



PQM Consultants Company Profile

June 2020



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS

PQM CONSULTANTS

Jl. Cempaka Putih Tengah
17C/ 7A, Cempaka Putih,
10510, Jakarta Pusat

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 strongly believe that the key to our success is our total commitment in delivering value to our clients, based on integrity, honesty and openness.

PQM's main areas of specialization are:

- **Productivity & Quality Management**
- **Human Capital Development**
- **Service Excellence**



Our Valued Clients



Vision, Mission, Value



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS

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

● CUSTOMER FOCUS

Customers are the only reason of our existence

● ENTREPRENEURIAL SPIRIT

Speed, innovation, agility, dantotsu and war against waste

● GROWING TOGETHER

Partnership, teamwork, continuous learning, and empowerment

● INTEGRITY AND ETHICAL CONDUCT

Professional, open and long-term partnership



Our Services



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



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 & Special Events

Acquire new management knowledge and skills to improve your organization's performance as well as to build networks and sharing among professional.



Consulting



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



Our Consultancy Services are especially designed to help organization achieve sustainable results by empowering people and improving the systems and processes.



Our Methodology

- 1** The process always starts with Site Visit where your company operates (Genba). Understanding current condition, culture, values and business process.
- 2** Based on diagnosis, PQM Consultants will present and discuss with Top Management
 - * Short Term Solution (Quick Wins)
 - * Mid Term Solution
 - * Long Term Solution
- 3** To ensure you get the best results, PQM Consultants will systematically plan and manage implementation of Improvement. We Facilitate the company through systematical Project Management include Project Quality Assurance to ensure the program implemented according to project plan.



Our Consulting Projects

Kaizen (Continuous Improvement) Implementation at PT. Bank Central Asia, Tbk (1/2)



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



BCA

Objective

SLPPI Division at BCA has mission to build a service excellence (service world class) in commercial transaction and international payments. SLPPI's goal to improve their customer satisfaction index (from 4.38) to the world class level (5.00). Therefore in the beginning of 2014, SLPPI started to engage all employee levels to implement Kaizen in their workplace and the whole process.

Challenge

To increase Service Level by shortening the service lead time up-to 50% without compromising quality of service, starting on January 2014.



Kaizen (Continuous Improvement) Implementation at PT. Bank Central Asia, Tbk (2/2)



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



BCA

Solution

PQM facilitates the SLPPI members, to do the Workplace and Process Kaizen which include all Bureaus and 1 Surabaya Branch. The method consists of on-site implementation, coaching on 5S and the process flow chart analysis, identify the non-valued added (Waste) in the whole value stream of the process, find the Root cause of waste and executing the improvement through Kaizen Event/Kaizen Blitz in the workplace (include re-lay out the office). By using this Kaizen approaches, the example result which taken from GPS Bureau can improve all the process that lead to reduce service lead-time from Customer Inquiry to IR Settlement, from average 84 minutes/inq to 40 minutes/inq, it equals to reduce losses time around 352 hours in a month (with the assumption the minimum number of inquiries = 25 inq/ day).

5 Divisions in 2 Years Include:

Layanan Pembayaran & Perdagangan Internasional (SLPPI) Divisi Pengembangan Operasional dan Layanan (DPOL) Unit Bisnis Kredit Konsumer (UBKK) - > Multibatch



TPM Implementation – PT. Semen Gresik, Tbk. Currently Known as PT. Semen Indonesia, Tbk. (1/2)



Objective

In 2010, Semen Gresik (currently known as Semen Indonesia) has a total capacity of the largest cement production, i.e. 19.0 million tons or about 37% of national cement production capacity. The Company is now completing construction of a new cement plant (Plant 4) with an installed capacity of 5 million tons per year.

Their objectives are to optimize current production capacity and to build sustainable growing brand image so it is able to maintain its position as a market leader with a market share of above 45%.

Challenge

Starting on May 2011, to improve the reliability of Plant up-to 30% since the characteristics of the plant is categorized as process industry and typical of maintenance activity is opportunity based maintenance.



TPM Implementation – PT. Semen Gresik, Tbk. Currently Known as PT. Semen Indonesia, Tbk. (2/2)



Solution

PQM facilitates the Plant 2 as Pilot model, to implement the Total Productive Maintenance (TPM) fundamental pillars, such as 5S and Safety, Focused Improvement (FI), Autonomous Maintenance (AM), Planned Maintenance (PM).

By using this TPM approaches, the example result which taken from Raw Mill (Roller Mill) Section can improve the OEE (Overall Equipment Effectiveness) from average 60.2%/month to 85.3%/month (an increase of 25.1%), increase the production capacity up to 36.9% through average running hours of 438 hours/month to 585.7 hours/month. TPM improvement activities also lead their MTBF (Mean Time Between Failures) increase for 134% and MTTR (Mean Time To Repair) down to 12%.

ACHIEVEMENT :

- Overall Equipment Efficiency increase 25.1%
- Production Capacity increase 36.9%
- MTBF increase 134%
- MTTR reduce to 12%



Human Resources Development Strategies “Manusia Total”

PT. Total Bangun Persada, Tbk (1/2)



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



Objective

To develop all level of employees in Total Bangun Persada with the appropriate knowledge, skill, attitude of “**Manusia Total**” as part of the 5W Total Management System: Well Planned (front end planning), Well Sourced (contracting strategy), Well Controlled (control in supply chain), Well Delivered (high quality zero rework), Well Known (rising role of marketing).

Challenge

The development model of “**Manusia Total**” has been translated into continuous Training in every level of employee and being followed up with the reinforcement program to implement the behavior “**Manusia Total**”.



Human Resources Development Strategies “Manusia Total”

PT. Total Bangun Persada, Tbk (2/2)



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



Solution

Since 2010 until now, TBP and PQM Consultants have been working together as a partner for each other in developing “**Manusia Total**”. The model of “Manusia Total” has been designed into comprehensive & continuous training and reinforcement program consists of: corporate culture program, leadership program, work management program, and relationship building program. The corporate culture program strengthens the behavior of employee in customer focus, quality focus, trustworthy, and teamwork.

PQM Consultants has helped Total since 1992 which starts with Quality Education and Customer Service education. In 2010, PQM and Total become working partner developing “**Manusia Total**” program. During periode 2012-2013, 74% tender won by Total comes from existing loyal customers.



Leadership Development Based On Corporate Values In PT. Indomarco Prismaatama (1/2)



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



Objective

In 2014, Indomaret initiated a leadership development program that is based on the Company's corporate values for all Office Managers at Indomaret Group. The program's objective is to build leadership capabilities among Office Managers based on values such as honesty, truth and justice, and teamwork.

Solution

The program starts with an initial assessment of the leadership behaviors followed by a highly interactive workshop and finished with a post assessment. The program consists of leadership behavior development that focuses on 5 practices: Model The Way, Integrity, Alignment, Teamwork and Self Motivation. PQM Consultants has facilitated all the assessment and workshop in multi-batch programs to equip 830 Office Managers with the leadership behavior practices based on Indomaret values.



Leadership Development Based On Corporate Values In PT. Indomarco Prismatama (2/2)



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



Result

Based on assessment results collected, the program has seen an increase in all of the 5 practices of the leadership behavior from the Office Managers of Indomaret Group. The result shows that “Integrity” is the practice that mostly appear among the Office Manager after the program. The result also shows that “Model The Way” (becoming a role model) is the practice that has seen the most improvement after the program.

Indomaret has seen an increases in all of the 5 practices of the leadership behavior from Office Managers.



In-House Training



Our In-house Training specifically designed to provide practical training customized to meet challenges for each individual Clients organization.

Public Training



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.



Our Training Philosophy



Practical

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.



Inspiring

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!



Enjoyable

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.

Area of Expertise



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



LEAN
MANAGEMENT



TOTAL
PRODUCTIVE MAINTENANCE



QUALITY
MANAGEMENT



SUPPLY CHAIN
MANAGEMENT

Productivity and Quality

Area of Expertise



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



LEARNING & TRAINING
MANAGEMENT



ORGANIZATIONAL
DEVELOPMENT



PERSONAL
EFFECTIVENESS



COMPETENCY-BASED
HRM



LEADERSHIP
MANAGEMENT

Leadership and Human Capital Development

Area of Expertise



**SERVICE
EXCELLENCE**

**Service
Excellence**



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS

Our Special Events



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS

Kaizen Event In The Real Place

3-days workshop where participants learn and implement 'Kaizen' or Continuous Improvement process in real workplace. Through partnership with Yamaha Music Manufacturing Asia, we have trained over 200 participants from both local and multinational companies.



Kaizen Event In Service Operation

3-days workshop where participants learn and implement 'Kaizen' or Continuous Improvement process in real workplace. Through partnership with PT. Bank Central Asia, Tbk, we have proven that Kaizen can be implemented not only in manufacture, but also in service industry.

Certification Program

Certification Program

■ **APICS (The Association for Operations Management)** This certification offers three programs:

- APICS CPIM (Certified in Production and Inventory Management)
- APICS CSCP (Certified Supply Chain Professional)
- APICS CLTD (Certified In Logistics, Transportation & Distribution)

■ **Six Sigma Certification**

PQM Consultants is appointed as IQF Representative to conduct Six Sigma Certification Exam in Indonesia with the exam materials and certification issued by International Quality Federation

International Quality Federation (IQF) Certification Program, offers Green Belt, Black Belt and Master Black Belt certification :

- Six Sigma DMAIC
- Lean Six Sigma
- Design for Six Sigma



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS

PQM Consultants Building

Jl. Cempaka Putih Tengah 17C No.7A Cempaka Putih,
Jakarta Pusat, DKI Jakarta 10510 Indonesia

021 425 1887 | 0812 1057 6646 | 0811 1526 646
pqmcons@pqm.co.id



PQM Consultants

Thank You