

ABSTRACT

PT XYZ is one of the companies that focuses on the construction and procurement of fiber optic networks. Currently, PT XYZ is running the STTF (Shift to the Front) program. STTF is a project work program carried out using the next year's budget. This is done to accelerate the expansion of the FTTH (Fiber to the Home) network and optimize sales in the following year. One of the ongoing STTF projects is located at STO Batujajar, precisely located in Selacau Village. The project focuses on pulling 5,320 meters of fiber optic cables. The project is planned to be completed in 46 days. In carrying out this project, PT XYZ as the project owner collaborates with partners, namely PT ABC as the project executor. Along with the progress of the construction on the project there were several installation errors that made the quality of this STTF project not in accordance with PT XYZ quality standards. Some of the main factors that cause the quality standard cannot be achieved are the positioning error of the pile planting, the error of casting concrete on the pile, and the error in the pulling of the cable. This causes other work activities to be hampered and the project cannot be completed on time.

The solution given to overcome problems that occur in the project is the design of quality metric using internal control methods. With quality metric design, it is hoped that all work activities in the project can be completed in accordance with the company's quality standards and there will be no delays. In designing quality metric, an internal control method is applied which is useful as a method used to identify possible failures in an activity and determine how to prevent it. The design of quality metric resulted in 107 possible errors and critical success criteria for 21 work activities in the Selacau Batujajar Village STTF project. Furthermore, a quality checklist document is designed as a measuring tool to apply all critical success criteria that have been identified.

The implementation design given to PT XYZ is in the form of implementing a quality checklist to assess all work activities on the project whether it can meet company standards or not. The results of the application of the quality checklist to the Selacau Village STTF project resulted in 79% of the quality items with OK status and 21% of the quality items with NOK status. If projected, 84 quality items

can be achieved and 23 quality items cannot be achieved. After knowing the work activities that do not meet the standards, a corrective and preventive action plan is then designed which contains a systematic analysis related to the causes, corrective steps, and preventive steps that can be taken to overcome and avoid mistakes that occur in the STTF project in Selacau Village, Batujajar and other similar projects.

Keywords — Shift to the Front, Critical Success Criteria, Possible Error, Quality Metric, Internal Control, Quality Checklist, Corrective and Preventive Action Plan