

Struggle, Strategy, Success Story on IQA at Politeknik Caltex Riau

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Politeknik Caltex Riau

Curriculum Vitae

- Name : Dr. Hendriko, S.T., M.Eng.
- Education : S1 (Teknik Mesin, USU), S2 (UTM), S3 (UI & UC, France)
- Acad. Rank : Associate Professor
- Profesional Experiences
 - Komisaris PT PCR Solustek (2019 – Now)
 - Asesor BANPT (2018 – Now)
 - Direktur PCR (2014 – 2018)
 - Wadir 2 (2008-2010)
 - Wadir 4 (2004-2006)
- Research Interest: Manufacturing (Machining in Modelling 5 axis Milling), Robotic (Kinematics of Robot)
- Research Grant:
 - PTUPT (2021-2023)
 - Penelitian Dasar (Kompetitif Nasional) 2019-2020 (Ketua)
 - PDUPT (Desentralisasi) 2019 – 2021 (Ketua)
 - Hibah Uber HKI 2019 (Ketua)

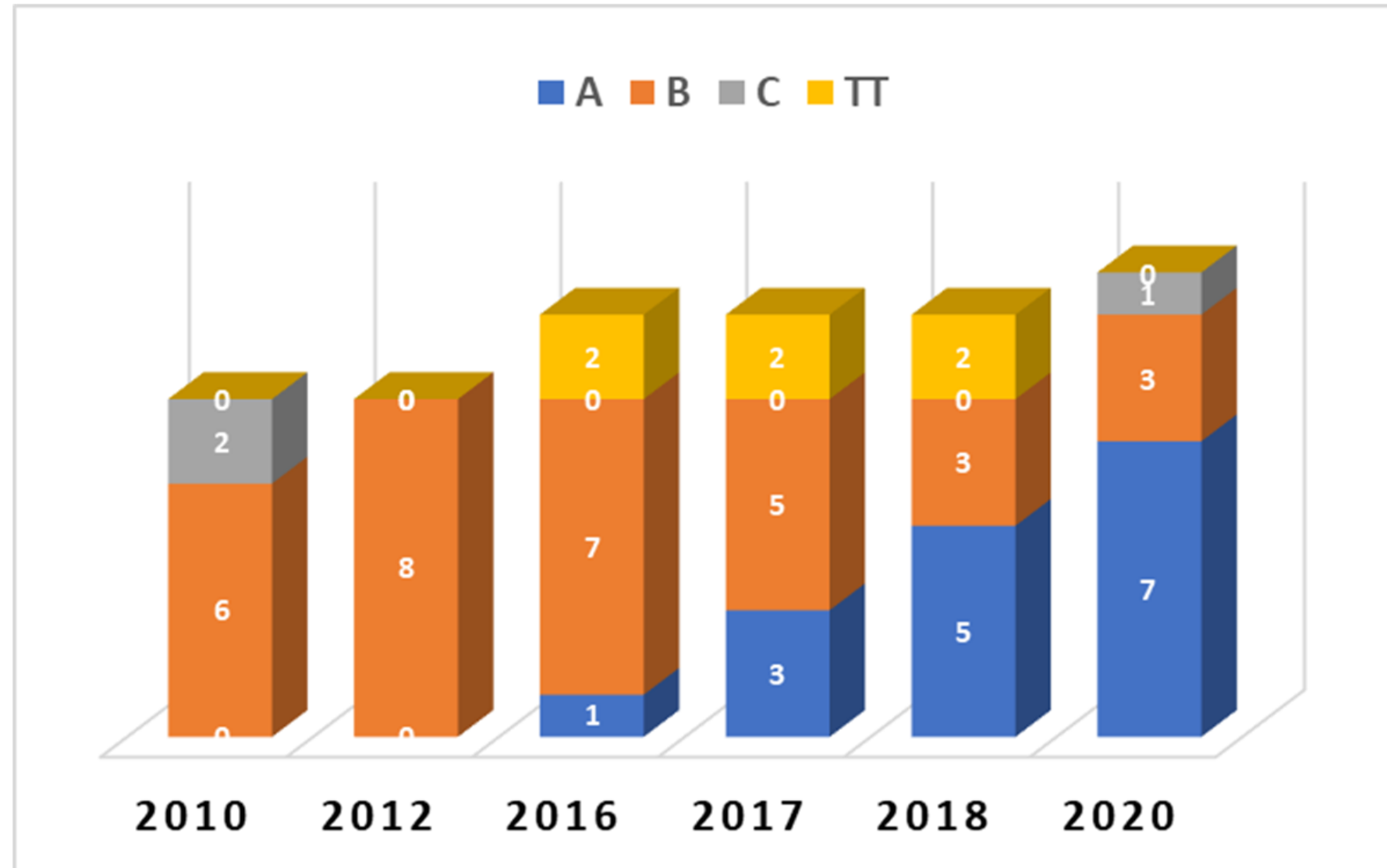
Reason for IQA Implementation?

Mostly answer: Accreditation

**ACCREDITATION IS NOT A
GOAL... IT'S JUST A
SNAPSHOT OF INSTITUTION
QUALITY JOURNEY**

**THE ULTIMATE GOAL IS TO
IMPROVE THE QUALITY
CONTINUOUSLY TOWARDS
QUALITY CULTURE
DEVELOPMENT**

Progress of study program accreditation 2010 - 2020





Task force on IQA Documents
Development - 2018

The Weaknesses on Accreditation Process – (Evaluation Result 2015)

1. Lack of understanding on the accreditation instrument.
2. Lack of governance documents availability, including strategic planning document
3. Information system was developed without considering accreditation need
4. Lack of IQA Documents availability and implementation

Implementation IQA to achieve Vision, whose responsibility?

- ☐ It is not only management responsibility.
- ☐ Everybody in the organization should contribute based on their role

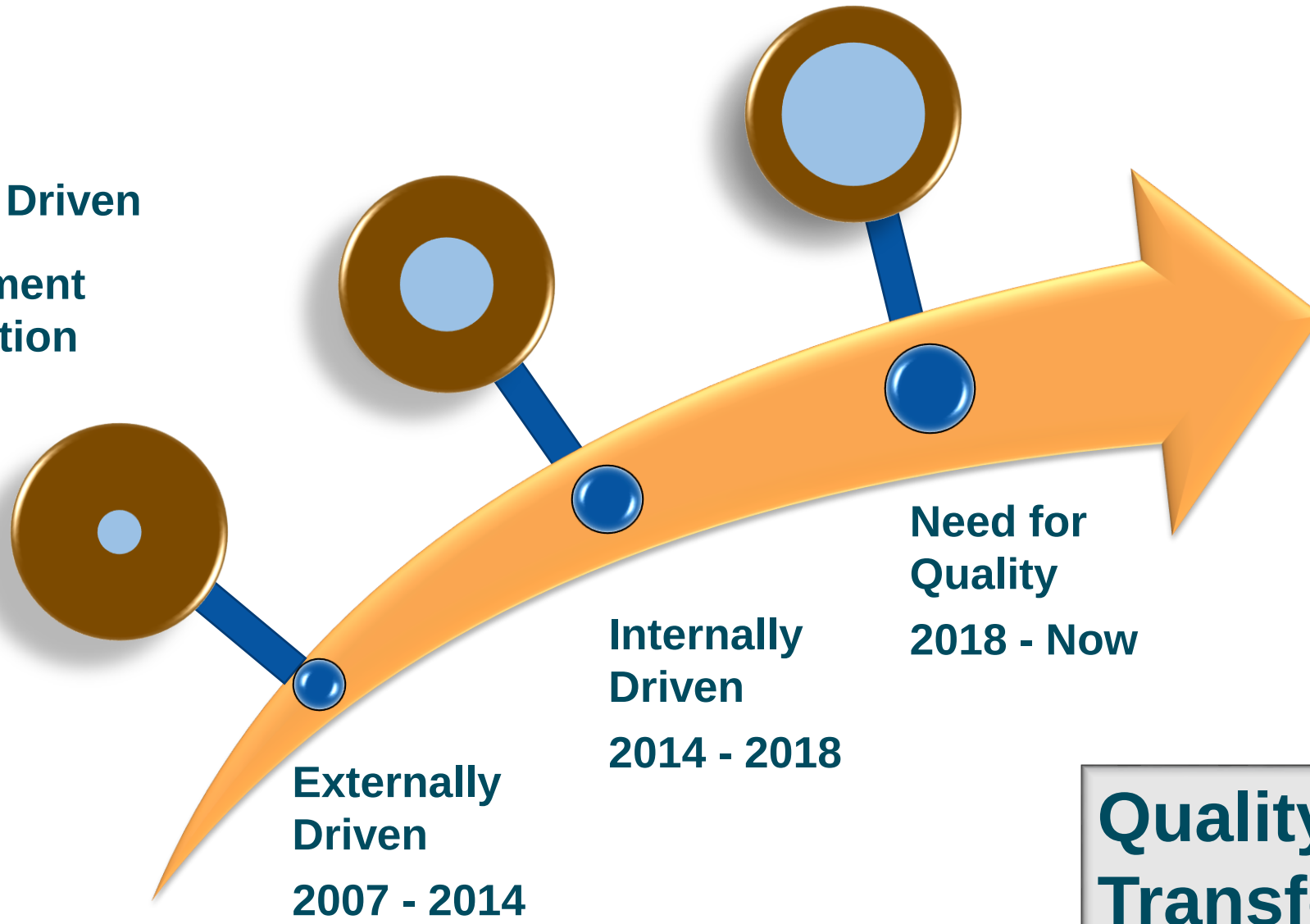




Internal Driven



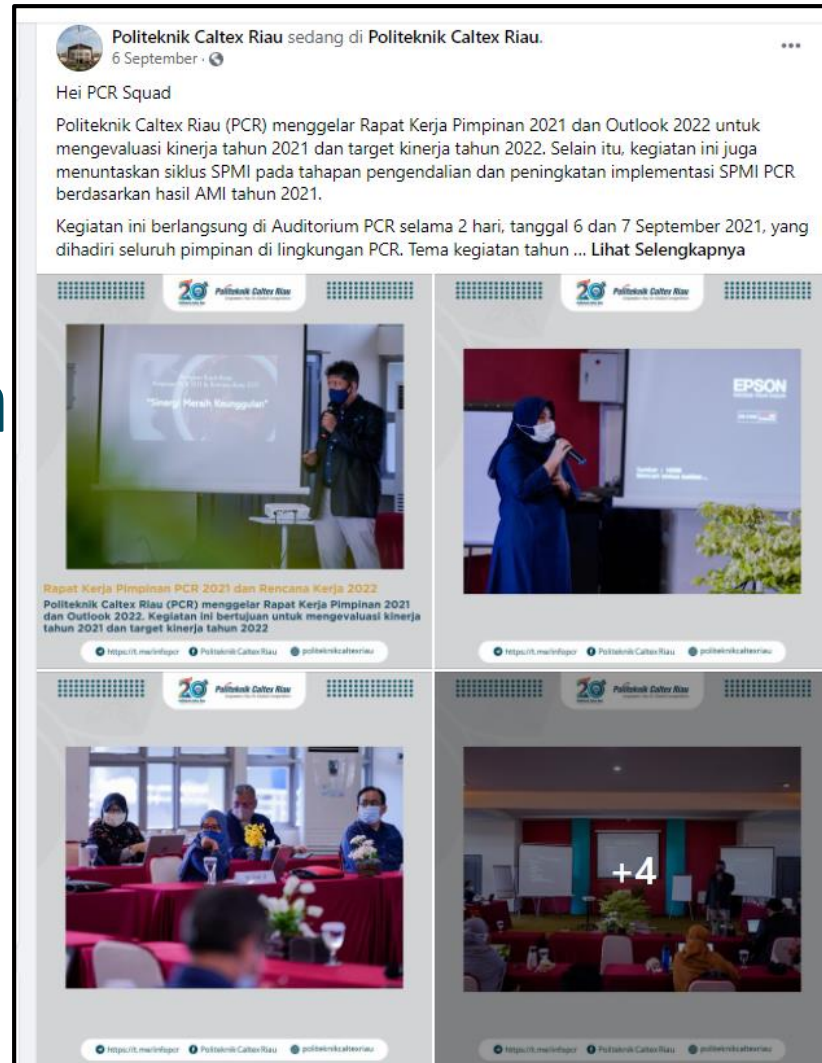
**Government
Intervention**



**Quality Culture
Transformation**

Quality Control and Effective Communication

Management Evaluation on Audit Result



Town Hall Meeting (Pre Semester Meeting)



PCR's "Key Succes"

- Management commitment and foundation support on continuous quality improvement. Management should be role model
- IQA documents, including KPI, were developed by involving all internal stakeholders
- Documents were completing while implementing IQA. Don't wait until document completed. IQA is a never-ending story.
- Everybody in the organization responsible to comply with IQA policy and contribute to achieve organization target indicator.
- Good Communication and Information Transparency



Thank you!