

ABSTRACT

The STO Dago STTF Batch 2 project, which was accelerated for one month, and found problems with the quality of the FTTH (Fiber To the Home) infrastructure. This problem is seen with 30 customer complaints using products from FTTH infrastructure produced by the STO Dago STTF Batch 2 project after being operated for 1 month. This study uses a Project Risk Management approach including risk identification, FMEA, qualitative analysis, and risk response. At the stage of identifying the risk of failure, the Ishikawa Diagram method is used. To calculate the risk priority value (RPN), the Failure Mode and Effect Analysis (FMEA) method is used. At the last stage, which is planning the risk response, an analysis of appropriate actions is carried out to respond to the risk grouping based on amount of lost and the Occurrence of each failure by using financial risk loss exposure. Based on the results of the analysis, found 10 failures that cause poor quality of the FTTH infrastructure with 2 failure risks requiring Avoid responses, 1 failure risk requiring Accept response, and 7 failure risks requiring Mitigate response.

Keywords: FTTH infrastructure, Project Risk Management, Quality Risk, FMEA, Risk Responses.