

ABSTRACT

PT XYZ is one of the leading companies in the telecommunications industry. At the beginning of its emergence, this company played a role in advancing the country by producing various telecommunications support equipment with its main activities being the assembly of telephones and transmission equipment. Entering each period, PT XYZ continues to strive to innovate by establishing many collaborations with other companies. At the end of 2019 PT XYZ experienced difficulties in dealing with industrial developments and decided to cooperate with PT ABC to carry out a refurbished project. The activities on the refurbished project have an outline, namely the improvement of NTE (Network Terminal Equipment). The desired result in this project is NTE which has excellent quality in accordance with the acceptance criteria. However, when all the project results were delivered to PT ABC, it turned out that the NTE devices produced experienced a lot of quality loss. It is also characterized by the arrival of complaints from consumers regarding NTE which is a fragile device case, easily damaged accessories, and short signal coverage. After observing with fishbone diagrams, alternative solutions, and identification on company documents, it was found that quality metrics were not owned by the company. Therefore, the design of quality metrics is carried out using internal control methods to identify possible obstacles that occur in the project and how to prevent them. The design was carried out SMART analysis on critical success criteria. After the design, verification is carried out to find out feedback on the design of possible errors and critical success criteria in quality metrics so that if you get a zero score, it will be eliminated. Furthermore, the results of the design were obtained to validate the quality metrics with questions that support the fulfillment of acceptance criteria. The results of this design are in the form of quality metrics as a proposal for documents supporting quality control activities that will support validate scope processes.

Keywords: *Quality Metrics, Internal Control, SMART, Guttman Scale, Likert Scale, Project Quality Management.*