



Service BSD Group Technician & Section Of the Month Program 2023

BSD, February 5th, 2023
Amir Jakfar A. / Lissa Januaryty
Confidentiality Status **Green**

ADVANCING YOU FORWARD >>>®

Technician & Section Of The Month Program

Technician :

- Top 10 on SPL
- No Rework
- Technician Productivity > Benchmark
- TU Smart > Benchmark



#CUSTOMER EXPERIENCE
#WINNING CHARACTER
#MAKE IT BLUE
#DOUBLE DIGIT SPIRIT
#ONE TEAM ONE GOAL
#BREAK THE LIMIT

Section :

- Best CC Practices & 5S
- CX Update

Background

- The **Technician and Section of the Month Program 2023 (TSOM BSD 2023)** is a program launched by Service Departments BSD and Bekasi Branch.
- This program to reward or award the Technician both individually and in teams.
- **TSOM BSD 2023** will start from February - December 2023.
- **TSOM BSD 2023** is one of the recognitions from Management for especially technicians BSD and Bekasi.
- **TSOM BSD 2023** is aimed at motivating Technician to reach the top 10 rank of SPL, no event rework required, improving technician productivity and improving utilization of TU SMART also improves CX Culture activity.
- **TSOM BSD 2023** is fair and measurable competition so that the work atmosphere feels more competitive and productive.

Committee

Chairman : Amir Jakfar Al Ashari

Secretary : Lissa Januarti

- Top 10 on SPL **PIC Lissa Januarti**
- No Rework **PIC Helmi**
- Technician Productivity **PIC Roni**
- TU Smart **PIC Najib**
- Best CC Practices & 5S **PIC Madinah**
- CX Update **PIC Dimas Dwi**

Rule of Thumb

Judgment Parameter Technician & Section of The Month

Technician of The Month	Description	Weight	Achievement	Score
Top 10 on SPL	Total point SPL in previous month	30%	9600	2880
No Rework	Number of rework/number event per month	30%	100	30
Technician Productivity > Benchmark	Productivity hours/month	20%	90	18
TU Smart > Benchmark	Number of TU SMART Submitted vs Quality of TU SMART (%)	20%	250	50
Total		100%		2978
Section of The Month				
Best CC Practices & 5S	CC Audit Score by section on (Final CC Audit section 2 Workshop Attributes & 3 Workshop Practices and section 16 field service)	50%	92	46
CX Update	% of CX Update submitted to HO / number of technician	50%	92	46
Total		100%		92

Rewards Proposal

No	Category	Months	Value	No	Category	Months	Value
1	Best Technician Workshop	February	500.000	25	Best Technician Workshop	August	500.000
2	Best Technician Field		500.000	26	Best Technician Field		500.000
3	Section Workshop		1.000.000	27	Section Workshop		1.000.000
4	Section Field		1.000.000	28	Section Field		1.000.000
5	Best Technician Workshop	March	500.000	29	Best Technician Workshop	September	500.000
6	Best Technician Field		500.000	30	Best Technician Field		500.000
7	Section Workshop		1.000.000	31	Section Workshop		1.000.000
8	Section Field		1.000.000	32	Section Field		1.000.000
9	Best Technician Workshop	Apryl	500.000	33	Best Technician Workshop	October	500.000
10	Best Technician Field		500.000	34	Best Technician Field		500.000
11	Section Workshop		1.000.000	35	Section Workshop		1.000.000
12	Section Field		1.000.000	36	Section Field		1.000.000
13	Best Technician Workshop	May	500.000	37	Best Technician Workshop	November	500.000
14	Best Technician Field		500.000	38	Best Technician Field		500.000
15	Section Workshop		1.000.000	39	Section Workshop		1.000.000
16	Section Field		1.000.000	40	Section Field		1.000.000
17	Best Technician Workshop	June	500.000	41	Best Technician Workshop	Desember	500.000
18	Best Technician Field		500.000	42	Best Technician Field		500.000
19	Section Workshop		1.000.000	43	Section Workshop		1.000.000
20	Section Field		1.000.000	44	Section Field		1.000.000
21	Best Technician Workshop	July	500.000	TOTAL			33.000.000
22	Best Technician Field		500.000				
23	Section Workshop		1.000.000				
24	Section Field		1.000.000				

Rincian Biaya Reward

1. Piala penghargaan bergilir Workshop : Rp 100.000
2. Piala penghargaan bergilir Field : Rp 100.000
3. Piala Penghargaan Section Workshop : Rp 100.000
4. Piala Penghargaan Section Field : Rp 100.000

Rp 400.000

Total rincian kebutuhan dana:

Rp 400.000 + Rp 33.000.000 = **Rp 33.400.000**

Note:

Reward berupa voucher belanja.

Technician & Section Of the Month (TSOM) BSD 2023

Parameter Penilaian Technician of The Month

- Top 10 on SPL
- No Rework
- Technician Productivity
- TU SMART Achievement



Parameter Penilaian Section of The Month

- Best CC Practices & 5S
- CX Update Submitted

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