

## *ABSTRACT*

This research aims to determine the effect of the quality management system ISO 9001:2008 and the contribution of the internal audit on the organizational performance. The quality management system ISO 9001:2008 seen from the eight dimensions, namely customer focus, leadership, involvement of people, process approach, system approach to management, factual approach to decision-making, mutual beneficial supplier relationship and continuous improvement.

The population in this research was LP3I employees who have received training on ISO 9001: 2008. The sampling technique used total sampling method, with sampling where the number of samples is equal to the population. Methods of data analysis using *Structural Equation Modelling* (SEM), with validity and reliability testing, goodness-of fit tests and hypothesis testing.

The results of this research indicate that the quality management system ISO 9001: 2008 and the contribution of the internal audit has a significant effect on organizational performance through operational performance. However, the contribution of the internal audit have no effect on business performance.

**Keyword:** Quality Management System ISO 9001:2008, *Structural Equation Modelling*, The Contribution of the Internal Audit.

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## ABSTRAKSI

Penelitian ini bertujuan untuk mengetahui pengaruh sistem manajemen mutu ISO 9001:2008 dan peran internal audit terhadap kinerja organisasi. Sistem manajemen mutu ISO 9001:2008 dilihat dari delapan dimensi, yaitu fokus pada pelanggan, aspek kepemimpinan, keterlibatan pihak lain, pendekatan proses, pendekatan sistem ke manajemen, pendekatan berdasarkan pengambilan keputusan, kerjasama saling menguntungkan dengan pemasok dan perbaikan secara berkelanjutan

Populasi penelitian ini adalah karyawan LP3I yang telah mengikuti *training* mengenai ISO 9001:2008. Teknik sampling menggunakan metode *total sampling*, dengan pengambilan sampel dimana jumlah sampel sama dengan populasi. Metode analisis data menggunakan *Structural Equation Modelling* (SEM), dengan dilakukan pengujian validitas dan reliabilitas, uji kesesuaian model dan pengujian hipotesis.

Hasil penelitian ini menunjukkan bahwa sistem manajemen mutu ISO 9001:2008 dan peran internal audit memiliki pengaruh yang signifikan terhadap kinerja organisasi melalui kinerja operasional. Akan tetapi, peran internal audit tidak memiliki pengaruh terhadap kinerja bisnis.

**Keyword:** Sistem Manajemen Mutu ISO 9001:2008, *Structural Equation Modelling*, Peran Internal Audit.

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