

## **ABSTRACT**

### **Halim Alfidzar (18102195) - Analysis of Quality Control in the ODP's Data Validation Process Against OLT Using Control Charts at PT Telkom Indonesia Witel East Jakarta**

Nowadays, technology has developed rapidly, especially in the telecommunications sector. One of them is PT. Telkom Indonesia which has an Access Data Management division whose function is to validate customer data with the aim of obtaining customer satisfaction with the services provided. In this case, the author tries to take some samples on the operator as the object of research. Based on the analysis, the authors get the control chart xbar and control chart range as a measuring tool for quality control validation. The two graphs are obtained through data validation job carried out at Telkom East Jakarta, which is a job with a high enough quantity so that it is necessary to have a variety of jobs to avoid the saturation point felt by each operator. In addition, validation job requires a high level of job experience to achieve an equal quality of job across all operators.

Kata kunci : Validation, Control Chart, Quality, Access Data Management, Operators