

## Tangguh Pribadi

---

**From:** Siti Yuniarti  
**Sent:** Tuesday, April 25, 2023 10:44 PM  
**To:** SOS Lab BSD; Sidan Fadli; Rizal Rizal  
**Subject:** FW: Trakindo - achieve BRONZE status in SOS Standardisation

Dear Team,

Fyi,

Audit CAT akan dilaksanakan pada tanggal 2 Mei 2023, mohon support dan kerjasamanya mulai kita persiapkan dari sekarang *as per komunikasi meeting* sebelumnya, cek kembali kesiapan metode Analisa , fasilitas peralatan, 5S, CC, SHE *facility*.

Selama Audit berlangsung bagi personel yang bekerja di dalam lab wajib menggunakan masker , *safety glasses, safety shoes, gloves* dan *lab coat*.

Terima kasih .

Best Regards,

**Siti Yuniarti**  
S.O.S Fluid Analysis Laboratory

### **PT Trakindo Utama**

Kavling Komersial Taman Tekno Blok B No 1, Sektor XI

BSD City, Serpong - Tangerang 15317, Indonesia

Tel. +62 21 2905 8900 Ext. 3351

Fax: +62 21 2905 89006

[www.trakindo.co.id](http://www.trakindo.co.id)

Call Center 1500 228· WhatsApp 0811 5500 228

[Facebook](#) · [LinkedIn](#) · [YouTube](#): PT Trakindo Utama

[Instagram](#): @trakindoutama

**ADVANCING YOU FORWARD®**

A member of **Tiara Marga Trakindo**

**From:** Dani Ismail <dani.ismail@trakindo.co.id>

**Sent:** Tuesday, April 25, 2023 11:02 AM

**To:** Hadi Pratomo <hadi.pratomo@trakindo.co.id>; Siti Yuniarti <siti.yuniarti@trakindo.co.id>

**Cc:** Arie Noer Hardian <arie.hardian@trakindo.co.id>; Widodo Pudyanto <wpudyant@trakindo.co.id>; Roni Setyawan <roni.setyawan@trakindo.co.id>; Windra Permana <wpermana@trakindo.co.id>; Hananto Bentar <hbentar@trakindo.co.id>; Dolvianus Tammu <dolvianus.tammu@trakindo.co.id>; Alif Naufahrissa Hamdy <alif.hamdy@trakindo.co.id>

**Subject:** RE: Trakindo - achieve BRONZE status in SOS Standardisation

Mas Hadi & Mba Yun,

Dari ke-4 SOS Lab Trakindo yang kita ajukan untuk dilakukan CAT Standardization, maka lab SOS BSD dan lab SOS BPN yang terpilih untuk proses verifikasi langsung ke lokasi oleh team Caterpillar.

As per komunikasi sebelumnya, mohon dipastikan kembali kesiapan baik dari fasilitas peralatan, metode Analisa, 5S, CC, dan SHE facility dan behavior khususnya personel yang bekerja di dalam lab.

Adapun agenda visit akan dilaksanakan pada :

- Audit lab SOS BSD : Selasa 2 May jam 10:00 – 12:00, dilanjutkan 13:00 – 15:00
- Audit lab SOS BPN : Rabu 3 May jam 14:00 – 17:00

Personel dari CAT :

- Elie Elia
- Brad Johnson

Mohon dibantu disiapkan safety shoes untuk Elie (ukuran 10 US), Pak Brad akan membawa safety shoes sendiri.

Saya sendiri juga akan terus mendampingi selama proses audit dilaksanakan di ke2 lab tersebut.

Terima kasih atas kerjasamanya.

Regards,

Dani

**From:** Dani Ismail

**Sent:** Thursday, February 9, 2023 2:46 PM

**To:** Elie Elia <Elie\_Elie@cat.com>

**Cc:** Brad Johnson <Johnson\_Bradley\_G@cat.com>; daniel a olear <olear\_daniel\_a@cat.com>; Arie Noer Hardian <arie.hardian@trakindo.co.id>; Widodo Pudyanto <wpudyant@trakindo.co.id>; Roni Setyawan <roni.setyawan@trakindo.co.id>

**Subject:** RE: Trakindo - achieve BRONZE status in SOS Standardisation

Dear Elie,

Thank you for your cooperation and all the advice during the audit over the last few months.

I admit that with all available resources, there are many items that we have done comply with, and several items that we are still working on to make them comply, but there are also few items that directly impact on decreasing our production capacity due to limited equipment and resources. However, we are still trying to achieve the GOLD target.

Again, thank you so much and we will meet you on onsite verification audit soon at our lab.

Best Regards,

**Dani Ismail**

S·O·S Laboratory Governance

Service Excellence Support – Customer Support

**PT Trakindo Utama**

**Head Office**

TMT 1 Building, 11<sup>th</sup> Floor

Jalan Cilandak KKO No.1, Jakarta 12560, Indonesia

Tel: +62 21 782 2373, 2997 6620 · Mobile: +62 812 5413 907

Fax: +62 21 782 2357, 2997 6612

[www.trakindo.co.id](http://www.trakindo.co.id)

Call Center 1500 228 · WhatsApp 0811 5500 228

[Facebook](#) · [LinkedIn](#) · [YouTube](#): PT Trakindo Utama

[Instagram](#): @trakindoutama

**ADVANCING YOUR FORWARD®**

A member of Tiara Marga Trakindo

**From:** Elie Elia <[Elie\\_Elie@cat.com](mailto:Elie_Elie@cat.com)>

**Sent:** Thursday, February 9, 2023 12:55 PM

**To:** Dani Ismail <[dani.ismail@trakindo.co.id](mailto:dani.ismail@trakindo.co.id)>

**Cc:** Brad Johnson <[Johnson\\_Bradley\\_G@cat.com](mailto:Johnson_Bradley_G@cat.com)>; daniel a olear <[olear\\_daniel\\_a@cat.com](mailto:olear_daniel_a@cat.com)>; Arie Noer Hardian <[arie.hardian@trakindo.co.id](mailto:arie.hardian@trakindo.co.id)>

**Subject:** Trakindo - achieve BRONZE status in SOS Standardisation

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Dani,

We are very pleased to advise that through the dedicated and ongoing efforts of your team the SOS Services Program at Trakindo is now recognised as BRONZE level status in SOS Services Standardisation.

This is a promising step forward in achieving further success with Trakindo's SOS Program through continuous improvement efforts bringing value to customers and growing parts and service sales.

We are also pleased to advise that an action plan has been implemented, led by yourself Dani and Arie to reach SILVER status in SOS Services Standardisation in the near future with aspirations to become a GOLD certified dealer.

Your ongoing support and efforts throughout this process is very much appreciated.

Congratulations and well done!

Kind Regards,

**Elie Elia** | S-O-S Consultant AP Region | S-O-S Services | AD5M – Global Service

Mobile: (+61) 418-337-490

[Elia\\_elie@cat.com](mailto:Elia_elie@cat.com)

**CATERPILLAR**

WE HELP OUR CUSTOMERS BUILD A BETTER, MORE SUSTAINABLE WORLD.

Caterpillar: Confidential Green