

# LAMPIRAN

**Lampiran 1. PLAN SCOR Quick Reference**

<b>PLAN</b>				
<b>P1 Plan Supply Chain</b>	<b>P2 Plan Source</b>	<b>P3 Plan Make</b>	<b>P4 Plan Deliver</b>	<b>P5 Plan Return</b>
<b>P1.1 :</b> Identify, Prioritize, & Aggregate Supply Chain Requirements	<b>P2.1 :</b> Identify, Prioritize, & Aggregate Product Requirements	<b>P3.1 :</b> Identify, Prioritize, & Aggregate Production Requirements	<b>P4.1 :</b> Identify, Prioritize, & Aggregate Delivery Requirements	<b>P5.1 :</b> Identify, Prioritize, & Aggregate Return Requirements
<b>P1.2 :</b> Identify, Assess, & Aggregate Supply Chain	<b>P2.2 :</b> Identify, Assess, & Aggregate Product Resources	<b>P3.2 :</b> Identify, Assess, & Aggregate Production Resources	<b>P4.2 :</b> Identify, Assess, & Aggregate Delivery Resources	<b>P5.2 :</b> Identify, Asses, & Aggregate Return Resources
<b>P1.3 :</b> Balance Supply Chain Resources with Supply Chain Requirements	<b>P2.3 :</b> Balance Product Resources with Product Requirements	<b>P3.3 :</b> Balance Production Resources with Production Requirements	<b>P4.3 :</b> Balance Delivery Resources with Delivery Requirements	<b>P5.3 :</b> Balance Return Resources with Return Requirements
<b>P1.4 :</b> Establish Communicate Supply Chain Plans	<b>P2.4 :</b> Establish Sourcing Plans	<b>P3.4 :</b> Establish Production Plans	<b>P4.4 :</b> Establish Delivery Plans	<b>P5.4 :</b> Establish & Communicate Return

**ENABLE PLAN**

<b>EP1 :</b> Manage Business Rules for Plan Processes	<b>EP2 :</b> Manage Performance of Supply Chain	<b>EP3 :</b> Manage Plan Data Collection	<b>EP4 :</b> Manage Integrated Supply Chain Inventory	<b>EP5 :</b> Manage Integrated Supply Chain Capital Assets
<b>EP6 :</b> Manage Integrated Supply Chain Transportation	<b>EP7 :</b> Manage Planning Configuration	<b>EP8 :</b> Manage Plan Regulatory Requirements & Compliance	<b>EP9 :</b> Align Supply Chain Unit Plan with Financial Plan	

**Lampiran 2. SOURCE SCOR Quick Reference**

<b>SOURCE</b>		
<b>S1 Source Stocked Product</b>	<b>S2 Source Make-to-order</b>	<b>S3 Source Engineer-to-order</b>
<b>S1.1 :</b> Schedule Product Deliveries	<b>S2.1 :</b> Schedule Product Deliveries	<b>S3.1 :</b> Identify Sources of Supply
<b>S1.2 :</b> Receive Product	<b>S2.2 :</b> Receive Product	<b>S3.2 :</b> Select Final Supplier(s) and Negotiate
<b>S1.3 :</b> Verify Product	<b>S2.3 :</b> Verify Product	<b>S3.3 :</b> Schedule Product Deliveries
<b>S1.4 :</b> Transfer Product	<b>S2.4 :</b> Transfer Product	<b>S3.4 :</b> Receive Product
<b>S1.5 :</b> Authorize Supplier Payment	<b>S2.5 :</b> Authorize Supplier Payment	<b>S3.5 :</b> Verify Product
		<b>S3.6 :</b> Transfer Product
		<b>S3.7 :</b> Authorize Supplier Payment

**ENABLE SOURCE**

<b>ES1 :</b> Manage Sourcing Business Rules	<b>ES2 :</b> Assess Supplier Performance	<b>ES3 :</b> Maintain Source Data	<b>ES4 :</b> Manage Product Inventory	<b>ES5 :</b> Manage Capital Asset
<b>ES6 :</b> Manage Incoming Product	<b>ES7 :</b> Manage Supplier Network	<b>ES8 :</b> Manage Import/Export Requirements	<b>ES9 :</b> Manage Supplier Agreements	

**Lampiran 3. MAKE SCOR Quick Reference**

<b>MAKE</b>		
<b>M1</b> <b>Make-to-Stock</b>	<b>M2</b> <b>Make-to-Order</b>	<b>M3</b> <b>Engineer-to-Order</b>

<b>M1.1 :</b> Schedule Production Activities	<b>M2.1 :</b> Schedule Production Activities	<b>M3.1 :</b> Finalize Engineering
<b>M1.2 :</b> Issue Product	<b>M2.2 :</b> Issue Product	<b>M3.2 :</b> Schedule Production Activities
<b>M1.3 :</b> Produce and Test	<b>M2.3 :</b> Produce and Test	<b>M3.3 :</b> Issue Product
<b>M1.4 :</b> Package	<b>M2.4 :</b> Package	<b>M3.4 :</b> Produce and Test
<b>M1.5 :</b> Stage Product	<b>M2.5 :</b> Stage Product	<b>M3.5 :</b> Package
<b>M1.6 :</b> Release-Product	<b>M2.6 :</b> Release Product	<b>M3.6 :</b> Stage Product
		<b>M3.7 :</b> Release Product to Deliver

**ENABLE MAKE**

<b>EM1 :</b> Manage Production Rules	<b>EM2 :</b> Manage Production Performance	<b>EM3 :</b> Manage Make Information	<b>EM4 :</b> Manage In-Process Product (WIP)	<b>EM5 :</b> Manage Equipment and Facilities
<b>EM6 :</b> Manage Transportation	<b>EM7 :</b> Manage Production Network	<b>EM8 :</b> Manage Production Regulatory Compliance		

**Lampiran 4. DELIVER SCOR Quick Reference**

<b>DELIVER</b>				
<b>D1</b> Deliver Stocked Product	<b>D2</b> Deliver Make-to- Order	<b>D3</b> Deliver Engineer-to- Order Product	<b>D4</b> Deliver Retail Product	
<b>D1.1 :</b> Process Inquiry & Quote	<b>D2.1 :</b> Process Inquiry & Quote	<b>D3.1 :</b> Obtain & Respond to RFP/RFQ	<b>D4.1 :</b> Generate Stocking Schedule	
<b>D1.2 :</b> Receive, Enter, & Validate Order	<b>D2.2 :</b> Receive, Configure, Enter & Validate	<b>D3.2 :</b> Negotiate & Receive Contract	<b>D4.2 :</b> Receive Product at the Store	
<b>D1.3 :</b> Receive Inventory & Determine Delivery Date	<b>D2.3 :</b> Reserve Resources & Determine Delivery Date	<b>D3.3 :</b> Enter Order, Commit Resources & Launch Program	<b>D4.3 :</b> Pick Product from Backroom	
<b>D1.4 :</b> Consolidate Orders	<b>D2.4 :</b> Consolidate Orders	<b>D3.4 :</b> Schedule Instalation	<b>D4.4 :</b> Stock Shelf	
<b>D1.5 :</b> Build Loads	<b>D2.5 :</b> Build Loads	<b>D3.5 :</b> Build Loads	<b>D4.5 :</b> Fill Shopping Cart	
<b>D1.6 :</b> Route Shipments	<b>D2.6 :</b> Route Shipments	<b>D3.6 :</b> Route Shipments	<b>D4.6 :</b> Checkout	
<b>D1.7 :</b> Select Carriers & Rate Shipments	<b>D2.7 :</b> Select Carriers & Rate Shipments	<b>D3.7 :</b> Select Carriers & Rate Shipments	<b>D4.7 :</b> Deliver and/or install	
<b>D1.8 :</b> Receive Product from	<b>D2.8 :</b> Receive Product	<b>D3.8 :</b> Receive Product		
<b>D1.9 :</b> Pick Product	<b>D2.9 :</b> Pick Product	<b>D3.9 :</b> Pick Product		
<b>D1.10 :</b> Pack Product	<b>D2.10 :</b> Pack Product	<b>D3.10 :</b> Pack Product		
<b>D1.11 :</b> Load Product &	<b>D2.11 :</b> Load Product &	<b>D3.11 :</b> Load Product &		
<b>D1.12 :</b> Ship Product	<b>D2.12 :</b> Ship Product	<b>D3.12 :</b> Ship Product		
<b>D1.13 :</b> Receive & Verify Product by Customer	<b>D2.13 :</b> Receive & Verify Product by Customer	<b>D3.13 :</b> Receive & Verify Product by Customer		
<b>D1.14 :</b> Install Product	<b>D2.14 :</b> Install Product	<b>D3.14 :</b> Install Product		
<b>D1.15 :</b> Invoice	<b>D2.15 :</b> Invoice	<b>D3.15 :</b> Invoice		
<b>ENABLE DELIVER</b>				
<b>ED1 :</b> Manage Deliver Business Rules	<b>ED2 :</b> Asses Delivery Performance	<b>ED3 :</b> Manage Deliver Information	<b>ED4 :</b> Manage Finished Product Inventories	<b>ED5 :</b> Manage Deliver Capital Assets
<b>ED6 :</b> Manage Transportation	<b>ED7 :</b> Manage Product Life Cycle	<b>ED8 :</b> Manage Import / Export Requirements		

**Lampiran 5. RETURN SCOR Quick Reference**

<b>RETURN</b>					
<b>SR1</b>	<b>DR1</b>	<b>SR2</b>	<b>DR2</b>	<b>SR3</b>	<b>DR3</b>
<b>Source</b>	<b>Deliver</b>	<b>Source</b>	<b>Deliver</b>	<b>Source</b>	<b>Deliver</b>
<b>Return</b>	<b>Return</b>	<b>Return</b>	<b>Return</b>	<b>Return</b>	<b>Return</b>
<b>Defective</b>	<b>Defective</b>	<b>MRO</b>	<b>MRO</b>	<b>Excess</b>	<b>Excess</b>
<b>Product</b>	<b>Product</b>	<b>Product</b>	<b>Product</b>	<b>Product</b>	<b>Product</b>

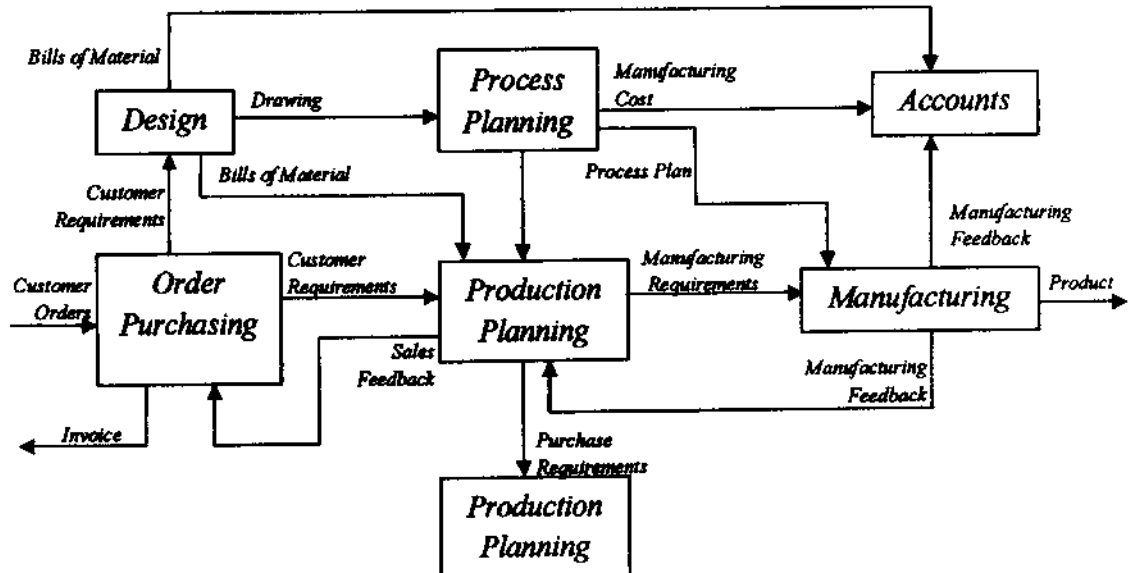
<b>SR1.1 :</b> Identify Defective Product Condition	<b>DR1.1 :</b> Authorize Defective Product Return	<b>SR2.1 :</b> Identify MRO Product Condition	<b>DR2.1 :</b> Authorize MRO Product Return	<b>SR3.1 :</b> Identify Excess Product Condition	<b>DR3.1 :</b> Authorize Excess Product Return
<b>SR1.2 :</b> Disposition Defective Product	<b>DR1.2 :</b> Schedule Defective Return Receipt	<b>SR2.2 :</b> Disposition MRO Product	<b>DR2.2 :</b> Schedule MRO Return Receipt	<b>SR3.2 :</b> Dispositio Excess Product	<b>DR3.2 :</b> Schedule Excess Return Receipt
<b>SR1.3 :</b> Request Defective Product Return Authorization	<b>DR1.3 :</b> Receive Defective Product (includes verify)	<b>SR2.3 :</b> Request MRO Return Authorization	<b>DR2.3 :</b> Receive MRO Product (includes verify)	<b>SR3.3 :</b> Request Excess Product Return Authorization	<b>DR3.3 :</b> Receive Excess Product (includes verify)
<b>SR1.4 :</b> Schedule Defective Product	<b>DR1.4 :</b> Transfer Defective Product	<b>SR2.4 :</b> Schedule MRO Shipment	<b>DR2.4 :</b> Transfer MRO Product	<b>SR3.4 :</b> Schedule Excess Shipment	<b>DR3.4 :</b> Transfer Excess Product
<b>SR1.5:</b> Return Defective Product		<b>SR2.5 :</b> Return MRO Product		<b>SR3.5 :</b> Return Excess Product	

**ENABLE RETURN**

<b>ER1 :</b> Manage Business Rules for Return Processes	<b>ER2 :</b> Manage Performance of Return Processes	<b>ER3 :</b> Manage Return Data Collection	<b>ER4 :</b> Manage Return Inventory	<b>ER5 :</b> Manage Return Capital Assets
<b>ER6 :</b> Manage Return Transportation	<b>ER7 :</b> Manage Return Network Configuration	<b>ER8 :</b> Manage Return Regulatory Requirements & Compliance		

Sumber : SCOR *Quick Reference Supply Chain Council*, 2006

**Lampiran 6. Simulasi dari rekayasa ulang proses bisnis  
(Business Process Reengineering)**



## RIWAYAT HIDUP

### *Personal Data*

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Name : **Tjhin Fei Ling, S.Si**  
Nick Name : **Fei Ling**  
Age : **27 years**  
Permanent Address : **Jln. Tambora IV No.3  
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E-mail : **[feiling.chen@ymail.com](mailto:feiling.chen@ymail.com)**  
Currently Office : **Kobe & Lina Food Industry  
JL. Manis Raya No. 15, Kawasan Industri Manis  
Kadu, Curug Tangerang 15810 - Indonesia  
Tel : +62-21 5918805 ( Extention 40 )  
Fax : +62-21 5918803**  
Place, date of birth : **Jakarta, May 15<sup>th</sup>, 1985**  
Nationality : **Indonesia**  
Sex : **Female**  
Religion : **Buddhist**





### ***Education***

- Elementary School : SD Kemurnian I (West Jakarta)  
(1991 - 1997)
- Junior High School : SMP Kemurnian I (West Jakarta)  
(1997 - 2000)
- Senior High School : SMA Kemurnian I (West Jakarta)  
(2000 - 2003)
- University : Atma Jaya of Yogyakarta (UAJY) (2003 - 2007)
- University : Magister Management – Production & Operations Management  
(Mercu Buana University, Jakarta)

### ***Training & Courses***

#### ***Training & Courses***

- **Understanding (Sambu Group, Riau, 2008):**
  - **ISO 22000 : 2005 – Food Safety Management System**
  - **Sanitation and Hygiene** by Sanitation Team/ Coconut Hygiene,
  - **HACCP – SSOP, Good Manufacturing Practice in Processing, Packing, and Food Handling Products** by HACCP Committee,
  - **IFS (International Food Standard),**
  - **AIB (American Institute of Baking),**
- **Hygiene & Sanitation, On The Job Training, PT. JCO Donuts & Coffee, Jakarta, 2008**
- **Character Building** by Lanny Anggawati, Klaten, 2005
- **Leadership** by Lanny Anggawati, Atma Jaya University of Yogyakarta, 2004
- **Management Activities and Leadership (LMKK) on January at Pesangrahan – Kaliurang, Yogyakarta, 2004**

#### ***As Trainer***

- **In-Leadership on PT. SOSRO Sponsorship about “7 Habits”, Slawi – Tegal, 2007**

#### ***Seminar***

- **Lean Six Sigma , Mercu Buana University, Menteng - Jakarta, 2011**
- **Supply Chain Management, Mercu Buana University, Menteng - Jakarta, 2012**

## *Experiences & Project*

### *Work Experiences*

- **Research and Development** of Kobe & Lina Food Industry, 2009 until Now
- **Executive Staff of Pineapple Quality Assurance** of PT. Riau Sakti United Plantations, Sambu Group, Indragiri Hilir – Riau, 2008 - 2009
- **Quality Assurance Supervisor, On The Job Training**, PT.JCO Donuts & Coffee, 2008
- **Processing of Black Tea Plantation, On The Job Training**, PT. Pagilaran, Kabupaten Batang, Pekalongan, 2006
- **Members of Spirituality Vidyasena, Vidyaloka Temple**, Yogyakarta, since 2004 – 2008
- **Assistant Professor of Analytical Chemistry** in Atma Jaya University of Yogyakarta, 2004
- **Member of Academic Committee (PRESMA)**, Faculty of Food Biotechnology, Atma Jaya University, 2005/2006
- **Member of Journalist Committee (PRESMA)**, Faculty of Food Biotechnology, Atma Jaya University, 2004/2005
- **Committee of DIES – 40<sup>th</sup>** Atma Jaya University of Yogyakarta “Scientific Debate as a minutes, 2005
- Etc

### **Activities & Organization**

#### *Resume*

#### **Working Experience:**

Research and Development - Now

**Company** : Kobe & Lina Food Industry

**Position** : R&D (2009)

#### **Responsibility:**

As Researcher to develop all variants products, I responsible to :

- Develop and improve the new product based on Specification Customer (Standard Sample) and trial the raw materials as substitution sample
- Trial and application the products with the customer to make sure that The Product's Direction is correctly
- Follow up in the first time and make sure that New Products are running as well
- Follow up in processing from specification of raw materials, product in process and finished product

- Manage complaint product and feedbacks from customer based on Standard Sample.
- Control of documents from Supplier (Product Specifications, Leadtime, Minimum Order, Pricelist, Halal Certificate)
- Follow up any Preventive and Corrective Action Handling based on Customer Complaint and problem of quality

**Areas of Responsibilities:**

- Develop and Improve All variants food based on Product Specification from Customer
- Operational (Commitment and Running the New Product)
- Manage the Customer feedback and product complaints

***Projects***

- The Third Race Champion Kopertis Level Research of DIKTI, in theme "Penambahan Variasi Konsentrasi Sari Buah Jambu Biji Dalam Pembuatan Sirup Teh", Yogyakarta, 2007
- Participants of "Reading Mandarin Language" on March 2007, in order to celebrate the Lunar New Year 2558, The Center Language of Atma Jaya University, Yogyakarta
- Participants of Proposal Making Competition "Red Meat Feel Good" by *Meat Livestock Australia (MLA)* on November 2006
- Participants of Research about "The Scientific Writing Competition Level Kopertis Region" by University of Kristen Duta Wacana, Yogyakarta, on April 2006