

ABSTRACT

PT. Telkom has a network infrastructure revitalization project at STO Rajawali, specifically the Holis Regency area. The process of working on this project was handed over to partners from PT Telkom, namely PT XYZ and vendors. The revitalization project was held because of customer complaints about network infrastructure that interfered with residents' activities such as poor installation of network cables and inadequate network capabilities. Residents' complaints about this network installation came from a previous project where partners and vendors did not carry out a quality management plan in the planning phase to produce quality metrics and quality checklists, causing vendors do not understand the specifications or standards that must be achieved in project work which then results in a bad network installation.

In this research, the design of quality metrics using internal control methods to identify possible issues and generate critical success criteria as a guide for partners and vendors in carrying out each activity. and a quality checklist was designed to assist the project quality control process in the monitoring & controlling phase. The results of the design of quality metrics and quality checklists from this study can be used as templates to be used in designing quality metrics and quality checklists for similar projects.

Keywords: Revitalization, Quality Metric, Quality Checklist, Internal Control, Possible Issue, Critical Success Criteria.