

ABSTRACT

PT ABC is a company engaged in the steel industry, tools, and civil services mechanical engineering (CME) that produces supporting infrastructure in the telecommunications sector. PT ABC wants to build a monitoring and controlling systematics where later there will be updates in the workflow system carried out by their Managed Services field. Therefore, PT ABC cooperates with PT XYZ in working on development projects systematics monitoring and controlling. During the project, several problems were found that resulted in the incompatibility of the features installed in the dashboard with the specifications. One of the main problems during project work is that there is no reference document for project work this makes it difficult for the project team to determine needs such as data, features or specifications desired by the project owner. To ensure that similar events do not happen again, it is necessary to evaluate both in terms of human resources and in terms of project management, especially in project quality management. Therefore, in this final project will be carried out the design of quality metrics. Quality metrics are arranged based on the process activities carried out in the project, this aims to help the project in terms of managing quality because it can ensure that the project is carried out, the processes carried out and the deliverables that are produced in accordance with the specifications desired by the project owner.

The design of quality metrics is carried out using the internal control method. This internal control method can assist the design in identifying possible errors along with critical success criteria for each project activity. In the design of these quality metrics, resources will be defined that can assist project work in achieving the critical success criteria that have been set and define specifications/goals as a reference for the success of project work. After the design of the quality metrics has been successfully compiled, the design will be verified first by using a Guttman scale questionnaire to find out how satisfied the project stakeholders are with the design of the quality metrics made. After the design of the quality metrics is verified, the design of the quality metrics will be the basis for the design of the quality checklist that can assist PT ABC in validating the scope and PT XYZ in quality control. In the design of this quality checklist, there are several columns such as status verification, evidence, type of evidence, approval and comments that need to be filled in as a step in implementing manage quality in the project.

The results of the quality metrics design in this final project resulted in 82 critical success criteria (already including verification using a guttman scale questionnaire). As has been said above, the design of quality metrics will be the basis for designing a quality checklist. Of the 82 critical success criteria in quality metrics, all critical success criteria will be used as a basis in designing a quality checklist. After the implementation of the quality checklist, there are 57 critical success criteria that meet the specifications (OK), 13 critical success criteria that do not meet the specifications (NOK) and 12 critical success criteria that do not meet the specifications not until / have not been done (N/A). There are also 53 critical success criteria that have been approved and 17 critical success criteria with not approved status. The status of this approved critical success criteria is obtained from the verification status of OK and there is evidence of evidence, then the quality of this not approved item is obtained from the status of verification is OK but there is no evidence or verification status NOK and no there is evidence. And the last one is the implementation plan of the results of the quality metrics design and the quality checklist into the form of a spreadsheet. This spreadsheet consists of a home sheet, flowchart process, quality metrics and quality checklist.

Keywords — Quality, Monitoring and Controlling, Control Quality, Quality Metrics, Internal Control, Quality Checklist