



ABSTRACT

In ISO9001 Quality Management System implementation, some problem still occurred in compliance audit, such as difficulty to monitor the audit checklist questions, long duration of copying the paper based checklist to computer, difficulty to attach evidence, and even the shipping time of the report from auditor to consultant office or client.

To overcome this problems, Multi-Device Software for QMS ISO9001 Compliance Audit were developed.

The output of development is able to satisfy the need of conducting systematic and traceable computerized audit, multimedia evidence attachment, responsive user interface that can respond to user hardware, and able to create a comprehensive report for lead auditor, auditor, and client of ISO9001 compliance audit.

Key Words : ISO9001, Quality Management System, Compliance Audit, Responsive Web, Multi-Device



INTISARI

Dalam implementasi Sistem Manajemen Mutu ISO9001, berbagai masalah masih muncul pada proses audit kesesuaian, antara lain sulitnya pemantauan daftar pertanyaan pada audit checklist, lamanya durasi penyalinan *checklist* ke laporan audit, kendala penyematan bukti temuan/*evidence*, serta durasi pengiriman laporan ke lembaga konsultan/pelaksana audit.

Untuk mengatasi permasalahan-permasalahan ini, dikembangkan sebuah perangkat lunak *multi-device* untuk audit kesesuaian SMM ISO9001.

Rancang bangun yang dihasilkan mampu memenuhi kebutuhan pelaksanaan audit terkomputerisasi secara sistematis dan tertelusur, mampu disematkan dengan dokumen multimedia bukti audit, tampilan yang responsif menyesuaikan dengan perangkat keras pengguna, serta mampu menampilkan laporan yang bersifat komprehensif baik bagi *lead auditor*, *auditor*, maupun *client* audit ISO9001:2008.

Kata Kunci : ISO9001, Sistem Manajemen Mutu, Audit Kesesuaian, Web Responsif, *Multi-Device*