

4.7 Control Management

Management Control in this research is carried out in 4 ways, namely:

1. Creation and implementation of Standard Operational Procedures (SOP) Order Process between UT Ketapang and customers & Inventory Management at internal UT Pontianak specially support point UT Ketapang.
2. Monthly Review Achievement Performance between team part UT Pontianak include UT Ketapang and Customers Ketapang
3. Create dashboard control to facilitate performance review, as seen as follows:

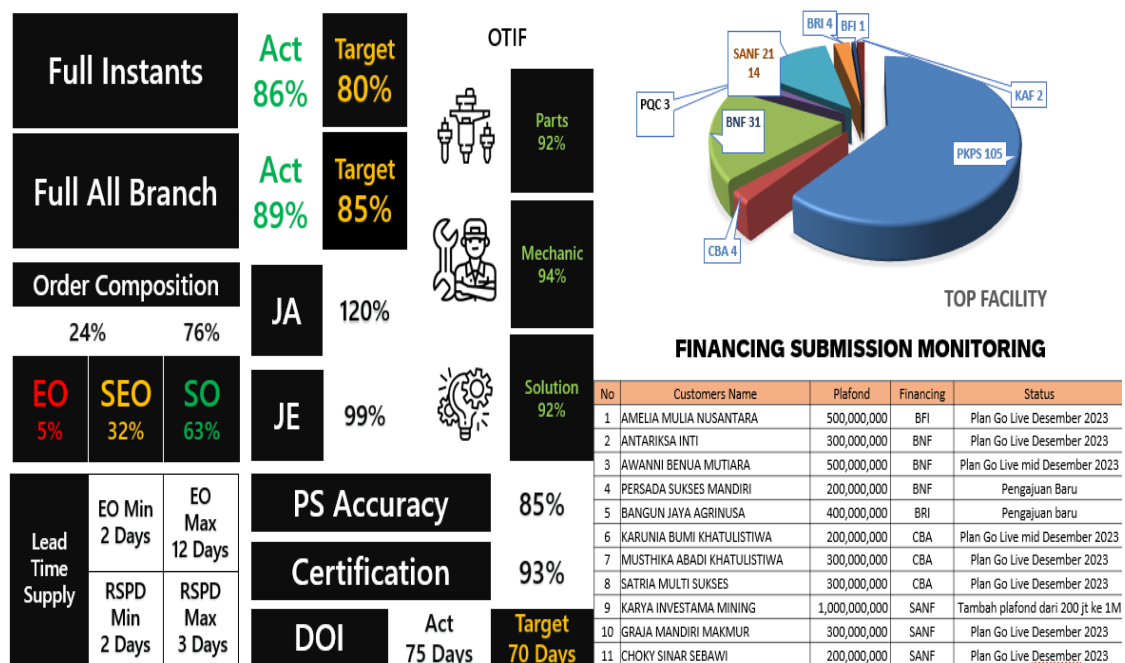


Figure 4.8 Management Performance Dashboard

4. Regular internal audit for branch operations, especially active and full instant performance.
5. Weekly meetings with customers that require discussion, for example regarding maintenance planning, reconciliation of purchase orders, etc.

CHAPTER 5 – CONCLUSIONS AND RECCOMENDATIONS

5.1 Conclusions

Based on the results of the research conducted at PT. UT Pontianak, specifically OTIF at the Ketapang Support Point, the following conclusions can be drawn:

- Lead Time Delivery:
 - ✓ Reduce delivery lead time from KMSI Jakarta to Ketapang representatives from previously 6 days to 3 days.
 - ✓ Parts supply with canvassing delivery on site customers.
 - ✓ Parts Urgent will supply with air freight expedition.
 - ✓ Tightening monitoring unfinish process in internal UT Pontianak and Ketapang.
- Full Instan Availability:
 - ✓ Created and dealing contract commodity with customers.
 - ✓ Forecast using simple moving averages, trend lifetime part, discussion with users and expert team.
 - ✓ UT Ketapang direct purchase to principle.
- The most appropriate forecasting method used at PT. UT Ketapang is:
 - Implement a 12 month, moving average for fast - moving parts.
 - Implement a 3 month, moving average for slow - moving parts.
- With this improvement, there was an improvement in Service Level from 60% to 86% for UT Ketapang support point from Juli to December 2023.
- With this improvement, there was improvement for OTIF from 64.85% to 92.81 for UT Ketapang support point from Juli to December 2023.

- Provide ideas for accelerating the creation of purchase orders to customers.
- The agreement on supply lead time between UT and customers, needs to be emphasized to ensure consistency in the calculation of lead time by both parties.
- Created Standard Operational Procedures and implementation ensured with a periodic audit system by management so that the forecasting and inventory control processed.

5.2 Recommendations for Further Research

For the future advancement of research outcomes at PT. UT Pontianak, to achieve performance surpassing targets and ensure sustainability, it is recommended:

1. Conduct in-depth research to apply the forecasting method recommended in this research to the scope of PT. UT nationally and create a digital real time forecasting system to establish it as the standard, mitigating errors stemming from human error or inconsistencies.
2. Conduct thorough research on process flow to create faster and more precise process breakthroughs to support respective performance.
3. Conduct thorough research to identify the most suitable approaches for managing new and unscheduled demand, aiming to enhance service standards for customers.

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GLOSSARY

No	Term	Definition
1	<i>Availability</i>	: Availability of inventory when demand occurs
2	<i>Customer</i>	: Customers from PT. United Tractors
3	<i>OTIF</i>	: Measures delivery timeliness and quantity fulfilment.
4	<i>Distributor</i>	: Main distributor of heavy equipment brands
5	<i>Economic Order Quantity</i>	: One of the inventory control techniques
6	<i>Fast moving</i>	: Spare parts that frequently occur in transactions
7	<i>Forecasting</i>	: Predict future demand
8	<i>Historical</i>	: Past data
9	<i>Inventory</i>	: Stock available at the Company
11	<i>Lead time supply</i>	: Time required for delivery
12	<i>Maintenance</i>	: Heavy equipment repair
13	<i>Non-Moving</i>	: Spare parts that have never been transacted
14	<i>Performance</i>	: Performance level
15	<i>Product support</i>	: Spare parts and heavy equipment repair services
16	<i>Purchased</i>	: Purchase of spare parts
17	<i>Raw material</i>	: Raw materials for spare parts
18	<i>Safety stock</i>	: Additional or spare supplies
19	<i>Sampling</i>	: Taking several examples from many incidents
20	<i>Service level</i>	: Availability level
21	<i>Slow Moving</i>	: Spare parts that rarely occur in transactions
22	<i>Spare parts</i>	: Heavy equipment spare parts
24	<i>stock level</i>	: Inventory quantity levels
25	<i>Supply spare parts</i>	: Delivery of spare parts to customers
26	<i>Turnover ratio</i>	: Inventory turnover ratio
27	<i>Vendor</i>	: Service or product provider
28	<i>Vendor Held Stock</i>	: Inventory management by vendor
29	<i>Warehouse</i>	: Spare parts storage area

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