

ABSTRACT

Quality is the suitability of a product or service to meet or exceed the intended use as required by the customer. Quality is an important aspect that determines the success of a project. The project can be said to fail if the quality of the product or service produced does not meet the expectations and needs of the project owner. PT XYZ is one of the subsidiaries of the largest telecommunications company in Indonesia. PT XYZ has worked on a lot of fiber optic network installation projects, one of which is the Shifting To The Front (STTF) project in Sundamekar. The project is carried out based on the demand and need for a fiber optic network that is quite strategic in the area. However, the project team has some weaknesses in terms of project management. After researching, it turns out that the project team does not yet have a quality document that can be used as a guide during the quality control process. In order to minimize rework and prevent delays, a quality document will be designed in the form of quality metrics and a quality checklist that can be used as quality parameters by the project team. The method that will be used in designing the quality metric is internal control. The main principle in using the internal control is to identify possible issues and the critical success criteria. The advantages of the internal control method are ensuring the accuracy and reliability in business processes and helping to minimize the number of errors in the process. In designing quality metrics using the internal control, some data and information are needed as input, namely the project scope statement, WBS, and WBS dictionary. After being processed into quality metrics, the quality metrics will then be compiled into a quality checklist that can be used by the project team in the field in the quality control process.

Keywords: *Quality, Quality Control, Quality Metric, Quality Checklist, Internal Control*