

## **ABSTRACT**

*PT. XYZ is a company engaged in the construction of civil construction and telecommunication construction services (out site plan). Currently PT. XYZ is responsible for the Telkomsel Fitting Out Grapari construction project located in Jambi with a processing time of 3 months or 90 calendar days. In the process of implementing the Grapari Fitting Out Project, Telkomsel Jambi experienced a number of problems, one of which was the problem of the project schedule that had been set not in accordance with its implementation. In planning, the project will be carried out for 90 calendar days. In reality, however, the absence of a quality control process caused the project to be delayed and experienced a one-time amendment. In order for the project to be controlled, it requires a project plan to monitor and regulate the course of the project so that delays that can increase the costs of the project can be avoided, one of which is the quality metrics design. Quality metrics are designed so that quality has a clear context and can be quantified and become an effective measure used during the quality control process.*

*Identification of critical paths is needed to determine priority activities in the project work. Where activities that are on the critical path will be given stricter supervision to avoid delays that can lead to increased project costs. The design of quality metrics using internal control method. The choice of the internal control method is based because it can prevent errors (possible errors), help the job become easier and can show whether a process is running according to plan. Later quality metrics that have been designed will be implemented on the project. The result of the quality metrics implementation process is the finding of non-conformity of work requirements that have been set in quality metrics. Therefore quality metrics are expected to be a guide in the project monitoring and controlling so that quality control becomes effective, problems related to quality in the project can be eliminated and prevented at an early stage, before the occurrence of discrepancies in project implementation.*

***Keywords: quality metrics, quality control, monitoring and control, internal control methods, critical paths.***