Process name : Business Collaboration

Critical success factors :
- Clear Objective
- Negotiation Skill
- Implementation Agreement
- Monitoring & Reporting
- Agreement Renewal

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INDONESIAN AEROSPACE (IAe)

Process owner: MANAGER PENGEMBANGAN BISNIS

Start event:
- BOD Instruction
- Communication with a potential partner

End Event:
- Sign Agreement
- Report sent

Supplier for process / Previous process
- Management request
- Bluebook/DKPDN
- Greenbook/DKPPDN
- RFP/RFQ
- Request from Partner

Process Input
- BoD Direction
- Customer requirement
- Business Partner feasibility
- Market Research (Market outlook & Competitor analysis)
- Legal and finance document from partner

Interfaces for input
- BoD Instruction
- Internal Meeting with related function
- Visitation Report

Resource / material (with what?)
- Customer/Sales Visit, Partner Information
- Database
- Internet
- NDA

Process Personnel (with whom?)
- Business Contract - Corsec(SK)
- Sales
- Corprorate Finance & Accounting
- Procurement
- Engineering
- SBU ACS
- SBU Aerostructure

Process step / main activity :

Build the collaboration
- Setting Business Collaboration Strategy
- Selecting Business Partner (due diligence process)
- Structuring Collaboration
- Managing Collaboration
- Built Agreement

Evaluate the collaboration performance
- Monitoring Agreement
- New business opportunity

Process output
- Partner Feasibility
- MOU
- Commercial &Industrial Agreement
- Teaming Agreement
- Authorized Maintenance Agreement
- Development Plan Agreement
- Strategic Cooperation Agreement
- Framework Agreemant

Customer of process / Next process
- Sales
- SBU ACS
- SBU Aerostructure
- Program Manager
- Supply Chain

Interfaces for output
- Kick of Meeting
- Email
- Company Memo
- Periodical Report

RISK Analysis
- Agreement expired (potential lost of contract or discount)
- Agreement clausule does not beneficial for PTDI

Process indicators (how many?)
- Contract value per business partner

Process objectives / Purpose
- To have long term strategic business partner in order to fulfill customer requirements and to increase PTDI's capability

Process Improvment
- Accurate Market
- Business Partner Database

Reference Document (how?)
- *KP00-PTD-01B : Perihal Bisnis Perusahaan*
- *KP00-PTD-28A : Perihal Pemasaran dan Penjualan*

Process name :	**Obtained RFP/RFQ/ LOI Document from Export and Commercial Market**	**Process owner:**	**MANAGER STRATEGI DAN PERENCANAAN PEMASARAN** **MANAGER EKSEKUSI PEMASARAN**
Critical success factors :	- Building good relationship and networking with stakeholder (MOFA, KBRI, Marketing Partner, Airlines) - Competitive product and services - Appointment of the Right Marketing Representative and Reseller	Start event:	Penetration Process to End user
		End Event:	RFP/RFQ/LOI Response Submission

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Process Input

Primary Data
- Customer Requirement
- Technical Requirement
- Commercial product requirement
- Information from Marketing Representative/Reseller
- Information from KBRI/MOFA

Secondary Data
- Historical Bidding data req from end user
- Market Trend Reports
- Regulation Requirements
- Fleet Inventory around the world
- Defense Industry Benchmark
- Global Defense Procurement trends
- Geopolitic, economy, social, technology, environment, legal condition world wide
- Competitor & customer portfolio Information

Resource / material (with what?)
Company Profile
Product Presentation
Marketing Kit
Standard Proposal Templates
Cost Estimation Tools
Engineering Input
Legal & Compliance Documents
Bank data website & internet
Mid & Long term end user strategic plan
Forecasting & Statistical Method

Process Personnel (with whom?)
Marketing Representative / Reseller
Presales / Technical Support
Engineering Function
Finance & Legal Function
Proposal/Bid Team
Marketing Account
Marketing Analyst
Sales

Process output
- RFP and RFQ from customer
- Priority Customer List
- Letter of Intent (demand indication)

Supplier for process / Previous process
- Customer Requirement
- Customer Planning
- Repetitive Order
- Contract Target
- Information of aging aircraft

Process step / main activity :

Creating Market Outlook and marketing strategy & planning

Receive technical requirement from client

Review and analyze technical requirement from client

Conduct internal coordination (technical, pricing, legal)

Prepare draft proposal or quotation (Coordination with Sales Function)

Creating RJPP Proposal

Submit initial technical and business proposal to end user

Record and archive the submission

Customer of process / Next process
- President Director
- Director of Business, Technology and Development
- Engineering Function
- Sales Division
- Business Development department
- Corporate Planning Division
- Customer/ End user
- Marketing Representative/reseller

Interfaces for input
- Customer Visit
- Product Presentation
- Customer Gathering
- Stakeholder Meeting
- Database web

Process indicators (how many?)

Number of RFP/RFQ/LOI Obtained

Process objectives / Purpose
To ensure timely and accurate response to market inquiries
To increase bid success rate through effective proposal strategy
To build strong relationships with prospective customers

Interfaces for output
- Final Technical Proposal
- Final Business Proposal
- End user submission document
- RJPP document
- Business Development and Industrial collaboration needed
- Feasibility Study

RISK Analysis
- Customer Requirement can't be fulfilled by Product and services from PTDI
- Marketing Partner implicated in bribery case in target market

Reference Document (how?)
- *KP00-PTD-01B : Penihal Bisnis Perusahaan*
- *KP00-PTD-28A : Penihal Pemasaran dan Penjualan*
- *52-KP-003A : Penihal penunjukan marketing consultan / Marketing representative*
- *52-AP-DN-002A : Penihal Penunjukan marketing consultan / Marketing representative*
- *52-FI-DN-002A : Penihal Penunjukan marketing consultan / Marketing representative*

Process Improvement
- Regular review of win/loss analysis
- Stakeholder feedback loop
- Benchmarking proposal effectiveness

Process name :	**SECURING PRODUCTS & SERVICES PTDI IN TNI & PARAPUBLIC FIVE YEARS STRATEGIC PLANNING**	DIRGANTARA INDONESIA INDONESIAN AEROSPACE (IAe)	**Process owner:** **MANAGER EKSEKUSI PEMASARAN** **MANAGER STRATEGI DAN PERENCANAAN PEMASARAN**
Critical success factors :	- Building good relationship and networking with stakeholder (TNI & Parapublic) - Alignment end user's requirement with PTDI product offering - Fulfillment of company's previous commitment		Start event: Y-2 from Strategic Planning TNI & Parapublic Issued End Event: Bluebook/ DKPDN, Greenbook/DKPPDN Issued from Bappenas

Supplier for process / Previous process

- Postur TNI and Parapublic
- National Strategic Planning Doc
- Customer Requirement
- Repetitive Order
- Customer Planning
- Contract Target
- Information of Aging Aircraft

Process Input

Primary Data

- Official requirement input from Govt (MoD, TNI, Parapublic)
- Fleet inventory from end user

Secondary Data

- Fleet Inventory and Aging
- Defense industry benchmarks
- Global defense procurement trends
- Geopolitic, Economy, Social, Technology, Environment, Legal condition in Indonesia
- competitor and customer portofolio information
- RPJMN & RPJPN

Resource / material (with what?)

- **Forecasting tools and statistical methods**
- **Microsoft office**
- **Product roadmap & specification from end user**
- **Internal Budget planning tools**
- **Bank Data Website and Internet**

Process Personnel (with whom?)

- Strategy and Planning Marketing Team
- Sales Personnel
- Marketing Account
- Marketing Analyst
- Engineering Function
- Finance Function

Process step / main activity :

- Creating market outlook
- Creating marketing strategy & planning
- Collect official requirement input from MoD, TNI, Parapublic Operator (including unit-specific needs)
- Conduct internal assessment and coordination review
- Align demand with internal capability and capacity
- Conduct strategic discussions with stakeholders and end user
- Offering Initial Technical and Business Proposal to end user
- Monitoring Submission Process in end user to Bappenas
- Creating RJPP Proposal
- Finalize the plan based on feedback and monitoring result

Process output

- Bluebook/DKPDN, and Greenbook/DKPPDN

Customer of process / Next process

- President Director
- Director of Business, Technology and Development
- Engineering Function
- Sales Division
- Business Development department
- Corporate Planning Division
- Customer/ End user

Interfaces for input

- Customer Visit
- Product Presentation
- Customer Gathering
- Stakeholder Meeting
- Database web

Process indicators (how many?)

- Product and Services PTDI securely placed in end user Requirement Plan
- Product and Services PTDI securely placed in Bluebook/DRPLN and Greenbook/DKPPDN

Process objectives / Purpose

- To secure the contract from TNI and Parapublic within five years
- Sustainment of product & services PTDI
- To strengthen long-term strategic partnership with TNI and Parapublic operator

Interfaces for output

- Final Technical Proposal
- Final Business Proposal
- End user submission document
- RJPP document
- Business Development and Industrial collaboration needed

RISK Analysis

PTDI's products and services are not listed in the TNI and Parapublic Procurement Plan

Reference Document (how?)

- *KP00-PTD-01B : Perihal Bisnis Perusahaan*
- *KP00-PTD-28A : Perihal Pemasaran dan Penjualan*

Process Improvement

- Yearly evaluation
- Stakeholder feedback

Process name : BUDGET CONTROL AND GENERAL ADMINISTRATION

Process owner: SUPERVISOR BUDGET CONTROL AND GENERAL ADMINISTRATION

Critical success factors :
- Clear & thorough Planning
- Delivery Document RKA
- Delivery Document Administration

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Start event: -BOD Instruction

End Event: - RKA Approved

Process Input

- List of Penetration Planning
- List of Promotion & Exhibition Planning
- Baseline Contract & Delivery
- General Expenses
- Budget Investment

Resource / material (with what?)
- SAP System
- Historical Budget Data
- Marketing Plan
- Microsoft Office

Process Personnel (with whom?)
- Budgeting Planing & Controling
- Team Budget Control in related function

Process output
- RKA Division & RJPP Division
- Report Use Budget Division

Process step / main activity :
- Planning Budget Division Sales & Marketing
- Cordination with Accounting, Corporate Finance, Corporate Planing and Human Resources
- Create RKA
- Baseline Contract & Delivery Review
- Review Budget With Responsible Function
- RKAP Revision base on RUPS
- Budget Aproved insert & checking Budget in SAP System
- Budget Maintenance
- Finance Controling
- Real Budget Monitoring and Analyzing Penetration and Expenses
- Process RKA Doc SPDDN & SPDLN
- Process RKA Doc PU & PB

Supplier for process / Previous process
- Business Development & Marketing
- Division Sales
- Accounting
- Corporate Finance
- Corporate Planning
- Human Resources

Interfaces for input
- SAP Budget
- SAP Finance
- SAP Billing
- Contract & Delivery
- RAB Planning

Interfaces for output
- Finance Report
- Corporate Planning
- Division Sales
- Division Business Development & Marketing
- SPDDN & SPDLN document
- PU & PB document

Customer of process / Next process
- Business Development & Marketing
- Sales
- Accounting
- Customer Finance

RISK Analysis

Accidental event hat are not covered by RKA

Process indicators (how many?)
- Actual/ Budget < 100%
- EBITDA in accordance with division target

Process objectives / Purpose
- Efficiency Budget
- On Time Reporting
- Accretion of Data

Process Improvement
- Budget Expenses Evaluation

Reference Document (how?)
- *Manual RKAP & RJPP*
- *Finance Prosedure*

Process name : FEASIBILITY STUDY

DIRGANTARA INDONESIA
INDONESIAN AEROSPACE (IAe)

Process owner: MANAGER PENGEMBANGAN BISNIS

Critical success factors :
- Validated data input
- High value implemented program

Start event:
- Collect and Analyze Data

End Event:
- Program Feasibility Status

Process Input

- Find, Analyze Market Research Data
- Find, Analyze Competitor
- Find, Analyze Stakeholder Requirement
- Find, Analyze Technical Specification
- Find, Analyze Financial

Resource / material (with what?)

- Market Research Database
- Microsoft Excel
- Microsoft Word
- Project Management

Process Personnel (with whom?)

-Engineer
-Financial Analyst
-Project Manager

Process output

-Feasibility Document

Process step / main activity :

-Collect data from data provider

-Coordination, Communication, Discussion with stakeholder

-Create SWOT, PESTLE, Business Canvas, Competitive Analysis, Market Segment, Financial Analysis, Risk Assessment

-Analyze, Recommendation

Supplier for process / Previous process

- Board of Directors
- Market Research Department
- Technology & Development Division
- Corporate Finance Division
- Corporate Planning Division
- Human Development Division

Opsional:

- SBU Aerostructure
- SBU MRO

Interfaces for input

- Market Value, Target Market, SWOT
- BOD Instruction
- Technical Capability and Capacity
- Ops Cost, Financing Method
- Contract & Delivery
- Manpower capability, capacity and planning

Interfaces for output

- Kick of Meeting
- Email
- Company Memo

Customer of process / Next process

- BOD
- Head of Division

Process indicators (how many?)

-NPV, IRR, BEP in accordance with company's policy
-ROI bigger than BI Rate
-Well planned risk mitigation

Process objectives /Purpose

- Minimum Investment
- High Profit
- Good Quality
- Just In Time program

RISK Analysis

- Realisasi output tidak tercapai sesuai dengan Feasibility Study, dikarenakan:
  a. Durasi pelaksanaan program lebih lama dari yang direncanakan
  b. Perubahan tujuan program dan kebijakan yang mendukungnya

Reference Document (how?)

- *Minutes of Meeting*
- *Related Regulation*
- *Manual RKAP & RJPP*
- *Financing Procedure*

Process Improvement

Using AI, as data analyst assistance

Process name : (1)		Process owner: (2)
Critical success factors : (3)		Start event: (4)
		End Event: (5)

Supplier for process / Previous process (6)	Process Input (7)	Resource / material (with what?) (9)	Process Personnel (with whom?) (10)	Process output (12)	Customer of process / Next process (16)
	Interfaces for input (8)	Process: Process steps / main activities: (11)		Interfaces for output (13)	
		Process indicators (how many?) (14)	Process objectives / Purpose (15)		
	Risk Analysis (17)	Reference Document (how?) (18)		Process Improvement (19)	

Prepared by	*Checked by*	*Approved by*	
Process Owner ***(20)***	*Business Process Management* ***(21)***	*Head of Division Process Owner* ***(22)***	*Management Representative* ***(23)***
(24)	***(24)***	***(24)***	***(24)***
(25)	***(25)***	***(25)***	***(25)***

Description of Entries, F-DP401.07-01:

(01) Name of the process of the function from the organization

(02) Name of the owner or the person who responsible to perform the process or function (Spv/Mgr)

(03) Elements that is vital for an organization to accomplish its objectives

(04) When the process start (the first activity to be done)

(05) When the process end (the last activity to be done)

(06) Supplier for the process, or, the previous process (what does the customer want)

(07) Inputs of the process or the product/services given by the previous process/ supplier

(08) From whom of the inputs to support the process

(09) The necessary facilities, equipment & material that used in the process.

(10) Qualified personnel who applies the resources of the process (related to Skill Matrix)

(11) The steps/ main activities to perform the process (use imperative sentence)

(12) Outputs of the process (what does the customer get)

(13) To whom of the outputs to support the next process

(14) Key Performance Indicator based on QCD (Measurable, quantifiable)

(15) Process objectives or the purpose of the process

(16) The customer of the process, or, the next process

(17) Filled with Risk Assessment Form *84-FI-KU-001.1 and Risk Treatment & Monitoring Form 84-FI-KU-001.2*

(18) Reference document used to do the process (related to QMS documentation)

(19) Process improvement of the activity/process (related to Quality Objective)

(20) Filled with the name of the organization / function of the owner process or the function that are given responsibility and authority to manage a particular process.

Deskripsi Pengisian, F-DP401.07-01:

(01) Nama proses fungsi dari organisasi

(02) Nama pemilik atau orang yang bertanggung jawab untuk melakukan proses atau fungsi (Spv/Mgr)

(03) Elemen yang penting bagi suatu organisasi untuk mencapai tujuannya

(04) Saat proses dimulai (aktivitas pertama yang harus dilakukan)

(05) Saat proses berakhir (aktivitas terakhir yang dilakukan)

(06) Pemasok untuk proses tersebut, atau, proses sebelumnya (apa yang diinginkan pelanggan)

(07) Masukan proses atau produk/jasa yang diberikan oleh proses/pemasok sebelumnya

(08) Dari mana masukan untuk mendukung proses ini

(09) Fasilitas, peralatan dan material yang diperlukan yang digunakan dalam proses

(10) Personel yang berkualifikasi yang menerapkan sumber daya proses (berkaitan dengan Skill Matrix)

(11) Langkah-langkah/kegiatan utama untuk melakukan proses (gunakan kalimat perintah)

(12) Output dari proses (apa yang didapatkan pelanggan)

(13) Untuk siapa output tersebut akan mendukung proses selanjutnya

(14) Indikator Kinerja Utama berbasis QCD (terukur, dapat diukur)

(15) Tujuan proses atau maksud dari proses

(16) Pelanggan dari proses, atau proses selanjutnya

(17) Diisi dengan *Penilaian Risiko Form 84-FI-KU-001.1 dan Penanganan & Pemantauan Risiko Form 84-FI-KU-001.2*

(18) Dokumen referensi yang digunakan untuk melakukan proses (berkaitan dengan dokumentasi QMS)

(19) Peningkatan proses/aktivitas (berkaitan dengan Sasaran Mutu)

(20) Diisi dengan nama organisasi / fungsi pemilik process atau fungsi yang diberi tanggung jawab dan wewenang mengelola proses tertentu.

(21) The function of Business Process Management is a function that carries out evaluation and coordination with Process Owners to integrate business processes.

(22) Filled with the name of Department or Division of the Process Owner

(23) Management Representative for AS9100 (Head of Quality Assurance Division)

(24) Filled with the signatures of the Process Owner, Business Process Management Function, Head Division of the Process Owner and Management Representative

(25) Filled with the name of the Process Owner, Business Process Management Function, Head Division of the Process Owner and Management Representative

(21) Fungsi Bisnis Proses Manajemen sebagai fungsi yang melakukan evaluasi dan koordinasi dengan Pemilik Proses untuk mengintegrasikan bisnis proses

(22) Diisi dengan nama Departemen atau Divisi dari Pemilik Proses

(23) Management Representative untuk AS9100 (Kepala Divisi Quality Assurance)

(24) Diisi dengan tanda tangan dari Pemilik Proses, Fungsi Bisnis Proses Manajemen, Kepala Divisi Pemilik Proses dan Management Representative.

(25) Diisi nama dari Pemilik Proses, Fungsi Bisnis Proses Manajemen, Kepala Divisi Pemilik Proses dan Management Representative.