

**INTERNSHIP REPORT**

**PT. KWAS**



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## PREFACE

First at all, give thanks for God's love and grace for us.

Thanks to God for helping me and give me chance to finish this assignment timely.

And I would like to say thank you to

- Mrs. Okti Dyah K as Field Supervisor at PT. Kwass
- Mrs. Menuk as foreman where student was assigned
- Dr A. Teguh Siswantoro as Student Supervisor
- All Worker and Employee at PT KWaS
- My loving Friends and Lover for their patience to help me finish Internship report

This report was done as one of the requirements to complete mandatory internship program. Internship was a mandatory program for every student who took Industrial engineering Program, and its completion was also requirement for final defense. Hopefully this report can be wisely used for corporation ,student and other entrepreneurs.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter explains the background, objectives and plans in carrying out internship work at PT. KWAS, Bantul DIY.

#### **1.1. Background**

Internship can be said as an arena for professional simulation of Industrial Engineering students. The paradigm that must be instilled is that during internship students work in the company they choose. Work, in this case includes the activities of planning, designing, repairing, implementing and resolving problems. Therefore, in internship the activities carried out by students are:

1. Identify scope company.
2. Follow the work process in the company continuous.
3. Carry out and do assignments given by superiors, supervisors or supervisors field.
4. Observing behavior system.
5. Compile reports in kind written.
6. Carry out work examinations practice.

#### **1.2. Objective**

The things student wants to achieve through the implementation of this Job Training are

1. Train discipline.
2. Train the ability to interact with subordinates, coworkers, and superiors inside company.
3. Train the ability to adapt to the environment work.
4. Observe directly the activities of companies in producing and running business.
5. Completing the theory obtained in lectures with existing practices in the company.
6. Add insight into production systems and systems business.

### **1.3. Industrial Engineering Area of Competence**

Based on Curriculum PSTI UAJY the students of Industrial Engineering Program Universitas Atma Jaya Yogyakarta are equipped with several theoretical background so that they are able to fill the positions in the areas of but are not limited to:

1. Logistics and *Supply Chain Management*
2. Production Planning and Inventory Control
3. Marketing
4. Human Resources Management
5. Works study and Ergonomic
6. Product Design,
7. CAD/CAM
8. Product Development
9. Occupational Health Safety and Analysis (OHSA)
10. Purchasing
11. Business Development
12. Enterprise Resource Planning
13. Quality Control
14. Facility Training

### **1.4. Place and Time of Internship**

This internship activity is carried out for one month, starting from 14 May 2018 until 13 August 2018. The place to carry out internship work is PT. KWaS. having its address at Jl. West Imogiri Km.17, Bungas, Jetis, Bantul, for this internship, student was placed to the Department Production, at the production storage.

## **CHAPTER 2**

### **COMPANY BACKGROUND**

Chapter 2 discusses the history of the company, the organizational structure of the company and the management of the company PT. KWaS

#### **2.1. A brief History Company**

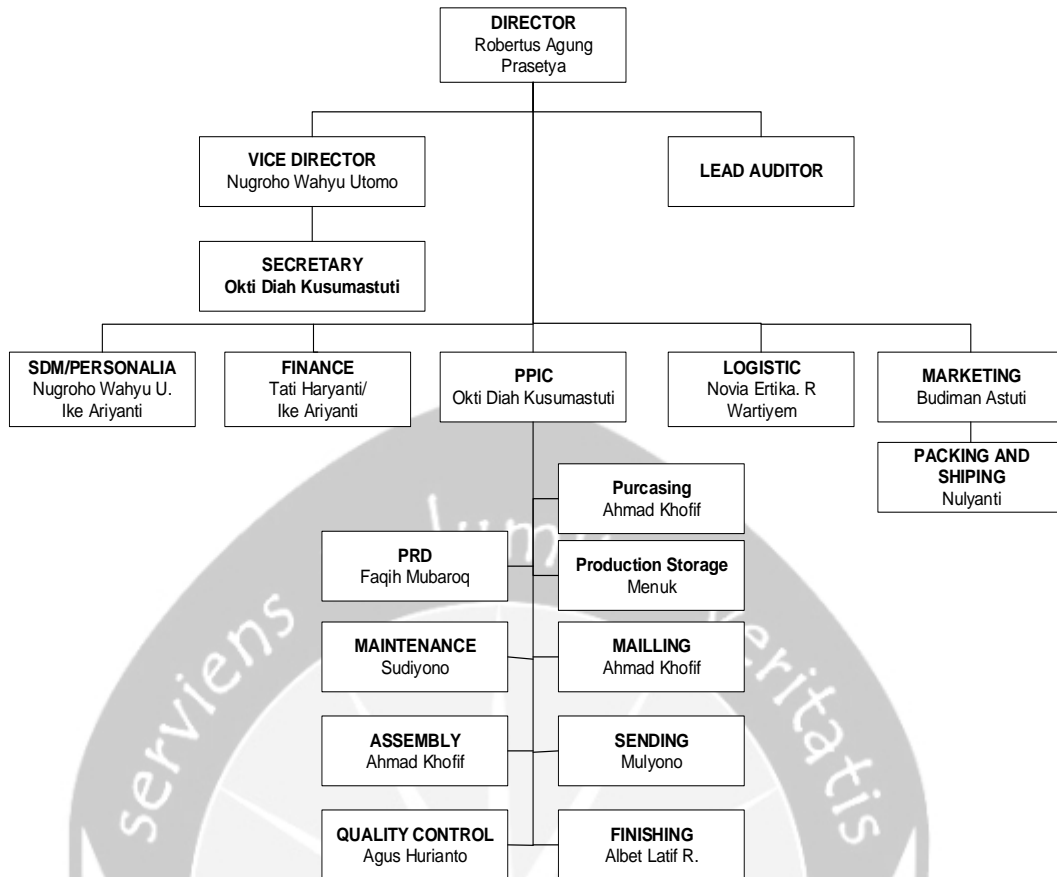
PT Kwas was established in 2005, in accordance with its deed of establishment PT Kwas is a wood furniture manufacturing company that also provides furniture design and consulting services, with work drawing media and 3-dimensional modeling. PT Kwas.

PT Kwas is a closed limited company whose shares are not yet open for sale to the public, the shareholders of PT Kwas are people who are limited to the founders and pioneers of the company. During period of time when the author goes through internship and writing reports, the sale of shares to the public is still unplanned.

The increase in consumption of wood products causes furniture production using wood from sources that cannot be traced and accounted for, with the use of illegal wood will encourage environmental destruction, illegal logging and other illegal activities. Illegal wood can be mixed during furniture manufacturing, therefore since 2005 PT KWaS has joined WWF Indonesia and is committed to using alternative wood sourced from legally managed forests. PT KWaS has adopted an official FSC certificate issued by the Forest Stewardship Council, to maintain the legality of the wood used for production.

#### **2.2. Organizational Structure at PT. KWaS**

PT KWaS is a company with the form of a business entity in the form of a closed limited liability company and shares not sold to the public. The company is owned by a group of pioneers and founders of the company. PT KWaS has a top down organizational structure, the organizational structure is made to explain the authority and responsibility of work clearly so as not to cause confusion from the internal company and components outside the company. The organizational structure at PT KWaS can be seen in Figure 2.1



**Picture 2.1. Organizational Structure**

### 2.2.1. Work Description

This sub- chapter will describe the work of each part contained in the organizational structure of PT. KWaS

#### a. Director

All processes and jobs at PT. Brushes led and supervised directly by the Director, Director of PT KWaS are very active and dominant in the company, almost all decision making is done by the director and even the negotiation process with the *client* still often executed by Director himself. Carrying its duties, the Director is assisted by management representatives, management secretaries and internal audit teams.

#### b. Human Resource

*Personnel* is the position responsible for taking care of the personnel department in the form of staff absences and is responsible for distributing employee salaries.



c. **Finance**

Finance has the task of managing PT KWaS *cashflow*, both internally and externally. The Financial Section can only accept and issue money in regard of another department request.

d. **PPIC**

PPIC responsible for furniture manufacturing PT. KWaS. Department of PPIC is divided into Design, Maintenance, Storing, Mailing, Assembly, Sending, Finishing, and QC.

e. **Logistic**

Logistic are responsible for carrying out transactions for the company's internal interests, in contrast to the Purchasing that responsible for the smooth manufacturing of raw materials at PPIC. Logistic are responsible for electricity, water, cleaning, eating and drinking employees and all inventories outside the authority of purchasing which are not directly related to PPIC activities, but are vital to fulfill the company's activities.

f. **Marketing**

This department is responsible for receiving *customer order* and initial negotiations and company advertising activities

g. **Packing and Shipping**

Responsible for packaging all of the finish goods and shipping to customer, how well the packaging and shipping policies differ every customer and already established when contract was signed.

h. **Purchasing**

Purchasing responsible for ordering purchasing good and flow of raw materials at PPIC.

i. **Production Storage**

Production storage store and responsible to record every material ,tools and accessories for manufacturing product for PPIC, tools and accessories order and purchasing is production storage responsibilities.

j. **Maintenance**

Maintenance responsible for maintaining all the heavy equipment and electricity at PPIC department.

k. **PRD**

PRD (Product Research Design) are responsible for designing product to customer order and producing technical drawing for PPIC to manufacture.

l. **Mailing**

Mailing is responsible for cutting raw material to desired shaped some from the raw material such as plywood, wood, and metal.

m. **Sanding**

Sanding is responsible for every sand paper treatment for product at PPIC.

n. **Assembly**

Assembly responsible for assembling every component from mailing department that already had sand paper treatment to becoming final product. Accessory material also installed by assembly.

o. **Finishing**

Finishing responsible for finishing treatment of the product such as painting coating and waxing. Finishing also install last accessories material.

### **2.3. Company Management**

This sub chapter describes several things related to the management of the company PT KWaS .

#### **2.3.1. Vision and mission Company**

PT. KWaS Indonesia provides more value in meeting the needs of both national and international customers to protect and restore the environment while still using legal and sustainable raw materials

In carrying out its vision and mission, PT KWaS has implemented in all corporate activities with the use of raw materials from legal and sustainable sources, creating products with added value for company development by involving credible institutions both nationally and internationally and involved in community development activities in environment around the factory.

### 2.3.2. Employment

Workers at PT. KWaS consists of permanent employees and contract employees totaling if summed will consist of 110 people. The number of employees is not fixed and outsourcing can increase according to the circumstances and requests from the client.

Permanent employees are workers who have been tied to a work relationship with the company and are paid monthly. Contract employees are temporary workers who work in a company with a contract system for a certain period of time and are paid weekly on Saturday. Daily personnel are *outsourced* workers who do not considered permanent employees, and contract employees, but are paid according to the *shift* system.

The company cooperates with village communities around the company in providing and procuring contract workers and daily officers. This proved to be effective in attracting the sympathy of the village community and causing the presence of the manufacturing facility to be more accepted in the village community.

**Table 2.1. The Number of Permanent Employees and contracts and Daily Personnel at PT. KWaS**

No.	Part	total
1.	<i>director</i>	1
2.	<i>Deputy Director</i>	1
3.	<i>Administration</i>	1
4.	<i>Internal audit</i>	1
4.	<i>Finance</i>	2
5.	<i>PPIC</i>	80
6.	<i>Purchase</i>	2
7.	<i>Security (daily officer)</i>	4
8.	<i>Driver</i>	3
9.	<i>Outsource</i>	20
10.	<i>Purchase</i>	2
11.	<i>Marketing</i>	2
<b>Total</b>		119

For *Outsourcing*, as many as 20 people moving between *PPIC* sections and *other parts* according to the work being done. Every year PT KWaS also accepts national and international student internships that are not fixed in number and period of time, internships and benefit from food from companies and provided with salaries that vary according to the agreement that occurred.

### **2.3.3. Day and Working Period**

The working day period applies to all workers include permanent employee and contract employee, outsource personnel including student internship. Working time in 1 (one) day on Premix Plant is 8 hours, except Friday and Saturday, with adjustments. There is no shift work system at PT KWaS, but workers can work overtime with additional salary and meals. The following is a schedule of days and working hours at PT KWaS.

#### **a. Monday - Thursday**

- i. Morning : 07.00 - 12.00 WIB
- ii. Rest : 12.00 - 13.00 WIB
- iii. Lunch : 13.00 - 16.00 WIB

#### **b. Friday**

- i. Morning : 07.00 - 11:30 WIB
- ii. Rest : 11.30 - 13.00 WIB
- iii. Lunch : 13.00 - 16.00 WIB

#### **c. Saturday**

From 07.00-12.00 WIB

### **2.3.4. Market**

The marketing of PT. KWaS has covered national and international. International market targets have covered Europe mainly in France and Greece and the Far East Asia region.

### **2.3.5. Energy Facilities and Welfare Work**

PT KWaS is a manufacturing company with heavy equipment and raw materials, therefore PT KWaS has several facilities to support the safety, welfare and comfort of its employees. The facilities provided by the company to each employee are as follows:

#### **a. *Personal protective equipment (APD)***

Used to ensure the safety and health of the employees used, among others:

Masks and gloves. Masks and gloves must be worn when entering production and storage areas due to the smell of chemicals and powder which is very much in that area.

##### **i. *Mask Respirator***

Special mask is used by production operators, especially in the finishing because the painting process. This mask serves to filter out small particles that fly from the finishing process. Masks used by PT. KWaS can be seen in figure 2.2.



**Figure 2. 2 . Respirator Mask**

##### **ii. *Safety Shoes***

Serves to protect the feet and must be used by all operators directly related to the production of using heavy equipment , safety shoes are provided by the company but employees can use their own safety shoes of their choice



**Figure 2.3. Safety Shoes**

b. **Employee Mesh**

This facility is given to the workforce to rest when work breaks. This facility is equipped with other supporting facilities such as kitchens , lockers, toilet, bath room, sink and dispenser.

c. **Parking Area**

This facility is provided for every employee who owns a vehicle. This facility is provided with the aim that every work vehicle can be neatly arranged , without interrupting the course of production and delivery

d. **Benefits**

Provided to ensure the welfare of employees at PT. Charoen Pokphand Indonesia Tbk. - Premix Plant . The amount of the allowance follows the policy of the company. Benefits provided include:

i. **Benefits for Married**

Awarded to employees at their first marriage, not valid for subsequent marriages.

Benefits for family casualties and death

Awarded to close relatives of employees such as spouses, children and parents of employees.

ii. **Benefits for Offspring Birth**

Provided to employees from the first child to the third child of the employee. If at the time of appointment of the employee, the third child of the employee will be born, it will still be counted as the third child if not the first child .

e. **Insurance Health**

PT. KWaS still using private insurance services, so the premise insurance fees are paid by the company.

f. **Leave benefit**

Provided to guarantee the comfort of employees on leave given for 12 days in 1 year and withheld leave (as agreed), effective from the time the worker is appointed as permanent employee company.

## **CHAPTER 3**

### **COMPANY SYSTEM**

This chapter will explain the business processes, production, products produced and production facilities owned by PT. KwaS.

#### **3.1. Company Business Process**

Process is the sequence of the implementation of intentional naturally occurring, designed to use existing resources to produce a result. A process will be recognized if there is a change in the nature of the object entered in the process. Business process is a series of activities from a part or between interconnected parts to achieve business goals.

PT. KWaS manufactures various kinds of installations and furniture made of wood. Wood in various forms is the main raw material for making PT KWaS products. Other materials such as iron bolt nuts and other components besides wood are considered accessories. Accessories will be produced by themselves as long as they are able to be made or purchased from other parties.

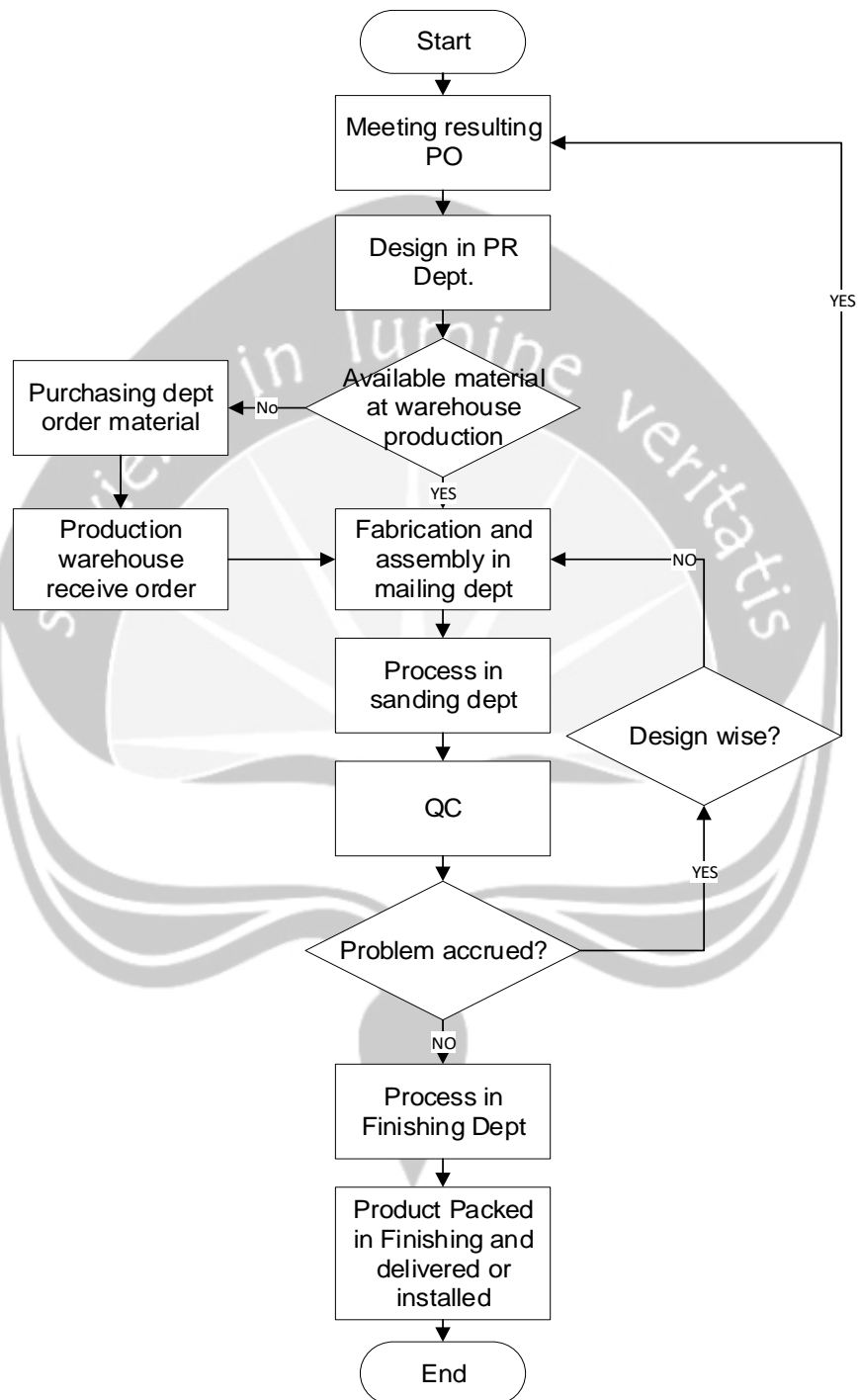
#### **3.2. Production process**

Based on the production process at PT. KWaS is categorized as secondary direct production, namely the production process by adding added value to an existing item (wood, iron processed into furniture and wood installation). PT KWaS also offers consulting services and design and installation of its products, so it can also be categorized as indirect production that produces consulting services and installation services

Based on the nature of the production process, the production process of PT KWaS is categorized as a synthetic & fabrication process. The products produced are furniture and wood installations which consist of assembling several raw materials which have been partially processed and changed in shape, raw materials that have been processed will produce materials that are not mass-produced (custom).

During the period of student internship (May 14-August 14 2018), PT KWaS has a variety of clients, but only one Client orders continuously (Client is a company

secret). Based on the production period, the production process of PT. KWaS can be categorized as continuous production and intermittent production. Based on the results of student observations, the production process procedures



**Picture 3.1. Production Process**



### **3.2.1.Meeting**

Internal companies hold meetings with each department foreman who deals with Client orders (meeting participants can change according to the situation and conditions) to discuss the following matters:

- a. Client order
- b. Difficulties that may occur during production
- c. Production cost
- d. Worker readiness and capacity and production deadlines
- e. Material to be used

### **3.2.2.Design in PR Department**

PR produces technical drawings that will make it easier for PPIC to produce the product, as long as the PR design process and PPIC will continue to communicate to discuss technical matters such as the number of bolts and the assembly method

### **3.2.3.Purchasing**

Purchasing buy materials needed for production, purchases buys and orders material by referring to the results of the meeting.

### **3.2.4.Production Storage Receive Order**

The Personnel Production storage accepts PO from Purchasing and is quick to buy material that can be purchased directly locally.

### **3.2.5.Fabrication and assembly in mailing department**

Mailing department takes material that has been purchased and starts making products, the task of the mailing department is cutting the main material and assembly.

### **3.2.6.QC**

Production QC controls quality before the product is sent to the finishing process, QC is very much considered here because the defects that occur can disrupt the finishing process and require a long time to repair.

### **3.2.7.Finishing department**

The finishing department polishes and paints the product, this is the last process before the goods are sent.

### **3.2.8.Product packed and delivered**

The product is packaged and ready to be shipped. PT KWaS is also responsible for sending and installing products, all carried out according to the initial agreement with the client.



## **CHAPTER 4**

### **INTERNSHIP ASSIGNMENT**

Chapter 4 include the scope of work, responsibilities and authority, methodology for carrying out work and the work results of students while working at PT. KWaS.

#### **4.1. Scope of Work**

Students are placed in the production storage and during the implementation of internship students observe the company's steps in buying and recapitulating the purchased goods data, storing and retrieving goods from the storage to PPIC department. Student Practice is held on May 14, 2018 until August 14, 2018.

#### **4.2. Work Responsibility and Authorities**

In this internships students are not given the task of solving problems by the field supervisor directly. Students are given the task to assist the process of production storage activities, but students are given the freedom to participate in seeing, observing, giving input to add and slightly change the existing business process components that limited only to the production storage .

the responsibility of the production storage itself includes:

- a. Execute Production Order (PO) from PPIC.
- b. Recap data on goods in the production storage with physical data.
- c. Give input Production Orders (PO) about items that will be needed.
- d. Maintain and store items.
- e. Giving goods to PPIC

#### **4.3. Work Methodology**

This sub-chapter explains the stages in carrying out the direction or task given by the field supervisor. In its implementation, students always try to act actively and think in a system that is obtained by formulating the stages of implementation of the work during their observations.

Observation in production storage is done by planning so that each process can be observed step by step. The following is an observation time plan in the production department:

#### **4.3.1. First and second weeks**

students only focus on arriving on time and performing tasks directed by his supervisor and socializing with workers.

#### **4.3.2. The third week**

Students begin to explore several departments and activities outside the production storage and continue to socialize with other workers. In the third week the students began to see things that could be improved at production storage.

#### **4.3.3. The fourth week**

Students record and identify things that can be improved in the production storage process business.

#### **4.3.4. The fifth week**

students report their observations to the field supervisor and proceed with discussions on possible improvements.

#### **4.3.5. The six to last week**

Student execute his improvement ideas and supported by employees last week student collect all data necessary for his report.

### **4.4. Student Observation**

This sub-chapter will explain the production process that affects and diverts the production storage manufacturing activities in PT KWaS, where students are placed.

In carrying out internship at PT. KWAS, students must acknowledge all departments and relationships between each department related to the production storage and see the manufacturing process directly from the beginning to the end, during internship Student was provided a work station in the administration office. The production process is controlled directly by the foreman in the field, PT Kwas previously had digital and manual control but in its implementation the manual

control is not enforced because it less encouraging for labor and does not consider matters that support the use of the manual control, laziness and lack of motivation to fill manual control sheet may occur because lack of understanding

#### **4.4.1.Meeting**

Meeting is a process that is followed by all the foremen from each of the required departments. In this process, the participation of all departments responsible for production is expected. Meeting has its own schedule which is expected to be run on a fixed schedule, but in reality, because many things that occur during the production period cause the meeting to continue to be carried out not on schedule. During the internship period students can only attend and watch the meeting only once, because the confidentiality of the student's company cannot discuss and report in detail the contents of the meeting that has been followed. The course of the meeting greatly determined the smooth manufacturing of PT KWaS, in the implementation the students concluded that the course of the meeting was still dominated by one person so that the participation of other participants was still lacking, which in turn would affect the smoothness of the manufacturing process. Things like recurring meetings, communication errors and job delays are still often caused by this.

#### **4.4.2.Purchasing**

The Purchasing process starts when the administrative office issues an order for production. in the meeting, material that was lacking should have been reported in the meeting by the PPIC foreman. Subsequent material reports needed will be processed by the purchasing supervisor for the proposed purchase fund. Purchasing orders will be carried out by the purchasing foreman directly and the rest will be done by the production storage. Observation during internship it is often found that the production storage buys goods before purchasing orders come out, causing delays in recording the proof of purchase. The lack of accuracy of purchasing foremen in buying goods delayed the manufacturing process, because material was unavailable or material need to traded back

#### **4.4.3. Recording**

After carrying out the purchasing process, the production storage records the material and stores the material in the production storage. Recording is done manually by foreman and is assisted by one of the purchasing foremen to be digitally recorded. During the period of Internship this is where students find a lot of problems which ultimately disrupt the manufacturing process. Foreman does not understand computer so that purchasing parties was forced to help recording digital data.

#### **4.4.4. Practical Solution Made by Student**

After fifth week of observation student made some practical solution to help production storage in day to day operation, Notes that all of the practical solution only made to counter a problem that may happen or already happen inside production storage scope of work not a problem that was caused by other department that can affect production storage.

##### **a. Inventory Card**

Production storage already had manual master note of every material, but was scarcely used. Material record mistake often happen when worker asked multiple material and item. The record and actual item in storage often mismatch. Thus, student made inventory card that was stored inside material storage bin, so record on inventory card can be match easily with weekly inventory report.

**Table 4.1. Inventory Card**

<b>Material:</b>									
<b>Measurement Unit :</b>									
Date	Project code	added	taken	On-hand	Date	Project code	added	taken	On-hand

Inventory card will be put inside container box that consist corresponding material. Inventory card must be updated every time inventory was taken or added.

**b. New Inventory Report**

Before departing student prepare a new inventory report format for manual control that can be used in digital recording when production storage decided to hire worker that could use computer and could be printed for manual use. The table was made based on the most frequent and vital material not occasional material (some of the note has been altered in regard for company internal used and business privacy) section of material is highlighted in color. Below are example of new Inventory format, inventory format should be created every week every Saturday.

**Table 4.2. Material Inventory Weekly Report New format**

Inventory Report filled by: MENUK ,Production storage foreman(_____)						
Juni 2018						
No	Material	Measuring unit	Inventory on hand	added	taken	Inventory on hand
			2/7/2018			9/7/2018
<b>Plywood</b>						
	Melaminto SF 6 mm	Sheet	4			
	Melaminto SF 3 mm	Sheet	2			
	Melaminto SF 18 mm	Sheet	30			
	Plywood Maoni 9 mm	Sheet	1			
	Plywood Maoni 15 mm	Sheet	2			
	Black Board Mindi	Sheet	1			
<b>Belt Sander</b>						
	BS. 60	Roll	18			
	BS. 80	Roll	9			
	BS. 100	Roll	0			
	BS. 150	Roll	17			
	BS. 180	Roll	0			
	BS. 240	Roll	32			
<b>Paint</b>						
	Propan Impr Wood Filler SH-114 White	kg	3			
	Nippon Paint Nippe 2000 270 Surfacer	kg	5			
	Dana Paint Top Color Automotivr Lacquer Orange yellow	kg	3			
	Nippon Paint Nippe 2000 470D Matt White	kg	7			
	Nippe 2000 np 805 Chessnut Brown	kg	8			
	Dana Paint Top Color Black DOF 222-2833	kg	2			

Notes: these form should be filled by Production Storage foreman presented for weekly briefing. For digitized report please inform office employee for computer support



c. **Production Storage Restoration and New Storage**

Student order a restoration project to clean Production storage and Sorting material from the most used material to be closer to receiver portal (where worker receive material), other occasional material was to be put far from receiver portal. Student also design measure and install a new material storage



**Picture 4.1. Condition Before Restoration**



**Picture 4.2. Receiving Portal**



Picture 4.3. New Storage



Picture 4.4. New Storage assembling



Picture 4.4. New Storage Design



Picture 4.4. New Storage Installation



Picture 4.5. New Storage Being Used



Picture 4.5. Last Cleaning And Restoration Process



**Picture 4.5. Finished Restoration Process and Ready to Operate**

#### **4.5. Summary**

The production process and business processes at PT KWaS are indeed far from perfect, but the existing system should be enough to support the running of the company smoothly. Student find that problems continue to occur in the management office and ultimately affect the production floor.

The commitment of workers to maintain the system and existing SOP is very lacking, this start from one thing that effects other system and eventually becomes a cycle that continue repeatedly.

## **CHAPTER 5**

### **CONCLUSION & SUGESTION**

#### **5.1. Conclusion**

Previous chapter summary mention that the existing process and system should be enough for PT KWaS to support it business, student believe about never ending improvement that become he slogan for UAJY Industrial Engineering, but never-ending improvement does not equal to always changing thing in short period of time.

Based on the experience, student actually had made a lot of new and suggested improvement to PT KWaS, that immediately discontinued and unheard of in the moment student finish internship, when returning later for making a report nothing has change radically in overall business process at PT KWaS especially in production storage. Student has concluded three things based on his experience doing the internship

##### **5.1.1. Professional Communication Between Employee is Crucial**

Chapter 4 mention about communication between employee that was not optimized and it consequences. There are sense of superiority and inferiority complex between employee that prevent them for working together as a team to support PT KWaS Business.

One time while stationed in the office student meet his former business partner and boxing coach, employee shows a sign of uninterest and timid attitude to engaged a friendly conversation with potential costumer, it was student who actively engaging the conversation until the director arrive to negotiate with potential customer.

Student interview with potential customer reveal that the potential customer also feels that that the atmosphere in the office show a clear sign of lack of communications, reminder that these potential customers is currently active and own many businesses especially in steel industry where he was a director. Having a suggestion from another peer, worker and businessman prove that PT KWaS employee have a trouble in communication.

### **5.1.2.Importance to Introduce and Follow SOP in The System**

Current SOP and system is enough and easy for worker to follow but newest iteration of current SOP (according to student observation and interviewing worker), was not properly introduced. Worker resign and reassignment has been a major impact to production storage .

Production storage current foreman was previously work as a cook at PT KWaS kitchen, providing worker and employee food during lunch and overtime. 3 years before student internship production storage was handled by another foreman (now resign)who has a knowledge to use computer ,reminder that these foreman also work at the office doing another task, current foreman also work double job in kitchen and in production storage.

Material record was done using computer, but was discontinue after former foreman resign because current foreman was unable to use computer, after that production storage rely on manual record and digital record was done every week with the help of employee from office that already have another specific job. During student internship digital recording and manual recording was done occasionally, thus material record was less accurate.

Current condition already happens at least more than a year before student internship. Worker and employee have done jobs outside his or her system, SOP and scope of work, resulting in unnecessary workload and imbalance within the system, as more worker doing another workers job while abandoning his or her own jobs.

### **5.1.3.Student Experience in Relationship Within Work Place is lacking**

After all student admit that he was still lacking in experience to socialize in working environment most of the problem that happen during internship could be solved if student have more experience introducing, encourage and leading other worker to do their job. Student skill as negotiator when worker jobs intertwined with another worker was needed to conciliate work place is also lacking. Student knowledge regarding Industrial engineering was more than enough only the experience in handling the real things that was lacking.

## **5.2. Suggestion**

Student suggestion regarding current condition at PT KWaS and Internship

### **5.2.1. More Communication**

Based on student conclusion more communication between workers and employee should be done, in professional ways to ensure the continuity of communication PT KWaS could used notes and simple chalkboard to put memo and actively encourage worker and employee to speak more at meeting.

### **5.2.2. Hire More Specialized Worker or Employee**

Hiring more specialized worker can be done to reduce unnecessary workload from another worker and employee that have intertwined jobs .PT KWaS have to make sure new worker must follow and properly introduced to SOP, system ,and it scope of work and not doing another worker/ another employee jobs, otherwise what have been describe in summary chapter 4 bound to happen.

### **5.2.3. Gaining More Experience and Learn**

PT KWaS and Student should use this Internship report to learn and improve his productivity and his quality of life, student should not forget the experience at internship and should aim to practice it in future workplace, his currently running business and other venture in the future.

## **5.3. Closing**

This internship report was done to fulfill student graduation requirement, after this report student will presenting it in internship exam and hopefully those presentation can be used by another student that was present during Internship exam.