

ABSTRACT

PT XYZ is a company engaged in the field of services and communications (ICT) and telecommunications networks in Indonesia that produce internet network such as Fiber To The Home (FTTH) based on fiber optic cable and copper cable. One type of work FTTH is Outside Plant Fiber Optic (OSP-FO), which is the STO Garut Feeder Modernization project one of them. In each project the company is certainly interested in quality in order to remain competitive with competitors, quality shows the difference of good or bad object with other object, the quality will produce the product according to requirement. STO Garut Feeder Modernization Project is experiencing delays caused by the existence of non-conformity to specification when monitoring & controlling phase implemented. In the planning phase of the project was not done design quality metrics, which can be used as a guide for partners in carrying out the work and to help the control quality process, namely process monitoring and documentation of the results of the execution of activities in order to meet the desired specifications project owner. Therefore, a tool is needed that can guarantee the quality of the project. The design of quality metrics is done using internal control methods that can identify possible errors in each project activity and critical success criteria that define the success of each project activity. Then performed the implementation of the critical success criteria on quality metrics and quality items on the quality checklist of critical path activities. The result of the analysis is a quality checklist template that can be used as lesson learned in the next similar project.

Keywords: feeder modernization, quality, quality metric, internal control, control quality, quality checklist.