

EXTERNAL PROVIDER REQUIREMENTS REVIEW AND COMMUNICATION RECORD

ISO 21001:2018 – Clause 8.4.3(a)

Document No.: _____ | Revision: _____ | Effective Date: _____ |

Page: ____ of ____

A. PROCUREMENT & EXTERNAL PROVIDER INFORMATION

Information	Record
Procurement ID / Request No.	
Procurement / Requirement Title	
Requesting Unit	
Responsible Person / Process Owner	
Goods / Services	
External Provider	
Related Educational Service / Process	
Related EOMS Process	
Contract / PO / SLA Reference	
Required Delivery / Completion Date	

B. EXTERNAL PROVIDER REQUIREMENTS

Bagian ini merupakan **master requirement record**. Seluruh persyaratan yang akan disampaikan kepada penyedia eksternal harus dicatat dan diverifikasi sebelum dikomunikasikan.

No.	Requirement Element	Requirement Specification	Acceptance Criteria	Verification Method	Evidence / Reference
1	Scope of Goods / Services			Document Review	

No.	Requirement Element	Requirement / Specification	Acceptance Criteria	Verification Method	Evidence / Reference
2	Technical Specification			Inspection / Testing	
3	Quality Standard			Inspection / Certificate Review	
4	Quantity / Capacity			Physical Verification	
5	Delivery / Completion Time			Delivery / Completion Record	
6	Performance Requirement			Performance Test / Review	
7	Regulatory / Legal Requirement			Compliance Review	
8	Documentation Requirement			Document Review	
9	Service / Support Requirement			Service Performance Review	
10	Other Specific Requirements				

C. INTERNAL REQUIREMENTS REVIEW AND VERIFICATION

Seluruh persyaratan harus ditinjau sebelum dikomunikasikan kepada external provider.

No.	Verification Criteria	Yes	No	N/A	Remarks / Evidence
1	Ruang lingkup barang/jasa telah	☐	☐	☐	

No.	Verification Criteria				Remarks / Evidence
		Yes	No	N/A	
	Verification ditetapkan dengan jelas				
2	Spesifikasi teknis telah lengkap dan dapat diverifikasi	☐	☐	☐	
3	Standar/persyara tan mutu telah ditetapkan	☐	☐	☐	
4	Quantity/capacity telah ditentukan	☐	☐	☐	
5	Waktu pengiriman/peny elelesaian telah ditetapkan	☐	☐	☐	
6	Acceptance criteria telah ditetapkan	☐	☐	☐	
7	Verification method telah ditetapkan	☐	☐	☐	
8	Persyaratan regulasi/legal telah diverifikasi	☐	☐	☐	
9	Persyaratan dokumentasi telah ditetapkan	☐	☐	☐	
10	Persyaratan konsisten dan tidak ambigu	☐	☐	☐	
11	Persyaratan relevan dengan kebutuhan layanan pendidikan	☐	☐	☐	
12	Dokumen pendukung	☐	☐	☐	

No.	Verification Criteria	Yes	No	N/A	Remarks / Evidence
	tersedia dan terkendali				

INTERNAL REVIEW RESULT

☐ **APPROVED FOR COMMUNICATION**

☐ **REVISION REQUIRED**

☐ **NOT APPROVED**

Review Notes / Required Revision:

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D. AUTHORIZED APPROVAL

Persyaratan hanya dapat dikomunikasikan kepada penyedia eksternal setelah mendapatkan persetujuan dari pejabat yang berwenang.

Approval Function	Name / Position	Decision	Date	Signature / Digital Approval
Prepared by / Requesting Unit		☐ Approve ☐ Revise		
Technical Review		☐ Approve ☐ Revise		
Quality / Compliance Review		☐ Approve ☐ N/A		
Procurement Review		☐ Approve ☐ Revise		
Authorized Approval		☐ Approved ☐ Rejected		

FINAL AUTHORIZATION

☐ **APPROVED FOR EXTERNAL PROVIDER COMMUNICATION**

Approval Reference No.: _____

Approval Date: _____

E. EXTERNAL PROVIDER COMMUNICATION RECORD

Bagian ini digunakan untuk membuktikan bahwa **hanya persyaratan yang telah diverifikasi dan disetujui** yang dikomunikasikan kepada penyedia eksternal.

Communication Information

Record

External Provider

Contact Person

Communication Date

Communication Method

☐ E-mail ☐ Procurement System ☐
Official Letter ☐ Meeting ☐ Other

Requirement Document No.

Document Version / Revision

RFQ / PO / Contract / SLA No.

Communicated By

Communication Evidence ID

Provider Receipt Confirmation

☐ Yes ☐ No

Receipt / Acknowledgement Date

Clarification Required

☐ Yes ☐ No

F. PROVIDER ACKNOWLEDGEMENT

External provider acknowledgement digunakan untuk memastikan bahwa penyedia telah menerima dan memahami persyaratan yang dikomunikasikan.

Verification

Status

Requirement received by provider

☐ Yes ☐
No

Technical specification understood

☐ Yes ☐
No

Verification	Status
Quality requirements understood	☐ Yes ☐ No
Delivery/completion requirement understood	☐ Yes ☐ No
Acceptance criteria understood	☐ Yes ☐ No
Verification requirements understood	☐ Yes ☐ No
Clarification required	☐ Yes ☐ No

Provider Remarks / Clarification:

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Provider Representative: _____

Date: _____

Acknowledgement Evidence: _____

G. REQUIREMENT CHANGE / CLARIFICATION CONTROL

Bagian ini diisi **hanya jika terdapat perubahan atau klarifikasi persyaratan setelah komunikasi awal.**

Date	Requirement Changed / Clarified	Reason	Internal Review	Approval	Provider Re-comm unicated	Evidence ID
			☐ Yes	☐ Yes	☐ Yes	
			☐ Yes	☐ Yes	☐ Yes	
			☐ Yes	☐ Yes	☐ Yes	

Setiap perubahan harus mengikuti alur:

Requirement Change → Internal Review → Authorized Approval → Revised Document → Re-communication → Provider Acknowledgement

H. AUDIT EVIDENCE CHECKLIST

Bagian ini digunakan sebagai **single audit checkpoint** untuk memastikan seluruh evidence tersedia.

No	Ye s	N o	N/ A	Document / Evidence ID
.				Required Evidence
1	☐	☐	☐	Procurement Request
2	☐	☐	☐	Scope of Goods / Services
3	☐	☐	☐	Technical Specification
4	☐	☐	☐	Quality Requirements
5	☐	☐	☐	Delivery / Completion Requirements
6	☐	☐	☐	Acceptance Criteria
7	☐	☐	☐	Verification Method
8	☐	☐	☐	Internal Review Record
9	☐	☐	☐	Authorized Approval Record
10	☐	☐	☐	RFQ / PO / Contract / SLA
11	☐	☐	☐	Communication Record
12	☐	☐	☐	Provider Acknowledgement
13	☐	☐	☐	Clarification Record
14	☐	☐	☐	Requirement Change Record

I. AUDIT TRACEABILITY RECORD

Audit Element	Evidence / Result
ISO Clause	8.4.3(a)
Procurement ID	
External Provider	
Requirements Defined	☐ Yes ☐ No
Technical Specification Available	☐ Yes ☐ No
Quality Requirements Available	☐ Yes ☐ No
Completion Time Defined	☐ Yes ☐ No
Acceptance Criteria Defined	☐ Yes ☐ No
Verification Method Defined	☐ Yes ☐ No
Internal Review Completed	☐ Yes ☐ No

Audit Element	Evidence / Result
Authorized Approval Before Communication	☐ Yes ☐ No
Communication Evidence Available	☐ Yes ☐ No
Provider Acknowledgement Available	☐ Yes ☐ No
Requirement Changes Controlled	☐ Yes ☐ No ☐ N/A

J. ABOI AUDIT ASSESSMENT

Audit Score: ☐ 1.0 ☐ 0.5 ☐ 0.0

Score	Status
1.0	Conform

0.5	Partially Conform
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0.0	Non-Conform
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Audit Criteria

Persyaratan kepada external provider telah lengkap, mencakup spesifikasi teknis, standar mutu, waktu penyelesaian, acceptance criteria dan verification method; telah melalui internal review dan authorized approval **sebelum dikomunikasikan**; serta communication evidence dapat ditelusuri.

Persyaratan dan komunikasi telah tersedia, tetapi terdapat ketidaklengkapan pada requirement, review, approval, acceptance criteria, verification method, acknowledgement, atau communication evidence.

Persyaratan tidak ditetapkan secara memadai dan/atau tidak

Score	Status	Audit Criteria
		terdapat bukti bahwa internal review dan authorized approval dilakukan sebelum komunikasi kepada external provider.

Auditor Conclusion

Audit Result: ☐ Conform ☐ Partially Conform ☐ Non-Conform

Objective Evidence:

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Audit Finding / Remarks:

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Auditor: _____

Audit Date: _____

K. DOCUMENT CONTROL AND EVIDENCE LOCATION

Record Information	Details
Record ID	
Document Owner	
Responsible Unit	
Storage System	☐ EOMS ☐ DMS ☐ Procurement System ☐ Controlled Archive
Electronic Folder / Link / Reference	
Retention Period	
Access Control	
Last Updated	

AUDIT CONTROL PRINCIPLE

REQUIREMENT DEFINED



INTERNALLY REVIEWED



VERIFIED



AUTHORIZED



COMMUNICATED TO EXTERNAL PROVIDER



ACKNOWLEDGED



EVIDENCE RETAINED

Control Rule

No procurement requirement shall be communicated to an external provider before internal review, verification, and authorized approval have been completed and documented.

Output Evidence – Clause 8.4.3(a)

**Procurement Requirements Documentation + Approval Records +
Communication Records with External Providers**