

ABSTRACT

The Jakarta Sewerage Development Project faces challenges in quality management implementation, including material nonconformity, weak inspection documentation, and inconsistency in following standard operating procedures (SOP). This study aims to design Quality Metrics and a Quality Checklist as a solution to improve quality control systems on site. The method used is an internal control approach, which involves identifying possible errors, determining critical success criteria (CSC), and outlining required supporting resources for each project activity. Data were collected through project document analysis (scope baseline), field observations, and interviews with the project team. The results identified 155 CSC indicators and possible errors structured based on the project's work breakdown. In addition, an Excel-based Quality Checklist dashboard was developed to facilitate systematic verification of project activities, including status checks, documentation evidence, and approval tracking. Validation results show that this design supports transparency, data-driven decision-making, and increased accountability among project stakeholders. This system is expected to serve as an effective quality management tool to prevent errors, strengthen documentation, and ensure that project deliverables meet the required standards set by the project owner.

Keywords: *Quality Management, Quality Metrics, Checklist, Internal Control, Construction Project, JSDP*