

Iwan Pramono

From: Thomas Heri Darmanto
Sent: Thursday, November 29, 2018 10:43 AM
To: Iwan Pramono
Cc: Arif Wahyudi; Ractno Putra Machmud S; Iqbal Asrul; Arliadi; Sumardi; Bibin Dwijo Sugito; Muhammad Dipoalam
Subject: RE: Team MSA Batam Interviewee (Jadwal Audit)

Pak Iwan,

Schedule kita sudah sepakati dengan team Audit
Berikut detailnya

Audit Agenda MSA Trakindo Batam

Dealer		Trakindo Utama			
Address		Batam, Indonesia			
Date of Audit		6-8.12.2018			
Location Interview		Natuna Room Batam			
Art des Audits:		MSA			
Lead Auditor (L):					
Auditor A1		.			
Date 14-15 Nov 2018					
	Sent Document phase 1				Email to Mr K
Item no.	Standard Elements	Participants	Begin	End	
Date 5 Desember 2018					
	Induction	Auditor	8.00	8.10	By T Hasia
	Presentation Trakindo Batam	Auditor	8.10	8.25	By Dede M Y
	Visit Batam Facility	Auditor	8.30	9.00	By Tomas He
1) Admin	1.1.1 - Customer Communication	PS Manager, Service Manager, Workshop supervisor, Technielean Service Planner, Training Manager, PSSR/ISR	9.00	10.00	Document a
	1.1.2 - Immigration & Customs Travel				Document a
	1.1.3 - Import / Export regulation awareness				Document a
	1.1.4 - Technical Experience				Document a
	1.1.5 - Technician Training and Development Plann				Document a
	1.1.6 - Organizational Structure - Marine				Document a
1) Admin	1.2.1 - Global Support for International Customers	PS Manager, Service Manager, WIO Admin, Workshop supervisor, Technielean, Training Manager, PSSR/ISR, Techeomm, Part Manager, PIC Tool Room	10.00	11.00	Document a
	1.2.2 - Service Manager				Document a
	1.2.3 - Key Accounts Management				Document a
	1.2.4 - Authorized Marine Dealer (AMD) Strategy				Document a
	1.2.5 - Trained Pleasure Craft Technician				Document a
	1.2.6 - Communication Policy				Document a
	1.2.7 - Service KPI's utilized - Monitored and Compr				Document a
	1.2.8 - Standard Jobs Flat Rate Management Proc				Document a
	1.2.9 - Quote Tracking for Market Analysis				Document a
	1.2.10 - PIP Management Process				Document a
1) Admin	1.3.1 - Technical Communicaton Support				Document a
	1.3.2 - New Product Readiness and Strategy				Document a
1) Admin	1.4.1 - Caterpillar Certified Marine Analyst (CMA)	PS Manager, Service Manager, Workshop supervisor, Technielean, Training Manager, PSSR/ISR, Techeomm, Part Manager, PIC Tool Room	11.00	12.00	Document a
	1.4.2 - Electric Power Generation				Document a
	1.4.3 - Assessment - Failure Analysis				Document a
	1.4.4 - Master Mechanic				Document a
	1.4.5 - Marine Control System and Electronics Tro				Document a
	1.4.6 - Marine Engine System Troubleshooting				Document a
	1.4.7 - Marine Installation and Diagnostics				Document a
	1.4.8 - Customer Training - Operation & Maintenanc				Document a
LUNCH TIME			12.00	13.00	
2) Initial Customer Contact	2.1.1 - After-Hours Call Coverage	Service Manager, PSSR/ISR			Document a
	2.1.2 - Incoming Service Call Management		Document a		
	2.1.3 - Product & Customer Information Received &				

Best Regards

Tomas Heri Darmanto

Sr Service Supervisor

PT Trakindo Utama

Batam Branch

Jl. Yos Sudarso, Batu Ampar – Batam – Indonesia

Telp +62 778 412182 ext 42 Mobile +62 811 2727 006

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A member of **Tiara Marga Trakindo**

From: Iwan Pramono

Sent: 29 November 2018 10:01

To: Thomas Heri Darmanto <thomas.darmanto@trakindo.co.id>

Cc: Arif Wahyudi <arif.wahyudi@trakindo.co.id>; Ractno Putra Machmud S <ractno.machmuds@trakindo.co.id>;

Iqbal Asrul <iasrul@trakindo.co.id>; Arliadi <arliadi@trakindo.co.id>; Sumardi <sumardi@trakindo.co.id>; Bibin

Dwijo Sugito <bibin.sugito@trakindo.co.id>; Muhammad Dipoalam <muhammad.dipoalam@trakindo.co.id>

Subject: Re: Team MSA Batam Interviewee (Jadwal Audit)

Pak Thomas,

Terima kasih atas update informasinya.

Saya In Sya Alloh hadir di Batam dan jika memungkinkan untuk dapat didahulukan selesai tgl 5 untuk yang menjadi coverage saya.

Karena saya juga harus memberikan sesi Re-enforcement TSAP 3 di tanggal 6 nya.

Terima kasih

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From: Thomas Heri Darmanto

Sent: Thursday, November 29, 2018 9:45:18 AM

To: Iwan Pramono

Cc: Arif Wahyudi; Ractno Putra Machmud S; Iqbal Asrul; Arliadi; Sumardi; Bibin Dwijo Sugito

Subject: RE: Team MSA Batam Inteviewee (Jadwal Audit)

Pak Iwan,

Berikut email confirmnya audit di tanggal 5-6 des 2018

Best Regards

Tomas Heri Darmanto

Sr Service Supervisor

PT Trakindo Utama

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