

## ABSTRACT

PT. Telkom Akses is a company engaged in the field of telecommunications construction services. In this study case, PT. Telkom Akses assigned to execute Pertamina SPBU Digitization project covering construction work, civil work, integration. The work was carried out at 91 gas station sites that were included in the West Bandung Witel work area coverage. In the project work process, there were many problems during civil work and integration. After analyzing the cause of the error, it is known at the planning stage of PT. Telkom Akses does not do a quality management plan and quality control. Lack of quality control in this project causes work process does not meet specified standard specifications. Therefore, in this study by using internal control method designed quality metric as a tool in measuring the quality plan to do rework. The results obtained from the quality metric are implemented using a quality checklist, namely from 60 verified critical success criteria, there are 37 critical success criteria with an OK value, 23 critical success criteria with NOK value and 0 critical success criteria with N/A value. Furthermore, from the 60 critical success criteria, all of them are checklist items that will be tested during the acceptance test, and there are three jobs with the largest percentage of errors that have not met specifications so it is very necessary to rework. Therefore, a corrective action plan was made which contains follow-ups that can be done to deal with problems that occur.

**Key Words:** Digitization, Quality Metric, Internal Control, Quality Control, Quality Checklist, Corrective Action Plan, Critical Success Criteria