Service Account Challenge - 2023

Place, Date Month Year
Presenter's Name
Department, Division
Confidentiality Status `Yellow` `Green` `Red` `Non-Confidential` *(choose one)*

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Service Account Challenge -2023

Service Account Challenge (SAC) is the recognition program for all Service Accounts in Tembagapura which achieve excellence in delivering customer experience in day-to-day Service Account activities.

Service Account Challenge (SAC) will measure 9(nine) metrics which describe 2(two) dimensional delivering day to day activities Service Account

Service Account Challenge(SAC) is participated by all branch /site at Tembagapura Division

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Service Account Challenge - 2023

Dimensional and Metrics

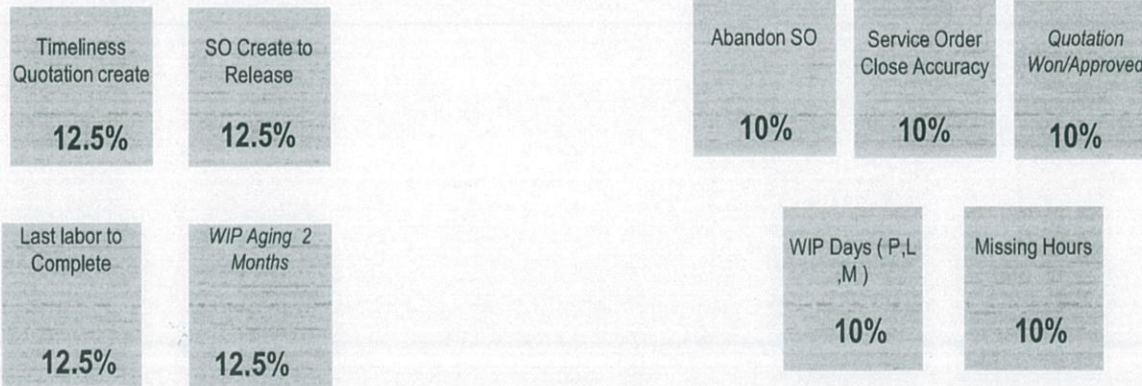**DIMENSIONAL & INTENT**

50%

Customer Experience

Service Account Aligns with Customer Needs and Expectation

50%

Operational Excellence

Velocity, Accurate and Timeliness Service Delivery

METRICS

Timeliness Quotation create	SO Create to Release
12.5%	**12.5%**

Last labor to Complete	WIP Aging 2 Months
12.5%	**12.5%**

Abandon SO	Service Order Close Accuracy	Quotation Won/Approved
10%	**10%**	**10%**

WIP Days (P,L ,M)	Missing Hours
10%	**10%**

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Scoring Methodology
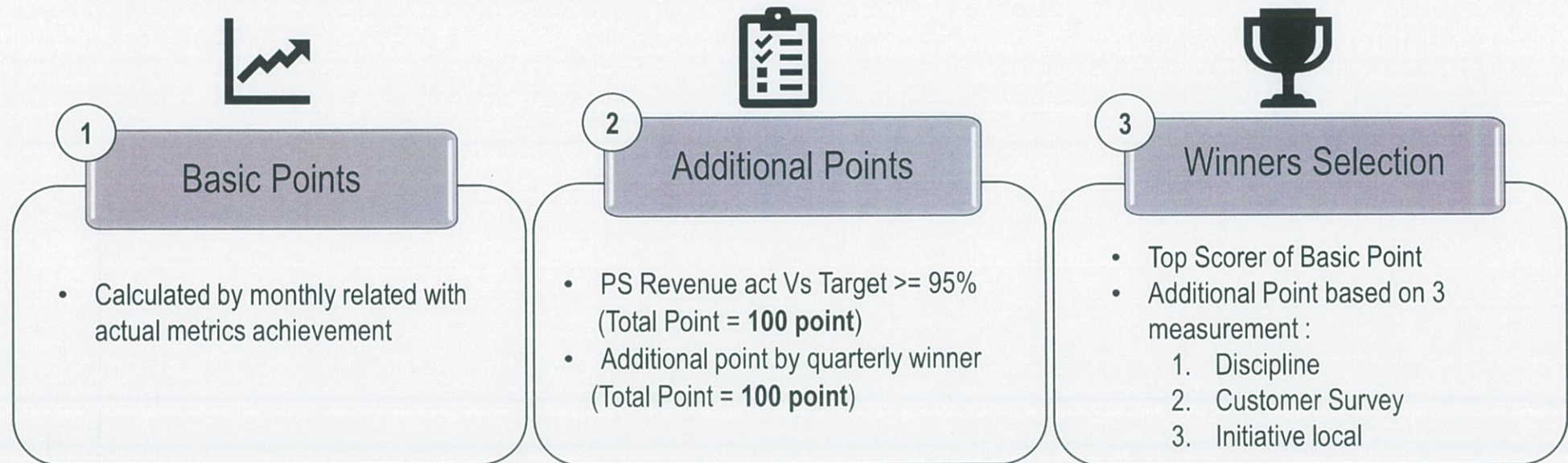
Scoring Consists of:

1. **Basic Points** – Calculation ;Weighting X Point achievement "Target"
2. **Additional Points** – PS Revenue Actual Vs Target >= 95%, Additional Point by quarterly winner
3. **Winners Selection** – Accumulation of Basic & Additional Points

1 Basic Points

- Calculated by monthly related with actual metrics achievement

2 Additional Points

- PS Revenue act Vs Target >= 95% (Total Point = **100 point**)
- Additional point by quarterly winner (Total Point = **100 point**)

3 Winners Selection

- Top Scorer of Basic Point
- Additional Point based on 3 measurement :
  1. Discipline
  2. Customer Survey
  3. Initiative local

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Service Account Challenge - 2023

Service Account Challange Programs is individual divided in grouping-based support activities

Category	Branch/Department
Production	• Service Account CRC (0C50) • Service Account MRC (0C90
Site	• Service Account 0C60 • Service Account 0C49 • Service Account 0C03 • Service Account PSO LL (Include 0C61)

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Service Account Challenge - 2023

Metric, Weighting and Target

Dimension	KPI Measure	Weight	Target	
			Production	Site & Field
Customer Experience	Days/time Quotation create	12,5%	1 Day	0.2 hrs
Customer Experience	So Create to Release	12,5%	95%	95%
Customer Experience	Last labor to Complete	12,5%	98%	98%
Customer Experience	WIP Aging 2 Months	12,5%	10%	5%
Operational Excellence	Abondon SO	10,0%	1,0%	1,0%
Operational Excellence	Service Order Close Accuracy	10,0%	1,0%	1,0%
Operational Excellence	Quotation Won/Approved	10,0%	99%	99%
Operational Excellence	WIP Days (P,L ,M)	10,0%	<=25	<=15
Operational Excellence	Missing Hours	10,0%	0%	0%

Service Account Challenge- 2023

Formulation, Point Scoring

KPI Measure	Formula	Point Matrix Production			Point Matrix Field/Site		
		Emerging	Advanced	Excellent	Emerging	Advanced	Excellent
		500	750	1000	500	750	1000
Days/time Quotation create	Days/Time Quotation from ticket to quotation create	≥ 1 day < 1.5 days	≤ 0.5 Days	≤ 0.3 Days	>= 0.02 Hrs < 0.03 Hrs	≤ 0.2 Hrs	≤ 0.10 Hrs
So Create to Release	Total SO meet SLA 20 minutes (SO Create to Release)/Total SO	≤ 99%	≤ 97.5%	≤ 100%	≤ 99%	≤ 97.5%	≤ 100%
Last labor to Complete	Total SO meet with SLA 4 days (Last Labor to Complete/total SO	≤ 98%	≤ 99%	≤ 100%	≤ 98%	≤ 99%	≤ 100%
WIP Aging 2 Months	$ WIP >= 2 Months/ total $ WIP	≥ 10% < 15%	≤ 7.5%	≤ 5%	≥ 10% < 15%	≤ 7.5%	≤ 5%
Abondon SO	Total SO- Total SO Abondan/Total	≥ 1% <1.5%	≤ 0.5%	≤ 0.03%	≥ 1% <1.5%	≤ 0.5%	≤ 0.03%
Service Order Close Accuracy	Total SO- Total SO Backout/Total SO	≥ 1% <1.5%	≤ 0.5%	≤ 0.03%	≥ 1% <1.5%	≤ 0.5%	≤ 0.03%
Quotation Won/Approved	Quotation Won or Release /no#quotatioin create	≤ 99%	≤ 99.5%	≤ 100%	≤ 99%	≤ 99.5%	≤ 100%
WIP Days (P,L ,M)	($ WIP not Invoice x 360 Days)/ $ Invoice x 12 Months	≥ 25 < 35	≤ 20	≤ 15	≥ 15 < 17.5	≤ 10	≤ 7
Missing Hours	Missing hours /Total Hours	≥ 0.5 % < 1.5%	≤ 0.5%	0%	≥ 0.5 % < 1.5%	≤ 0.5%	0%

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Service Account Challenge - 2023   Winner Selection and Milestone

Scoring Criteria
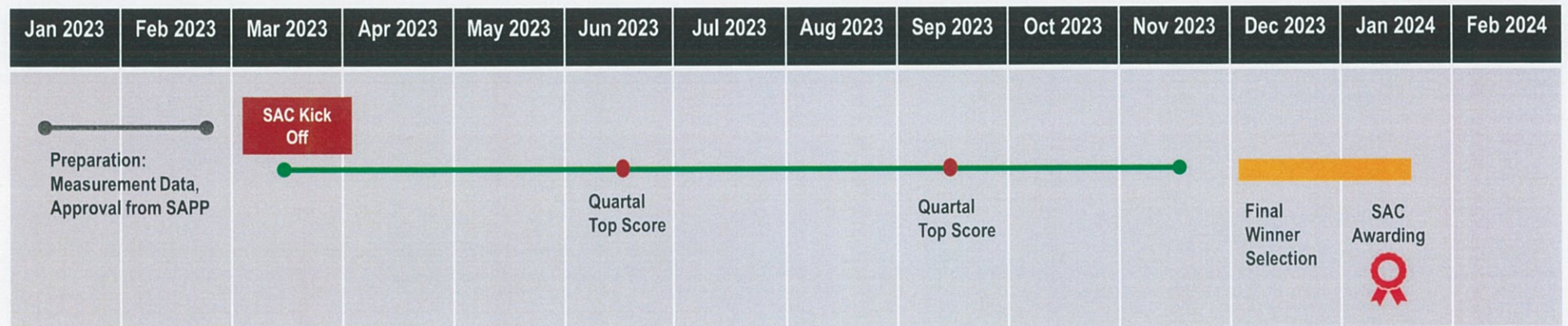
Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024

SAC Kick Off

Preparation: Measurement Data, Approval from SAPP

Quartal Top Score

Quartal Top Score

Final Winner Selection

SAC Awarding

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Service Account Challenge- 2023

Winner and Prizes

Prizes :
- Voucher Belanja Rp 14,000,000 (Quarterly Winner & Best Of the Best)
- Souvenier Jam Caterpilar 2x (Rp 3,000,000) = Rp 6,000,000

Quarterly winner (Top score)

Voucher Belanja **Rp 1,000,000**
by category/quarterly
Total = Rp **4,000,000** (Production & Site)

Yearly Winner
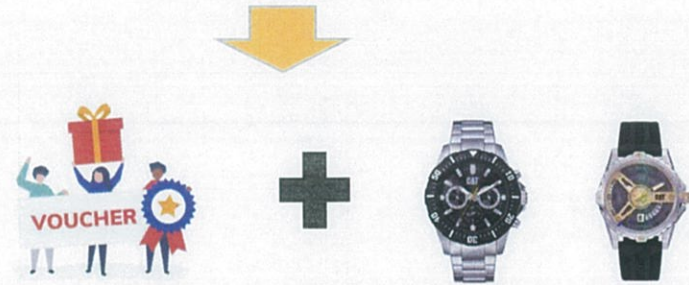
Best of the best	Voucher Rp 2,000,000. -/category + Jam Caterpillar
1st Winner	Voucher Rp 1,750,000.-/category
2nd Winner	Voucher Rp 1,250,000.-/category

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Service Account Challenge (SAC)

Terms and Condition :

1. The Service Account Challenge (SAC) is apply only for Service Account at Tembagapura

2. Apply for individual Senior Analyst, Analyst and Assistant Service Account level

3. Calculation start from April 2023 - November 2023

4. Minimum working in Service Account 1 Year per 1 April 2023

5. The Best Winner selected based

   ✓ Total Point

   ✓ Discipline (Absences)

   ✓ Local Initiative (Project, innovation or any initiative that can be presented)

   ✓ and Survey from his/her customer (superior and internal customer)

6. The Prizes is honored in voucher and CAT Watch with total maximum Rp 20,000.000

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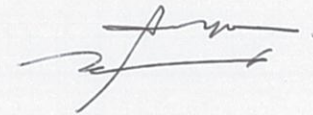# Service Account Awards Program

Approval SAAP Program

We are in approval that the SAAP Competition Tembagapura is agreed to be programed in 2023,

Irwan Sihaloho
General Manager

Leonardo. C .Pomantow
Finance Manager

Risang Wijanarko
GOM/Branch Manager

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50 TAHUN
DEDIKASI TRAKINDO
BERKARYA UNTUK INDONESIA