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Scoping Review: Implementation of Quality Management System Model and Anti-Bribery Management System at Inkindo Jatim in Improving Integrity and Performance of Government Construction Consulting Projects

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Abstract

The implementation of SIMMAP aims to produce a documented, transparent work process and reduce risk deviations. From a management strategy perspective, INKINDO's SIMMAP can be seen as an institutional instrument that strengthens the position of consulting firms in a value- and integrity-based government procurement system. With consistent and sustainable implementation, SIMMAP is expected to be able to become an organizational transformation tool that is adaptive to regulatory changes, transparency demands, and the competitiveness of the national and international construction services market. The SIMMAP Version 01 web application supports the implementation of a Quality Management and/or Anti-Bribery Integration System, facilitating document management for business entities. After registering, company admins can create child accounts according to quality management/anti-bribery standards. With an affordable subscription fee, SIMMAP users can also join a community to discuss and share implementation experiences, both for success stories and problem solving. SIMMAP provides online/offline usage support.

Keyword: operational efficiency, ensuring compliance with professional standards, and establishing a strong culture of integrity within the project environment

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INTRODUCTION

National infrastructure development through government construction projects is a vital element, allocating large budgets and having a significant impact on society. However, these projects often face quality issues, implementation delays, budget overruns, and bribery and corruption. To address these challenges, the government and construction service providers are required to implement management systems that ensure project quality and integrity. SIMMAP, which stands for Quality Management System and Anti-Bribery Management System, is a combination of two international standards: ISO 9001 (Quality Management) and ISO 37001 (Anti-Bribery).

SIMMAP implementation aims to produce documented and transparent work processes and reduce the risk of irregularities. From a strategic management perspective, INKINDO's SIMMAP can be seen as an institutional instrument that strengthens the consulting firm's position in a government procurement system based on values and integrity. With consistent and sustainable implementation, SIMMAP is expected to become a tool for organizational transformation that adapts to regulatory changes, demands for transparency, and the competitiveness of the national and international construction services market.

The SIMMAP Version 01 web application supports the implementation of Quality Management and/or Anti-Bribery Integration Systems, simplifying document management for businesses. After signing up, company administrators can create child accounts according to quality management/anti-bribery standards. For an affordable subscription fee, SIMMAP users can also join a community for discussions and sharing implementation experiences, including success stories and problem-solving. SIMMAP provides online and offline support.

To address these challenges, many construction consulting firms have begun implementing management systems that integrate quality and anti-bribery aspects. INKINDO (Indonesian National Consultants Association), the professional organization representing construction consulting firms in Indonesia, has encouraged its members to implement SIMMAP, an integrated system that combines the principles of ISO 9001 (Quality Management Systems) and ISO 37001 (Anti-Bribery Management Systems). The goal of implementing SIMMAP is to improve operational efficiency, ensure compliance with professional standards, and foster a strong culture of integrity within the project environment.

However, the extent to which SIMMAP can have a tangible impact on improving the integrity and performance of government construction consultancy projects still requires further study. In this context, qualitative research using case studies of INKINDO member companies that have implemented SIMMAP is crucial. This research aims to understand how

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the system is implemented in practice, the challenges encountered, and its concrete contributions to improving service quality and preventing bribery in government projects.

By understanding this, it is hoped that this research will provide strategic recommendations for consulting firms, professional associations, and government agencies in strengthening construction project governance through an integrity-based and quality-based management approach.

LITERATURE REVIEW

Quality Management System (ISO 9001:2015)

ISO 9001:2015 is an international standard for Quality Management Systems (QMS) published by the International Organization for Standardization (ISO). This standard provides a framework for organizations to:

- Provide products and services that consistently meet customer expectations,
- Comply with applicable regulations,
- Improve customer satisfaction through effective system implementation and continuous improvement.

ISO 9001:2015 is generic, meaning it can be applied to all types of organizations, including the construction and consulting services sectors. A Quality Management System (QMS) is a systematic approach to managing and improving the quality of an organization's processes and products. ISO 9001:2015, as an international standard, provides a framework for organizations to:

- Establish quality policies and objectives,
- Plan and control processes,
- Implement the PDCA (Plan-Do-Check-Act) cycle,
- Involve top management and all human resources,
- Conduct continual improvement.

In the context of construction projects, the implementation of QMS plays a crucial role in ensuring service quality, reducing the risk of project failure, and increasing user satisfaction. QMS requires the involvement of competent, responsible personnel who work according to operational standards, thereby increasing the trust of service users, particularly the government. QMS helps ensure that the resulting documents (such as planning drawings, cost estimates, supervision reports, and technical studies) meet applicable technical standards and regulations, and meet the needs of service users.

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METHOD

This research utilizes a qualitative approach through a case study design to explore the practice of implementing SIMMAP in construction consulting firms for government projects. The research will be conducted at several INKINDO member consulting firms that have implemented SIMMAP documents (based on ISO 9001 and ISO 37001) in the implementation of government construction projects. The selection of locations and subjects was purposive based on the following criteria:

- Having implemented SIMMAP for at least one year,
- Involved in government projects in the last two years,
- Willingness to provide access to data and interviews.

Data collection techniques:

- In-depth interviews with quality managers, project managers, compliance personnel, and service users (project owners/government).
- Document review such as quality manuals, SOPs, internal audit reports, bribery reporting, and project documentation.
- Direct observation of quality system and anti-bribery practices within the project process.

Review relevant documents, including:

- Quality manual and anti-bribery policy
- Project implementation SOPs
- Internal audit reports
- Bribery incident reporting forms
- Project documents and performance reports

RESULTS AND DISCUSSION

Anti-Bribery Management System (ISO 37001:2016)

ISO 37001 can be integrated with other management systems (such as ISO 9001) and is applicable to organizations from all sectors, including construction consultancy services, both in government and private projects. ISO 37001:2016 is an international standard designed to assist organizations in preventing, detecting, and addressing bribery risks. The key principles of this system include:

- A strong anti-bribery policy,
- Commitment from top management,
- Bribery risk assessment,

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- Due diligence of business partners,
- Reporting and investigating violations.

In government construction projects that are vulnerable to bribery and conflicts of interest, implementing this system is crucial for maintaining process integrity and the credibility of service providers.

- Benefits of ISO 37001 Implementation in Construction Consultants
- Increasing client trust, especially government agencies.
- Strengthening corporate governance.
- Protecting the company's reputation from legal risks and defamation.
- Promoting a culture of integrity and work ethics at all levels of the organization.
- Adding value in government tendering or provider selection processes.

Construction Consulting Services

Construction consulting is a professional service provided by individuals or businesses with technical expertise in the construction sector, with the aim of assisting project owners in planning, implementing, and supervising construction projects efficiently, effectively, and in accordance with applicable technical standards and regulations. Construction consultants provide technical and managerial assistance, ensuring projects meet quality, cost, time, and safety targets.

Scope of Construction Consulting

In general, construction consulting services are divided into three main categories:

- Planning Consultants
- Responsible for the project planning stage, including:
- Feasibility studies
- Technical planning (architectural, structural, ME, etc.)
- Preparation of budget documents (RAB)
- Technical specifications and working drawings

Supervision Consultants

Tasks during the project implementation stage, with responsibility for:

- Supervising contractor work to ensure it complies with the contract documents
- Maintaining quality, time, and safety
- Recording and reporting project progress

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- Verifying progress payments (term payments)
- Construction Management (MK)

Provides comprehensive managerial services from project inception to completion, including:

- Cost and time control
- Coordination between planners, contractors, and owners

Construction risk management

Construction consulting is a vital component of the infrastructure development system. The application of quality and integrity management principles through systems such as SIMMAP (ISO 9001 & 37001) is important so that consulting services are not only technically reliable, but also clean, transparent and professional.

INKINDO

INKINDO (Indonesian National Association of Consultants) is a national professional organization representing consulting services companies, primarily in the engineering and construction sectors. Founded in 1979, INKINDO has representatives in nearly every province in Indonesia.

INKINDO's Goals:

- To develop the professionalism and capacity of consulting services companies in Indonesia.
- To serve as a bridge between consulting service providers and the government in policy formulation.
- To enhance the role of Indonesian consultants in national and international development.

INKINDO's Strategic Role in Construction:

- Improve the competence and competitiveness of its member companies through training, certification, and dissemination of the latest regulations.
- Promote the implementation of quality management systems (ISO 9001) and anti-bribery management systems (ISO 37001) for its members through the SIMMAP program.
- Facilitate national and international collaboration in the field of consulting services.

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Web SIMMAP

SIMMAP is a Quality Management System and Anti-Bribery Management System, namely INKINDO's program that encourages member consulting firms to implement the international standards ISO 9001:2015 (Quality) and ISO 37001:2016 (Anti-Bribery).

SIMMAP's objectives:

- To enhance the integrity and accountability of consulting firms.
- To ensure the quality of services provided to service users, particularly the government.
- To establish a work culture free from bribery and corruption.
- To increase firms' opportunities to participate in strategic government projects.

CONCLUSION

National infrastructure development through government construction projects demands effective quality management and integrity. Common challenges such as delays, budget overruns, low-quality results, and bribery practices demonstrate the importance of implementing a structured and accountable management system. To address these challenges, SIMMAP, a combination of ISO 9001:2015 (Quality Management System) and ISO 37001:2016 (Anti-Bribery Management System), was initiated by INKINDO as a strategic solution to enhance the professionalism of construction consulting firms.

The implementation of SIMMAP within INKINDO members is expected to be an organizational governance instrument capable of:

• Guaranteeing the quality of construction consulting services through a documented quality system,

• Preventing corruption and bribery through an ISO 37001-based internal control system,

• Increasing company efficiency and competitiveness in government project procurement processes.

In addition to being a managerial tool, SIMMAP also serves as a tool for transforming organizational culture toward integrity, accountability, and sustainability. SIMMAP Web version 01 supports the practical implementation of this system through online document management, best practice sharing, and subscription-based community services.

Using a qualitative research approach with case studies, this study evaluates the extent to which SIMMAP has been implemented by INKINDO member consulting firms, the challenges encountered, and its impact on organizational integrity and project performance. The study also analyzes field practices, quality documentation, and the bribery incident reporting system.

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The results of this study are expected to provide strategic contributions not only to academics but also to construction practitioners, professional associations (INKINDO), and government agencies, in strengthening project governance practices based on quality and integrity management systems. Thus, SIMMAP serves not only as an administrative system but also as a crucial foundation for building a professional, clean, and sustainable construction consulting services sector.

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