

ABSTRACT

PT XYZ as the project owner collaborated with PT ABC as the project executor to implementing the FTTH network addition project. During the implementation process, several problems were discovered consists of cables pull line errors, ODP pillar and HH-PIT-Portable casting errors. These problems lead to service interruptions experienced by customers of PT XYZ, and reworks was done by PT ABC to improve the quality of the work. To manage this problem, a quality metric using internal control method document was proposed for quality control process at PT ABC and to validate scope process at PT XYZ. The results obtained from the questionnaire given to PT XYZ and PT ABC project supervisor are responses in the form of agree and disagree statement. This response is used to determine whether the critical success criteria indicator can be maintained in the proposed quality metric or not. Quality metric documents will be made in the form of a quality checklist that will help PT ABC in conducting quality control and PT XYZ in conducting validate scope.

Keywords: quality metric, internal control method, control quality, validate scope