

Rahmad Ariyadianto

From: Kasmadi
Sent: Monday, February 20, 2023 10:07 AM
To: Adi Sasono; M Rusdiansyah; Siba Waihi; Mury Irsandi; Ramses Manurung; Andri Kurniawan; Rahmad Ariyadianto; Danang Windianto; Wahyu Setia Budi; Fery Irawan
Cc: Indrasuara LS Si'lang; Yulianto Susanto; Sudarmono; Wahyu Setiabroto; I Nengah Sumantra; Steven Tamalonggehe; Bambang F Rianto; Budiyo; Edy Muhery
Subject: RE: Preparation SEP Attribute assessment 2023 SKAL

[@M Rusdiansyah](#) [@Siba Waihi](#) [@Andri Kurniawan](#) [@Danang Windianto](#) [@Rahmad Ariyadianto](#) [@Wahyu Setia Budi](#)

Team HO dan Caterpillar yg datang ke BJM pagi ini mengkonfirmasi bahwa agenda assessment SEP dimajukan tgl 23Feb23.
So please berhadir di BJM tgl 22Feb23.

Terima kasih
Best Regards,

Kasmadi
Area Service Southern KAL

PT Trakindo Utama Banjarmasin Office 2nd Floor
Jl. A Yani KM 16.4 Kec. Gambut, Kab. Banjar, Kalimantan Selatan 70235, Indonesia
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From: Kasmadi
Sent: Friday, February 17, 2023 5:43 PM
To: Adi Sasono <adi.sasono@trakindo.co.id>; M Rusdiansyah <m.rusdiansyah@trakindo.co.id>; Siba Waihi <siba.waihi@trakindo.co.id>; Mury Irsandi <mury.irsandi@trakindo.co.id>; Ramses Manurung <ramses.manurung@trakindo.co.id>; Andri Kurniawan <andri.kurniawan@trakindo.co.id>; Rahmad Ariyadianto <rahmad.ariyadianto@trakindo.co.id>; Danang Windianto <danang.windianto@trakindo.co.id>; Wahyu Setia Budi <Wahyu.S.Budi@trakindo.co.id>;

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Subject: Preparation SEP Attribute assessment 2023 SKAL

Dear rekan2 team SKAL

Utk mempercepat preparation data2/evidence utk assessment attribute SEP SKAL oleh Caterpillar tgl 24Feb23 next week, tolong support dari rekan2 cabang berikut ini utk berhadir H-1 di Area office BJM (23Feb23).

- M Rusdiansyah
- Siba Waihi
- Andri Kurniawan
- Danang Windianto
- Rahmad Ariyadianto
- Wahyu Setia Budi

Terima kasih
Best Regards,

Kasmadi

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From: Kasmadi

Sent: Thursday, February 16, 2023 1:21 AM

To: Muhammad Arief Firdaus <muhammadarief.firdaus@trakindo.co.id>; Yogo Sutirto <yogo.sutirto@trakindo.co.id>; Tedy Setiadi

<tedy.setiadi@trakindo.co.id>; Adi Sasono <adi.sasono@trakindo.co.id>; M Rusdiansyah <m.rusdiansyah@trakindo.co.id>; Siba Waihi <siba.waihi@trakindo.co.id>; Mury Irsandi <mury.irsandi@trakindo.co.id>; Ramses Manurung <ramses.manurung@trakindo.co.id>; Lukman Safaruddin <lukman.safaruddin@trakindo.co.id>; Luveannoor Akbar <luveannoor.akbar@trakindo.co.id>; Ellicsa Martalia <ellicsa.martalia@trakindo.co.id>; Andri Kurniawan <andri.kurniawan@trakindo.co.id>; Akhmad Ridhany <akhmad.ridhany@trakindo.co.id>; Yudi Iskandar Dinata <yudi.dinata@trakindo.co.id>; Rahmad Ariyadianto <rahmad.ariyadianto@trakindo.co.id>; Danang Windianto <danang.windianto@trakindo.co.id>; Mochammad Sulthon Kautsar <mochammad.kautsar@trakindo.co.id>; Dwi Sulistiyono <dwi.sulistiyono@trakindo.co.id>; Andreas Mauludi <Andreas.Mauludi@trakindo.co.id>; Saichu Anwar Ramadhan <SAICHU.RAMADHAN@TRAKINDO.CO.ID>; Faizal Zulkar <Faizal.Zulkar@trakindo.co.id>; Muhammad Ishak <Muhammad.Ishak@trakindo.co.id>; Ahmad Fadillah <ahmad.fadillah@trakindo.co.id>; Syahril Hidayat <Syahril.Hidayat@trakindo.co.id>; Muhammad Kamaluddin <muhammad.kamaluddin@trakindo.co.id>; Akhmad Saukani <Akhmad.Saukani@trakindo.co.id>; Wahyu Setia Budi <Wahyu.S.Budi@trakindo.co.id>; Fery Irawan <firawan@trakindo.co.id>

Cc: Indrasuara LS Si'lang <indrasuara.silang@trakindo.co.id>; Prasetyo H Kurniawan <pkurniawan@trakindo.co.id>; Rulyana Mauludy Rahman <rulyana.rahman@trakindo.co.id>; Selamat M Sigalingging <selamat.sigalingging@trakindo.co.id>; Yulianto Susanto <yulianto.susanto@trakindo.co.id>; Sudarmono <sudarmono@trakindo.co.id>; Wahyu Setiabroto <wsetiabroto@trakindo.co.id>; I Nengah Sumantra <I.N.Sumantra@trakindo.co.id>; Steven Tamalonggehe <steven.tamalonggehe@trakindo.co.id>; Muhammad Hilal <muhammad.hilal@trakindo.co.id>; Bambang F Rianto <brianto@trakindo.co.id>; Budiyo <budiyo@trakindo.co.id>; Edy Muhery <edy.muhery@trakindo.co.id>; Faisal Kusuma <sfaisal@trakindo.co.id>; Andy Wahyu Budyarto <andy.budyarto@trakindo.co.id>; Bambang Murdianto <bambang.murdianto@trakindo.co.id>

Subject: FW: SEP Attribute assessment 2023 SKAL

Importance: High

Dear rekan2 Service Head, Service support, SCC & Techcom SKAL

Agenda tahunan assessment SEP div SKAL akan dilakukan offline tgl 24Feb2023 minggu depan di area office SKAL (ref email dibawah).

Memang mendadak, dari HO baru tgl 13Feb kemarin memberikan update. Dan karena padatnya agenda, mohon maaf saya juga baru sempat share malam ini. Tantangan kita, bulan Feb23 ini SKAL menjalani 3 assessment berurutan, sehingga kita harus bekerjasama semuanya secepatnya melakukan preparation agar bisa mempertahankan best result assessment SEP SKAL.

- Assessment CRCA = 20-23 Feb 2023
- Assessment SEP = 24 Feb 2023
- Assessment TCDPA = 27 Feb 2023

Agar tidak mengganggu operasional dan support ke customer, saya tidak akan mengundang semua cabang hadir offline ke BJM.

Saya akan invite beberapa champion SEP, techcom dan svc head utk membantu saya menghadapi assessor Caterpillar.

Terlampir PPT assessment SEP kita tahun lalu.

Harap direview dan siapkan evidence2 penggantinya yg lebih up to date dan original from SKAL team.

Jumat besok 17Feb sore setelah saya balik dari Ponti, kita lakukan meeting kordinasi pengumpulan evidence2 ini via ms team.

Terima kasih
Best Regards,

Kasmadi

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

Sent: Monday, February 13, 2023 5:19 PM

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>; Rahmat 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.

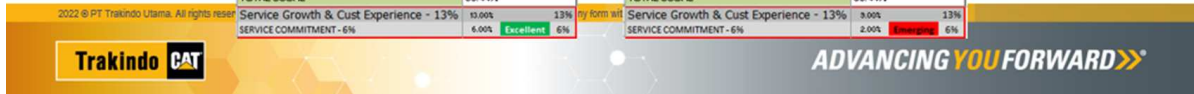
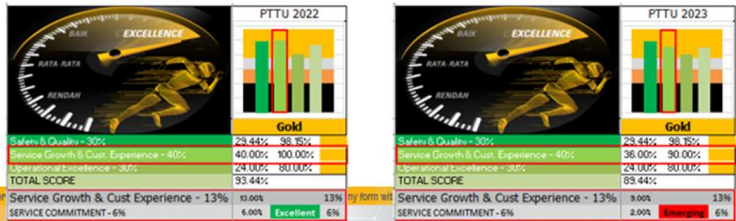
Kami tambahkan evidence tentang Service Commitment point d untuk level advanced, TCA sebagai system untuk berinteraksi dengan Customer. Penambahan poin d ini sebagaimana sudah di sosialisasikan pada Governance Meeting di Desember 2022 lalu.

- 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%.



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)

- SKAL → 24 Feb 23
- NKAL → 03 Mar 23
- TTD → 10 May 23
- SUM → 26 May 23
- TBHD → 07 Jun 23
- JAVA → 28 Jul 23
- EIA → 04 Aug 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
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			
Mar-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	
Apr-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					
May-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		
Jun-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	
Jul-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				
Aug-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	
Sep-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					
Oct-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			
Nov-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		
Dec-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				

terimakasih

Best Regards,

Donny Bayu Munandar

Operational Excellence – Service Excellence Support

PT Trakindo Utama

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