

**INCREASE QUALITY PRODUCT SUPPORT MATRIXS OTIF
THROUGH NEW SUPPORT POINT TO FACE THE CHALLENGE IN
NICKEL BUSSINES IN SOUTH HALMAHERA OBI SITE**

By
Gede Bayu Bandis Pratama
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SWISS GERMAN UNIVERSITY
The Prominence Tower
Jalan Jalur Sutera Barat No. 15, Alam Sutera
Tangerang, Banten 15143 - Indonesia

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.



Gede Bayu Bandis Pratama

Student

Date 09/02/2024

Approved by:

Dr. Dena Hendriana, B.Sc., S.M., Sc.D.

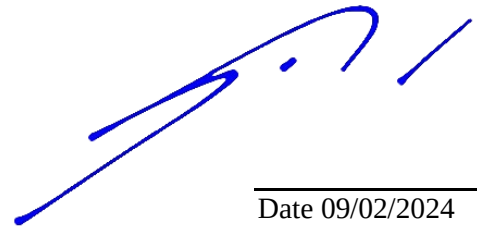
Thesis Advisor



Date 09/02/2024

Dr. Ir. Gembong Baskoro, M.Sc., IPU.

Thesis Co-Advisor



Date 09/02/2024

Dr. Ir. Maulahikmah Galinium, S.Kom., M.Sc

Dean

Date 09/02/2024

ABSTRACT

INCREASE QUALITY PRODUCT SUPPORT (OTIF) THROUGH NEW SUPPORT POINT TO FACE CHALLENGE BUSSINES NICKEL IN SOUTH HALMAHERA (SITE OBI)

By

Gede Bayu Bandis Pratama, Students
Dr. Dena Hendriana, B.Sc., S.M., Sc.D. Advisor
Dr. Ir. Gembong Baskoro, M.Sc., IPU. Co-Advisor

SWISS GERMAN UNIVERSITY

Focus on the On-Time In-Full (OTIF) metric, the goal of this research is to improve the quality of product support by creating a new support point that is expressly designed to address the unique issues presented by the nickel business in South Halmahera, especially at the Site Obi. The study strategically focuses on lead time process optimization, personnel management, and infrastructure enhancements using the DMAIC (Define, Measure, Analyze, Improve, Control) methodology. The enhancement initiatives carefully evaluate the complications offered by the geographical subtleties of the Obi Island site. The main goal is to achieve an exceptional OTIF performance, with a strict aim above the 90% mark. The study examines and resolves the complex issues posed by Obi Island's isolated location and limited geographic area.

Keywords: On-Time In-Full (OTIF), DMAIC Methodology, Lead time, Obi Island,

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DEDICATION

I dedicated this research for My Family & Corporate University – PT ABC

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