

**INNOVATIVE APPROACHES FOR EFFECTIVE SUPPLY CHAIN
INVOICE-TO-CUSTOMER MONITORING**

By

MUHAMMAD ABIEL PRADIPTA
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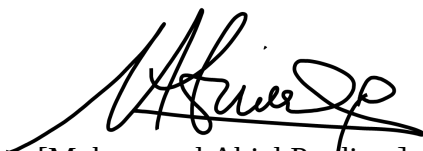


SWISS GERMAN UNIVERSITY
The Prominence Tower
Jalan Jalur Sutera Barat No. 15, Alam Sutera
Tangerang, Banten 15143 - Indonesia

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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.


[Muhammad Abiel Pradipta]

Student

06/02/2024

Date

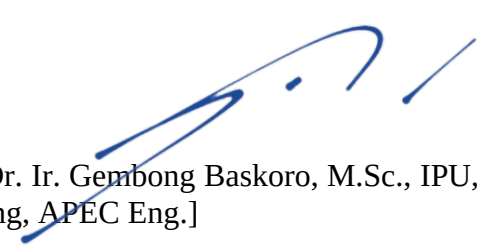
Approved by:



[Ir. Ishardita Pambudi Tama, ST., MT., Ph.D., IPU.]

Thesis Advisor

Date


[Dr. Ir. Gembong Baskoro, M.Sc., IPU, ASEAN
Eng, APEC Eng.]

Thesis Co-Advisor

6 Feb. 2024

Date

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

Dean

Date

Muhammad Abiel Pradipta

ABSTRACT

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by

Muhammad Abiel Pradipta Students

Ir. Ishardita Pambudi Tama, ST., MT., Ph.D., IPU., Advisor

Dr. Ir. Gembong Baskoro, M.Sc., IPU, ASEAN Eng, APEC Eng., Co-Advisor

SWISS GERMAN UNIVERSITY

UT Site Tanjung Enim branch is facing difficulties in delivering documents to customers, causing delays in payments and account blockages. This issue is impacting the billing cycle significantly. The objective of this research is to find a solution to expedite document delivery and enhance operational support. The problem analysis utilizes the 5 WHYs method to uncover the root cause. A process monitoring design is created to measure the time taken for spare parts to be delivered from the warehouse to be received by the Administrative Department and for the Shipping Receipt Acknowledgment to be printed for the Sender. The total time becomes crucial, aiming for maximum customer receipt within 9 days, meeting their expectations. The Quality Function Deployment (QFD) method is employed to assess this program to align with customer needs and gather feedback. Research findings indicate that the QFD method effectively improves the timeliness of deliveries. This assists UT management in avoiding convoluted processes and operational disruptions.

Keywords: *Quality Function Deployment (QFD), Collection Period (CP), Invoice Production Monitoring (IPM), Leadtime Document.*

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DEDICATION

In the name of Allah, the Most Gracious, the Most Merciful.

I dedicate this thesis to My Family, My Workplace PT. United Tractors Tbk, and to My Almamater Swiss German University and also as a requirement for completing the Undergraduate Program Magister Mechanical Engineering at Swiss German University. In the pursuit of knowledge, I am deeply indebted to the blessings and guidance bestowed upon me by Allah SWT.

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