INTEGRATION OF SNI ISO/IEC 17024:2012 AND SNI ISO/IEC 17021-1:2015 STANDARDS IN IMPROVING THE QUALITY OF MANAGEMENT SYSTEMS AT PT QUANTUM HRM INTERNASIONAL

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Abstract: This study discusses the application of the integration of ISO 17024 and ISO 17021 standards in Improving the Quality of Management Systems at PT Quantum HRM International (QHRMI). The purpose of this study is to find out how to apply the integration of the two standards. This study uses qualitative research method with the type of research used, namely literature research or literature study or known as desk study where the researcher relies on various literature to obtain research data. The results of this study show that the implementation of ISO 17024 and ISO 17021 at QHRMI has strengthened objective, transparent, and reliable certification standards. In personnel certification, QHRMI prioritizes the principles of impartiality and integrity, supported by a structured management system and competent experts. Meanwhile, the implementation of ISO 17021 ensures that audits and certification of the management system of educational organizations are carried out professionally, in accordance with international standards and applicable regulations. Through the integration of these two standards, QHRMI has succeeded in improving operational efficiency by reducing duplication of documents, optimizing management coordination, and encouraging continuous improvement. The integration also strengthens QHRMI's reputation as a credible certification body, while increasing its competitiveness in the certification industry.

Keywords: Standard Integration, SNI ISO/IEC 17024:2012, SNI ISO/IEC 17021-1:2015

1. Introduction

In the era of globalization and increasingly fierce competition, modern organizations are faced with an urgent need to implement a structured and effective management system. The implementation of a good organizational management system is crucial to manage the course of operations neatly and in a targeted manner, in order to achieve the strategic goals that have been set. This management system includes a set of policies, procedures, and processes designed to improve efficiency, effectiveness, and compliance with relevant standards and regulations.

In this context, the quality management system is one of the important elements that must be implemented. A quality management system focuses on improving the quality of the products and services offered by the organization. By implementing the right standards, organizations can not only improve customer satisfaction but also lower costs associated with defective products and build a positive reputation in the market.

One of the institutions responsible for the development and setting of standards in Indonesia is the National Standardization Agency (BSN). BSN has an important role in formulating, establishing, and maintaining the Indonesian National Standard (SNI), which covers various aspects, including goods, services, and management systems. In the international world, organizations such as ISO (The International Organization for

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Standardization) also have a central role in setting standards that function to improve the quality, safety, and efficiency of products and services.

As one of the accredited certification bodies, PT Quantum HRM International is committed to implementing SNI ISO/IEC 17024:2012 and SNI ISO/IEC 17021-1:2015 standards in its operations. However, based on the assessment report conducted by the National Accreditation Committee (KAN), there are a number of findings that show the need to improve the management system and the application of the principle of Continuous Improvement at PT Quantum HRM International. This requires organizations to be more proactive in identifying and addressing existing problems, as well as to improve process efficiency.

Kaizen's approach, known as the philosophy of continuous improvement, becomes relevant in this context, where every member of the organization is invited to contribute to the improvement process. In addition, the integration between various standards, such as the implementation of the High Level Structure (HLS) introduced by ISO, will make it easier for organizations to achieve certification for several standards at once, thereby improving the quality of the overall management system.

Thus, it is important for PT Quantum HRM Internasional to integrate between ISO/IEC 17024:2012 and ISO/IEC 17021-1:2015 standards to improve the quality of the management system and achieve better effectiveness and efficiency. This study aims to dig deeper into the integration process and its implications for improving the quality of the management system at PT Quantum HRM International.

Research Objectives

In accordance with the problems that have been formulated, the research objectives to be achieved are:
1. To find out and analyze the application of the SNI ISO/IEC 17024:2012 standard at PT Quantum HRM International.
2. To find out and analyze the application of the SNI ISO/IEC 17021-1:2015 standard at PT Quantum HRM International.
3. To find out and analyze the integration of SNI ISO/IEC 17024:2012 and SNI ISO/IEC 17021-1:2015 standards that can be carried out by PT Quantum HRM International.

2. Literature Review

Standardization and Conformity Assessment System

The Standardization and Conformity Assessment (SCA) system has a long history in Indonesia, starting from the Dutch and Japanese colonial periods, until after independence. At that time, standardization was used to support the smooth running of colonial economic activities. Although SPK is an important topic, many people still do not understand the term and its role. Regulated in Law Number 20 of 2014, SPK activities include planning, formulation, determination, implementation, enforcement, maintenance, testing, inspection, certification, and accreditation, as well as the management of national standards. The standardization process aims to ensure product consistency, safety, and quality, while conformity assessment aims to assess whether a good or service meets predetermined standards. The existence of this system not only provides quality assurance to consumers, but also helps manufacturers meet regulatory requirements, improve operational efficiency, and support economic growth through

international trade. Overall, the SCA system creates a fair and transparent business environment, protects the interests of consumers, and encourages innovation and trust between businesses and consumers.

Accreditation

Accreditation in Indonesia is regulated by the National Accreditation Committee (KAN), a non-structural institution responsible for conformity assessment. In accordance with Law Number 20 of 2014, KAN is under the President and the Head of the National Standardization Agency (BSN). Accreditation is defined as a formal recognition process by the KAN, which assesses the competence of an institution, institution, or laboratory to carry out a conformity assessment. KAN establishes accreditation for the Conformity Assessment Institute (LPK) based on its credibility and competence, and this accreditation is evaluated periodically. KAN also conducts an international accreditation mutual recognition agreement to ensure the acceptance of assessment results at the global level, so that accredited LPKs can use the mutual recognition logo in accordance with the agreement. KAN represents Indonesia in international forums such as the International Accreditation Forum (IAF), International Laboratory Accreditation Cooperation (ILAC), and Asia Pacific Accreditation Cooperation (APAC). To date, there are 96 accredited bodies registered in the IAF and 109 countries in the ILAC, with KAN being a full member of international recognition for the accreditation of the Person Certification Body (LSP) and the Management System Certification Body (LSSM). With the slogan "One Standard, One Test, Accepted Everywhere," certificates issued by KAN-accredited LPKs are recognized by countries that sign the IAF MLA, reducing the need for re-certification when products or services are traded between countries.

Certification

Certification, according to Law No. 20 of 2014, is a series of conformity assessment activities that provide written assurance that goods, services, systems, processes, or individuals have met the set standards and regulations. This process involves an independent third-party assessment, ensuring that the certified product or service meets the reference requirements. Certification in Indonesia covers a wide range of areas, including goods, services, systems, and personal, and provides assurance to consumers about the quality and safety of the products they use. This certificate also serves as an effective marketing tool, increasing consumer credibility and trust in products, such as in halal or organic certified food products. In the professional world, skill certifications, such as Cisco Certified Network Associate (CCNA) or Certified Information Systems Security Professional (CISSP), demonstrate an individual's abilities and provide assurance to employers of employee quality. The certification process involves several stages, including registration, initial evaluation, audit, and issuance of a certificate that is valid for a specific period of time, during which re-certification is required after the validity period has expired. The benefits of certification are extensive, increasing the company's competitiveness and providing quality assurance for consumers, as well as making it easier to accept products in the global market by meeting applicable international standards.

Standard SNI ISO/IEC 17024:2012

The SNI ISO/IEC 17024:2012 standard is an international guideline that sets out general requirements for personnel certification bodies. Developed by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC), the standard aims to ensure consistency, fairness, and reliability in individual certification processes, thereby increasing confidence in the certifications issued. By regulating various aspects of the certification process, such as organizational structure, staff competency requirements, certification scheme development, and management system management, SNI ISO/IEC 17024:2012 emphasizes the importance of the independence of certification bodies to prevent conflicts of interest. A key element of this standard is the development of a certification scheme that details the competency requirements and assessment methods that individuals must meet in order to obtain certification. The assessment process includes several stages, including application, evaluation, and competency exams, with well-documented assessment results. The implementation of these standards brings significant benefits to individuals, employers, and the wider community, as it provides official recognition of competence, increases employment opportunities, and ensures the quality and safety of products and services. There are ten requirements or clauses in SNI ISO/IEC 17024:2012 that must be met by certification bodies to obtain accreditation status, including scope, normative references, terms and definitions, and management system requirements, all of which aim to ensure the success of the certification process.

SNI ISO 17021-1:2015 Standard

The SNI ISO 17021-1:2015 standard is an international guideline that sets requirements for institutions that conduct management system audits and certifications. The main purpose of this standard is to ensure that certification bodies operate competently, consistently, and without partisanship, so as to provide confidence to the users of their services. SNI ISO 17021-1:2015 covers different types of management systems, including quality management (ISO 9001), environmental management (ISO 14001), and information security management (ISO 27001). The competence of auditors and personnel involved in the certification process is an important element of this standard, which requires certification bodies to ensure that auditors have the necessary knowledge and skills. In addition, certification bodies must maintain impartiality in the certification process by identifying and managing the risk of conflicts of interest. The certification process consists of several stages, including an application, readiness audit, and a major assessment, where the certification body issues a certificate if the organization meets the requirements. The implementation of SNI ISO 17021-1:2015 brings significant benefits to audited organizations, providing assurance that their management systems are objectively assessed. The standard also increases stakeholder confidence in the quality and compliance of certified organizations, as well as facilitates international trade through uniformity in certification processes around the world. There are ten requirements or clauses in SNI ISO 17021-1:2015 that must be met by certification bodies to obtain accreditation status, which include scope, normative references, terms and definitions, and management system requirements.

Organizational Quality Management System

An Organizational Quality Management System, or better known as an Organizational Management System, is a framework that integrates various processes,

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procedures, and practices to manage, control, and improve the overall performance of an organization. This system includes various aspects, such as strategic planning, human resource management, quality control, risk management, and performance measurement and evaluation. As an important foundation for operational and strategic success, the Organizational Management System plays a crucial role in both the public and private sectors. The main goal is to ensure that all parts of the organization work synergistically and efficiently to achieve the goals that have been set. By implementing an effective management system, organizations can increase productivity, reduce operational costs, ensure regulatory compliance, and improve customer satisfaction. The system also supports better decision-making by providing accurate data and information, allowing organizations to adapt quickly to changes in the business environment and remain competitive in the market. According to Robbins and Coulter (2012), this system involves planning, organizing, leading, and controlling resources to achieve maximum effectiveness, while Drucker (1999) emphasizes the importance of management in coordinating all resources. The main components of an Organizational Management System include strategic planning, human resource management, performance management, and risk management. The implementation of this system is often faced with challenges such as resistance to change and lack of support from top management. Kotter (1996) emphasizes the importance of strong leadership to overcome these obstacles. Research by Barney (1991) shows that organizations that implement this system effectively tend to achieve sustainable competitive advantage through innovative resource management.

Integration of ISO standards

The integration of ISO standards in an organization has a crucial role in improving operational efficiency and ensuring consistent quality. An Integrated Management System (IMS) combines various business components into a single inseparable entity. Through this integration, internal management practices are consolidated into a single, interconnected system, allowing organizations to share tools, methodologies, and systematic management from different fields. IMS focuses on quality, environment, and occupational health and safety, and includes relevant processes, practices, and documentation. By integrating various ISO standards—such as ISO 9001 for quality management systems, ISO 14001 for environmental management systems, and ISO 45001 for occupational health and safety management systems—organizations can create a holistic and integrated approach to management. This integration not only optimizes resources and reduces duplication, but also ensures alignment in various aspects of operations. Additionally, ISO standards help organizations meet regulatory requirements, improve customer satisfaction, and strengthen stakeholder trust. Thus, the integration of ISO standards contributes significantly to improving the performance, quality of products or services, as well as the achievement of long-term goals and organizational sustainability.

3. Research Methods

In this study, the paradigm used is non-positivism with qualitative research methods. This paradigm allows researchers to understand and interpret social problems objectively through a certain frame of reference (Ardial, 2014:157). Qualitative research aims to understand social problems holistically and complexly, where researchers play the role of the main instrument that interacts with informants in a scientific setting

(Ihalauw, 2008:59). The type of research applied is literature research or desk study, which relies on secondary data analysis from various sources of literature, reports, documents, and databases to gain an in-depth understanding of the research topic (Yin, 2017; Denzin and Lincoln, 2018). The unit of analysis in this study is the organization PT Quantum HRM International, which is an accredited certification body. The data collection technique is carried out through documentation, where researchers study and record relevant archives to analyze the problem. The informants selected based on purposive sampling are personnel related to the development of management systems and conformity assessment. The main research instrument is the researcher himself, who conducts data collection and analysis. The research location is at PT Quantum HRM International, which focuses on individual competency test services and education management system certification. The research time lasts from the time the proposal is received until the research is completed. Data analysis is carried out in an interactive and continuous manner, including data collection, data reduction, data presentation, and drawing conclusions as well as verification to ensure the accuracy and credibility of the findings.

4. Research Results

Application of SNI ISO/IEC 17024:2012 Standard

The implementation of the SNI ISO/IEC 17024:2012 Standard by PT Quantum HRM Internasional (QHRMI) reflects a strong commitment to quality and integrity in competency certification services. As a Person Certification Body (LSP) accredited by the National Accreditation Committee (KAN), QHRMI has a clear legal legitimacy to operate in Indonesia, as evidenced by notarized deeds and legalization of legal entities. QHRMI strictly applies the principle of impartiality in the competency test process, ensuring that all applicants and candidates who have been certified are treated fairly without discrimination. In carrying out its certification function, QHRMI ensures that all procedures and systems implemented are inclusive, by providing easy access for all applicants, as well as simplifying administrative processes.

QHRMI has a team of professionals who are competent and adequate in carrying out certification according to the type and volume of existing work. In addition, the organization also provides ongoing training programs for its personnel, keeping them up-to-date with the latest in certification standards and industry best practices. The performance evaluation process that is carried out periodically serves to improve the competence of personnel and ensure an effective division of tasks based on their respective expertise. The signing of the commitment document by each member of the certification team shows QHRMI's seriousness in maintaining confidentiality and integrity throughout the certification process.

Testers and assessors at QHRMI are selected based on rigorous criteria to ensure that they have a deep understanding of the certification scheme as well as the ability to implement exam procedures. Procedures for monitoring the performance of testers and managing certification records are carefully carried out to maintain transparency and reliability in the certification process. With a well-organized records management system, QHRMI can ensure that all relevant information is managed securely, in accordance with applicable privacy policies. The internal audit process and management reviews that are carried out regularly also play an important role in ensuring compliance with the SNI ISO/IEC 17024:2012 standard.

In addition, QHRMI actively provides information to the public regarding the scope of the certification scheme and the certification process through their official website. The policies and procedures in place include strict data security measures, so that sensitive information is properly managed and can only be accessed by authorized authorities. In order to maintain public trust and protect personal data, QHRMI guarantees that information obtained during the certification process will not be disclosed without the written consent of the relevant parties, unless required by law.

Overall, QHRMI is committed to anticipating and preventing misuse of the certification logo by clearly documenting the rules for its use. An appeal and grievance handling process is also provided to ensure that participants can express their dissatisfaction with the certification results. With these steps, QHRMI demonstrates its dedication to continuously improving the certification process and providing high-quality services. The implementation of SNI ISO/IEC 17024:2012 is not only an obligation, but also as part of QHRMI's vision and mission to become a trusted and professional certification body, thus making a positive contribution to competency development in various industrial sectors.

Application of SNI ISO/IEC 17021-1:2015 Standard

PT Quantum HRM Internasional (QHRMI) acts as an Educational Organization Management System Certification Body (LSSMOP) which has been accredited by the National Accreditation Committee (KAN) in accordance with the International Standard SNI ISO/IEC 17021-1:2015. This standard sets out general requirements for bodies that conduct audits and certification of management systems in various areas, including quality and environment. By complying with these standards, QHRMI carries out a certification process with competence, consistency, and objectivity, which in turn supports the recognition of the certifications issued, so as to provide added value to Educational Organizations.

As an institution that is a legal entity in accordance with the regulations in the Republic of Indonesia, QHRMI has the validity to carry out certification activities. The establishment of QHRMI was inaugurated through a notary deed on April 11, 2003, which has been ratified by the Minister of Law and Human Rights. In the certification process, QHRMI prioritizes the principle of impartiality, by ensuring that every step in audit and certification activities is carried out fairly. This commitment to impartiality is publicly announced through various communication media, both online and offline, including in brochures and leaflets, as well as strict management of conflicts of interest. If there is a relationship that has the potential to pose a threat to impartiality, QHRMI will not proceed with the certification.

QHRMI also implements a policy that does not allow certification for clients who have received management system consulting or internal audits in the event of a threat of impartiality. The company does not offer certification services in conjunction with other management system consulting service providers, and takes action to prevent claims that certification through QHRMI is easier or cheaper. In maintaining integrity, QHRMI will not use personnel who have ever consulted in audit or certification activities, and all personnel, both internal and external, are required to act neutrally without commercial pressure that could affect objectivity.

QHRMI personnel have sufficient competence to carry out the certification function, as well as a documented process for assessing competency criteria. External auditors and technical experts are required to sign agreements that include commitments

to confidentiality and impartiality. QHRMI also has an ongoing competency evaluation process as well as procedures to determine criteria for management and administrative personnel. The placement of auditors and technical experts is carried out strategically to ensure the availability of adequate resources in carrying out effective audits.

The commitment to certification quality is not only evident in the fulfillment of requirements, but also in QHRMI's efforts to provide information to the public regarding the scope of certification and its process. This information can be accessed through QHRMI's official website, and strict information management policies and procedures have been implemented to protect sensitive data. QHRMI also maintains the confidentiality of information obtained during the certification process, not disclosing data to third parties without the consent of the certified organization, unless required by law.

The certification process includes submitting applications, evaluating documents, conducting field audits, and making decisions. All of these stages are completed within the stipulated timeframe, and if they are not eligible, the educational organization must submit a new application. QHRMI awards certificates to educational organizations that successfully obtain certification status, with a minimum validity period of three years. To prevent misuse of the certification logo, QHRMI documents the rules for its use and requires certified organizations to comply with applicable provisions.

A process for handling appeals and complaints has also been established to ensure that dissatisfied participants can convey their aspirations. Corrective and preventive actions against non-conformities in QHRMI operations are carried out proactively, with clear procedures to identify, correct, and prevent similar problems from occurring in the future. With all procedures and policies in place, QHRMI is committed to ensuring that the management system functions effectively and in accordance with the SNI ISO/IEC 17021-1:2015 Standard.

In conclusion, QHRMI has met all the requirements set out in the application of SNI ISO/IEC 17021-1:2015. This standard ensures that the certification process carried out by QHRMI is based on the principles of impartiality, transparency, and integrity. Thus, every step in the certification process, from assessment to decision-making, is carried out with a high degree of objectivity, reflecting QHRMI's commitment to providing quality and reliable competency certification.

Integration between SNI ISO/IEC 17024:2012 and SNI ISO/IEC 17021-1:2015 standards

The integration carried out by PT Quantum HRM Internasional is an important strategic step in providing individual competency certification services and management systems for educational organizations. The SNI ISO/IEC 17024:2012 standard regulates general requirements for person certification bodies (LSPs), while SNI ISO/IEC 17021-1:2015 sets general requirements for management system auditing and certification agencies, in this case the Educational Organization Management System Certification Body (LSSMOP). In an effort to achieve effectiveness and efficiency, PT Quantum HRM International is committed to integrating these two standards. This integration process is carried out with a gap analysis approach that compares the two standards, in order to identify existing similarities and differences. The results of the analysis show that there are 19 clauses that have similarities between the two standards, including related to legal materials, impartiality management, finance and accountability, as well as management and organizational structure. This equation makes it possible to compile

a single quality document that can replace a duplicate document, thereby reducing complexity and making it easier to meet the requirements of both ISO standards.

With the simplification resulting from this integration, certification bodies no longer need to create separate documents, but rather simply draft a single document that meets the requirements of both standards, which significantly improves operational efficiency. Standard integration helps organizations reduce duplication of documents and resources, as well as enable consolidation in audits, training, and documentation. These benefits not only have implications for time and cost savings, but also on improved coordination of management elements, thereby reducing the risk of non-conformities and increasing overall productivity.

Furthermore, standard integration supports consistency and alignment throughout an organization's operational processes. Through this unified approach, organizations can develop uniform policies and procedures, making it easier for all departments to implement the same standards. This consistency is essential to ensure that every aspect of operations supports each other and does not conflict with each other, creating better synergy within the organization. On the other hand, integration also increases effectiveness in managing compliance with internal regulations and standards. With an integrated management system, organizations can more easily identify and manage risks related to quality, environment, and safety. This approach helps to ensure that all relevant regulations are followed, thereby reducing potential violations and sanctions, as well as improving the organization's reputation in the eyes of stakeholders.

In addition, the integration of standards contributes to the formation of a culture of continuous improvement within the organization. An integrated management system creates a framework that allows organizations to continuously evaluate and improve performance in various areas. It helps in identifying areas that need improvement, implementing corrective actions, and monitoring the effectiveness of those actions on an ongoing basis. This culture of continuous improvement not only improves operational performance but also the adaptability and competitiveness of the organization in the long run. More than that, standard integration also has a positive impact on employee communication and engagement. With an integrated management system, information can be disseminated more effectively, ensuring that all employees understand the organization's policies, procedures, and goals. Employee involvement in this integration process is also essential for creating a collaborative and innovative work environment, where each individual feels motivated to contribute to the improvement and overall success of the organization.

5. Conclusion

PT Quantum HRM International has successfully implemented international standards through SNI ISO/IEC 17024:2012 and SNI ISO/IEC 17021-1:2015, with a focus on assessing the suitability of individual competencies and management systems of educational organizations. In its implementation, this organization upholds the principles of competence, consistency, and impartiality, which ensure that every personnel involved in the certification process has adequate qualifications and skills, so that they can carry out their duties effectively. In addition, the application of the principle of consistency ensures that all competency test processes and procedures are carried out in a uniform manner, resulting in fair and accurate assessments. The principle of impartiality also plays an important role in maintaining the objectivity and

transparency of the assessment results, so that trust in the certification process is maintained.

Furthermore, the integration of standards based on clause equations allows for the simplification of documents and reduces duplication, improving the operational efficiency of the organization. By consolidating audits, training, and documentation into a single document, PT Quantum HRM Internasional can save time and costs, as well as ensure good coordination in management elements, which in turn reduces the risk of non-conformities and increases productivity. This integration also supports consistency and alignment throughout operational processes, allowing for the development of uniform policies and procedures across departments. In addition, an integrated management system facilitates compliance management with internal regulations and standards, as well as improves the organization's reputation in the eyes of stakeholders.

Finally, a culture of continuous improvement driven by an integrated management system strengthens an organization's ability to assess and improve its performance on an ongoing basis. Thus, PT Quantum HRM International not only maintains high quality in the certification process, but also continues to adapt and compete in an increasingly complex market, making it a trusted and credible certification body.

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