CONTENTS

Contents 02
About Us 03
Improvement through People 04
Company Overview 05
Our Journey 06
Our Services 08
Consulting Methodology 10
Meet Our Clients 12
Success Stories 13
Training Philosophy 14
Consulting Methodology 16
Area of Expertise 17
Contact Us xxx

**QR Codes are used throughout the profile. In order to access more information about our services, please use QR Code Reader Application in your mobile phone.**
ABOUT US

PQM Consultants is a consulting, training, and research institution specializing in productivity and quality improvement through people.

Founded in 1987, PQM Consultants has been working together with our clients from various industries in aligning their people and processes to compete through high speed, excellent quality and low cost.

We are committed to serve our clients with integrity, honesty and openness.

BUILD PEOPLE!
BEFORE BUILD PRODUCT
IMPROVEMENT THROUGH PEOPLE

OVER 30 YEARS DEVELOPING PEOPLE FOR INDONESIA’S COMPETITIVENESS

It is undeniable that long-running successful businesses are always run by employees that are engage and always embrace Continuous Improvement in their daily lives. PQM Consultants believe people are the greatest assets of any business or organization and we exist to help companies achieve sustainable business results by empowering their people to achieve more.

No improvement is too small and it starts with the understanding that Continuous Improvement culture does not only lead to improvements in quality, cost and delivery but also create a smarter workforce that is better prepared to face the challenges in the everchanging world of business.

Join us in our mission to equip people with the commitment and ability to create, maintain and grow sustainable businesses that believe in improvement through people.
OUR VISION

To be recognized as a leading consulting firm in making Productivity and Quality Improvement through people works.

OUR MISSION

From its inception, PQM Consultants is committed to

- Helping client’s organization improve quality and productivity
- Providing our members with conducive learning environment to develop their utmost potentials
- Contributing to society for better quality of life

OUR VALUE

1. CUSTOMER FOCUS
   Customers are the only reason of our existence

2. ENTREPRENEURIAL SPIRIT
   Speed, innovation, agility, dantotsu and war against waste

3. GROWING TOGETHER
   Partnership, teamwork, continuous learning, and empowerment

4. INTEGRITY AND ETHICAL CONDUCT
   Professional, open and long-term partnership
FROM ITS INCEPTION, PQM CONSULTANTS IS COMMITTED TO IMPROVE THE PRODUCTIVITY AND QUALITY IN INDONESIA TO COMPETE IN THE GLOBAL MARKET.
The 1st Autonomous Maintenance in The Real Factory
First time in Indonesia, practicing AM in the real factory. A collaboration with PT. Komatsu Undercarriage Indonesia

The inception of HRD Club
HRD Club Indonesia is a nonprofit organization that facilitates HR practitioners and enthusiasts to share the experience in Human Capital Development

The 1st study mission on TQM to Japan, South Korea, and Taiwan
PQM Consultants with JIPM-S Japan doing the consulting works TPM Kaizen for Semen Gresik Tbk, now Semen Indonesia, Tbk

The 1st Consultants in Indonesia to introduce Total Productive Maintenance (TPM) International Seminar, Implementing TPM, Fumio Goto

The inception of ISO Users Club
A nonprofit organization that facilitates its members to share and gaining updates about the Productivity and Quality Management and Standard based System Management.

The 1st Integrated Consulting Project on Improvement (TQM, Just in Time, TPM) Krakatau Steel (Persero), Tbk

PQM Consultants partnering with Sanno Manufacturing Management Program to conduct distance learning in Indonesia

The 1st ISO Certified Consulting Company in Indonesia

The 1st TPM Joint Project with JIPM-S
PQM Consultants with JIPM-S Japan doing the consulting works TPM Kaizen for Semen Gresik Tbk, now Semen Indonesia, Tbk

The 1st series of The Toyota Way Seminar Series
Learning from the Toyota Way and building a lean supply chain the Toyota way, Jeffrey K. Liker

The Toyota Way: 14 Management Principles from the World’s Greatest Manufacturer, into Bahasa Indonesia Edition

The 1st TPM Joint Project with JIPM-S
PQM Consultants with JIPM-S Japan doing the consulting works TPM Kaizen for Semen Gresik Tbk, now Semen Indonesia, Tbk

The inception of CS Club
A non-profit organization that facilitates its members to share and gaining updates about the service industry

The 1st and the only Consulting Company to Conduct KAIZEN EVENT in the real Place open for Public
Collaboration with PT. Yamaha Music Manufacturing Asia (YMMMA)

The 1st National HRD Conference
"TRANSFORMING HRD INTO STRATEGIC PARTNER"

The 1st study mission on TQM to Japan, South Korea, and Taiwan
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It is undisputable that Productivity & Quality is today’s name of the game in service as well as in manufacturing industries.

Therefore, there is no other way than every company’s improving its quality, speed and cost continuously by unleashing the potentials of each member of the organization.

We strongly believe that sustainable Productivity and Quality Improvement can be achieved only through building problem solving capability which is characterized as follows:

- Gemba-oriented
- People Involvement
- Continuous Improvement
SERVICE EXCELLENCE

Successful transformation needs a strong leadership and well-developed people. This includes leading a productivity and quality journey within organizations.

Our competencies in this area consist of:
- Leadership Development
- Managerial Competencies and People Skill Development
- Learning and Training Management
- Change Management

LEADERSHIP & HUMAN RESOURCES DEVELOPMENT

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur a efficitur enim, sed pellentesque orci. Nam sagittis luctus tempor. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos himenaeos.

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SUPPLY CHAIN MANAGEMENT

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- Leadership Development
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- Learning and Training Management
- Change Management

SERVICE EXCELLENCE

Courtesey alone is not enough to win the customer heart, not to mention achieving profitability in business. There are at least four essential attempts that will make our service be perceived as “excellence” by the customers.

They are as follows:
- delivering the promise
- making it personal
- going the extra mile, and
- dealing well with problems/ queries

Furthermore, it is almost impossible to manifest those attempts without having a systematic:
- Service Strategy And Service Standards
- Service Skills Training, Service Coaching And Empowerment

Fundamentally, we will provide you with structured approach, along with hands-on facilitation process for the final result, i.e. building your organization’s Service Excellence System.
OUR SERVICES

CONSULTING
Helping organizations and companies achieve sustainable results by empowering people and improving systems and processes.

IN-HOUSE TRAINING
Specifically designed to your organizations needs, our In-House training program provides practical skills and knowledge for your human capital to achieve the organization’s goals.

PUBLIC TRAINING
Acquire new management knowledge and skills to improve your organization’s performance as well as to build networks and sharing among.
RESEARCH & SURVEY

Public Training is dedicated to participants from organizations who wish to acquire new knowledge and skills as to improve their organization performance as well as to build networks and sharing among professionals.

EVENT MANAGEMENT

Public Training is dedicated to participants from organizations who wish to acquire new knowledge and skills as to improve their organization performance as well as to build networks and sharing among professionals.
MEET OUR CLIENTS

WE HAVE HELPED COMPANIES BOTH LOCAL & MULTINATIONAL
TOTAL PRODUCTIVE MAINTENANCE IMPLEMENTATION
PT. KOMATSU UNDERCARRIAGE INDONESIA

PT Komatsu Undercarriage Indonesia is facing the tough heavy duty equipment competition and to give optimum effort to attain business objective of “Providing Products that Satisfy Customers” by improving manufacturing competitiveness in quality and reliability.

TOTAL PRODUCTIVE MAINTENANCE IMPLEMENTATION
PT. KAO INDONESIA

PT Kao Indonesia faces the harsh business in consumer goods environment with several challenges such as: Stringent Demand on Quality, Lower Cost (essential for survival), Speed (Shorter Delivery Time), Flexible Production System (Responsive to Demand), Safety and Environmental Friendly.

LEADERSHIP DEVELOPMENT BASED ON CORPORATE VALUES THAT BUILD LEADERSHIP ETHOS ALIGNED WITH COMPANY’S CULTURE - PT. INDOMARCO PRISMATAMA

PT Kao Indonesia faces the harsh business in consumer goods environment with several challenges such as: Stringent Demand on Quality, Lower Cost (essential for survival), Speed (Shorter Delivery Time), Flexible Production System (Responsive to Demand), Safety and Environmental Friendly.
We bring our extensive experience from the fields into the class. We have designed all our training program to be practical and ready to be implemented in your organization.

After going through our training program, you will be able to return to your organizations with knowledge and skills to perform improvement in your organization.

We want to inspire our participants to apply what they have learnt into their work immediately.

Providing knowledge is only the beginning. We believe it is important to inspire participants that they are able to bring improvement to their workplace!
With decades of experience training thousands of professionals, we have learnt that keeping people engaged is very important in order to provide effective learning experience.

Therefore, we designed our training to be enjoyable enough for you to absorb all the knowledge that will we share.

NEED MORE PIE?
Please scan the code for more PIE activities.
OUR CONSULTING METHODOLOGIES

WE HAVE HELPED COMPANIES BOTH LOCAL & MULTINATIONAL

The process always starts with Site Visit where your company operates (Genba)

Understanding current condition, culture, values and business process

Based on diagnosis, PQM Consultants will present and discuss with Top Management

* Short Term Solution (Quick Wins)
  * Mid Term Solution
  * Long Term Solution

To ensure you get the best results, PQM Consultants will systematically plan and manage implementation of Improvement

PQM Consultants Facilitate the company through systematical Project Management include Project Quality Assurance to ensure the program implemented according to project plan.
AREA OF EXPERTISE

WE HAVE HELPED COMPANIES BOTH LOCAL & MULTINATIONAL
TOTAL PRODUCTIVE MAINTENANCE

Speed and quality of production, especially in machine-dependent industries, depends largely on the efficiency and availability of machines, equipments and employees. Total Productive Maintenance is a system that started in Japan to eliminate production inefficiencies and loss time by preventing breakdown and reducing defects caused by machines. By employing TPM to engage teams from Management, Production, Maintenance, and other divisions as a whole “Partnership of Change”, we have helped clients sustainably restore equipment and processes to optimal conditions, and change the work environment to maintain these conditions for maximum efficiency.

OUR TOTAL PRODUCTIVE MAINTENANCE TRAINING CONSIST OF:

- Autonomous Maintenance
- Focused Improvement
- Planned Maintenance
- Quality management
- Early/ Equipment Management
- Education and Training
- Safety Health Environment
- Administrative & office TPM

SCAN ME
For more Total Productive Maintenance programs
LEAN MANAGEMENT

Lean methodologies focus on creating more values for customers while minimizing waste. Understanding customers' value and focusing key processes to continually increase it, lean organization is able to maximize value with zero waste. PQM Consultants have helped numerous companies and organizations refocus their management strategies and develop their human capital to optimize flow of products and services, creating processes that involve less manhours, less space, less capital and less time. With lean implementation, a company can achieve more faster.

OUR LEAN MANAGEMENT PROGRAM CONSIST OF:

- Kaizen
- Kanban
- Lean Diagnose
- Value Stream MAppling
- Training Within Industry (TWI)
- Daily Visual Management
- Strategic Cost Reduction
- Workload Analysis

SCAN QR CODE

Learn more about our In-Industry Training Program on Kaizen Event in manufacturing and service settings. QR Code Youtube
TOTAL QUALITY MANAGEMENT

Top Quality Management (TQM) is a fundamental management approach to long-term success through customer satisfaction. We have helped clients from diverse industries to involve all employees in the continual improvement of the processes, products, services, and the culture in which they work. These systems ensure quality at the source, and have empowered people in problem-solving and organizational performance through TQM.

OUR TOTAL QUALITY MANAGEMENT TRAINING CONSIST OF:

- 7 Management & Planning Tools
- Daily Management System
- Quality Control Circle
- Total Quality Management
- Workload Analysis
SUPPLY CHAIN MANAGEMENT

Supply Chain Management extends beyond traditional enterprise boundaries and organizes entire business processes throughout a value chain of multiple companies. In an increasingly globalized and interconnected market, organizations must rely on effective supply networks; we have assessed current supply chain practices to help our clients build sustainable systems that improve their business coordination, enhance customer satisfaction and reduce supply chain costs.

OUR SUPPLY CHAIN MANAGEMENT PROGRAM CONSIST OF:

- Demand Management
- Inventory Management
- Logistic & Transportation Management
- Measuring with SCOR
- Negotiation Skills for Purchasing
- Partnership with Supplier
- PPIC
- Sparepart Inventory Management
- Supplier Development
- Supply Chain Management
- Vendor Evaluation
- Warehouse Management
- Warehouse Supervisory SKKNI Certification
SERVICE EXCELLENCE

Great service is more than pleasant customer relations. Ultimately, happy customers are those who get what they expected and more! As your business grow, you will gain more customers with different needs and expectations. Winning businesses today must have great customer service that are quick in finding solution for unsatisfied customers. Winning businesses today need customer service that keeps on improving.

At PQM, our experience creating great service teams have shown companies are successful when they create employees and frontliners with a strong service mindset and also able to improve customer experience using their problem solving ability.

Our Service Excellence Program consist of:

- Customer Satisfaction Survey
- Handling Customer Complaints
- Kaizen in Service
- Professional Selling Skills
- Service Excellence Skills

With this valuable lesson, we are creating training programs for your employees not only build service mindset and skills but also continuous problem solving skills. Let’s build great services together!
Human Capital Development acknowledges that great people are behind great products. From our inception, we have believed that people are not only resources, but also drivers of change that determine company competitiveness and success. We have helped our clients to build their organizations’ capability and leadership to attract and develop their employees for the long term.

**OUR HUMAN CAPITAL DEVELOPMENT PROGRAM CONSIST OF:**

- Assessment Center
- CBHRM/ HR for Non HR/ HRMS
- Competency Based Interview
- Competency Model
- Culture
- Employee Engagement
- Employee Opinion Survey
- Training Need Analysis
- Learning Management
- Performance Management System
- Reward Management System
- Salary Structure
- Talent Management (Talent Acquisition, Career Path & Retaining People)
- Training Effectiveness Evaluation
STANDARDIZATION AND BUSINESS PROCESS

Excellent management is a vital component of any successful organization. To survive in this increasingly competitive business market, organizations need effective and efficient management systems to ensure that customer’s needs and stakeholder’s demands are met, and that regulations, human resource development, and quality assurance are fulfilled.

OUR STANDARDIZATION & BUSINESS PROCESS PROGRAM CONSIST OF:

- Business Process
- ISO integration System
- Internal Audit
- ISO 14001:2015
- ISO 18001/ OHSAS
- ISO 9001:2015
- Risk Management
- Upgrading ISO 9001:2015
Six Sigma is an effective management system that improves the quality of processes and products/services with a focus on eliminating defects and reducing variability. We have provided training and consulting in Six Sigma management, equipping organizations with the tools and methods to significantly improve organizational performance by systematically removing inefficiencies within the system.

OUR SIX SIGMA AND TOOLS PROGRAM CONSIST OF:

- 7 QC Tools
- Acceptance Sampling
- Core Tools
- DMAIC
- Design of Experiment
- Failure Mode & Effect Analysis
- Statistical Process Control
- Lean Six Sigma
- Minitab
- Measurement System Analysis
- Problem Solving & Continuous Improvement using PDCA
- Six Sigma
Six Sigma is an effective management system that improves the quality of processes and products/services with a focus on eliminating defects and reducing variability. We have provided training and consulting in Six Sigma management, equipping organizations with the tools and methods to significantly improve organizational performance by systematically removing inefficiencies within the system.

OUR GEMBA PROGRAM CONSIST OF:

- 5S
- Practical Problem Solving
- Shopfloor Leadership
- Supervisory Management

SCAN ME
For more Total Productive Maintenance programs
PROJECT AND CHANGE MANAGEMENT

with a focus on eliminating defects and reducing variability. We have provided training and consulting in Six Sigma management, equipping organizations with the tools and methods to significantly improve organizational performance by systematically removing inefficiencies within the system.

OUR SIX SIGMA AND TOOLS PROGRAM CONSIST OF:

- Balanced Scorecard
- Change Management
- Penyusun KPI
- Project Management
Gemba is a term in Japanese that means ‘the actual place’. In business, Gemba is all the places where value is created for the customers, the manufacturing shopfloor, construction sites, service frontliners, sales floors and more.

OUR GEMBA MANAGEMENT (WORKPLACE) PROGRAM CONSIST OF:

- 5S
- Practical Problem Solving
- Shopfloor Leadership
- Supervisory Management
TEAM BUILDING & GAME MANAGEMENT

We believed that practical and enjoyable activity can strengthen the comprehension of the concept. Thus, through game management, we provide the simulation of some core concept about productivity and quality. We also offer the customization of simulation based on counterpart’s need. Moreover, through team building, we facilitate the team to become high performing team with adhesive bonding.

OUR SIX SIGMA AND TOOLS PROGRAM CONSIST OF:

- High Productive Team
- Team Alignment
- Team Building
- Relationship Building
Empowering people is the key success of your organization. People is the main reason your organization’s system, policies, business process, target and performance exist in the first place. By empowering the people within your organization, you basically strengthen your existing organization foundation.

OUR TRAINING AND COACHING PROGRAM CONSIST OF:

- Creative Innovative Thinking (CIT)
- Coaching Skills Workshop
- Communication Skills
- Presentation Skills
- Training for Trainer

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For more Total Productive Maintenance programs
PQM CONSULTANTS MENGUCAPKAN

Selamat Hari Raya
Idul Fitri 1439 H