

## **ABSTRACT**

### **ANALYSIS DEFECT MANAGEMENT IN HIGH RISE BUILDING PROJECT IN THE “XYZ” COMPANY**

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*Customer satisfaction is the goal of every contractor in the construction world. In addition to costs and time, good quality assurance must also be carried out continuously and consistently. But there is no doubt that there are some unexpected things that can happen. If this cannot be maintained, defect work or work defects can occur. Defect is the easiest form of waste to be identified. Defect is waste that appears when the product is not in accordance with the specifications desired by the customer. Defect can only be fixed by rework. This can provide many disadvantages because of loss time for rework and fixed cost for rework. Company PT. XYZ periodically evaluates the quality of work using Total Quality Assessment (TQA) during the construction process to ensure the predetermined standards have been carried out correctly in the project and evaluate the work results of the project team to carry out Quality improvement on future projects. Before being handed over to the owner, a final inspection will be carried out from the internal audit of PT XYZ. Analysis of trend defects that are often found in structural work are porous. For finishing work, tile adhesive are not full and for MEP work the installation is not tidy. Correlation analysis between the number of defect findings and the average TQA value shown that the relationship between the two variables was very weak, so that the TQA value could not be used as a predictor tool for finding defects in the final handover of the project. Correlation analysis between the number of defect findings and contract values found between the two variables there is a strong relationship, so that the value of the existing contract affects the number of defects.*

**KEY WORDS:** *construction defects, quality control, quality improvement, quality assessment, customer satisfaction*