

## Evaluasi manajemen kualitas divisi internal audit : studi kasus Bank X = Evaluation of quality management in internal audit division : case study of Bank X

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### Abstrak

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Tesis ini membahas apakah Divisi Internal Audit Bank X telah memenuhi sistem manajemen mutu yang sesuai dengan standar ISO 9001:2008 serta kelebihan dan kelemahan dalam menerapkan Sistem Manajemen Mutu ISO 9001:2008. Penelitian ini adalah penelitian kualitatif dengan menggunakan metode Descriptive Comparative. Hasil penelitian menyimpulkan bahwa sejak tahun 2008-2012 Divisi Internal Audit Bank X telah memperoleh Sertifikat ISO 9001:2008 untuk Internal Audit Services (General, Syariah and IT Audits), tetapi tidak terjadi peningkatan kualitas yang berarti atas jasa yang diberikan oleh Divisi Internal Audit Bank X.

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**ABSTRACT**

This thesis will discuss regarding what the Internal Audit Division of Bank X has fulfill the quality management system requirements with the standard of ISO 9001:2008 along with the strength and weaknesses in implementing the quality management system of ISO 9001:2008. This observation is a qualitative study applying the descriptive comparative method. The research concludes since the year 2008-2012 the Internal Audit Division of Bank X has received a Certificate ISO 9001:2008 for Internal Audit Services (General, Syariah and IT Audits), but has not continuous improvement the quality of services that was given by Internal Audit Division of Bank X.