

INTER - OFFICE MAIL

NO. 006/SWL/CSHO/X/2019

October 2nd, 2019

KEPADA/TO : AREA GENERAL MANAGERS, GENERAL OPERATION MANAGERS, REGION MANAGERS, TECHNICAL/CUSTOMER SUPPORT MANAGERS, AREA SERVICE/HUB MANAGERS, AREA/REGION HR HEADS

DARI/FROM : CUSTOMER SUPPORT DIVISION HEAD, HUMAN CAPITAL HEAD

TEMBUSAN/COPY TO : CHIEF OPERATING OFFICER, CHIEF ADMINISTRATION OFFICER, O.S.M DIVISION HEAD, HC DIVISION HEAD, AREA PRODUCT SUPPORT MANAGERS, AREA SERVICE MANAGERS, SERVICE MANAGERS – C.E.G, HC MANAGERS – C.E.G, COMMUNICATION MANAGER

PERIHAL/SUBJECT : TRAKINDO SERVICEMAN AWARD PROGRAM 2019

Dengan ini kami informasikan bahwa *Trakindo Serviceman Award Program* (TSAP) 2019 akan diselenggarakan pada 5-11 Desember 2019 di Cileungsi Training Center.

We are pleased to inform you that the 2019 *Trakindo Serviceman Award Program* (TSAP) will be held on December 5th -11th, 2019 at Cileungsi Training Center.

TUJUAN

1. Memberikan penghargaan dan pengakuan atas pencapaian kompetensi *serviceman* di dalam organisasi serta menjaga dan meningkatkan semangat kerja dan motivasi.
2. Untuk mendapatkan talenta terbaik di *Service Department*.
3. Untuk memilih satu kandidat terbaik untuk berpartisipasi dalam Australasia 2019 Dealer Top Apprentice Program (DTAP) reguler yang akan diselenggarakan pada kuartal pertama 2020.

OBJECTIVES

1. To give reward and recognition of *Serviceman's* competency achievement within organization in order to maintain and enhance the working spirit and motivation.
2. To discover the best talent in *Service Department*.
3. To select one best candidate to participate in regular Australasia 2019 Dealer Top Apprentice Program (DTAP) which will be held in the 1st quarter of 2020.

TINJAUAN PROGRAM

Program ini terdiri atas 4 kategori:

1. TSAP-1 (*Apprentice Award*) untuk *serviceman* yang memiliki masa kerja maksimum 6 tahun di *Service Department*.
Juara Umum TSAP-1 2019 akan berpartisipasi dalam *Dealer Top Apprentice Program* Australasia 2019 di Caterpillar Asia Pacific Ltd, Melbourne.
2. TSAP-2 (*Performance Award*) untuk *serviceman* yang memiliki masa kerja antara 6 sampai 12 tahun di *Service Department*.
3. TSAP-3 (*Achievement Award*) untuk *serviceman* yang memiliki masa kerja di atas 12 tahun di *Service Department*.
4. TSAP - *Service Division Award* untuk *Area/Division/Region* yang memiliki perhitungan poin tertinggi pada kompetisi TSAP-1, TSAP-2, dan TSAP-3.

PROGRAM OVERVIEW

The program consists of 4 categories:

1. TSAP-1 (*Apprentice Award*) for *serviceman* who has service year maximum 6 years in length works in *Service Department*.
The 2019 TSAP-1 Overall Champion will participate on Australasia 2019 Dealer Top Apprentice Program at Caterpillar Asia Pacific Ltd., Melbourne.
2. TSAP-2 (*Performance Award*) for *serviceman* who has service year between 6 to 12 years in length works in *Service Department*.
3. TSAP-3 (*Achievement Award*) for *serviceman* who has service year more than 12 years in length works in *Service Department*.
4. TSAP - *Service Division Award* for *Area/Division/Region* which has highest total point on TSAP-1, TSAP-2, and TSAP-3 Competition.

PT Trakindo Utama

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JADWAL PROGRAM

Mengacu pada lampiran 2019 TSAP *Timeline*

PEDOMAN PROGRAM

Area/Division/Region HC dan *Service Department* harus melakukan proses seleksi untuk mendapatkan *serviceman* terbaik untuk mewakili *Area/Division/Region* pada masing-masing kategori.

Pendaftaran kompetisi tingkat nasional dilakukan dengan mengirimkan dokumen berikut ke panitia paling lambat 25 Oktober 2019:

1. Formulir Pendaftaran TSAP 2019 untuk semua kategori.
2. CV untuk kandidat TSAP-3.
3. Rencana perjalanan peserta dan pendamping.

Proses pelaksanaan TSAP 2019 diatur secara lebih terperinci di dalam dokumen 2019 Trakindo Serviceman Award Program Guidelines.

Para pakar dari CEG – Head Office dan kontribusi pimpinan manajemen diperlukan sebagai juri pada sesi presentasi formal, studi kasus, dan memberikan penghargaan.

Penanggung jawab TSAP 2019 adalah M Hajar Murdana (e-mail: muhamad.murdana@trakindo.co.id telepon kantor 021- 8233361 dan ponsel +62 812 8320 3055).

Mari bersama-sama memberikan dukungan pada kesuksesan program ini dan memastikan kualitas tertinggi pada proses seleksi di tingkat *Area/Division/Region*

ADVANCING TRAKINDO FORWARD,



Simon W. Lawton
Customer Support Division Head

PROGRAM SCHEDULE

Refer to 2019 TSAP *Timeline*

PROGRAM GUIDELINES

Area/Division/Region HC and *Service Department* must conduct the selection process to discover the best *serviceman* to represent their *Area/Division/Region* on each category.

Registration of the national competition completed by submit these documents to the committee on October 25th, 2019 at latest:

1. 2019 TSAP Enrollment Form for all categories.
2. CV for TSAP-3 candidate.
3. Itinerary of participant and representative.

The execution process of 2019 TSAP is regulated more detail in the 2019 Trakindo Serviceman Award Program Guidelines document.

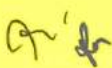
Subject matter experts from CEG – Head Office and top management's contribution are required as the judges on TSAP formal presentation, case study, and present the awards.

The Person in Charge of 2019 TSAP is M Hajar Murdana (e-mail: muhamad.murdana@trakindo.co.id phone office 021-8233361 and cell phone +62 812 8320 3055).

Let's support the success of this program and ensure the highest quality of selection process in the *Area/Division/Region* level.



Ferry M. Butarbutar
Human Capital Division Head



2019 TSAP Timeline



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