

# Pengembangan kemampuan rantai pasok baru PT AMN untuk meningkatkan efisiensi operasional dan kepuasan pelanggan = Developing new supply chain capabilities of PT AMN to enhance operational efficiency and customer satisfaction / Samsul Rizal

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## Abstrak

### [<b>ABSTRAK</b><br>

Pasokan peralatan dalam proyek minyak dan gas membutuhkan standar dan spesifikasi yang tinggi dikarenakan adanya persyaratan keamanan dan kehandalan yang juga tinggi. Keterlambatan pengiriman peralatan adalah sangat sensitif karena sebagai dampaknya akan langsung ke seluruh proyek, sedangkan keterlambatan penyelesaian proyek akan berdampak pada produksi awal KKKS (Kemitraan Status Kontraktor). Hal ini akan mengganggu target produksi minyak dan gas dari Pemerintah Indonesia. Data operasional yang menunjukkan banyak penundaan menjelaskan ketidakefektifan manajemen rantai pasokan di PT AMN. Kondisi ini meningkatkan keluhan dan denda dari pelanggan dan penurunan efisiensi operasional PT AMN. Untuk mengatasi masalah ini dan meningkatkan kepuasan pelanggan, maka diperlukan evaluasi rantai pasokan yang ada dan pengembangan kemampuan rantai pasokan baru. Dalam hal menentukan kemampuan rantai pasokan baru dari PT AMN, diperlukan yaitu: analisa data PT AMN, kebutuhan pelanggan, penilaian internal, rantai pasokan yang ada, daftar periksa kemampuan rantai pasokan, analisis SWOT, lima pilar, lanskap teknologi rantai pasokan, game changer dan analisis manajemen risiko. Dalam hal penentuan kemampuan rantai pasokan, PT AMN dikategorikan dalam Adaptive Initiative atau disebut Inisiatif Continuous Improvement.

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### <b>ABSTRACT</b><br>

The supply of equipments in oil and gas project requires high standard and specification due to the high requirements of safety and reliability. Delay of equipments delivery is very sensitive as the impact will be direct to the whole project, while the delay of project completion will disrupt PSC&#8223;s (Partnership Status Contractor&#8223;s) initial production. Ultimately, this would disrupt oil and gas production target of Government of Indonesia. Operational data shows that a lot of delay is caused by the ineffectiveness of supply chain management at PT AMN. These conditions increase complaints and penalties from customers while at the same time decrease operational efficiency of PT AMN. To overcome this problem and enhance customer satisfaction requires the evaluation of existing supply chain and development of new supply chain capabilities. In terms of determining new supply chain capabilities of PT AMN, it requires the data

analysis of PT AMN in terms of, customers need, internal assessment, existing supply chain, check-list supply chain capabilities, SWOT analysis, five pillars, and landscape of supply chain technology, game changer and risk management analysis. In terms of determining supply chain capabilities, PT AMN is categorized in Adaptive Initiative or called Continuous Improvement Initiatives;The supply of equipments in oil and gas project requires high standard and specification due to the high requirements of safety and reliability. Delay of equipments delivery is very sensitive as the impact will be direct to the whole project, while the delay of project completion will disrupt PSC&#8223;s (Partnership Status Contractor&#8223;s) initial production. Ultimately, this would disrupt oil and gas production target of Government of Indonesia. Operational data shows that a lot of delay is caused by the ineffectiveness of supply chain management at PT AMN. These conditions increase complaints and penalties from customers while at the same time decrease operational efficiency of PT AMN. To overcome this problem and enhance customer satisfaction requires the evaluation of existing supply chain and development of new supply chain capabilities. In terms of determining new supply chain capabilities of PT AMN, it requires the data analysis of PT AMN in terms of, customers need, internal assessment, existing supply chain, check-list supply chain capabilities, SWOT analysis, five pillars, and landscape of supply chain technology, game changer and risk management analysis. In terms of determining supply chain capabilities, PT AMN is categorized in Adaptive Initiative or called Continuous Improvement Initiatives, The supply of equipments in oil and gas project requires high standard and specification due to the high requirements of safety and reliability. Delay of equipments delivery is very sensitive as the impact will be direct to the whole project, while the delay of project completion will disrupt PSC&#8223;s (Partnership Status Contractor&#8223;s) initial production. Ultimately, this would disrupt oil and gas production target of Government of Indonesia. Operational data shows that a lot of delay is caused by the ineffectiveness of supply chain management at PT AMN. These conditions increase complaints and penalties from customers while at the same time decrease operational efficiency of PT AMN. To overcome this problem and enhance customer satisfaction requires the evaluation of existing supply chain and development of new supply chain capabilities. In terms of determining new supply chain capabilities of PT AMN, it requires the data analysis of PT AMN in terms of, customers need, internal assessment, existing supply chain, check-list supply chain capabilities, SWOT analysis, five pillars, and landscape of supply chain technology, game changer and risk management analysis. In terms of determining supply chain capabilities, PT AMN is categorized in Adaptive Initiative or called Continuous Improvement Initiatives]