

ABSTRACT

PT. ABC is one of the companies that are in government agencies. To fulfill the Sistem Pemerintahan Berbasis Elektronik (SPBE) program, PT. ABC worked on a personnel application system project to perform the digital transformation with PT. XYZ. The project was supposed to be completed in June 2021 but experienced delays in project delivery, Project delays were due to the absence of documents used as a reference by the project team, for this reason, in this final project, quality metrics were designed using internal control methods that aim to assist the project team in knowing the criteria that must be achieved by each activity on the project. Seventy-one critical success criteria have been identified, with 15 project activities that fail to meet the project's achievements. Activities that fail to meet the achievement criteria will be analyzed on a corrective action plan, namely a systematic design to correct activity failures.

Keywords— [Quality metric, quality checklist, internal control, manajemen kualitas, corrective action plan]