

ABSTRACT

PT Telkom Akses is a company engaged in providing construction and management of broadband network infrastructure. PTTA's goal is to build a network that meets the standards to maintain the quality of good and efficient access network deployment so as to provide the best value for customers. With this goal, it is necessary to install an FTTH network that meets company standards in order to ensure the quality of performance and technicians. The process carried out to determine the quality of technicians, especially Provisioning technicians, namely being able to carry out installations properly and correctly. To manage human resources as one of the company's assets, PTTA needs a program to facilitate monitoring the quality of the FTTH network. The Quality Control program is an activity to monitor the quality and service of FTTH installations by adjusting the segmentation of negative and positive findings. Follow-up of mild negative findings can be done on the spot while severe negative findings are followed up to management. QC assessment by assessors through the new Website from the end of August. Qualification of negative findings based on people, where technicians perform FTTH installation and obtained 4 findings in August and 17 in September. Based on process segmentation, which focuses on technical processes during FTTH installation, 1 finding was obtained in August and 11 findings in September. While the tools segmentation focuses on technician work tools, 7 findings were obtained in September alone. The most negative finding factor is in the people segmentation, which is caused by human error or not fully mastering. The existence of QC can help monitor and evaluate the success of FTTH installation according to SOP (Standard Operating Procedure).

Keywords: Quality Control, FTTH, SOP, Provisioning.