelolaan organisasi pendidikan sekolah kejuruan. Namun setelah penelitian terlaksana sejak awal (grand tour) bulan Maret 2006 hingga penelitian bulan Juli 2006, ternyata bukan hanya profil kepemimpinan kepala sekolah yang ditemukan, tetapi juga kerangka sistem manajemen mutu ISO 9001 : 2000 tentang empat bahagian komponen Quality Management System dengan delapan prinsip manajemen mutu yang lazim diterapkan pada organisasi manufaktur dapat diterapkan filosofinya untuk memperbaiki paradigma produk sekolah kejuruan melalui pelayanan pendidikan bermutu.

Penelitian dilakukan dengan menggunakan metode kualitatif. Teknik pengumpulan data dengan observasi, wawancara dan studi dokumentasi dilakukan untuk mendapatkan data dari kepala sekolah wakil kepala sekolah, wakil manajemen mutu, ketua jurusan guru dan pegawai tata usaha. Penelusuran informasi dihentikan jika data sudah bersifat jenuh. Selanjutnya, dilakukan validasi data dengan triangulasi, penggunaan bahan referensi, mengadakan membercheck, serta membandingkan hasil wawancara dengan hasil observasi dan dokumentasi.

Temuan penelitian menunjukkan bahwa profil kepemimpinan kepala sekolah mengimplementasikan sistem manajemen mutu di sekolah adalah kepemimpinan transformasional yang mempunyai karakter visioner, cerdas, rasional, jujur, delegatif, keteladanan, partisipatif, dan konstruktif. Karakter tersebut menjadi rangkaian yang kuat dalam memperbaharui paradigma pendidikan kejuruan mencapai mutu. Dalam penerapan kepemimpinan itu, ditemukan kelemahan kepemimpinan kepala sekolah seperti lambat mengambil keputusan usulan guru dan pegawai, hambatan yang lain yang ditemukan seperti guru dan pegawai yang masih ada sebahagian kecil yang sukar menyesuaikan unjuk kerja terhadap prosedur standar SMM ISO 9001 : 2000.

Selanjutnya, melalui efektivitas SMM di sekolah telah dapat menghasilkan partisipasi belajar siswa meningkat, tumbuh prilaku disiplin, ketepatan pelayanan terhadap siswa, persepsi DUDI meningkat, penyempurnaan sumber belajar, mendorong peningkatan kompetensi guru. Hal ini dapat diperoleh karena federasi ISO 9001 : 2000 menetapkan klausul standard yang diikuti guru dan staf dalam menjalankan aktivitas proses untuk menjalankan perbaikan mutu secara berkelanjutan.

## ABSTRACT

Ramli Gultom, 2006, The Implementation of the Quality Management System ISO 9001 : 2000 on SMK Negeri 8 Medan School, Thesis, Postgraduate Program, State University of Medan, July 2006.

In commencement, this study was conducted to know the profile of leadership of headmaster in implementing the Quality Management System ISO 9001: 2000 on SMK Negeri 8 Medan School, for its result may be adopted as model of leadership in managing vocational school in education organization. Following the research run since grand tour in March 2006 until it done 2006 however found in fact not only the profile of leadership of headmaster, but also the frame of quality management system ISO 9001 : 2000 regarding a four parts component of Quality Management System with eight quality management principles as usually applied on manufacture organization can be applied there its philosophy to repair its paradigm of product in vocational school through a qualified education service.

The study was conducted using a qualitative method. For collecting the data taken by observation, interview and by documentation study was conducted for having data from headmaster, vice headmaster, representative of quality management, chief of department, teachers and office administration. The research for information should be stopped if the data being already saturated. Further, conducted the validation of data by triangulation, usage material of reference, conducting a member-check, and then compare the result of interview to the result of observation and documentation.

The result of study showed that the profile of leadership of headmaster in implementing the quality management system on schools is with the management by transformational having a character of visionary, smart, rational, honesty, delegated, managerial, participative and constructive. The character itself become a series and strength in effecting paradigm of vocational education achieving the quality. In applying the leadership, there is found weakness of leadership of headmaster either failure in taking decision immediately to respond proposal by teachers and administration, and in other obstacles such found as teachers and administration still available a few of them feel difficulty to adjust their performance to the standard procedure of SMM ISO 9001 : 2000.

Later, by effectiveness of SMM at schools, there has successful produced participation more actively up as student, grow their attitude up by discipline, to serve the student properly, perception of DUDI become growing, keep the source of study perfect, to encourage increasing the competency of teachers. This perhaps can be obtained as federation ISO 9001 : 2000 has arranged a standard clauses that teachers and administration may meet in running their teaching by process as way to improve the quality in continue.