

## **ABSTRACT**

*Since the pandemic hit Indonesia, people have been faced with a new pattern of life that has triggered a drastic increase in the need for the internet to support activities carried out from the home to suppress the spread of COVID-19. With the increasing demand for the internet, internet service network providers are encouraged to increase their capacity and performance. To provide the best internet service, an effort that can be used to ensure the quality of workers following the SOP is needed. Telkom Access has a Brevet Provisioning Basic program to improve the quality of technicians, especially provisioning technicians, in working according to SOPs. To facilitate the process of running the program, monitoring is needed. The Brevet program aims to improve the quality of technicians and reduce re-nuisance caused by technicians. From the results of Quality Control for the July 2021 period for provisioning technicians in the North MEA sector, 72.69% were obtained for the quality of technicians, and technicians caused 48% of re-disruptions. After carrying out the Brevet program for the North MEA provisioning sector technicians in August and September, from the quality control results for the September 2021 period, 76, 29% of technicians had quality was found, and 36% re-disruptions occurred. This proves that the Brevet program can improve the quality of technicians, especially provisioning in the North MEA sector, and minimize re-disruption caused by technicians at Telkom Access.*

**Keywords: Monitoring, SOP, Quality Control, Brevet, Provisioning**