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## CHAPTER 5 – CONCLUSIONS AND RECCOMENDATIONS

### 5.1 Conclusions

The calculations and analysis that have been carried out, to improve after-sales service by building support infrastructure at the Company's Site Sangata, there are several conclusions can be drawn as follows:

- A. Dedicated infrastructure is needed to support the operational sustainability of the Company' site. Feasibility study to build infrastructure support at the Sangata site is very feasible based on this research. The realized cost for the construction of infrastructure support amounted to 595.5 million rupiah or below the projection contained in the feasibility study.
- B. Based on the result of this project that revenue shows an improving trend comparing to revenue projections when compiling the feasibility study.
- C. OB production for a period of 1 year has achieved quite good achievements or 103% compare to the production plan
- D. The realization of operating expenses exceeded the projections stated in the feasibility study.
- E. Adequate infrastructure at UT's site will provides a positive impact on sales of the Company products lines. The creation of a dedicated after-sales service for customers has a positive impact on business continuity for the company and customers in carrying out all its business activities.
- F. Research using Net Present Value and Internal Rate of Return provide certainty for the project that we will run and provide certainty on whether the project is feasible to run.
- G. The weakness of the DMAIC method with Net Present Value and Internal Rate of Return analysis is that when making assumptions are too optimistic or do not consider the existing market development conditions and there is no strict control

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over its implementation, it will have a negative impact on the success and sustainability of the project.

- H. The benefit of the DMAIC method is to provide a more structured guideline for solving problems, especially those that occur in the company and It will generate beneficial solutions for business continuity.

## **5.2 Recommendations**

- A. To provide confidence the investment that we will run can provide positive returns to the company, it is necessary to conduct a feasibility study by utilizing all existing data and resources.
- B. Immediately run the project that we have assured will provide these benefits so that operations can run well and optimally.
- C. Conduct control its implementation so that the project can be realized in accordance with the set time
- D. The DMAIC method by using Net Present Value and Internal Rate of Return analysis is highly recommended for projects which require investment so It can provide clear guideline to execute the project by comprehensive activity.
- E. It is necessary to conduct further evaluation and research to ensure that the effectiveness of the project is in accordance with the plan and provides benefits for the company and customers.

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## GLOSSARY

IRR (Internal Rate of Return), Return on investment within a certain period of time to build a project.

Revenue, Total revenue from the sale of goods or services received by a company or individual.

NPV (Net Present Value), the difference in the present value of incoming cash flows compared to the amount of cash outflows in a given period. If the NPV is positive it's mean the income of investment is greater than the cost incurred.

Opex, Costs incurred by the company in connection with all operational activities.

Capex, The amount of capital expenditure that will be invested in building a project.

EBITDA (Earning Before Interest Tax Depreciation and Amortization), The company's profit level from revenue minus production costs and other operating costs, but depreciation and amortization expenses are not included in production costs so that they are not a deduction from company profits.

Over Burden: Overburden which is usually in the form of soil and rock with a certain depth up to the top layer of coal.

SR (Striping Ratio): The ratio between overburden volume and coal volume in the coal mining industry.

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Degree in Mechanical Engineering (Diploma III)  
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### Training or Development Program

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2. Certified in Astra Middle Management Program ( December 2012 ) - AMDI
3. Certified in Astra First Line Management Program ( November 2007 ) - AMDI
4. Certified in Site Manager Excellence Program ( October 2010 ) – BINUS
5. Certified of completion on line Course of Excellent Execution (June 2020) – Studi Ilmu
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### Work Experience

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**1996** : Start work at PT United Tractors Tbk  
**2000** : Supervisor at PT United Tractors Tbk site Freeport, Papua  
**2002 - 2009** : Staff Ahli at PT United Tractors Tbk Head Office – Mining Division  
**2009 – 2011** : Site Manager at PT United Tractors Tbk Site Buhut, Tuhup, Muara  
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