

**IMPROVING ROBUST PROCESS PERFORMANCE
FOR EFFECTIVE WORKING CAPITAL
AT PT UNITED TRACTORS SITE TANJUNG ENIM**

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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.

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ABSTRACT

IMPROVING ROBUST PROCESS PERFORMANCE FOR EFFECTIVE WORKING CAPITAL AT PT UNITED TRACTORS SITE TANJUNG ENIM

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PT United Tractors Site Tanjung Enim is having trouble getting documentation to costumers, which is leading to account blockages and payment delays. The billing cycle is being severely impacted by this problem. Finding a way to improve operational support and speed up document delivery is the aim of this study. The DMAIC, Ishikawa Diagram method is used in the problem analysis to identify the underlying cause. To track how long it takes for the Administration Department from print SPB, sending spare parts, to sending invoice & document related to customers. In order to meet customer expectations, the total time becomes critical, with the goal of maximizing client receipt within 9 days, form the current 12 days. This program is evaluated using the Ishikawa Diagram to match it with target settled. According to research, the Ishikawa Diagram approach has succeeded in increasing the timeliness of delivery by reducing the Lead Time Document to customers from 12 days to 6 days. This helped UT management avoid complicated procedures and operational disruptions. It also successfully reduced the Collection Period (CP) from 54 days to 48 days, resulting in an 11% increase in the effectiveness of accounts receivable reduction, which is also part of working capital, or 15.4 billion.

Keywords: DMAIC, Ishikawa Diagram, Collection Period (CP), Lead Time Document

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DEDICATION

In the name of Allah, the Most Gracious, the Most Merciful, All praises be to Allah Subhanahu wa Ta'ala, the Lord of the worlds, for His infinite mercy, guidance, and strength that enabled me to complete this thesis as part of my academic journey. I humbly dedicate this work to:

1. Allah SWT, the Almighty, to whom I am deeply grateful for all the blessings that have given me strength and guidance to stay on the right path.
2. The Prophet Muhammad (peace be upon him), the noblest teacher and guide for mankind. May peace and blessings be upon him, his family, and his companions, who taught us the true value of knowledge and ethics
3. My family, especially my beloved parents, my wife, and my children. Thank you for your endless love, unwavering prayers, and immense sacrifices have guided me through every step of life.
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The author acknowledges that this final project is far from perfect. Therefore, constructive criticism and suggestions are greatly appreciated for further improvement.

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