

ABSTRACT

PT. XYZ has a Node B Network Procurement and Installation project at STO Garut. In the process of implementing and working on the project submitted to partners. In the process of working on the project, an error occurred during the installation carried out by partners so rework was done. After analyzing the causes of the rework, it is known that at the planning stage PT XYZ did not carry out a quality management plan that produced quality metrics that could be used by partners to carry out the project work process in accordance with the standard specifications. The absence of quality metrics in this project causes partners not to understand the specifications in detail that must be achieved in project work, so rework occurs.

In this research, the design of quality metrics using internal control methods to identify possible errors and produce critical success criteria for each work activity. In addition, critical path identification is carried out using the Critical Path Method and quality checklist design to identify critical activities and assist the quality control process in the project. Then an assessment is carried out using a quality checklist to compare the performance of partners before and after implementing quality metrics with expert judgment to field supervisors. Based on the results of the analysis of the assessments conducted, a proposal is given in the form of a project procedure flowchart. The results of the analysis can be used as lessons learned for similar projects in the future.

Keywords: Node B, quality metric, internal control, quality checklist.