

**DEVELOPING TOOLS FOR MONITORING PERFORMANCE OF
FACTORY CAMPAIGN TADANO PRODUCT : A CASE STUDY IN
INDONESIA LEADING HEAVY EQUIPMENT DISTRIBUTOR**

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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

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Crane is one of the important heavy equipment in the manufacturing industry. Continuous improvement on cranes must be developed to reduce problems related to product issues. Tadano is one of the world's largest crane manufacturers, which is managed by PT United Tractors. Every year there was a factory campaign that must be done by the distributor. Due to during 2018 until 2020, PT. United Tractors had underperformance for Tadano Factory campaign. So, In this project, I explained the development of tools to increase the Achievement ratio of the factory campaign by making day-to-day monitoring media and single truth data for the execution of the Factory campaign carried out by the Branch/Site operational team using adequate media. Operational Team can be access the dashboard using intranet website. I used waterfall methodology as a reference to develop the monitoring tool. So that the Achievement became 94,25 % in 2021 and 60,24 % in 2022 which is this year has 7 months remaining. The lead time of execution and process by the Branch/Site became below 30 days it compares with the lead time in 2018 – 2020 which has more than 30 days of lead time process.

Keywords: Crane, Dashboard, Factory campaign, Monitoring, Waterfall Methodology.

ABSTRAK

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Crane merupakan salah satu alat berat yang penting dalam industri manufaktur. Perbaikan terus-menerus pada crane harus dikembangkan untuk mengurangi masalah yang terkait dengan masalah produk. Tadano adalah salah satu produsen crane terbesar di dunia, yang dikelola oleh PT United Tractors. Setiap tahun terdapat *factory campaign* yang harus dilakukan oleh distributor. Dikarenakan selama tahun 2018 sampai dengan tahun 2020, PT. United Tractors memiliki kinerja yang buruk untuk pelaksanaan *Factory Campaign* produk Tadano. Sehingga, pada penelitian ini, peneliti menjelaskan pengembangan alat untuk meningkatkan rasio pencapaian *Factory Campaign* dengan membuat media pemantauan harian menggunakan dashboard berbasis website dan *single truth data* untuk pelaksanaan *Factory Campaign* yang dilakukan oleh tim operasional Cabang/Site menggunakan media yang memadai. Tim Operasional dapat mengakses *dashboard* menggunakan *website intranet*. Peneliti menggunakan metodologi *waterfall* sebagai referensi untuk mengembangkan alat pemantauan. Sehingga Pencapaiannya menjadi 94,25% di tahun 2021 dan 60,24% di tahun 2022 dengan 7 bulan tersisa. Lead time pelaksanaan dan proses oleh Cabang/Situs menjadi di bawah 30 hari dibandingkan dengan lead time tahun 2018 – 2020 yang memiliki lead time proses lebih dari 30 hari.

Keywords: *Crane, Dashboard, Factory campaign, Monitoring, Waterfall Methodology.*

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LEMBAR PERSEMBAHAN

This thesis is dedicated to my family and PT. United Tractors Tbk.

PENGHARGAAN

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