

Marthinus Rangga Sanapang

From: Syaiful Rohman
Sent: Monday, February 20, 2023 9:20 AM
To: Djahrani; Marthinus Rangga Sanapang; Dian Andra Lukita
Cc: Sukram; Deddy Dwiyono; Ade Hamka; Alimuddin; Asep Sutardiman; Pipit S Budi; Hananto Bentar; Muhammad Hisyam; Iwan H Sulistio; Oki; Heru Winanto
Subject: RE: SEP Attribute assessment 2023, CRCA & Warranty Audit - NKAL need support / TCAR

Dear Team

Mohon sharing TCAR nya untuk kita minta bantuan rekan Samarinda untuk booking hotel yang sama agar lebih efisien

Best Regards,

Syaiful Rahman

Service Dept. Northern Kalimantan Division

PT Trakindo Utama

Stalkuda Office 2nd Floor

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From: Syaiful Rohman

Sent: 14 February 2023 15:19

To: Djahrani <djahrani@trakindo.co.id>; Marthinus Rangga Sanapang <marthinus.sanapang@trakindo.co.id>; Dian Andra Lukita <dian.lukita@trakindo.co.id>

Cc: Sukram <sukram@trakindo.co.id>; Deddy Dwiyono <deddy.dwiyono@trakindo.co.id>; Ade Hamka <ade.hamka@trakindo.co.id>; Alimuddin

<alimuddin@trakindo.co.id>; Asep Sutardiman <asutardi@trakindo.co.id>; Pipit S Budi <pipit.budi@trakindo.co.id>; Hananto Bentar <hbentar@trakindo.co.id>; Muhammad Hisyam <mhisyam@trakindo.co.id>; Iwan H Sulistio <isulistio@trakindo.co.id>; Oki <oki@trakindo.co.id>; Heru Winanto <hwinanto@trakindo.co.id>
Subject: FW: SEP Attribute assessment 2023, CRCA & Warranty Audit - NKAL need support

Dear Team

Mohon support dan kehadirannya dari masing – masing perwakilan Region dan GOM untuk mewakili Service Leaders dan Branch / Site Leader NKAL akan melakukan assessment CRCA audit, SEP Attribute dan Warranty audit sebagai penilain SEP secara NKAL Agenda di mulai dari tgl 27 Feb – 3 Mar 2023, sehingga di mohon di tgl 26 Feb malam sudah merapat di Samarinda Branch dan akan berlanjut ke Balikpapan Branch dan Area NKAL.

Bapak2 Service Leader & Branch / Site Managers

Mohon supportnya untuk memberikan izin dari masing – masing perwakilan tersebut untuk support audit ini

Note : Sangatta akan menyusul di CRCA Audit di bulan May 23

AGENDA OPERATIONAL EXCELLENCE 2023																																					
M/D	Operational Governance Meeting							SEP Service Attribute Assessment							CRCA Assessment Review							Cadence WIP Meeting							Warranty Audit								
	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	
Jan-23			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
Feb-23					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
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Best Regards,

Syaiful Rahman

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From: Donny Bayu Munandar <donny.munandar@trakindo.co.id>

Sent: 13 February 2023 17:19

To: Ali Basuki <a_basuki@trakindo.co.id>; Widyo Prabowo <wprabowo@trakindo.co.id>; Kasmadi <kasmadi@trakindo.co.id>; Syaiful Rohman <syaiful.rohman@trakindo.co.id>; Agoes Soeprijanto <Agoes.Soeprijanto@trakindo.co.id>; Selvy Rompas <selvy.rompas@trakindo.co.id>; Santoni Tambun <santoni.tambun@trakindo.co.id>

Cc: Lies Windarti <lwindarti@trakindo.co.id>; Yulrike Ratna Sari <ysari@trakindo.co.id>; Rahmad Anton <rahmat.anton@trakindo.co.id>; Muhammad Ichsan <michsan@trakindo.co.id>; Widodo Pudyanto <wpudyant@trakindo.co.id>; Bram Majidar Pasya <bram.pasya@trakindo.co.id>; Gusnawan Adi Putra <gusnawan.putra@trakindo.co.id>; Indrasuara LS Si'lang <indrasuara.silang@trakindo.co.id>; Oki <oki@trakindo.co.id>; Darren Graeme Habel <darren.habel@trakindo.co.id>

Subject: SEP Attribute assessment 2023

Dear Bapak dan Ibu,

Sehubungan dengan SEP Attribute Assessment 2023, berikut terlampir baseline as reference.

Silakan diupdate evidence untuk metric dan attribute berdasarkan performance masing-masing area.

Kami tambahkan evidence tentang Service Commitment point d untuk level advanced, TCA sebagai system untuk berinteraksi dengan Customer. Penambahan poin d ini sebagaimana sudah di sosialisasikan pada Governance Meeting di Desember 2022 lalu.

- **Contamination Control**

- Effective Q1 2023, CC assessments must be completed by a certified auditor

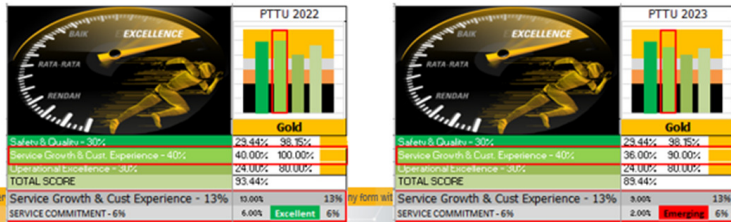
- **Service Commitment**

- Add ADVANCED d)

- d) Dealership has a centralized, ERP-integrated, two-way communication solution such as "Cat Interact" that allows service personnel to send mobile (e.g. SMS, WhatsApp, other than email) status updates, inspections, and quotes/estimates to their customers and internal partners.

- Change EMERGING c)

- c) Effective 2023, for Remote Flash & Remote Troubleshoot, the denominator will be simplified to a fixed target instead of a running average. As such, the target will be more attainable, and the Remote Flash target will be raised to 25%.



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Berikut schedule pelaksanaan SEP Attribute Assessment 2023: silakan di persiapkan masing-masing area untuk kelengkapan assessment tersebut (note: **untuk TBHD dan TTD masih dilakukan online**)

1. SKAL → 24 Feb 23
2. NKAL → 03 Mar 23
3. TTD → 10 May 23
4. SUM → 26 May 23
5. TBHD → 07 Jun 23
6. JAVA → 28 Jul 23
7. EIA → 04 Aug 23

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terimakasih

Best Regards,

Donny Bayu Munandar

Operational Excellence – Service Excellence Support

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