

## **ABSTRACT**

PT. Telkom has OSP FTTH Construction project in one location in STO Batujajar. The project execute by partner and vendor. In the process of working, the vendor made a mistake in the installation process so it cause rework. After the investigation, it was revealed that in the planning phase the partners and vendors did not carry out a plan quality management that produced quality metrics as a guide of specifications to control project quality. The lack of quality metrics on this project has caused vendors to not understand the specifications that must be achieved in the project so it cause rework.

In this study a quality metric was designed using the internal control method to identify possible errors and produce critical success criteria for each activity. In addition, data processing is carried out to identify activities that included to the critical path using the Critical Path Method. In addition, a quality checklist is designed to assist the process of quality control of the project. Furthermore, an assessment is carried out using the quality checklist by the project owner to compare the performance of partner and vendor before and after the implementation of quality metric. The results of the analysis can be used as lessons learned for similar projects in the future.

Keywords: OSP FTTH, quality metric, internal control, quality checklist