

ABSTRACT

In the implementation, project has several potential of failure, in example failure of quality. Both plan quality and control quality have to get more attention, because if it is 'nt there will caused another problem like late project, high cost, and decreasing the customer satisfaction. In this case, PT XYZ, one of subsidiary of PT ABC which has business in telecommunication project has to keep satisfied their customer by increasing quality standard in order to face against other company. One of the project that will be taken by them is Regional Metro Junction project, located in Cipanas, Lebak, Banten Province, which the work are between HH.012.Eksisting through BTS Majasari Cirompang. PT XYZ found several problems such as failure of pole location, failure of pole installation and failure of cable installation. In addition, PT XYZ need to rework their work that is still failed, started from crosscheck the technical specification, then make the plan quality by creating quality metric. The result of the implementation of quality metric by quality checklist are from 103 critical success criteria, there are 51 critical success criteria which result is OK, 29 critical criteria which result is NOK, and there are 23 critical success criteria which result is N/A. After that, from 88 critical success criteria, there are 35 of them which are the item checklist of Acceptance Test (UT), and there are 3 works that don't meet the criteria, so it need to be reworked. In addition, in this research also make the corrective action plan which about action to be taken after the failure happen, in order to correct the problem.

Key words: Regional Metro Junction, Quality Metric, Quality Checklist, Critical Success Criteria, Corrective Action Plan.