

**IMPROVEMENT OTIF (ON TIME IN FULL)
TO INCREASE PRODUCT SUPPORT LEVEL
IN KETAPANG SUPPORT POINT
AT PT UNITED TRACTORS PONTIANAK BRANCH**

By

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my 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 acknowledgment is made in the thesis.

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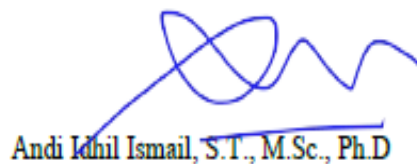


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ABSTRACT

IMPROVEMENT OTIF (ON TIME IN FULL) TO INCREASE PRODUCT SUPPORT LEVEL IN KETAPANG SUPPORT POINT AT PT UNITED TRACTORS PONTIANAK BRANCH

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PT. UT Pontianak, in seeking optimal service accuracy and spare parts availability for customer requests, faces challenges in meeting the 80% parts availability target due to fluctuating demand from representatives in Ketapang. The discrepancy between stock and demand, coupled with extended supply lead times, hinders achieving the On Time In Full (OTIF) target of at least 90%. This research addresses the issue through problem analysis using the fishbone diagram method and comparing moving average forecasting methods. The objective is to identify the most effective spare parts inventory management method. Task Analysis is employed to analysed spare parts supply flows and enhance lead times. Results indicate that a 12-month moving average enhances effectiveness and efficiency, leading to increased availability. The Sales Canvassing Model proves effective in identifying the causes of delivery delays. Proposing the Commodity Contract System, the research suggests improving service level measurement and expediting spare parts supply to customers.

Keywords: Availability, On Time In Full, Commodity Contract System.

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DEDICATION

Assalamu'alaikum Warohmatullahi Wabarokatuh,

All praise is attributed to Allah Subhanahu Wata'ala for His mercy, protection, favors, and guidance, allowing the author to complete this thesis. The author dedicates the preparation of this thesis to their current workplace, PT. United Tractors Tbk, as well as to their alma mater, Swiss German University. This dedication serves as a fulfillment of the requirements for completing the Master's education program in the Mechanical Engineering Master's Study Program at Swiss German University.

This thesis, authored by the individual, is intended to be a source of benefit and insight for all readers in future academic, business, and industrial developments.

Wassalamu'alaikum Warohmatullahi Wa Barokatuh

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