Implementation of Standard Operational Procedures for Making Out Way Letters at PT. Machiko Jaya Indonesia

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Abstract

This study aims to find out how the application of standard operating procedures in making exit letters at PT. Machiko Jaya Indonesia. PT. Machiko Jaya Indonesia is a company engaged in the field of goods/services, which is located at Jl. KH. Noer Ali, Cibuntu RT 011 / RW 004, Cibitung – Bekasi. The company has implemented quite well, but for the effectiveness of the time it is still not optimal and needs to be improved. The solution is to move the particular e-mail for making travel documents to a unique computer for PIC travel documents so that the risk of errors in copying information related to requests for delivery of goods is smaller because the PIC travel documents do not need to copy them manually, but can be done automatically by copying and pasting.

Keywords: Standard Operating Procedures, Exit Letter, Triangulation

1. Introduction

Along with the development of the era and technology, competition in the industrial world is becoming increasingly stringent. Coupled with the increasing number of foreign companies that are established in Indonesia and have been supported by sophisticated technology both in production systems and service systems. This has resulted in companies increasingly competing to continue to improve and enhance their company’s performance. To achieve this, of course, the company must continue to improve its quality, both in terms of products and in terms of service [1]. In this case, it means that the company as much as possible does not give a wrong impression to customers.
Which can damage the company's image in the eyes of customers. To minimize the occurrence of this, companies usually make rules in every work process carried out within the company. So it is mandatory for every employee in a company to obey and carry out the applicable rules [2]. If these rules are not implemented, sanctions will apply to anyone who does not comply with these rules. The rules in a company vary and, of course, will differ from one company to another. However, these rules have the same goal, namely to improve the quality of each company itself. One of the work rules that is often encountered and exists in almost every company is SOP. SOP itself is usually used as a guide in carrying out a work process so that it is in accordance with predetermined standards [3]. There are various kinds of standard operating procedures (SOPs) in a company, including SOPs for recruiting employees, SOPs for receiving goods, SOPs for storing goods, SOPs for preparing goods, SOPs for leave, SOPs for employee payrolls, SOPs for making overtime orders, SOPs for making outgoing official letters [4]. SOPs for receiving incoming letters, SOPs for making outgoing letters, and so on. PT. Machiko Jaya Indonesia is a manufacturing company engaged in the field of goods/services, which includes General suppliers (Trading), Maching, Fabrication, Jigs, Dies, and Standard Parts as production activities. PT Machiko Jaya Indonesia is located at Jl. KH. Noer Ali, Cibuntu RT 011 / RW 004, Cibuntu Village, Kec. Cibitung – Bekasi. PT. Machiko Jaya Indonesia has been established since 2012. Its vision, namely "Make strong company and more competitive in the business world, and become the best company in its field. Apart from that, of course, PT. Machiko Jaya Indonesia also has its own mission, namely "Give the best services for customer satisfaction" which means to provide the best service for customer satisfaction.

Based on the experience of researchers when researching the part of making travel documents at PT. Machiko Jaya Indonesia, researchers see that there are problems in the application of Standard Operating Procedures, especially during the process of making exit documents. The process carried out when making outgoing letters is often hampered. The process of making travel permits which is carried out in accordance with the SOP should be the most effective process, including in terms of time for the process of making it. However, in the actual conditions that the researchers encountered during the research, the manufacturing process took quite a long time even though it was carried out in accordance with the SOP. Based on these problems, the researcher realizes that the process of making travel documents is a very important process for the company, where if the process is hampered or an error occurs it can cause problems for the company. Moreover, a travel document is one of the documents that connect one company to other companies that are involved in cooperation or that connect departments within the company itself. This study aimed to find out the application of standard operating procedures in making exit letters at PT. Machiko Jaya Indonesia, to find out the obstacles experienced in making a letter of exit at PT. Machiko Jaya Indonesia and solutions to overcome obstacles in making exit letters at PT. Machiko Jaya Indonesia.

2. Literature Review

SOP stands for Standard Operating Procedure. SOP is a guideline containing standard operational procedures that exist within an organization that are used to ensure that all decisions and actions, as well as the use of process facilities carried out by people within the organization who are members of the organization so that they run effectively, efficient, consistent, standardized and systematic [5]. Standard Operating Procedures (SOP) are guidelines used to ensure the operational activities of an organization or company run smoothly [6]. Functionally, SOPs are made to serve as guidelines for employees in carrying out work processes or staffing activities within a company [7]. Because in the SOP there is information regarding clear task flow or work process flow so as to avoid mistakes or minimize the occurrence of discrepancies with established work processes. The benefits of having SOPs are to expedite the tasks of officers/employees or teams, to be used as a legal basis in the event of irregularities, to clarify what are the obstacles and to facilitate the tracking process, and the last function is as a medium in gathering all officers or employees to be more disciplined at work [8]. SOP consists of 7 main things namely efficiency, consistency, minimization of errors, problem solving, labor protection, work maps, and defense boundaries [9].
3. Research Methodology

In this study, researchers used a qualitative descriptive research method. Qualitative descriptive is a research method based on the post-positivism philosophy used to research natural object conditions (as opposed to experiments) where the researcher is the key instrument [10]. Data collection techniques are carried out in triangulation (combined), data analysis is inductive/qualitative, and qualitative research results emphasize meaning rather than generalization. In this type of research, the methods usually used are interviews, observations, and the utilization of documents [11]. The concept analyzed in this study is the application or implementation of standard operating procedures (SOP). The researcher uses a qualitative descriptive research method because the researcher feels that this type of research is most suitable for the subject to be studied, where researchers can get a complete and detailed description or description of how to apply the SOP in the process of making exit letters at PT. Machiko Jaya Indonesia.

The subject of this research was conducted at PT. Machiko Jaya Indonesia is one of the companies engaged in the field of goods/services, including General suppliers (Trading), Matching, Fabrication, Jigs, Dies, and Standard Parts as production activities. PT. Machiko Jaya Indonesia is located on Jl. KH. Noer Ali, Cibuntu RT 011 / RW 004, Cibuntu Village, Kec. Cibitung – Bekasi. In this study, the informants assigned were field supervisors at PT. Machiko Jaya Indonesia. This research focuses on the application of SOPs for making exit documents at PT. Machiko Jaya Indonesia. The data collection technique used in this research is the interview. States that an interview is a meeting of two people to exchange information and ideas through questions and answers, so that meaning can be constructed in a topic. Data analysis is a process that is carried out by systematically searching and compiling based on data obtained through interviews and then organizing the data into categories, describing them into units, synthesizing them, compiling them into patterns, separating which are considered important and which will be analyzed [12]. And make conclusions so that they are easy to understand both personally and in general.

Several steps or stages of data analysis are required, including data collection. This stage is carried out by observing, interviewing and reviewing documents contained in the research subject to be studied [13]. In this case, what the writer will examine is the office section of PT. Machiko Jaya Indonesia, namely in particular the part of making travel documents. Data reduction, at this stage, the collected data is then written in the form of reports or more detailed data. Reports prepared are based on data that has been collected and summarized and selected vital points, and focused on important matters. Presentation of Data (Data Display), at this stage, namely reducing data or presenting data [14]. In the data presentation technique for this type of qualitative research, it can be done with tables, graphs, or also by including it in brief descriptions, charts, relationships between categories, flowcharts and the like. Presentation of data is intended to facilitate and understand what is happening [15].

In conclusion and verification, the next stage is to draw conclusions and verify what has been reduced [16]. The verification process is carried out during the course of the research in line with triangulation in order to guarantee the significance and meaningfulness of the research results [17]. In the analysis of the data, the author uses the Triangulation technique. Triangulation is a technique for checking or validating whether or not a data or information is valid by utilizing something other than the data or information that has been obtained for inspection needs or as a comparison to the data that is already available [18] [19]. Distinguishes 4 types of triangulation, namely by utilizing sources, methods, and theories [20]. In this study the authors conducted interviews with 2 specified informants. The two informants, namely Ratih Yulianti as HRD staff and Ina Krisina Yuliani as PIC in the process of making the exit letter. The results of the interview will then be compared with others to test the consistency of the interview results obtained.

4. Results and Discussion

This Standard Operating Procedure (SOP) was created with the aim of: Control, monitor, control (monitor and control) the delivery of goods in accordance with Quality Management. Set the DO (Travel Document) mechanism to avoid errors or discrepancies. Provide guidance to the PIC (Person In Change) in carrying out tasks and carrying them out properly and effectively and efficiently. Scope: This SOP explains how monitoring and control are carried out in the delivery process, which includes the Production Department, Warehouse Department, and Export. Reference: SNI 9-9001-2001 Concerning Quality Management System, PT Machiko Jaya Indonesia Company Regulations, Central and Regional Government Regulations, Labour Laws. General...
Procedures will be made and adjusted based on the needs at each level of the operating unit based on their activities. Description of procedures and responsibilities: Warehouse is responsible for delivering goods/materials to customers (relevant departments and export shipping logistics). The PIC who delivers the goods/materials is responsible for delivering the materials to the customer according to the specified time and ensures that the delivery document has been signed before being returned to the Warehouse as proof that the customer has received the goods. The production/field leader is responsible for ensuring that the delivery document has been signed by the customer before being returned to the warehouse department. Requests for delivery of goods/materials are requests for a number of goods/materials by customers via e-mail and CC (Carbon Copy) to all relevant department heads. A travel document is a document that must be included in every shipment from one place to another, in this case the shipments are usually made quite far away and use transportation. The distribution of travel document documents is as follows: Travel document white sheets (financial), Travel document pink sheet (customer), Yellow sheet travel document (security), Green sheet travel document (warehouse).

Standard Operating Procedure (SOP) shown in Table 1.

<table>
<thead>
<tr>
<th>Document Number</th>
<th>Rev number</th>
<th>Effective document</th>
</tr>
</thead>
<tbody>
<tr>
<td>: SOP 01</td>
<td>0</td>
<td>2018</td>
</tr>
</tbody>
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Flowchart of making an exit letter shown in Figure 1.

Activity: Receiving goods request information, the PIC of the delivery letter checks the e-mail after receiving information from the warehouse to make an outgoing letter and confirms the details of the request for goods to be sent. Item details include Part Name, Part Number, Part Type and Number of Parts to be sent. Copy information according to the invoice requesting goods, the PIC of the travel document copies detailed information on the goods on the invoice requesting the delivery of goods. Detailed information on the items copied: Part Number, Part Type and Part Number. Make a letter of delivery of goods out, the PIC of travel documents makes travel documents in accordance with the details of the goods that the customer has requested and asks for the detailed info. Please information is complete and in accordance with the goods request invoice). Print / Print out the outgoing delivery letter, travel documents that have been made and adjusted to the invoice request for delivery of goods are print out. (Print out travel documents must use invoice paper / continuous form 4 copies). Submit a letter of passage to the PIC of the goods delivery, the PIC of travel documents submits the travel documents that have been made to the PIC of goods delivery for the shipping preparation process to be carried out by the shipping PIC and the warehouse team. Done.

Exit Letter shown in Figure 2.
Based on the research and the results of the interviews, the researchers stated that in terms of the flow and process of implementing standard operating procedures for making exit letters at PT. Machiko Jaya Indonesia has been implemented quite well, but for the effectiveness of the time, it is still not optimal and needs to be improved. This causes the process of making exit documents to be often hampered so that the time for the process of making exit documents becomes longer. Obstacles in the process of making exit documents at PT. Machiko Jaya Indonesia can happen because company e-mail can only be opened on a computer belonging to the head of work. While making an exit letter, one of the procedures is to copy the information on the request for delivery of goods according to the invoice attached to the e-mail. The invoice attached to the e-mail request for delivery of the goods contains product information requested by the customer, such as part name, part number, type of part, and a number of parts. Making travel documents takes longer because copying information cannot be done directly on a computer specifically for making travel documents. The PIC for making travel documents must copy the information on requests for delivery of the goods from the work leader’s computer manually or by printing out, then typing it back into the special computer for processing travel documents so that he can continue the next process so as not to cause lost time. Based on the conditions in the field during the research, the researcher saw that the problems that occurred were caused by the difficulty of accessing the company’s e-mail because the e-mail could not be opened on the PIC’s computer for travel documents. According to the researchers, it would be better and easier if the process of making exit documents could be done directly on one computer. The trick is to move the e-mail specifically for delivery of goods to the PIC’s computer for travel documents so that the PIC for making travel documents can directly copy the information on requests for delivery of the goods from the work leader’s computer manually or by printing out, then typing it back into the special computer for processing travel documents so that he can continue the next process so as not to cause lost time. Based on the conditions in the field during the research, the researcher saw that the problems that occurred were caused by the difficulty of accessing the company’s e-mail because the e-mail could not be opened on the PIC’s computer for travel documents. According to the researchers, it would be better and easier if the process of making exit documents could be done directly on one computer. The trick is to move the e-mail specifically for delivery of goods to the PIC’s computer for travel documents so that the PIC for making travel documents can directly copy the information on requests for delivery of the goods without having to access it first on the work leader’s computer. Thus the risk of errors in copying information related to requests for delivery of goods is more negligible because the PIC in charge of making travel documents does not need to copy them manually, but can be done automatically by copy-pasting.

4. Conclusion

Based on the description above and the findings of the problem while the writer was conducting research in the section on making exit letters at PT. Machiko Jaya Indonesia, the author can conclude that in terms of flow and process, the application of the SOP for making exit letters at PT. Machiko Jaya Indonesia is good enough. The work process is carried out by the operational standards that apply to that section. But there needs to be an improvement in terms of accessing company e-mail policies. Because e-mail can only be accessed from a computer belonging to the work leader, the process of copying information contained in the e-mail takes longer and causes lost time. The form of suggestion that the author wants to convey is that the special e-mail request for the delivery of goods is transferred to a special computer for making travel documents. The goal is of course to simplify the process of making outgoing letters, avoid lost time, reduce the risk of errors in copying information on e-mails when making outgoing letters, and speed up the delivery of outgoing letters to the shipping PIC for further processing.
Authors’ Declaration

Authors’ contributions and responsibilities – The authors made substantial contributions to the conception and design of the study. The authors took responsibility for data analysis, interpretation, and discussion of results. The authors read and approved the final manuscript.

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