

Yudi Zakariya

From: Bambang F Rianto
Sent: 19 March 2019 16:23
To: Yudi Zakariya
Cc: Jimmy Simamora; Miskadi; Mathius J Tangdilallo
Subject: FW: ITR3A Refreshment - Participant List - SAP Refreshment 26 - 27 March 2019
Attachments: Hotel Reservation_Quest Hotel- SAP Refreshment 25-28 Mar 19.xlsx

FYI

Best Regards,

Bambang F Rianto
Manager Service Operation

PT Trakindo Utama
Sangatta Region
Northern Kalimantan Division
Komplek Tanggo Delta - KPC Site
Sangatta, Kutai Timur, Kalimantan Timur 75611, Indonesia
Tel: +62 549 22 333 Ext. 146 • Mobile: +62 811 580 9676
brianto@trakindo.co.id
www.trakindo.co.id

A member of **Tiara Marga Trakindo Group**

From: Mega Nila Yustira <mega.yustira@trakindo.co.id>
Sent: Friday, March 15, 2019 4:48 PM
To: Dodiek Y Kurniawan <dodiek.kurniawan@trakindo.co.id>; Endang Hermawan <endang.hermawan@trakindo.co.id>; Widodo Wibowo <wido.wibowo@trakindo.co.id>; Jufri Sibarani <jufri.sibarani@trakindo.co.id>; Nadya Patricia Catherine <nadya.catherine@trakindo.co.id>; Syaiful Rohman

<syaiful.rohman@trakindo.co.id>; Eka Kesumawati <ekesumawati@trakindo.co.id>; Shodiq Arhami <shodiq.arhami@trakindo.co.id>; Eko Sujianto <eko.sujianto@trakindo.co.id>; Deka Ivan Sasmita <deka.sasmita@trakindo.co.id>; Bambang F Rianto <brianto@trakindo.co.id>; Mathius J Tangdilallo <mtangdilallo@trakindo.co.id>; Suramto <suramto@trakindo.co.id>; Sukarno Rachmad Hidayat <sukarno.hidayat@trakindo.co.id>; Dwi Hernandariyanto <dwi.hernandariyanto@trakindo.co.id>

Cc: M. Rahman <m.rahman@trakindo.co.id>; Andi Mauraga <amauraga@trakindo.co.id>; Hananto Bentar <hbentar@trakindo.co.id>; Indrasuara LS Si'lang <indrasuara.silang@trakindo.co.id>; Deddy Dwiyono <deddy.dwiyono@trakindo.co.id>; Mochammad Ewing Baskoro Basuki <ebaskoro@trakindo.co.id>; Riza Fachlevi Djauhari <riza.djauhari@trakindo.co.id>; Pipit S Budi <pipit.budi@trakindo.co.id>; Djahrani <djahrani@trakindo.co.id>

Subject: RE: ITR3A Refreshment - Participant List - SAP Refreshment 26 - 27 March 2019

Dear Pak & Ibu,

We confirm seat for:

| No | Branch | SAP Refreshment | Accommodation |
|----|--------|------------------------|---------------|
| 1 | Berau | Idris Amirudin | yes |
| 2 | Berau | Marthian Yepi Pasolang | No |
| 3 | Berau | Anggri Ferdian | yes |
| 4 | Melak | Widodo Wibowo | yes |
| 6 | SMD | Eka Kesumawati | yes |
| 7 | SMD | Fauzan Arief | No |
| 8 | SMD | Bambang | yes |
| 9 | SMD | Subari | yes |
| 10 | SMD | Isroil | yes |
| 11 | SMD | Arifin | yes |
| 12 | Separi | Sunarto | yes |
| 13 | Separi | Mathinus R. Sanapang | yes |
| 14 | BPN | Cathy | No |
| 15 | BPN | Anang B. Prabowo | No |
| 16 | BPN | Julamri | No |
| 17 | BPN | Tiyok Adityawan | No |
| 18 | SGT | Yudi Zakariya | yes |
| 19 | Lati | Safri | yes |
| 20 | Lati | Masduki | yes |
| 21 | Lati | M Rully Affandi | yes |

| | | | |
|----|---------|-------------------|-----|
| 22 | Tarakan | Deka Ivan Sasmita | No |
| 23 | Melak | M. Taufiq Arie S. | yes |

To Attend:

Agenda : SAP Refreshment
 Schedule : Tue – Wed / 26 – 27 March 2019
 Time : 08.00 – 17.00 WITa (menyesuaikan)
 Location : Satellite Training Center Balikpapan
 Jl. Jendral Sudirman No. 848

Following the above confirmation, please find below additional information for your reference:
 Participant with accommodation required to stay at:

Cek in : 25 Maret 2019
 Cek out : 28 Maret 2019

QUEST HOTEL BALIKPAPAN

Jalan Jendral Sudirman,
 Balikpapan Superblok (BSB) Blok H 11,
 Balikpapan East Kalimantan, Indonesia
 t: +62 542 7571881 f: +62 542 757 1885
 w: balikpapan.questhotels.com

- Participants have to check in at hotel a day prior training commencement and check out a day after training completed.
- Hotel will provide breakfast, dinner (Rp.130.000,-/Gross/Person/Day), Transportation and daily laundry (5 pieces/day/person) for all participants during the training, under company GL.
- Other expenses not covered under company GL, will charge to Personal Account.
- Coffee break and lunch are included during the training session.
- **Dress code during the training session is formal shirt (No Jeans).**

Thankyou

Best Regards,

Mega Nila Yustira
Service Accounts

PT Trakindo Utama
Northern Kalimantan Division
JL. Jend. Sudirman No. 848 Balikpapan 76114, Indonesia
Tel. +62 542 762810 Ext. 4193 Mobile: +62 822 55200092
mega.yustira@trakindo.co.id
www.trakindo.co.id

A member of **Tiara Marga Trakindo Group**

From: Mega Nila Yustira

Sent: Tuesday, March 12, 2019 2:39 PM

To: Dodiek Y Kurniawan <dodiek.kurniawan@trakindo.co.id>; Endang Hermawan <endang.hermawan@trakindo.co.id>; Widodo Wibowo <widodo.wibowo@trakindo.co.id>; Jufri Sibarani <jufri.sibarani@trakindo.co.id>; Nadya Patricia Catherine <nadya.catherine@trakindo.co.id>; Syaiful Rohman <syaiful.rohman@trakindo.co.id>; Eka Kesumawati <ekesumawati@trakindo.co.id>; Shodiq Arhami <shodiq.arhami@trakindo.co.id>; Eko Sujianto <eko.sujianto@trakindo.co.id>; Deka Ivan Sasmita <deka.sasmita@trakindo.co.id>; Bambang F Rianto <brianto@trakindo.co.id>; Mathius J Tangdilallo <mtangdilallo@trakindo.co.id>; Suramto <suramto@trakindo.co.id>; Sukarno Rachmad Hidayat <sukarno.hidayat@trakindo.co.id>; Dwi Hernandaryanto <dwi.hernandaryanto@trakindo.co.id>

Cc: M. Rahman <m.rahman@trakindo.co.id>; Andi Mauraga <amauraga@trakindo.co.id>; Hananto Bentar <hbentar@trakindo.co.id>; Indrasuara LS Si'lang <indrasuara.silang@trakindo.co.id>; Deddy Dwiyono <deddy.dwiyono@trakindo.co.id>; Mochammad Ewing Baskoro Basuki <ebaskoro@trakindo.co.id>; Riza Fachlevi Djauhari <riza.djauhari@trakindo.co.id>; Pipit S Budi <pipit.budi@trakindo.co.id>; Djahrani <djahrani@trakindo.co.id>

Subject: RE: ITR3A Refreshment - Participant List - SAP Refreshment 26 - 27 March 2019

Dear Bapak & Ibu,

Kami infokan kembali untuk agenda **SAP Refreshment** ke semua Division / Region dan NKal mendapatkan schedule :

- Hari / Tanggal : Selasa – Rabu / 26 – 27 Maret 2019
- Waktu : 08.00 – 17.00 WITA (menyesuaikan)
- Tempat : TC Balikpapan – Stalkuda Office

Berikut ini adalah list peserta yg sudah diinfokan kepada kami, mohon untuk di cek kembali.

Untuk Lati & Tarakan yg belum memberikan feedback kami tunggu infonya max Rabu, 13 Mar 2019.

| Branch | SAP Refreshment | Accommodation |
|---------|------------------------|---------------|
| Berau | Idris Amirudin | yes |
| Berau | Marthian Yepi Pasolang | No |
| Berau | Anggri Ferdian | yes |
| Melak | Widodo Wibowo | yes |
| Tarakan | ? | ? |
| SMD | Eka Kesumawati | yes |
| SMD | Fauzan Arief | No |
| SMD | Bambang | yes |
| SMD | Subari | yes |
| SMD | Isroil | yes |
| SMD | Arifin | yes |
| Separi | Sunarto | yes |
| Separi | Mathinus R. Sanapang | yes |
| BPN | Cathy | No |
| BPN | Anang B. Prabowo | No |
| BPN | Julamri | No |
| BPN | Tiyok Adityawan | No |
| SGT | Yudi Zakariya | yes |
| Lati | ? | ? |

Terimakasih

Best Regards,

Mega Nila Yustira
Service Accounts

PT Trakindo Utama

Northern Kalimantan Division
JL. Jend. Sudirman No. 848 Balikpapan 76114, Indonesia
Tel. +62 542 762810 Ext. 4193 Mobile: +62 822 55200092
mega.yustira@trakindo.co.id
www.trakindo.co.id

A member of **Tiara Marga Trakindo Group**

From: Dodiek Y Kurniawan

Sent: Monday, March 04, 2019 4:47 PM

To: Endang Hermawan <endang.hermawan@trakindo.co.id>; Widodo Wibowo <widodo.wibowo@trakindo.co.id>; Jufri Sibarani <jufri.sibarani@trakindo.co.id>; Nadya Patricia Catherine <nadya.catherine@trakindo.co.id>; Syaiful Rohman <syaiful.rohman@trakindo.co.id>; Eka Kesumawati <ekesumawati@trakindo.co.id>; Shodiq Arhami <shodiq.arhami@trakindo.co.id>; Eko Sujianto <eko.sujianto@trakindo.co.id>; Deka Ivan Sasmita <deka.sasmita@trakindo.co.id>; Bambang F Rianto <brianto@trakindo.co.id>; Mathius J Tangdilallo <mtangdilallo@trakindo.co.id>; Suramto <suramto@trakindo.co.id>; Sukarno Rachmad Hidayat <sukarno.hidayat@trakindo.co.id>; Dwi Hernandariyanto <dwi.hernandariyanto@trakindo.co.id>

Cc: Mega Nila Yustira <mega.yustira@trakindo.co.id>; M. Rahman <m.rahman@trakindo.co.id>; Andi Mauraga <amauraga@trakindo.co.id>; Hananto Bentar <hbentar@trakindo.co.id>; Indrasuara LS Si'lang <indrasuara.silang@trakindo.co.id>; Deddy Dwiyono <deddy.dwiyono@trakindo.co.id>; Mochammad Ewing Baskoro Basuki <ebaskoro@trakindo.co.id>; Riza Fachlevi Djauhari <riza.djauhari@trakindo.co.id>; Pipit S Budi <pipit.budi@trakindo.co.id>; Djahrani <djahrani@trakindo.co.id>

Subject: FW: ITR3A Refreshment - Participant List - SAP Refreshment 26 - 27 March 2019

Bapak & Ibu,

HO akan melakukan **SAP Refreshment** ke semua Division / Region dan NKal mendapatkan schedule :

- Hari / Tanggal : Selasa – Rabu / 26 – 27 Maret 2019
- Waktu : 08.00 – 17.00 WITa (menyesuaikan)
- Tempat : TC Balikpapan – Stalkuda Office

Untuk itu, mohon bantuan :

1. meng-info-kan nama peserta (perwakilan)

2. setiap cabang dapat menyiapkan daftar pertanyaan dari semua level (Assistant Service Account s/d Foreman) yang tentunya bukan pertanyaan basic mengingat SAP sudah berjalan 6 bulan

➔ Kami tunggu daftar nama peserta untuk keperluan akomodasi dan lainnya max Jum'at 08 Maret 2019 dan dikirim / di e-mail ke mbak Mega Nila Yustira

Terima kasih

Best Regards,

Dodiek Y Kurniawan

Service Dept. Northern Kalimantan Division

PT Trakindo Utama

Stalkuda Office 2nd Floor

Jalan Jendral Sudirman No.848, Balikpapan 76114, Indonesia

Tel. +62 542 762 810, 764 515 Ext. 4121 • Mobile: +62 812 512 2155

dodiek.kurniawan@trakindo.co.id

www.trakindo.co.id

A member of **Tiara Marga Trakindo Group**

From: Mega Nila Yustira

Sent: 28 February 2019 11:15

To: Dodiek Y Kurniawan <dodiek.kurniawan@trakindo.co.id>

Subject: RE: ITR3A Refreshment - Participant List

Dear Pak Dodiek,

Berikut List Nama Service Account (27 Orang) & Operations (7 orang)

| Division | Branch | Complete name | Job | Position |
|--------------|------------|----------------------|----------------|-----------------------------|
| NORTHERN KAL | Balikpapan | RIMA TRIWIDYA ASTUTI | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Balikpapan | JULAMRI | Analyst | Assistant Service Accounts |
| NORTHERN KAL | Balikpapan | NADYA PATRICIA | Specialist | Specialist Service Accounts |
| NORTHERN KAL | Balikpapan | TIYOK ADITYAWAN | Analyst | Assistant Service Accounts |
| NORTHERN KAL | Balikpapan | OBY CRESNA OCTAVIAN | Administrative | Assistant Service Accounts |

| | | | | |
|--------------|---------------|----------------------------|----------------|---------------------------------|
| NORTHERN KAL | Balikpapan | TRI SUSILO | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Balikpapan | SAMSUL AGUS | Administrative | Assistant Service Accounts |
| NORTHERN KAL | HO Northern | MEGA NILA YUSTIRA | Senior Analyst | Analyst Service Accounts |
| NORTHERN KAL | Lati | SAFRI | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Melak | WIDODO WIBOWO | Analyst | Assistant Service Accounts |
| NORTHERN KAL | Melak | KLEMENTINUS AGUSTINUS YEPI | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Samarinda | BAMBANG | Senior Analyst | Senior Analyst Service Accounts |
| NORTHERN KAL | Samarinda | EKA KESUMAWATI | Specialist | Specialist Service Accounts |
| NORTHERN KAL | Samarinda | SUBARI | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Samarinda | HENDRA | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Samarinda | NURUL FATMAYENI | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Sangatta | LUKAS PEDY | Specialist | Senior Analyst Service Accounts |
| NORTHERN KAL | Sangatta | BAYU PRASTYA UTAMA | Analyst | Assistant Service Accounts |
| NORTHERN KAL | Sangatta | WIGI YANTI | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Sangatta | NUR AFIA | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Sangatta | JOHAN KAMALUDDIN | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Separi | ROBERTUS HAJANG | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Separi | BASUKI PURNOMO | Senior Analyst | Senior Analyst Service Accounts |
| NORTHERN KAL | Separi | SUNARTO | Senior Analyst | Senior Analyst Service Accounts |
| NORTHERN KAL | Tanjung Redeb | IDRIS | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Tarakan | JULKIAH | Administrative | Assistant Service Accounts |
| NORTHERN KAL | Tarakan | IRVAN YULIAWAN | Administrative | Assistant Service Accounts |

| Division | Branch | Complete name | Job | Position |
|--------------|---------------|--------------------------|----------------|----------------------------|
| NORTHERN KAL | Balikpapan | Anang Bagus Prabowo | Analyst | Analyst Service Operations |
| NORTHERN KAL | HO Northern | Djhrani | Senior Analyst | Analyst Service Operations |
| NORTHERN KAL | Samarinda | Fauzan Arief | Senior Analyst | Analyst Service Operations |
| NORTHERN KAL | Sangatta | Dian Andra Lukita | Senior Analyst | Analyst Service Operations |
| NORTHERN KAL | Separi | Mathinus Rangga Sanapang | Analyst | Analyst Service Operations |
| NORTHERN KAL | Tanjung Redeb | Wahris Sobri Atmaja | Analyst | Analyst Service Operations |
| NORTHERN KAL | Tarakan | Deka Ivan Sasmita | Analyst | Analyst Service Operations |

Terimakasih

Best Regards,

Mega Nila Yustira
Service Accounts

PT Trakindo Utama

Northern Kalimantan Division

JL. Jend. Sudirman No. 848 Balikpapan 76114, Indonesia

Tel. +62 542 762810 Ext. 4193 Mobile: +62 822 55200092

mega.yustira@trakindo.co.id

www.trakindo.co.id

A member of **Tiara Marga Trakindo Group**

From: Arfan Hermawan

Sent: Thursday, February 28, 2019 10:45 AM

To: Dodiek Y Kurniawan <dodiek.kurniawan@trakindo.co.id>; Meddy Farid <meddy.farid@trakindo.co.id>

Cc: Lies Windarti <lwindarti@trakindo.co.id>; Hirjan Rappe <hirjan.rappe@trakindo.co.id>; Zulfiadi Susanto <zulfiadi.susanto@trakindo.co.id>; Fourina Yudhasari <fyudhasari@trakindo.co.id>; Mega Nila Yustira <mega.yustira@trakindo.co.id>

Subject: RE: ITR3A Refreshment

Baik Pak Dodiek
Noted

Mas Meddy

Mohon memberikan guidance ke mbak Mega utk invitation audience, arrange time line dan yg diperlukan selama refreshment.
Japri aja.

Regards

Arfan Hermawan

Operational Compliance – Standard & Resources Management Department

Customer Support Division

PT Trakindo UtamaTMT 1 BUILDING, 11th Floor

Jalan Cilandak KKO No.1, Jakarta 12560, Indonesia

Tel. +62 21 782 2373, 299 766 20, Ext. 1131 • Mobile: +62 811 8517 911 (Corporate Number)

Or Personnal +62 813 111 78 001 (SMS) / +62 8788 9970 919 (WA)

arfan.hermawan@trakindo.co.idwww.trakindo.co.idA member of **Tiara Marga Trakindo Group**

From: Dodiek Y Kurniawan <dodiek.kurniawan@trakindo.co.id>**Sent:** Thursday, February 28, 2019 9:40 AM**To:** Mulyono AT <mulyono.at@trakindo.co.id>; Arfan Hermawan <arfan.hermawan@trakindo.co.id>**Cc:** Lies Windarti <lwindarti@trakindo.co.id>; Meddy Farid <meddy.farid@trakindo.co.id>; Hirjan Rappe <hirjan.rappe@trakindo.co.id>; Zulfiadi Susanto <zulfiadi.susanto@trakindo.co.id>; Fourina Yudhasari <fyudhasari@trakindo.co.id>; Mega Nila Yustira <mega.yustira@trakindo.co.id>**Subject:** Re: ITR3A Refreshment

Pak Arfan

Confirm tanggal tsb.

PIC untuk refreshment ini adalah mbak Mega Nila Yustira

Terima kasih

Regards

Dodiek

Get [Outlook for Android](#)

From: Arfan Hermawan**Sent:** Wednesday, February 27, 2019 6:31:00 PM**To:** Dodiek Y Kurniawan; Mulyono AT**Cc:** Lies Windarti; Meddy Farid; Hirjan Rappe; Zulfiadi Susanto; Fourina Yudhasari**Subject:** RE: ITR3A Refreshment

Pak Dodiek

Jika berkenan, kami lock tgl 26-27 Maret utk Materi CS & PSC End to End dan CRC process.

Kami akan split team di tanggal tsb (TTD sudah confirmed dan NKAL-Balikpapan)

Utk Streamlining tidak perlu.

Mohon info pic NKAL yg ditunjuk Pak Dodiek, utk kami berkomunikasi terkait audience/invitation yg perlu diundang.

Regards

Arfan Hermawan

Operational Compliance – Standard & Resources Management Department

Customer Support Division

PT Trakindo Utama

TMT 1 BUILDING, 11th Floor

Jalan Cilandak KKO No.1, Jakarta 12560, Indonesia

Tel. +62 21 782 2373, 299 766 20, Ext. 1131 • Mobile: +62 811 8517 911 (Corporate Number)

Or Personnal +62 813 111 78 001 (SMS) / +62 8788 9970 919 (WA)

arfan.hermawan@trakindo.co.id

www.trakindo.co.id

A member of **Tiara Marga Trakindo Group**

From: Dodiek Y Kurniawan <dodiek.kurniawan@trakindo.co.id>

Sent: Wednesday, February 27, 2019 5:23 PM

To: Mulyono AT <mulyono.at@trakindo.co.id>; Arfan Hermawan <arfan.hermawan@trakindo.co.id>

Cc: Lies Windarti <lwindarti@trakindo.co.id>; Meddy Farid <meddy.farid@trakindo.co.id>; Hirjan Rappe <hirjan.rappe@trakindo.co.id>; Zulfiadi Susanto <zulfiadi.susanto@trakindo.co.id>; Fourina Yudhasari <fyudhasari@trakindo.co.id>

Subject: Re: ITR3A Refreshment

Pak Arfan,

Benar sekali Pak

Kami berharap bisa dilakukan di Balikpapan

Kami menunggu schedule dari pak Arfan

Terima kasih

Regards

Dodiek

From: Arfan Hermawan

Sent: Wednesday, February 27, 2019 11:54:12 AM

To: Dodiek Y Kurniawan; Mulyono AT

Cc: Lies Windarti; Meddy Farid; Hirjan Rappe; Zulfiadi Susanto; Fourina Yudhasari

Subject: FW: ITR3A Refreshment

Pak Dodiek dan pak Mulyono

Kami mendapat informasi adanya kebutuhan SAP ITR3 Refreshment utk di NKAL dan NSUM.

Saat ini memang program tsb awalnya adalah inisiatif Brave (WJAVA, SSUM dan NKAL-Streamlining)

Maka yg saat ini sudah di-schedulekan adalah :

| REGION/DIVISION | Kota | Tanggal |
|-------------------------|---------------|-----------------------|
| <i>South Sumatera</i> | Palembang | 25 – 26 Februari 2019 |
| <i>South Kalimantan</i> | Banjarmasin | 5 – 6 Maret 2019 |
| <i>Batu Hijau</i> | Batu Hijau | 12 – 13 Maret 2019 |
| <i>East Indonesia</i> | Makassar | 19 – 20 Maret 2019 |
| <i>TTD</i> | Kuala Kencana | 26 – 27 Maret 2019 |

Dari padatnya schedule tsb, jika memang berkenan utk diadakan di NKAL dna NSUM, ada schedule yg memungkinkan parallel yaitu di TTD 26-27 atau awal April.

Sedangkan secara agenda ada versi standard dan tambahan :

1. Versi Standard adalah sebagaimana komunikasi email di bawah

Day 1 utk CS dan PSC end to end process

Day 2 utk Streamlining (inventory parts process)

Setahu saya, materi Day 2 sudah dilakukan khusus utk NKAL sekitar 3 minggu lalu, dan NSUM di Medan sekitar 2 minggu lalu.

2. Versi lain adalah standard plus CRC Process (Day3)

Dimana saat ini CRC rebuild process telah di-replicate ke beberapa region seperti Banjarmasin, Soroako, TBHD dan kemungkinan Pekanbaru. Selain dari CRC Balikpapan. Namun masih ada interaksi SO/SAP ITR3 antara selling branch dgn CRC Porcess yg perlu di-refresh. Maka ini adalah tambahan 1 day materi jika diperlukan.

Utk itu kami persilahkan pak Dodiek dan pak Mulyono jika perlu refreshment ini dilakukan di Area/Region bapak-bapak.

Regards

Arfan Hermawan

Operational Compliance – Standard & Resources Management Department

Customer Support Division

PT Trakindo UtamaTMT 1 BUILDING, 11th Floor

Jalan Cilandak KKO No.1, Jakarta 12560, Indonesia

Tel. +62 21 782 2373, 299 766 20, Ext. 1131 • Mobile: +62 811 8517 911 (Corporate Number)

Or Personnal +62 813 111 78 001 (SMS) / +62 8788 9970 919 (WA)

arfan.hermawan@trakindo.co.idwww.trakindo.co.idA member of **Tiara Marga Trakindo Group****From:** Arfan Hermawan**Sent:** Monday, February 25, 2019 8:14 AM**To:** Wendi Kurniawan <wendi.kurniawan@trakindo.co.id>; Ari Setiawan <arisetia@trakindo.co.id>; Sitti Merina Andini <sitti.andini@trakindo.co.id>; Arya Fahrian <arya.fahrian@trakindo.co.id>**Cc:** marjuang.sinaga@accenture.com; Nia Kaniawati <nkarniati@trakindo.co.id>; Hirjan Rappe <hirjan.rappe@trakindo.co.id>; Lies Windarti <lwindarti@trakindo.co.id>; Meddy Farid <meddy.farid@trakindo.co.id>; Alimuddin <alimuddin@trakindo.co.id>; Christine <christine@trakindo.co.id>; Zulfiadi Susanto <zulfiadi.susanto@trakindo.co.id>; Fourina Yudhasari <fyudhasari@trakindo.co.id>**Subject:** RE: ITR3A Refreshment EIA - Makassar

Bapak-ibu

Saat ini kami mendapatkan mandat dari tim Brave utk mengadakan refreshment SAP ITR3 di beberapa wilayah, salah satunya EIA - Makassar.

Mohon kiranya feedback apakah schedule terlampir bisa kami lakukan di EIA - Makassar 19 – 20 Maret.

Pada kedua hari tersebut dibagi sbb :

1. Day 1, Service End to End dan Parts Supply Chain end to end process.
2. Day 2, Highlight Parts Supply Chain end to end process (streamlining)

Total facilitator sekitar 7 orang (Lies Windarti, Meddy Farid, Heru Susanto, Hirjan Rappe, Sukirman, Arfan Hermawan, Brave).

Audience yg diperlukan adalah para Service Head, Quotation Maintainer, SO creator, Parts Counter, Warehouse disesuaikan materi pada schedule 2 hari tsb.

| REGION/DIVISION | Kota | Tanggal |
|------------------------|---------------|-----------------------|
| South Sumatera | Palembang | 25 – 26 Februari 2019 |
| South Kalimantan | Banjarmasin | 5 – 6 Maret 2019 |
| Batu Hijau | Batu Hijau | 12 – 13 Maret 2019 |
| East Indonesia | Makassar | 19 – 20 Maret 2019 |
| TTD | Kuala Kencana | 26 – 27 Maret 2019 |

Mohon informasi kepada kami, apakah pada tgl 19-20 Maret tsb dapat diadakan di EIA - Makassar, ataukah perlu di-schedule sesuai dgn kebutuhan operational di Makassar.

Utk re-schedule tentunya kami perlu pastikan terlebih dahulu dgn schedule utk Area lainnya.

Regards

Arfan Hermawan

Operational Compliance – Standard & Resources Management Department
Customer Support Division

PT Trakindo Utama

TMT 1 BUILDING, 11th Floor

Jalan Cilandak KKO No.1, Jakarta 12560, Indonesia

Tel. +62 21 782 2373, 299 766 20, Ext. 1131 • Mobile: +62 811 8517 911 (Corporate Number)

Or Personnal +62 813 111 78 001 (SMS) / +62 8788 9970 919 (WA)

arfan.hermawan@trakindo.co.id

www.trakindo.co.id

A member of **Tiara Marga Trakindo Group**

From: Zulfiadi Susanto <zulfiadi.susanto@trakindo.co.id>

Sent: Friday, February 22, 2019 9:23 AM

To: Arfan Hermawan <arfan.hermawan@trakindo.co.id>; Fourina Yudhasari <fyudhasari@trakindo.co.id>

Cc: Fama F Wedaringsih <fflora@trakindo.co.id>; marjuang.sinaga@accenture.com; Nia Kaniawati <nkarniati@trakindo.co.id>; Hirjan Rappe <hirjan.rappe@trakindo.co.id>; Lies Windarti <lwindarti@trakindo.co.id>; Meddy Farid <meddy.farid@trakindo.co.id>; Alimuddin <alimuddin@trakindo.co.id>; Christine <christine@trakindo.co.id>

Subject: RE: ITR3A Refreshment

Pak Arfan,

Kami belum koordinasikan lebih lanjut dengan pihak South Kalimantan, TBHD, EIA dan TTD. Kami persilakan dari mas Arfan untuk mulai menghubungi rekan-rekan dicabang, kontak personnya adalah:

South Kalimantan:

- Rizali Hady, mobile: +62 8115010742
- Akbar Saleh, mobile: +62 8125502280

Batu Hijau:

- Patriyani, mobile: +62 8123757456
- Lusya Asmi, mobile: +62 82147357640

East Indonesia:

- Ari Setiawan, mobile: +62 8125883392
- Arya Fahrian, mobile: +62 8125511377

TTD:

- Muswar, mobile: +62 8124011824

Salam,
Zulfiadi

From: Arfan Hermawan <arfan.hermawan@trakindo.co.id>

Sent: Thursday, February 21, 2019 5:08 PM

To: Zulfiadi Susanto <zulfiadi.susanto@trakindo.co.id>; Fourina Yudhasari <fyudhasari@trakindo.co.id>

Cc: Fama F Wedaringsih <fflora@trakindo.co.id>; marjuang.sinaga@accenture.com; Nia Kaniawati <nkarniati@trakindo.co.id>; Hirjan Rappe <hirjan.rappe@trakindo.co.id>; Lies Windarti <lwindarti@trakindo.co.id>; Meddy Farid <meddy.farid@trakindo.co.id>; Alimuddin <alimuddin@trakindo.co.id>; Christine <christine@trakindo.co.id>

Subject: RE: ITR3A Refreshment

Pak Zul

Utk schedule khususnya TTD dan Batu Hijau apakah sudah dapat permittance dari area tsb.

| REGION/DIVISION | Kota | Tanggal |
|------------------------|---------------|-----------------------|
| South Sumatera | Palembang | 25 – 26 Februari 2019 |
| South Kalimantan | Banjarmasin | 5 – 6 Maret 2019 |
| Batu Hijau | Batu Hijau | 12 – 13 Maret 2019 |
| East Indonesia | Makassar | 19 – 20 Maret 2019 |
| TTD | Kuala Kencana | 26 – 27 Maret 2019 |

Kepada siapa utk follow up hal ini, mungkin pak Zul sudah ada contact person dgn Area TTD dan Batu Hijau atas schedule tsb.

Regards

Arfan Hermawan

Operational Compliance – Standard & Resources Management Department
Customer Support Division

PT Trakindo Utama

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Or Personnal +62 813 111 78 001 (SMS) / +62 8788 9970 919 (WA)

A member of **Tiara Marga Trakindo Group**

From: Zulfiadi Susanto <zulfiadi.susanto@trakindo.co.id>

Sent: Thursday, February 21, 2019 10:28 AM

To: Arfan Hermawan <arfan.hermawan@trakindo.co.id>; Fourina Yudhasari <fyudhasari@trakindo.co.id>

Cc: Fama F Wedaringsih <f flora@trakindo.co.id>; marjuang.sinaga@accenture.com; Nia Kaniawati <nkarniati@trakindo.co.id>; Hirjan Rappe <hirjan.rappe@trakindo.co.id>; Lies Windarti <lwindarti@trakindo.co.id>; Meddy Farid <meddy.farid@trakindo.co.id>; Alimuddin <alimuddin@trakindo.co.id>; Christine <christine@trakindo.co.id>

Subject: ITR3A Refreshment

Pak Arfan dan mbak Fou,

Berikut '*lesson learned*' yang dapat disimpulkan dari Refreshment Session di Surabaya:

- PSSR secara proaktif perlu mempelajari sistem yang ada di Trakindo, khususnya yang berkaitan dengan parts sales order dan service order.
- Masih ada End User yang belum menguasai proses 'How to', sehingga rekan-rekan Key User juga harus lebih proaktif mengidentifikasi bagian mana yang masih kurang dikuasai.
- Koordinasi kerja dan komunikasi antar department (service ke supply chain dll) belum lancar, sehingga apabila ada permasalahan disatu proses, rekan-rekan end user lebih banyak menunggu.
- Pada sesi refreshment di hari ke-1 dengan participant zone leader, komunikasi 2 arah terjadi dan disimpulkan participant memahami keseluruhan prosesnya beserta kendala yang terjadi di lapangan.
- Pada sesi streamlining di hari ke-2 dengan participant counter dan warehouseman, tidak banyak pertanyaan yang muncul. Dikhawatirkan masih banyak proses 'How To' yang belum dikuasai.

Berikut feedback dari rekan-rekan di Surabaya setelah mengikuti sesi Refreshment:

- Banyak menerima update baru untuk proses parts sales order dan service order, sehingga pemahaman lebih baik.
- Gap knowledge di East Java terjawab dari sesi Refreshment.
- Sesi berjalan efektif karena bisa bertanya langsung ke facilitator.
- Berharap masih ada waktu membahas 'How To' Quotation Maintainer.
- East Java setuju untuk membuat communication plan cascade informasi Refreshment ke cabang-cabang.

Berikut agenda rencana kunjungan selanjutnya:

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|------------------------|-------------|-----------------------|
| South Sumatera | Palembang | 25 – 26 Februari 2019 |
| South Kalimantan | Banjarmasin | 5 – 6 Maret 2019 |
| Batu Hijau | Batu Hijau | 12 – 13 Maret 2019 |

| | | |
|-----------------------|---------------|--------------------|
| <i>East Indonesia</i> | Makassar | 19 – 20 Maret 2019 |
| <i>TTD</i> | Kuala Kencana | 26 – 27 Maret 2019 |

Rekan-rekan user champion akan memerlukan approval untuk kunjungan diatas, mohon dibantu.

Salam,
Zulfiadi
BRAVE Change Team