

## **ABSTRACT**

*PT Telkom Indonesia is the largest provider of telecommunication network in Indonesia. One of its superior products is IndiHome. IndiHome is an FTTH (Fiber To The Home) network that serves customers with fiber optic and copper cable. In providing this service it takes some deployment process. There are 2 types of FTTH work including ISP (Inside Plant) and OSP (Outside Plant). One of the ISP deployment stages is the Revitalization of Fiber Termination Management (FTM) project with the project implementer, PT XYZ as a partner. But during the monitoring & controlling phase there is a delay and the existence of specification discrepancies. At the time of planning phase of this FTM Revitalization project does not designed quality metric. While quality metrics is one of the main tools that can be used as guidance by partners in doing the work so as to produce quality in accordance with the specifications requested by the project owner. So this study aims to perform the design of quality metrics using internal control methods in identifying possible errors in each work activity. In quality metric there is a critical success criteria which is the standard of success of job activity. The analysis is done using Critical Path Method (CPM) to determine the priority of each work activity from the implementation result. So the analysis result can be used as lesson learned in the form of quality checklist templates that can be used in similar projects in the future.*

*Keywords: internal control, revitalization of FTM, quality checklist, quality metric.*