

OVERSEAS TRAINING PROPOSAL
Service Excellence Support

BUSINESS CASE

Caterpillar Dealer will be eligible to submit Reuse and Salvage Assurance claims if Dealers have a qualified service personnel. To be Dealer Certified Service Personnel in warranty process, we must attend the following overseas training:

- » Applied Failure Analyst (AFA) 1 Training
- » Components Reuse Training

Up to now we have one claim being denied by Cat with value 21,756 USD, we need to anticipate these losses to grow. Potential lost due to uncertified reuse service personnel to support Reuse & Salvage Assurance in a year is USD 560K (approx., base last year case).

There are approximately 200 rebuild component in monthly bases at CRC workshop, hence CRC needs more than one personnel to handle component reuse inspection to ensure accurate component inspection based on GRPTS.

OBJECTIVES:

- To improve our service capabilities in reuse and salvage process as warranty processor and warranty inspector
- Compliance with Cat Reuse and Salvage Assurance Program released on November 9th, 2021
- Compliance with TCDPA and SEP requirement and fulfilment (CRCA and Repair Option)

CANDIDATES

The candidate for this program is service personnel (Technician, Foreman, QA/QC Analyst) who will be assign as Certified Reused Inspector.



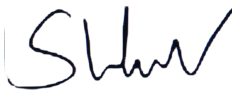



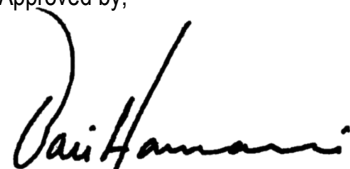
TRAINING PROPOSAL

As part of Corporate Strategy to fulfil the business requirement we propose service personnel listed below to attend the Applied Failure Analyst (AFA) 1 training until our process in certification on AFA-1 and AFA-2 to Cat is done (target at the end of 2022, waiting failed iron complete as training aid) and attending Component Reuse for their development as **Certified Reused Inspector**.

The training will be delivering in two batches to maintain resources availability in operation and upon to availability schedule.

Specific Competency	Candidates Name/Branch	Training Title/Location/Date	Cost	Note
Certified Reused Inspector	1. Edi Susilo CRC BPN	<ul style="list-style-type: none"> • Applied Failure Analyst/ Dubai/TBA 	Training Fee: USD 1,750/participants Transport, Accommodation and Meals: USD 1,700/participant (estimation)	50% of training cost will be proposed to cover by CES Fund the rest of costs will be absorbed by respective branches
	2. Husain Maulana CRC BPN			
	3. Rabita Alam CRC BPN			
	4. Danar Aji Prabowo CRC BPN			
	5. Dedik Winarto Batu Hijau			
	6. Rizal Arifin Batu Hijau			
	7. Deded Eka Putra Sumatera			
	8. Gretha Romawan TTD			
	9. Imam Noviantoro TTD			
	10. Rahmat M. Yunus TTD			

Jakarta, 10 March 2022

Proposed by,  RISANG WIJANARKO Service Excellence Support Manager	Comments: 	Proposed by,  FERRY M. BUTARBUTAR Division Head Human Resources	Comments: In principle, I support this proposal because we really need certified personnel so that we can make a Reuse & Salvage Assurance claim to CAT which has a fairly large value. In addition, currently TC Cileungsi still has limitations in the implementation of AFA Training (based on the last TCDPA Audit). Moreover, 50% of this investment is planned to be claimed to the CES Fund. (1 Apr 2022)
Endorsed by,  04.04.2022 SIMON LAWTON Chief Operating Officer Mining	Comments: Ok to approve. I would expect that the CRC trained personnel also pass on training to the BPN and Banjarmasin branches in line with supporting CRC rebuilds.		
Endorsed by,  11.04.2022 IMMAWAN PRIYAMBUDI Chief Operating Officer C&F	Comments: Reviewed and approved		
Endorsed by,  07.04.2022 RONI SETYAWAN Chief Customer Support	Comments: Ok and approve based on the earlier discussion with pak Risang for rationale and justification.		
Endorsed by,  12/04/2022 YULIA YASMINA Chief Administration Officer	Comments: Reviewed and approved based on prior discussion with L&D and Service Team. L&D Team to ensure to apply the overseas training charge back mechanism to the individuals being trained, should any of them resign within less than 1 year after the training.		
Approved by,  BARI HAMAMI President Director	Comments: Reviewed & Approved as per April 27, 2022		