IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM TO ACHIEVE OPERATION EXCELLENCE AT PT EPSINDO JAYA PRATAMA

A FINAL INTERNSHIP REPORT

Presented as Partial Fulfillment of the Requirements to Obtain the Bachelor Degree in Management Study Program

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Herein, I declare the originality of my internship report; I have not presented anyone else's work to obtain my university degree, nor have I presented anyone else's words, ideas, or expression without acknowledgement. All quotations are cited and listed in the bibliography of the thesis.

If in the future this statement is proven to be false, I am willing to accept any sanction complying with the determined regulation or it's consequence.

Yogyakarta, 26 June 2025



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PREFACE

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May this formal statement serve its intended purpose suitably.

Wassalamu'alaikum wr. wb

Yogyakarta, 4 June 2025

Head of Knowledge Management Division,

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ABSTRACT

Implementation of Quality Management System to Achieve Operation Excellence

Jafaruddin Fadhil Ma'ruf

This study explores the implementation of the ISO 9001: 2015 Quality Management System (QMS) at PT Epsindo Jaya Pratama to achieve operational excellence. The QMS serves as a strategic framework to enhance efficiency, ensure compliance with international standards, and meet customer expectations. The research identifies key processes involved in QMS adoption, including leadership commitment, employee training, system documentation, and regular audits. By employing qualitative methods such as interviews and observations, the study highlights the role of Quality Management Representatives (QMR) in promoting a culture of continuous improvement. The findings demonstrate significant improvements in operational performance, customer satisfaction, and stakeholder trust. Recommendations emphasize the importance of consistent employee engagement, robust feedback mechanisms, and phased implementation strategies to sustain quality initiatives and competitiveness in the oil and gas industry. This research provides actionable insights for organizations aiming to leverage QMS for enhanced productivity and market positioning.

Keywords: ISO 9001:2015, Operational Excellence, Oil and Gas Industry, Quality Management System, Quality Management Representative

ABSTRAK

Implementation of Quality Management System to Achieve Operation Excellence

Jafaruddin Fadhil Ma'ruf

Studi ini mengeksplorasi penerapan Sistem Manajemen Mutu (SMM) ISO 9001: 2015 di PT Epsindo Jaya Pratama untuk mencapai keunggulan operasional. SMM berfungsi sebagai kerangka strategis untuk meningkatkan efisiensi, memastikan kepatuhan terhadap standar internasional, dan memenuhi harapan pelanggan. Penelitian ini mengidentifikasi proses-proses utama yang terlibat dalam adopsi SMM, termasuk komitmen kepemimpinan, pelatihan karyawan, dokumentasi sistem, dan audit rutin. Dengan menggunakan metode kualitatif seperti wawancara dan observasi, studi ini menyoroti peran perwakilan manajemen mutu (SMM) dalam mempromosikan budaya perbaikan berkelanjutan. Temuan-temuan menunjukkan peningkatan yang signifikan dalam kinerja operasional, kepuasan pelanggan, dan kepercayaan pemangku kepentingan. Rekomendasi menekankan pentingnya keterlibatan karyawan yang konsisten, mekanisme umpan balik yang kuat, dan strategi implementasi bertahap untuk mempertahankan inisiatif kualitas dan daya saing dalam industri minyak dan gas. Penelitian ini memberikan wawasan yang dapat ditindaklanjuti bagi organisasi yang bertujuan untuk memanfaatkan SMM untuk meningkatkan produktivitas dan posisi pasar.

Kata kunci: ISO 9001:2015, Sistem Manajemen Mutu, Perwakilan Sistem Manajemen, Industri Minyak dan Gas, Keunggulan Operasional

CHAPTER I
INTRODUCTION

A. Company Profile

PT. Epsindo Jaya Pratama is a national company engaged in the manufacturing and developing of Electric Submersible Pump Systems (ESPS) and Horizontal Pumping Systems (HPS). This equipment is widely used in the oil and gas mining industry both in Indonesia and abroad, with experienced experts and implementing the International Standard procedure, PT. Epsindo Jaya Pratama is able to provide the best service to customers. The primary goal of mining businesses is always to increase the efficiency of their operations. Efficient procedures are reliant on the company's existing management system and determine the overall efficiency of the firm. Knowing how to use the data gathered to enhance work performance is now the most important concern (Fernandes et al., 2023).

PT. Epsindo Jaya Pratama was founded in 1999. Initially, the company focused only on providing spare parts, raw materials, and accessories for the Electric Submersible Pump System (ESPS) and on providing services, repairs, maintenance, and field services for customers.

Currently PT. Epsindo Jaya Pratama has become a manufacturer of Electric Submersible Pump System (ESPS) which has research and development facilities,

supported by complete equipment and they have experienced National Experts in the field of Electric Submersible Pump System (ESPS) and Horizontal Pumping System (HPS) to produce spare parts in the country, to comply with Indonesian government regulations.

This company is very aware of the importance of product/service quality and service to customers and parties who use ESPS and HPS with national and international regulatory standards, so this company implements a Quality Management System with ISO 9001: 2015 edition standards, since ISO 9001 has the most quality management procedures in place and shows that all productivity indicators are under control, there is a stronger sense of advantages (Guzman & Dominguez, 2023). The quality management system is essential for organizations to maintain competitiveness and meet stakeholder expectations in today's dynamic business environment (Fonseca & Domingues, 2021). PT. Epsindo Jaya Pratama has two complete workshops and factory facilities, as well as several representative offices in Indonesia (PT EPSINDO JAYA PRATAMA,).

The following are the production capacity record of PT. Epsindo Jaya Pratama; (2010)

Production capacity for the 2002-2010 period:

- ESP Units of 5000 sets
- 250 HPS Pump sets
- 300 VSD / Switchboard sets
- MLE (Motor Lead Extension) of 5000 reels

(2007) Development of Switchboard and Variable Speed Drive (VSD) (2005) Development of a Horizontal Pumping System (HPS)

(2004) Manufacturing ESP Spare Parts:

- Diffusers
- Impellers
- Housing
- Shafts
- etc.

(2002) ESP Rental and Alliance and ESP Power Cable repair (2001) Repair & Manufacturing Facilities Start Operation (1999) Product development:

- Anti Rotating Bearing
- ARZ Intake
- Sleeve Pumps
- Complete Electric Submersible Pump system (Pump, Motor, Intake / Gas Separator Series 338 / 375 / 400 / 456 / 540 / 562 / 675)

Vision of PT. Epsindo Jaya Pratama:

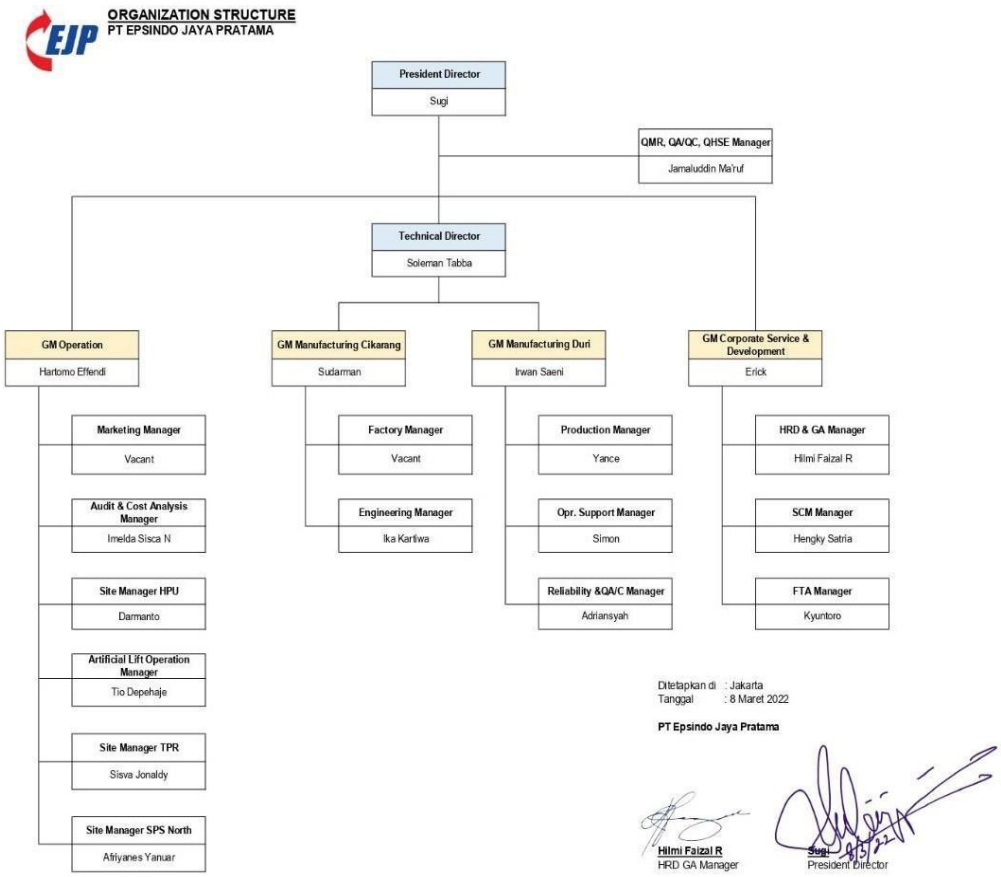
The company built the Oilwell Electric Submersible Pumping System (ESPS), Horizontal Pumping System (HPS) industry and spare parts using domestic resources and technology so that it can reduce the dependence of

Indonesian oil companies in using the Electric Submersible Pump System (ESPS) on imported products.

The missions of PT. Epsindo Jaya Pratama are in the following:

1. To become a pioneer company in Indonesia that is able to produce ESPS and HPS along with spare parts and accessories that are of high quality and able to compete with foreign products
2. To become a company that applies international operating standards.
3. To make the government's program a success to save foreign exchange, create domestic jobs, and improve human resource and technological capabilities.

The picture below shows PT. Epsindo Jaya Pratama organizational structure based on the information from the Company Annual Report.



Source: PT Epsindo Jaya Pratama

Figure 1 Organization Structure of PT Epsindo Jaya Pratama

B. Background

The implementation of a Quality Management System (QMS) ISO 9001, improve industry performance because it promotes a process approach and it meets the rules and client's requirements, contributing to the products manufacturing which meet parameters as comfort, security, and quality (Salazar et al., 2019). The most widely used and approved quality management methodology globally is the ISO 9001:2015 standard. As a global reference standard for quality management systems, ISO 9001 assists managers in standardizing and continually improving procedures, products, and services, increasing the reliability processes, increasing organizational performance, and satisfying stakeholder demands (Francisco et al., 2024). The latest edition prioritizes incorporating new business practices and adjusting to challenging contexts. This model's needs are universal and may be used by any type of organization, regardless of size or activity. The excellence developed according to modern sustainability movements, and refers to a significant increase in performance across various aspects including operations (Edgeman & Eskildsen, 2014).

The existence of a quality management system plays an important role in the running of a manufacturing company, especially in achieving operational system success. This is because companies need operational standards that are at an international level, so that the quality of the system within the company is of good quality and the quality of the products or services they offer is of high quality. It has been demonstrated that implementing ISO 9001: 2015 greatly enhances organizational

performance, particularly in the areas of customer satisfaction and process efficiency (Sfakianaki & Kakouris, 2019). The ability to implement ISO 9001 is more valuable for larger businesses because it increases barriers for smaller competitors, improves customer satisfaction, decreases information asymmetries between customers and other interested parties, and allows for further market penetration (Bravi et al., 2019). PT. Epsindo Jaya Pratama has ISO 9001: 2015 as quality management system guidelines. So that the products or services that the company offers are definitely good quality, the businesses may have lower the risk of failure, increase customer and stakeholder confidence, and optimize their operational processes by putting these standards into practice. The implementation of ISO 9001: 2015 strengthened methods including knowledge management, risk-based thinking, and taking into account the organizational environment and pertinent stakeholders. Additionally, in contrast with earlier ISO 9001 versions, there is less focus on paperwork and more on the process approach. Since this standard is widely used and applicable, it was selected first. Regardless of industry or size, all firm is subject to ISO 9001 (Betegon et al., 2021). Benefits of the ISO 9001 Quality Management System include better supply chain management, increased planning and delivery efficiency, and enhanced relationships with suppliers and customers. Additionally, ISO 9001 decreases waiting times, rework, waste, and customers complaints while increasing market share, inventory turnover, and customer happiness (Purwanto et al., 2020).

Pumping systems must perform well in the dynamic and demanding oil industry to ensure that crude oil is extracted, transported and processed efficiently. Pumps are essential to this process, so pump oil companies must put operational excellence first to maintain productivity, efficiency and safety requirements. By establishing an integrated and methodical way to handle quality information generated during production, the purposed quality management system may help manufactures improve the inefficiencies in the quality management process (Shin & Choi, 2022). Implementing a robust Quality Management System (QMS) is a crucial step in achieving these goals. To ensure that all internal processes and activities continue to meet or exceed industry standards as well as customer expectations, a quality management system (QMS) must be implemented. This requires systematic planning, monitoring, control and improvement of all internal processes and activities. Adopting a Quality Management System (QMS) is critical to improving competitiveness and sustainability in the oil pump business, not just for compliance purposes.

As the Quality Management Representative (QMR) division of PT. Epsindo Jaya Pratama, QMR mission is to spearhead the implementation of a strong Quality Management System (QMS) to drive operational excellence in all organizational activities in the oil pump industry. With a strong commitment to producing superior products, maintaining regulatory compliance and exceeding customer expectations, our division plays a critical role in ensuring the highest standards of quality, reliability and efficiency.

PT Epsindo Jaya Pratama has established, documented, implemented, and maintained at all times a quality management system for all products and servicing provided for use in the petroleum and natural gas industry. The PT Epsindo Jaya Pratama has measured the effectiveness and improve upon the quality management system in accordance with the requirements of this specification.

The commitment policy of PT Epsindo Jaya Pratama has been defined, documented, and approved by top management. The PT Epsindo Jaya Pratama top management has reviewed the quality policy to ensure that it is appropriate to the organization, it is the basis for the development of quality objectives, that has been communicated, understood, implemented, and maintained at all relevant functions and levels within PT Epsindo Jaya Pratama. The policy has included a commitment to comply with requirements and continually improve the effectiveness of the quality management system.

Management of PT. Epsindo Jaya Pratama has appointed a Management Representative (MR) from a member of the management who, irrespective of other responsibilities, but has responsibility and authority that includes:

a. Ensuring that the quality management system conforms to the requirements of this specification;
b. Ensuring that processes needed for the quality management system are established, implemented, and maintained;

c. Reporting to top management on the performance of the quality management system and any need for improvement;
d. Ensuring initiation of action(s) to minimize the likelihood of the occurrence of nonconformities and;
e. Ensuring the promotion of awareness of customer requirements throughout the organization.

The main assignment of the quality management representative scope of works is, planning, developing, socializing, controlling, reviewing, and reporting the quality management system. The main activities of the quality management representative are:

a. Support Top Management in developing quality policy and objectives
b. Developing business process mapping.
c. Developing quality management system documentation.
d. Ensuring that employees are aware quality policy, procedure, and record.
e. Coordinating the training related to the quality management system.
f. Coordinating and leading the internal quality audit.
g. Ensuring that corrective action is implemented properly.
h. Conducting and reporting management review.

PT. Epsindo Jaya Pratama has conducted internal audits to provide information on whether the quality management system is implemented, maintained, and has

conformed to the requirements of this specification and PT. Epsindo Jaya Pratama's own quality management system requirements.

PT. Epsindo Jaya Pratama identifies the audit criteria, scope, frequency, and methods. The planning of audits takes into consideration the results of previous audits (internal and external), the criticality of the process being audited, and changes made to the quality management system. All of the quality management system processes have been audited at least every 12 months (not later than the end of the same calendar month as the prior year audit).

When the entire quality management system is not audited as one consolidated audit, the time between audits of each part of the quality management system has not exceed 12 months. For those processes performed by PT. Epsindo Jaya Pratama and identified as critical to product realization, audits included observation of the activity being performed and evaluate whether the activity conforms with requirements. Audits are performed by competent personnel independent of those who performed or directly supervised the activity to ensure objectivity and impartiality of the audit process.

PT. Epsindo Jaya Pratama quality management system reviews at least every 12 months by the top management to evaluate the quality management system's continuing suitability, adequacy, and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. The management review agenda is the following:

a) Status and effectiveness of actions resulting from previous management reviews;
b) Results of internal audits and audits of the organization by external parties;
c) Changes that could affect the quality management system, including:
    1) Changes to legal and other applicable requirements (such as industry standards); and
    2) Changes in external and internal issues that are relevant to the quality management system.
d) Analysis of customer satisfaction;
e) Relevant feedback from customers and other interested parties;
f) Process performance;
g) Results of risk assessment and the effectiveness of actions taken to address risks;
h) Status of corrective actions;
i) Analysis of supplier performance;
j) Review of the analysis of product conformity, including nonconformities identified after delivery or use;
k) Actual performance compared with quality objectives; and
l) Recommendations for improvement.

The output from the management review includes:

a) A summary assessment of the effectiveness of the quality management system,
b) Any required changes to the processes,
c) Decisions and actions,
d) Required resources, and
e) Any improvement to products in satisfying customer requirements.

Top management reviews and approves the output of management reviews. The management reviews are documented, recorded, and maintained by PT Epsindo Jaya Pratama.

C. Problem Formulation

How to increase the awareness of workers towards the quality management system (ISO 9001: 2015) with QMR department?

D. Purpose

The goal of this research is to create and put into practice efficient methods for raising staff knowledge of quality management systems, which help companies attain operational excellence. In order to increase employee comprehension and engagement with quality management systems, this study intends to determine the current level of employee awareness of quality management systems, analyze the factors influencing

employee awareness of quality management practices, and design and implement targeted interventions. After that, the research will assess how well these interventions worked to raise staff members' knowledge and participation in quality management programs. The study's final goal is to make suggestions for ongoing enhancements to staff participation and to understand the quality management systems. By reaching these goals, this research is expected to help firms that want to enhance their quality management procedures and attain operational excellence by raising employee's knowledge and engagement levels.

E. The Benefits of the Internship

1. Benefits for the intern

The intern has the opportunity to integrate the ideas or concepts learned in lectures with the field's actual operational reality, broaden his knowledge, experience, and gain insight regarding the world of work. In addition, this internship also helps improve their skills and work environment socialization experience.

2. Benefits for the university

The university benefits from the internships because it provides an opportunity for students to apply their knowledge, so the university can produce more competent graduates. The university can also assess the level of proficiency of their students if they have entered a more professiona

subject. Additionally, this internship might be a way for the university and the business to work together.

3. Benefits for the Company

Starting partnerships between organizations and businesses benefits the former, as it can facilitate the hiring of new staff in the future and strengthen university-based student connections, which can facilitate the hiring of staff.

CHAPTER II
LITERATURE REVIEW

A. Quality Management System

This system is intended for organizations that are willing to have good and superior operations. The quality management system (ISO 9001: 2015) is influenced by the interaction of technical and social organizational elements, as recognized by researchers and managers since the 1950s. The reason is that groups of people use tools, techniques, and knowledge to create goods and services valued by customers who are part of the company's external environment (Manzani et al., 2019). Additionally, Turkish construction businesses are well-versed in ISO 9001 and other quality management systems because they are required for the majority of foreign project (Budayan & Okudan, 2022). The organization must demonstrate its ability to consistently provide products and services that meet customer requirements, applicable laws and regulations, and aims to improve customer satisfaction through the implementation of effective systems, including processes for system improvement and assurance of conformity to customer requirements and applicable laws and regulations. Quality Management System has emerged as a key initiative for improvement and a fundamental management framework aimed at achieving sustainable organizational effectiveness (Rehmani et al.,

2023). Several studies have demonstrated the significance of company size in relation to factors that influence the decision to implement ISO 9001 (Bravi et al., 2019). Enhancing organizational performance is possible with ISO 9001 certification, lowering expenses and increasing value production (Fonseca et al., 2022).

Organizational operations can be managed and improved in an organized manner using a quality management system (QMS), this system includes a series of guidelines, protocols and standards intended to improve operational efficacy, uniformity and efficiency (Mantilla et al., 2024). In addition to manufacturing companies, the implementation of QMS aligned with the ISO 9001:2015 standard in surgical intensive care units is designed to optimize operational efficiency through routine activities. This approach ensures compliance with technical and managerial requirements while meeting the expectations and needs of all relevant stakeholders (Alarcón et al., 2023). The quality management system's ability to succeed is largely determined by the attitudes of its stakeholders; technical and other factors are incidental (Krajcsák, 2019). When a company receives a certification based on external factors (such as increased market share, customer satisfaction, or access to new markets), the benefits are largely external in origin (Bravi et al., 2019). The primary barriers to TQM implementation in developing nations are the lack of commitment from top management, insufficient experience, low bid contract

award concept, undervaluation of education and training, lack of worker empowerment, lack of worker involvement, strict attitude and behavior, and executives' inflexible approach to the quality management system (Riaz et al., 2023).

B. Operational excellence

According to Dawei in (Sheahadeh et al., 2016) operational excellence is an element of business excellence, which includes other elements such as the capability to adapt, unique voice and strategic fit. Service strategy is specific to service firms, describing the processes by which post-sales services are optimized, and is therefore key to operational excellence in (Sheahadeh et al., 2016). The excellence or smoothness of any process, product, or system is referred to as quality, and it is evaluated in relation to established criteria of merit for such things as well as the requirements of the product's users and other stakeholders (Riaz et al., 2023). The Quality Management System ISO 9001: 2015 is one of the standards for quality management systems that have emerged in both developed and developing nations. With the ultimate purpose of achieving organizational effectiveness and efficiency, this standard serves as a tool or method to accomplish quality objectives that are anticipated to be able to address the difficulties of globalization (Pujiati et al., 2021).

Below are seven quality management principles derived from ISO 9001: 2015

1. Customer Focus

The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. Quality indicates that the culture of the company is characterized by and promotes the ongoing achievement of client

satisfaction through a comprehensive set of methods, resources, and training (Araújo et al., 2019). Sustained success is achieved when and organization attracts and retains the confidence of customers and other interested parties. Every aspect of customer interaction provides an opportunity to create more value for the customer. Understanding current and future needs of customers and other interested parties contributes to the sustained success of the organization (ISO 9001: 2015). Business organization resources that influence marketing tactics like customer-focus include co-creation ability, networking connections, customer insight capabilities, and artificial intelligence marketing (Larbi, 2024).

2. Leadership

Leaders at all levels establish unit of purpose and direction and create conditions in which people are engaged in achieving the organization's quality objectives. Effective leadership style is required to encourage employees' innovation motivation and assist them in achieving their innovation goals, taking into account the demands and preferences of new-generation employees (Ding et al., 2023). Creation of unity of purpose and direction and engagement of people enable an organization to align its strategies, policies, processes, and resources to achieve its objectives (ISO 9001: 2015). Quality managers have a critical role in addressing emerging competency problems, which is at the leadership and strategic level (Silva et al., 2021).

3. Engagement of people

Competent, empowered, and engaged people at all levels throughout the organization are essential to enhance its capability to create and deliver value. To manage an organization effectively and efficiently, it is important to involve all people at all levels and to respect them as individuals. Recognition, empowerment, and enhancement of competence facilitate the engagement of people in achieving the organization's quality objectives (ISO 9001: 2015).

4. Process approach

Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system. The quality management system consists of interrelated processes. Understanding how results are produced by this system enables an organization to optimize the system and its performance (ISO 9001: 2015).

5. Improvement

Successful organizations have an ongoing focus on improvement. Improvement is essential for an organization to maintain current levels of performance, to react to changes in its internal and external conditions and to create new opportunities (ISO 9001: 2015). For products that do not have major production and handling problems, supervision still needs to be carried out from the design stage, with material selection to subsequent manufacturing and testing (Ulewicz & Nový, 2019).

6. Based Decision Making

Decisions based on the analysis and evaluation of data and information are more likely to produce desired results. Decision making can be a complex process, and it always involves some uncertainty. It often involves multiple types and sources of inputs, as well as their interpretation, which can be subjective. It is important to understand cause-and-effect relationships and potential unintended consequences. Facts, evidence and data analysis lead to greater objectivity and confidence in decision making (ISO 9001: 2015). All information pertaining to quality, performance, and process planning is instantly accessible and may be included in management system dashboards for decision-making. These systems are even capable of combining social and environmental performance (Zimon et al., 2020).

7. Relationship Management

For sustained success, an organization manages its relationships with interested parties, such as suppliers. In the value chain of a business, suppliers play a variety of roles that range from providing goods and services on a one- time or ongoing basis to serving as strategic partners. For instance, the businesses may focus on their core competencies, increase operational efficiency, and maintain organizational flexibility by outsourcing tasks to suppliers (Wieland & Ivens, 2025). Interested parties influence the performance of an organization. Sustained success is more likely to be achieved when the organization manages relationships with all of its interested parties to optimize their impact on its performance. Relationship management with its supplier and partner networks is of particular importance (ISO 9001: 2015).

CHAPTER III
METHODOLOGY

A. Methodology

This research uses direct research in the field, namely research carried out in detail and in depth using qualitative methods. Access to confidential data has long been a point of contention in qualitative research, particularly for interview and ethnographic (Sheahadeh et al., 2016). Increasingly, qualitative data are connected to extensive surveys or originates from historical sources that researchers were previously unable to access, such as newspaper articles, court transcripts, and other documents (Chakrabarti & Frye, 2017). The qualitative approach is a research method that emphasizes the aspect of in-depth data in order to obtain quality research results, so this method is carried out using an interview and observation process.

B. Unit Analysis

This research focuses on the quality of management at PT. Epsindo Jaya Pratama, therefore, the research method used is qualitative, which involves interviews with the main stakeholders involved in implementing the quality management system, namely a QMR Manager, Mr. Jamaluddin, and his staff, Mrs. Diyah. The data collected will be through interviews and analyzed directly by the sources whether it is in accordance with the quality and standards set or not and

carried out in the QMR (Quality Management Representative) division of the company.

C. Data Collection Method

This research uses primary data using interview and observation methods. Interviews are conducted by asking several questions to the informant, this aims to obtain clear research data because the interview method greatly influences the quality of primary data in qualitative form. Then, this observation method will help the intern identify what phenomena will be researched. They will directly observe and pay attention to the training methods and the influence of the work environment. By doing so, the intern can see in detail the conditions and symptoms that will be analyzed. The complete list of interviewees may be found in the figure below.

Table 1 Research Interviewees

No	Name	Code	Position	Media of Interview
1.	Jamaluddin Ma'ruf	J1	Management Representative QMR, QC, QHSE	Direct Interview
2.	Diah Ayu Lestari	D2	QMR Assistant	Direct Interview

CHAPTER IV
RESEARCH FINDINGS AND DISCUSSIONS

A. Findings

PT Epsindo Jaya Pratama is a company that is committed to continuously improve customer satisfaction. Starting with the publication of the Quality Policy that reflects how important workers are in supporting the company's business processes. The management always treats workers well and provides full support to develop their competencies.

PT Epsindo Jaya Pratama was initially founded only as a supplier part to oil companies, eventually expanding to providing artificial lift systems. Various artificial lift equipment was developed such as; Electrical Submersible Pump (ESP), Horizontal Pumping System (HPS), Hydraulic Pumping Unit (HPU), and Tubing Pump. This proves that PT Epsindo Jaya Pratama is really committed to be able to meet customer needs. So, it is natural that currently PT Epsindo Jaya Pratama is the largest contract holder in the field of artificial lifts in the petroleum industry.

The message from management to all workers is very clear, such as, "Treat work processes and equipment as you would treat yourself". PT Epsindo Jaya Pratama has human resources that really support operations in all processes in supporting business processes and are treated as very important factor to ensure effective and efficient performance and its continued success. PT Epsindo Jaya Pratama has

determined and managed the human resources required to achieve its objectives, taking into account risks and opportunities and their potential impacts. PT Epsindo Jaya Pratama involves and develops employee competencies to be involved, empowered and motivated in achieving the company's business. PT Epsindo Jaya Pratama has developed and implemented processes to attract and retain people who have the current or potential competency and availability to contribute fully to the organization. Human resource management has been carried out through a planned, transparent, ethical and socially responsible approach at all levels throughout the organization. Employees involvement in increasing the company's ability to create and provide value for customers and interested parties.

PT Epsindo Jaya Pratama has established and maintained processes that involved all workers. Managers at all levels encourage workers to be involved in improving performance and meeting company goals. To increase employee involvement, PT Epsindo Jaya Pratama has developed several activities to create an atmosphere of competition and human resource competency, such as:

a) Build a process for mutual exchange of knowledge.
b) Utilize worker competencies.
c) Establish a skills qualification and career planning system to promote personal development.
d) Continually review satisfaction levels, relevant needs and expectations.
e) Provide opportunities for mentorship and training.

f) Promote team improvement activities.

As a concrete manifestation of this commitment, PT Epsindo Jaya Pratama consistently implements a quality management system based on ISO 9001: 2015 and API Q1, ensuring that all processes run effectively, efficiently, and consistently in meeting customer needs and the highest industry standards.

1. Relevance of QMR for workers

The Quality Management Representative (QMR) at PT Epsindo Jaya Pratama is a function directly assigned by the company's leadership as trusted right-hand figure responsible for leading employees in implementing the management system in daily activities. Employees are required to follow the provisions of the management system approved by the QMR in their work.

All employees must use work instructions that have been approved by the QMR, with the distribution mechanism handled by a Document Controller (DC). The processes of issuing, distributing, withdrawing, and destroying Quality Management System documents must comply with the document control procedures approved by the QMR. Documents held by employees are provided with controlled identification, indicating that only those documents can be used as reference documents. Without controlled status from the Document Controller, the documents are considered illegal and cannot be accounted for.

Table 2 Interviewees Answer Regarding Relevance of QMR for Workers

No.	Respondents	Question	Answers	Observation
1.	J1	What is the relevance of QMR to workers?	The Quality Management Representative (QMR) in the company is a function that receives direct assignments from the Director as an extension of their authority in leading employees to implement the management system in daily activities. Employees must follow the management system that has been established by the management and approved by the QMR. Thus, the QMR plays a role in developing the QMS implementation	The QMR is directly assigned by the Director, acting as a management representative, leading employees in implementing the established quality management system. One of the QMR's main responsibilities is to ensure that all employees comply with the approved procedures and work instructions.

			program, drafting procedures, preparing work instructions, designing training materials, and creating various forms of documentation systems needed by the company.	
2.	D2		As a Quality Management Representative (QMR) assistant, assist the MR in conducting document socialization. Workers must use documents distributed by the document controller.	

Source: Employee of PT Epsindo Jaya Pratama, 2023

2. QMR Job Design

QMR responsibilities are regulated in the ISO standard. Seen from the ISO 9001: 2015 standard, the responsibility of QMR lies on each leader. However, if

referring to the quality management system issued by API, namely the API Q1 standard, the responsibilities of QMR are as follows:

a. Ensure that the quality management system conforms to the requirements of this specification;
b. Ensure that the processes needed for the quality management system are established, implemented, and maintained;
c. Report to top management on the performance of the quality management system and any necessary improvement;
d. Ensure that action is initiated to correct any nonconformities
e. Ensure that awareness of customer requirements is promoted throughout the organization.

Table 3 Interviewees Answer Regarding QMR Job Design

No.	Respondents	Question	Answers	Observation
1.	J1	Can you explain the QMR job design?	According to ISO standards, the job of the QMR is to: ensure that the quality management system complies with ISO standards, ensure that the processes required for the quality management system	QMR coordinates the implementation of management review meetings to assess the effectiveness of the running system and ensure corrective actions if non-conformities are found. In addition,

			are established, implemented, and maintained; lead management review meetings, and ensure corrective actions are carried out.	QMR has the task of monitoring the documents required for internal and external audits.
2.	D2		As a document controller, it is regulated in the management system, so the tasks assigned to the Management Representative document controller are supportive in nature	

Source: Employees of PT Epsindo Jaya Pratama, 2023

3. QMR Function

At PT Epsindo Jaya Pratama, the QMR has a very important role. It acts as a management system, providing socialization to all levels of workers, managing the audit process, promoting the implementation of the quality management system, coaching workers, and leading the implementation of management review meetings.

The QMR's tasks include assisting in the implementation of ISO 9001:2015 in the company. The process of implementing ISO 9001: 2015 at PT Epsindo Jaya Pratama has 11 steps that the company must pass. The following is a brief explanation of the process of implementing ISO 9001: 2015 at PT Epsindo Jaya Pratama:

a. Management commitment

In this process, top management, namely the board of directors, held a commitment meeting on the implementation plan for ISO 9001: 2015. In this meeting, the readiness of PT Epsindo Jaya Pratama to implement a quality management system was discussed. This meeting was attended by managers from each function or department in the company. The director asked for suggestions and contributions from the directors and managers. After all agreed, it would usually be stated in the form of a commitment statement, and all directors and managers signed it.

b. ISO Team Selection and QMR Appointment

The board of directors in this process determines who will be involved to be a pioneer in developing a quality management system. Usually, the team is selected based on their experience, ability, and understanding of the quality management system. Management will issue a letter of assignment to the team. One of the team members is usually appointed as the leader and also as the

QMR. The appointed team then carry out their duties according to the letter of assignment they have received.

c. ISO 9001: 2015 Interpretation Training

The appointed team will be given training in the form of clause-by- clause interpretation training in ISO 9001: 2015. This training usually takes three days and is conducted by a training institution or a consultant. This training can also be conducted internally by the company if there are employees who have been certified ISO 9001: 2015. However, this is usually very rare, usually, the company prefers trainers from training institutions.

d. Gap Analysis

After the training process is complete, the next step is to conduct a gap analysis, which is to compare the ISO 9001: 2015 standard with the implementation in the company. This gap analysis is compiled based on the requirements of ISO 9001: 2015 and is made in the form of a check sheet and check list. This gap analysis is used as a reference for compiling quality management system requirements in the company. With a gap analysis, it will be seen how many percent of the system is ready and how many percent needs to be developed again.

e. Document system preparation

If the gap analysis process is found, the system documents are lacking, then in this stage, the documentation system will begin to be prepared. To

prepare system management documents, several documents are be prepared as follows:

i. Quality policy
ii. Quality objective
iii. Quality manual
iv. Quality plan
v. Quality procedure
vi. Work instruction
vii. Quality specification
viii. Quality form/record.

To regulate the above matters, the company must first create rules for the procedures for its publication. Usually, a system management document called the Document Control Procedure and Record Control Procedure will be published. These two procedures can be made into one procedure or separated into two procedures. These two procedures will be used as a reference for compiling procedures or publishing other documents.

f. Socialization Stages

After all the systems have been arranged, the next step is to conduct socialization to all levels of workers. All workers are ensured to receive socialization according to their scope of responsibility in the system. All

supervisors in all functions or departments are expected to be leaders for their work groups. This socialization must be documented and recorded as evidence that the system has been informed to all workers. Over time, this socialization step will usually be repeated once a year and/or every time there is a change, even though it has not been a year.

g. Implementation stages

All workers within 3-6 months will be allowed to implement the management system in their respective functions. All systems are expected to be implemented properly within that period.

h. Internal Audit Training

After the implementation stage, the next step is ISO 9001: 2015 Auditor training for the appointed team. The team that passes the training will be assigned to conduct and audit in accordance with the audit scope that has usually been determined by the management.

i. Internal Audit Implementation

The audit is carried out after the implementation of ISO 9001: 2015 has been running for 4-6 months, and will be repeated annually. The selected or appointed auditor may not audit the same department or function, but must audit a different department or function. This means that the auditor may not audit himself, he/she must be independent of other departments or functions. In this audit process, it usually requires of the following documents:

i. Internal Audit Procedures

ii. Audit Schedule

iii. Auditor Appointment

iv. Audit Check List

v. Audit Result Report

vi. Opening and Closing Meeting Documents.

These documents will be used as evidence that the audit has been carried out and can later be shown to the certification body in the audit certification process.

j. Corrective Action

The audit findings will be followed up with corrective actions, which are usually regulated by the Corrective Action Procedure. This procedure guides the process of resolving audit findings. It will usually contain identification of the audited process, the audit officer, the audit date, the audit scope, audit findings, corrective actions needed, problem analysis and corrective actions according to the root cause obtained. The results of the corrective action will be entered into the log sheet to facilitate tracking of the status of the audit findings, whether they are closed or still open.

k. Management Review

After all corrective actions from the audit process have been completed, QMR will invite all managers and directors to conduct a management review meeting. The agenda of the management review meeting has been regulated by ISO 9001: 2015, which includes at least the following:

a. Status of actions from previous management review;
b. Changes in external and internal issues relevant to the quality management system;
c. Information on performance and effectiveness of the quality management system, including trends in:
    i. Customer satisfaction and feedback from interested parties;
    ii. The extent to which quality objectives have been met;
    iii. Process performance and conformity of products and services;
    iv. Nonconformities and corrective actions;
    v. Monitoring and measurement results;
    vi. Audit results;
    vii. External provider performance;
d. Adequacy of resources;
e. Effectiveness of actions taken to address risks and opportunities;
f. Opportunities for improvement.

The management review meeting must document the following:

a. Opportunities for improvement;

b. The need for changes to the quality management system;

c. Resource requirements.

Table 4 Interviewees Answers Regarding QMR Function

No.	Respondents	Question	Answers	Observation
1.	J1	What are the roles and responsibilities of the QMR in ensuring the implementation and sustainability of the quality management system in the company? And how can ISO 9001:2015 be implemented within the company?	In the company, the QMR function plays a very important role. The QMR acts as a management representative in planning the quality management system, socializing it to all levels of employees, managing the audit process, promoting the implementation of the quality management system, coaching employees, and leading the management review meetings.	The QMR acts as a management representative responsible for planning the quality management system and ensuring its effective implementation. Additionally, the QMR plays a key role in managing the audit process, both internal and external audits, to ensure compliance with ISO 9001:2015 standards. The QMR also serves as a promoter of the quality management system, providing training

				for employees, and guiding them in understanding and implementing work procedures according to the established standards. Furthermore, the QMR leads management review meetings to evaluate the effectiveness of the quality management system and develop necessary improvement measures.
2.	D2		In the daily process, document control acts as an assistant to the QMR by preparing documents used by the MR for meeting needs, such as management review meetings. The	

			implementation stages in the company have been designed by the Management Representative, so document control is solely responsible for documentation and carrying out tasks assigned directly by the QMR Manager.	

Source: Employee of PT Epsindo Jaya Pratama, 2023

B. Discussions

PT Epsindo Jaya Pratama has effectively implemented its management system, enabling the company to compete with foreign companies and collaborate with major corporations such as Pertamina, Chevron, Kondur Petroleum, Medco Energy, Pacific Oil and Gas, and Petro China in the oil and gas industry. Currently, PT Epsindo Jaya Pratama is working with PT Pertamina Hulu Rokan on a project in Blok Rokan Petapahan Kota Batak (PETKO) without forming a consortium with foreign companies.

The Quality Management Representative (QMR) is supervised or led by the Management Representative (MR) and plays a crucial role in the company. This department is responsible for document control, auditing, and assisting in management

reviews to help the Management Representative achieve an effective quality management system. PT Epsindo Jaya Pratama has met the requirements of the ISO 9001:2015 standard. To comply with this standard, the company has implemented several quality management principles, including customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making, and relationship management. The following are explanations of the key points of these quality management principles:

1. Customer Focus

PT Epsindo Jaya Pratama has determined and implemented a process for communicating with external organizations, including customers, to ensure requirements are understood throughout contract execution and product realization. The communication process has addressed:

a) Execution of inquiries contracts, or order handling and amendements.

b) Provision of product information, including product nonconformities identified after delivery to the customer.

c) Feedback and customer complaints.

d) When required by contract, providing information required by product quality plans and subsequent changes to those plans.

2. Leadership

PT Epsindo Jaya Pratama has ensured that appropriate communication processes are established within the organization and the effectiveness of the quality management system is communicated. PT Epsindo Jaya Pratama has established processes to ensure that:

a. The importance of meeting customer, legal, and other applicable requirements is communicated at relevant functions within the organization; and
b. Results of analysis of data are communicated at relevant levels and functions within the organization.

3. Engagement of people

Management PT Epsindo Jaya Pratama determines the knowledge needed to provide the continued operation of its processes and achieve ongoing conformity of products. This knowledge has maintained and made available as determined by PT. Epsindo Jaya Pratama.

PT. Epsindo Jaya Pratama has develop Quality Management System and maintain a procedure for training that address:

a. Identification of the content and frequency of training required;
b. Provision of quality management system training;

c. Provision of job training including personnel awareness of the relevance and importance of their activities and how they contribute to the achievement of PT. Epsindo Jaya Pratama quality objectives;
d. Provision of customer-specified training and/or customer- provided training, when required;
e. Evaluation of effectiveness of training; and
f. Identification of required training records.

4. Process Approach

PT. Epsindo Jaya Pratama identifies and plan the processes and documents needed for product realization. In planning, PT. Epsindo Jaya Pratama addresses the following:

a. Required resources and work environment management;
b. Product and customer-specified requirements;
c. Legal and other applicable requirements;
d. Design requirements;
e. Contingency planning;
f. Required verification, validation, monitoring, measurement, inspection, and test activities specific to the product and the criteria for product acceptance;

g. Management of change; and

h. Records needed to provide evidence that the product realization conforms to requirements.

The output of planning is documented and updated as changes occur. The plans are maintained in a structure suitable for PT. Epsindo Jaya Pratama's method of operations.

5. Improvement

PT. Epsindo Jaya Pratama continually improves the effectiveness of the quality management system by evaluating, selecting, and implementing opportunities for improvement through the use of the quality objectives, internal audit, analysis of data, corrective action, and management review.

PT. Epsindo Jaya Pratama has maintained a quality management system to correct nonconformities and to take corrective actions, both internally and within the supply chain, to eliminate the causes of nonconformities in order to minimize the likelihood of their recurrence. Corrective actions are appropriate to the effect(s) of the nonconformity encountered.

NOTE: Corrective action can apply to both quality management system processes and nonconforming product trends.

6. Evidence – Based Decision Making

PT. Epsindo Jaya Pratama has maintained a quality management system to identify and control risks associated with product delivery and product quality. The procedure address:

a. Risk identification and assessment techniques;
b. Risk assessment tools and their application;
c. Criteria to determine risk severity, including potential consequences of product failure;
d. Risk mitigation actions;
e. Assessment of remaining risk; and
f. Risk assessment associated with product delivery includes;
g. Contingency planning, including when a contingency plan is required based on assessment of remaining risks.

PT. Epsindo Jaya Pratama determines that a contingency plan is required based on assessed risk. The contingency plan includes, at a minimum:

a. Actions required to reduce effects of disruptive incidents;
b. Identification and assignment of responsibilities and authorities; and
c. Internal and external communication controls.

The Contingency plan(s) has been documented, communicated to the relevant personnel, and updated as needed.

7. Relationship Management

When PT. Epsindo Jaya Pratama chooses to outsource a process or any activity of its quality management system, PT. Epsindo Jaya Pratama verifies that the supplier satisfies the applicable requirements of PT. Epsindo Jaya Pratama's quality management system. PT. Epsindo Jaya Pratama chooses to outsource the product realization process or activity, maintains responsibility for product conformance to specified requirements, including applicable statutory, regulatory, customer contract or other external specifications.

a. Approval to Obtain ISO 9001: 2015

The steps to obtain an ISO 9001: 2015 certificate include going through the registration process with the certification body. In the registration process, the company will include a quality manual, organizational structure and master list of documents. This document is requested by the certification body to conduct a document review. If the document review by the certification body is considered complete, the certification body will assign an auditor to conduct a pre-audit. The purpose of this pre-audit is to ensure that the company is ready to be audited before the audit is carried out.

After the pre-audit is completed and declared ready for the audit, the certification body will bring in a certification audit, and the audit will be carried out following the requirements of ISO 9001: 2015. In this process, audit findings are usually categorized into three levels of findings, namely: Major, Minor, and Observation. If there is a major finding, then the certification is certain to fail and the company will be asked to make improvements for six months or even a year if it is too severe. However, if the findings are Minor, the company will be allowed to make improvements in one month before the certificate is issued. Meanwhile, if the findings are observational, the company is asked to conduct a self-assessment to ensure its adequacy, which may have minor potential.

Table 5 Approval to obtain ISO 9001:2015

No.	Respondents	Question	Answers	Observation
1.	J1	How to get the ISO 9001: 2015?	The steps to obtain an ISO 9001: 2015 certificate include registering with a certification body. During the registration process, the company must submit a quality manual, organizational	The QMR plays a crucial role in ensuring the smooth ISO 9001:2015 certification process within the company. One of the QMR's main responsibilities is to prepare the necessary

			structure, and master list of documents. The certification body will then schedule and conduct the ISO audit. If all systems meet the required standards, the company will be granted an ISO certificate by the certification body.	documents for the certification body registration process, such as the quality manual, organizational structure, and master list of documents. The QMR is not only responsible for managing documents but also acts as a liaison between management and auditors, ensuring that the quality management system is properly implemented. With an active QMR, the company can be better prepared for audits and successfully obtain the ISO 9001:2015 certification from

				the certification body
2.	D2		It must follow the audit process conducted by the certification body, and this process adheres to the procedures set by the certification body. The company registers with the certification body and then waits for the audit schedule. The certification body will then conduct the audit: i. Pre-assessment audit: to ensure the company's readiness. ii. Certification audit – to obtain the certification.	

Source: Employee of PT Epsindo Jaya Pratama, 2023

b. Quality Management Implementation Process

Quality management can be said to be implemented if the company has a management system that is in accordance with the requirements of ISO 9001: 2015. Things that can be used as a reference if the company already has:

a) QMS Implementation Program
b) Implementation of Management of Change
c) Implementation of Risk Management
d) Measurement of Customer Satisfaction Levels
e) Document and Data Control Process
f) Supply Chain Management
g) Product Realization Management
h) Product Quality Control
i) Control of Production Equipment and Measuring
j) Warehouse and shipping management
k) Implementation of Internal Audits
l) Implementation of management review meetings

Table 6 Quality Management Implementation Process

No.	Respondents	Question	Answers	Observation

1.	J1	How can quality management be implemented?	Quality management is considered implemented when the planned system is successfully executed. It is usually defined in the annual QMS program and evaluated through internal audits and management reviews.	QMR actively coordinates with various departments to ensure that each established procedure is implemented properly. In addition, QMR oversees the internal audit process and management review, which are very important in evaluating the effectiveness of the quality management system. From this observation, it can be concluded that the success of quality management implementation is highly dependent on compliance with established

				procedures and periodic evaluation through internal audits and management reviews.
2.	D2		The implementation of quality management is proven through the execution of established procedures and work instructions. Therefore, all employees must follow the workflow according to the procedures or work instructions	

Source: Employee of PT Epsindo Jaya Pratama, 2023

c. Documents to obtain ISO 9001: 2015

In the ISO 9001: 2015 standard, it has been regulated what must be documented, and this is usually registered in the document master list and record master list. Here is a table of document requirements that must be completed:

Table 7 Parties Involved in The Requirements Document

No	Title	Function
1	Control of documents	Document Control
2	Control of records	IT/Document Control
3	Communication	P2k3 (Occupational Safety and Health Advisory Committee)
4	Competence training and awareness	Human Resource Development
5	Planning of product realization procedure	Manufacturing/Operation
6	Purchase procedure	Supply Chain Management
7	Material handling and storage	Supply Chain Management
8	Management of change procedure	Board of Director
9	Subcontractor procedure	Supply Chain Management/HSE
10	Control of Design and Development procedure	Engineering
11	Corrective action and preventive action	Manufacturing/Operation
12	Performance measurement and monitoring	Operation/Board of Director
13	Identification, evaluation legal and others requirements procedure	General Affair
14	Internal QHSE audit	IT/Document Control
15	Customer Handling and Communication	Marketing
16	Customer Property	Marketing
17	Calibration Procedure	Quality Control
18	Nonconformity Procedure	Quality Control

Table 8 Documents to Obtain ISO 9001: 2015

No.	Respondents	Question	Answers	Observation
1.	J1	What needs to be documented to obtain the ISO 9001:2015 standard?	The documentation requirements in the quality system are outlined in the ISO standard. If the ISO standard specifies "Documented Information," it means that a procedure or work instruction must be in place. If the standard mentions "Documented Retention," it means that a report (record) must be created for the process, also referred to as a form or record.	QMR is responsible for ensuring that these reports are well-documented, whether in the form of forms or other records that support audits and continuous evaluation of the company's quality management system. Every work process must have clearly written procedures to ensure consistency and compliance with established standards. Each ongoing process must also have records or reports as evidence of implementation.

2.	D2		The aspects that must be documented to meet the standards are already regulated in the ISO standard. For example: data related to document control, data related to internal audits, data related to product realization, etc.	

Source: Employee of PT Epsindo Jaya Pratama, 2023

CHAPTER V

CONCLUSIONS AND RECOMMENDATIONS

1. Conclusions

PT Epsindo Jaya Pratama has successfully implemented the ISO 9001:2015 Quality Management System (QMS), as evidenced by a well-organized documentation system, structured internal audits, and continuous monitoring through management reviews. Each work process follows written procedures, with a strict document control mechanism to ensure compliance with ISO standards. The use of document tracking forms and a master document list ensures that every change is well- documented and serves as an official reference.

The implementation of this system is also reflected in the ISO 9001:2015 certification process, where the company submitted the Quality Manual, organizational structure, and master document list to the certification body. A pre-assessment audit was conducted to assess the company's readiness, with auditors verifying employees' understanding of procedures and reviewing process records, such as quality inspection reports, internal audit results, and corrective action evidence.

Although the QMS implementation has been effective, certain aspects still require improvement, such as enhancing internal audit effectiveness to identify non-conformities earlier and optimizing the customer feedback system to support continuous improvement. With disciplined system management and ongoing

enhancements, PT Epsindo Jaya Pratama can maintain ISO 9001:2015 certification and strengthen its competitiveness in the oil and gas industry. The evidence of the effectiveness of PT Epsindo Jaya Pratama's management system is that the company is now able to compete with foreign companies in the oil industry.

2. Recommendations

To enhance the effectiveness of the implementation of the ISO 9001:2015 Quality Management System (QMS) at PT Epsindo Jaya Pratama, several strategic measures can be adopted. First, the internal audit optimization should be carried out by strengthening the risk-based thinking mechanism to assess potential nonconformities, enabling the early identification of areas for improvement. Second, the customer feedback system should be more structured to ensure that the input received can be effectively utilized for continuous improvement.

Furthermore, enhancing employee competencies through continuous training is a key factor in ensuring that each individual has a comprehensive understanding of the procedures and quality standards. The integration of technology in document management is also recommended to improve efficiency and accuracy in monitoring compliance with ISO standards. With a more systematic and innovative approach, PT Epsindo Jaya Pratama can not only maintain its ISO 9001:2015 certification but also strengthen its competitiveness in the oil and gas industry.

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APPENDICES

Appendices 1 Letter of Acceptance from PT Epsindo Jaya Pratama



PT. EPSINDO JAYA PRATAMA

Main Office :
Jl. Arteri Kelapa Gading Ruko Gading Residence Blok E 1 No. 5
Kel. Pegangsaan Kelapa Gading, Jakarta Utara 14250 - Indonesia
Tel (62-21) 22457277-7373 Fax. (62-21) 22457712-5521
E-mail : info@ejp.co.id, sales@ejp.co.id - Website : www.ejp.co.id

Nomor : 026/EJP/HRD-HO/II/2023
Lamp. : -
Perihal : **Jawaban Surat Permintaan Magang**

Kepada Yth.
Ketua Prodi Manajemen Program Sarjana
Universitas Islam Indonesia
Up. Bpk. Abdul Rafik, SE., M. Sc.
Ring road Utara, Condong Catur, Depok Sleman
DI Yogyakarta

Dengan hormat,

Menanggapi Surat Permintaan dari Kaprodi Manajemen Program Sarjana Universitas Islam Indonesia No. 10/ProdiMnj/10/IUP/II/2023 tentang Permohonan Ijin Magang, dengan ini kami memberikan ijin kepada:

Nama : Jafaruddin Fadhil Ma'ruf

No. Mahasiswa : 20311536

Program Studi : Manajemen

Untuk melaksanakan kegiatan Praktek Kerja Lapangan / Magang di PT Epsindo Jaya Pratama mulai tanggal 22 Februari – 21 Juni 2023.

Demikian hal ini kami sampaikan untuk dapat menjadi perhatian.

Jakarta, 21 Februari 2023

PT Epsindo Jaya Pratama

Hilmi Faizal Rahman
HRD-GA Manager

Appendices 2 Head Office, Warehouse and Factory of PT Epsindo Jaya Pratama





Appendices 3 Picture During Internship









Appendices 4 Company Document

PT. EPSINDO JAYA PRATAMA	MANAGEMENT REPRESENTATIVE	NOMOR : SOP-753-001
	PENGENDALIAN DOKUMEN & REKAMAN	REVISI : 03 TGL. BERLAKU : 11.06.2019 HALAMAN : 5 - 17

1 TUJUAN

Prosedur ini bertujuan untuk mengendalikan dokumen-dokumen sistem manajemen perusahaan dalam rangka memenuhi persyaratan sistem pengendalian dokumen yang efektif sehingga sesuai dengan persyaratan sistem manajemen ISO 9001, ISO 45001 dan ISO 14001.

2 RUANG LINGKUP

Prosedur ini diberlakukan disemua departemen dan harus diterapkan pada proses pengendalian dokumen, baik yang dibuat oleh perusahaan yang disebut sebagai dokumen internal, maupun dokumen yang bersumber dari pihak kedua, pihak ketiga dan sumber lain dari luar perusahaan yang disebut sebagai dokumen ekternal.

Proses-proses pengendalian dokumen meliputi:

- Usulan penerbitan dan perubahan dokumen
- Usulan penggandaan dokumen
- Usulan penarikan dan pemusnahan dokumen

Apabila disuatu project karena suatu kebutuhan tertentu seperti kontrak dengan customer maupun karena demi keefektifannya suatu proses, maka project dapat menerbitkan sistem pengendalian dokumen tersendiri, tanpa mengikuti aturan dalam prosedur ini, akan tetapi prosedur tersebut harus di register ke Pengendali Dokumen pusat (Corporate) dan harus atas persetujuan wakil manajemen.

Pengecualiaan ini tidak menghilangkan kewajiban project untuk tetap mentaati persyaratan-persyaratan yang harus dipenuhi sesuai dengan standard sistem manajemen perusahaan.

3 REFERENSI

3.1 Pedoman sistem manajemen perusahaan
3.2 ISO 9001:2015 Quality Management System – Requirements (paragraph 7.5.3)
3.2 ISO 45001:2018 Occupational Health & Safety (paragraph 7.5.3)
3.3 ISO 14001:2015 Environmental Management System (paragraph 7.5.3)
3.4 API Q1 9th Edition 2013 QMS Requirement for MFG Organization Petroleum and Natural Gas Industry, (paragraph 4.4).

4 PENANGGUNGJAWAB

4.1 Quality Management Representative

Sebagai Wakil manajemen bertanggungjawab dalam memastikan atas terlaksananya prosedur ini disemua departemen dan bertanggung jawab untuk meninjau keefektifan dari pelaksanaan prosedur ini.

QMR harus dapat memimpin jalannya tinjauan dokumen pada periode tertentu bersama tim terkait.

4.2 Manager Departemen

Manager departemen bertanggungjawab atas terlaksananya prosedur ini didepartemennya masing-masing dan memastikan bahwa sistem dokumen yang ada didepartemennya mengikuti prosedur ini.

Setiap adanya perubahan dokumen yang diterima oleh manager departemen, maka dia harus mensosialisasikan ke bawahannya hingga dipastikan bahwa bawhannya memahami.

DOKUMEN SISTEM MANAJEMEN PERUSAHAAN, DILARANG MENGGANDAKAN TANPA PERSETUJUAN MR

4.3 Pengendali Dokumen

Pengendali Dokumen bertugas sebagai pengendali dokumen diarea dimana dia ditugaskan dibawah pengawasan wakil manajemen dan bertanggungjawab dalam proses penerbitan, penarikan, pemusnahan, dan memberikan informasi setiap adanya up-date dokumen ke semua departemen terkait.

Pengendali dokumen secara periodic harus melakukan koordinasi dengan team untuk melakukan review sistem dokumen, jika QMR tidak hadir maka QA/QC Chief atau Pengendali Dokumen selaku Assisten QMR dapat memimpin jalannya rapat tinjauan dokumen.

Dalam setiap rapat review sistem dokumen pengendali dokumen memaparkan summary historical dokumen pada periode review tersebut. Master list harus di update dan dipastikan kesesuaiannya terhadap dokumen yang beredar ditempat kerja.

4.4 Pengguna Dokumen

Setiap pengguna dokumen bertanggungjawab menjaga dan memelihara dokumen dari kerusakan, dan bila dokumen tersebut hilang, maka wajib membuat berita acara kehilangan dokumen dan harus ditandatangani oleh manager devisi dan wakil manajemen.

5 ISTILAH DAN DEFINISI

a) *Management of Change (MoC)*

Dokumen yang digunakan sebagai bukti adanya perubahan/penerbitan baik sistem maupun perubahan lainnya yang dapat mempengaruhi kinerja perusahaan.

b) *Document Duplication Request & Receipt Note (DDR)*

Dokumen yang digunakan untuk melakukan permintaan penggandaan dokumen.

c) *Company Policy*

Dokumen yang berisi maklumat perusahaan yang berkaitan dengan sistem manajemen yang diterapkan oleh perusahaan.

d) Pedoman/ *Manual*

Dokumen yang menjelaskan gambaran umum perusahaan dalam memenuhi sistem manajemen yang diterapkan perusahaan seperti sistem mutu, sistem keselamatan dan kesehatan kerja, dan sistem manajemen lingkungan baik dibuat secara terpisah maupun diintegrasikan.

e) *Standard Operating Procedure*

Dokumen prosedur yang menjelaskan alur dari suatu proses yang saling berurutan. Dokumen jenis ini biasanya berisi proses komunikasi lintas departemen.

f) Instruksi Kerja *(Work Instruction)*

Dokumen instruksi yang menjelaskan tata cara atau panduan dalam menjalankan proses. Dokumen ini sangat spesifik yaitu menjelaskan secara langung tahapan-tahapan yang harus dilaksanakan untuk melaksanakan suatu pekerjaan.

DOKUMEN SISTEM MANAJEMEN PERUSAHAAN, DILARANG MENGGANDAKAN TANPA PERSETUJUAN MR

6.16 *Proses Penerbitan dan Perubahan Dokumen/Rekaman*

No	PELAKSANA	ALUR PROSES	BUKTI	KETERANGAN
0	Pemrakarsa	Mulai		Mulai
1	Pemrakarsa	Pemrakarsa Menyiapkan Dokumen	- Draft Dokumen	Menyiapkan dokumen/ form yang diusulkan.
2	Pemrakarsa	Mengisi Formulir Document Change Request	- Form MOC	Mengisi formulir **Usulan Perubahan/ Penerbitan Dokumen.**
3	Pemrakarsa, Pengendali Dokumen	Mengkonsultasikan ke Pengendali Dokumen	- Draft Dokumen	Meminta saran dan masukan ke pengendali dokumen untuk menetapkan masa simpan.
4	Pemrakarsa	Mengajukan Persetujuan ke Atasannya dan MR/ GM, Director		Lihat 6.5
5	Manager & MR/Direktur	Disetujui? (No → Re-submit? Ya → Pemrakarsa Menyiapkan Dokumen; No)	- Form MOC & - Draft Document - Risk Anslysis	Jika disetujui daftarkan ke Pengendali Dokumen. Bila tidak, „perlu kirim ulang?" jika „ya" maka kembali keproses 1, jika tidak disetujui selesai.
6	Pegendali Dokumen	Memeriksa Kelengkapan	- Form MOC & - Draft Document	Mengecek kelengkapan dokumen
7	Pengendali Dokumen	Lengkap? (No → Pemrakarsa Menyiapkan Dokumen; Ya)		Jika lengkap maka teruskan kelangkah berikutnya, bila belum lengkap maka akan dikembalikan ke Requester untuk melengkapi kekurangannya
8	Pengendali Dokumen	Memutahirkan Daftar Induk	-Daftar Induk Dokumen	Master list dokumen di up-date
9	Pengendali Dokumen	Memberikan Informasi ke Setiap Bagian adanya up-date dokumen	-Email atau -Daftar Hadir & MoM	Memberikan informasi kesemua departemen tentang adanya perubahan atau penerbitan dokumen via email atau secara langsung.
10	Pengendali Document	Selesai		Selesai

QMS, OH&S & EMS Management System
PT EPSINDO JAYA PRATAMA
Year's 2023

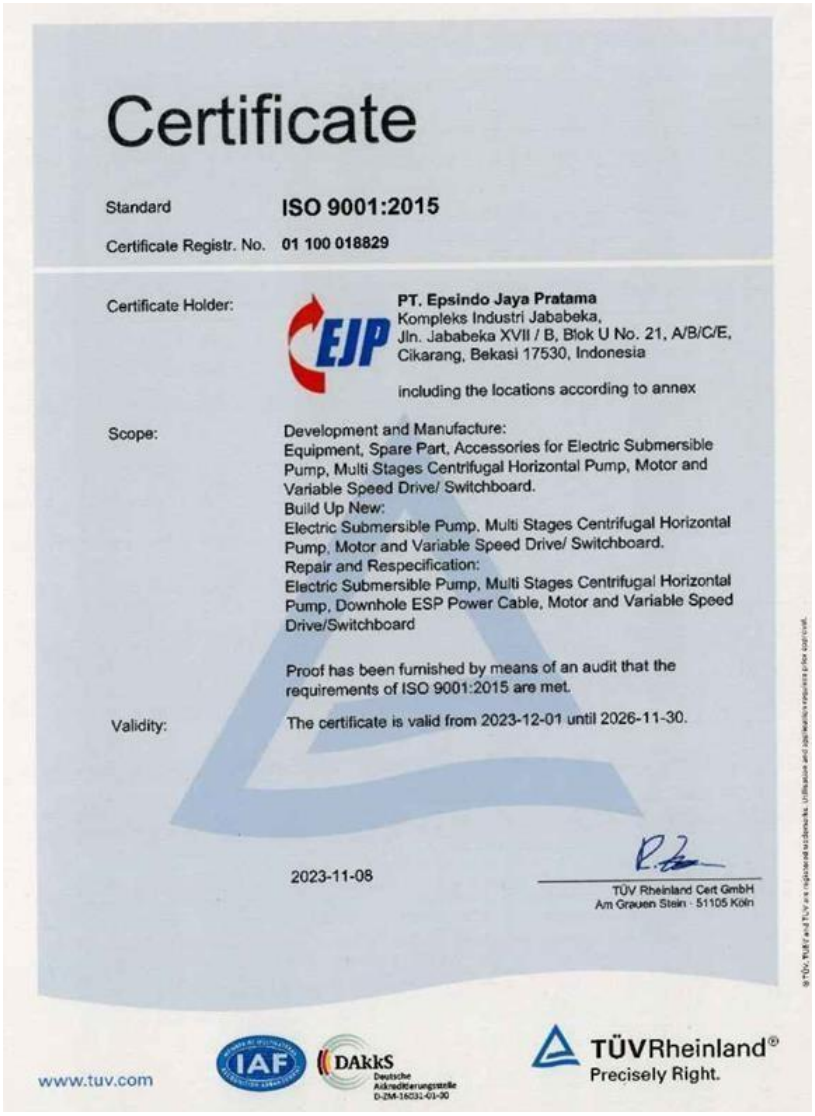
Rev. 0

NO	Description	PIC	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Keterangan
1	Management Commitment	BoD & MR													
2	Team Appointment	BoD & MR													
3	Awareness Training	Didik													
4	Gap Analysis	Team ISO													
5	Develop Document System	Team ISO													
6	Socialization	Team ISO													
7	Implementation	All Team													
8	Training Internal Auditor	Auditor													
9	Conducting Internal Audit	Team Audit													
10	Corrective action	Team Appointment													
11	Management Review	Team, BoD, MR													

Jakarta, 4 Jan 2023

Jamaluddin Ma'ruf
Wakil Management

Appendices 5 ISO Certificate



Certificate

Standard **ISO 9001:2015**

Certificate Registr. No. **01 100 018829**

Certificate Holder: **PT. Epsindo Jaya Pratama**
Kompleks Industri Jababeka,
Jln. Jababeka XVII / B, Blok U No. 21, A/B/C/E,
Cikarang, Bekasi 17530, Indonesia

including the locations according to annex

Scope:
Development and Manufacture:
Equipment, Spare Part, Accessories for Electric Submersible Pump, Multi Stages Centrifugal Horizontal Pump, Motor and Variable Speed Drive/ Switchboard.
Build Up New:
Electric Submersible Pump, Multi Stages Centrifugal Horizontal Pump, Motor and Variable Speed Drive/ Switchboard.
Repair and Respecification:
Electric Submersible Pump, Multi Stages Centrifugal Horizontal Pump, Downhole ESP Power Cable, Motor and Variable Speed Drive/Switchboard

Proof has been furnished by means of an audit that the requirements of ISO 9001:2015 are met.

Validity: The certificate is valid from 2023-12-01 until 2026-11-30.

2023-11-08

TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

www.tuv.com

IAF DAkkS Deutsche Akkreditierungsstelle D-ZM-18031-01-00

TÜVRheinland®
Precisely Right.

Appendices 6 Interview Data from Sources



Appendices 7 Daily Log Internship

Name of Company	: PT Epsindo Jaya Pratama
Name of student	: Jafaruddin Fadhil Ma'ruf
Date of start	: 20 February 2023
Date of completion	: 21 June 2023
Supervisor	: Diah Ayu Lestari

February-March

Number	Date	Duration	Brief description of activity
1.	22/02/2023	8 hours	Introduction to the workplace, surveying the facilities, and getting to know the

			fellow employees in the work environment.
2.	23/02/2023	8 hours	Meeting with the supervisors and the management as a brief introduction, as well as job desk briefing.
3.	24/02/2023	8 hours	Surveying and adaptation process towards the work environment, observing how each divisions work accompanied and guided by the internship supervisor.
4.	27/02/2023	8 hours	HSE Training
5.	28/02/2023	8 hours	HSE Training
6.	01/03/2023	8 hours	HSE Training
7.	02/03/2023	8 hours	HSE Training
8.	03/03/2023	8 hours	HSE Training
9.	06/03/2023	8 hours	ISO 9001:2015 education theory with QMR Manager
10.	07/03/2023	8 hours	ISO 9001:2015 education theory with QMR Manager
11.	08/03/2023	8 hours	ISO 9001:2015 education theory with QMR Manager
12.	09/03/2023	8 hours	ISO 9001:2015 education theory with QMR Manager
13.	10/03/2023	8 hours	ISO 9001:2015 education theory with QMR Manager
14.	13/03/2023	8 hours	Mentoring session and application on QMR Division for internal auditing
15.	14/03/2023	8 hours	Mentoring session and application on QMR Division for internal auditing
16.	15/03/2023	8 hours	Mentoring session and application on QMR Division for Management Responsibility

17.	16/03/2023	8 hours	Mentoring session and application on QMR Division for Risk Management
18.	17/03/2023	8 hours	Mentoring session and application on QMR Division for Contingency Planning
19.	20/03/2023	8 hours	Mentoring session and application QMR Division for Contingency Planning
20.	21/03/2023	8 hours	Mentoring session and application on QMR Division for Communications.

March-April

Number	Date	Duration	Brief description of activity
1.	13/03/2023	8 hours	Mentoring session and application on QMR Division for internal auditing
2.	14/03/2023	8 hours	Mentoring session and application on QMR Division for internal auditing
3.	15/03/2023	8 hours	Mentoring session and application on QMR Division for Management Responsibility
4.	16/03/2023	8 hours	Mentoring session and application on QMR Division for Risk Management
5.	17/03/2023	8 hours	Mentoring session and application on QMR Division for Contingency Planning
6.	20/03/2023	8 hours	Mentoring session and application QMR Division for Contingency Planning
7.	21/03/2023	8 hours	Mentoring session and application on QMR Division for Communications.
8.	24/03/2023	8 hours	ISO 1400:2015 and ISO 45001:2018 education theory with internship supervisor
9.	27/03/2023	8 hours	ISO 1400:2015 and ISO 45001:2018 education theory with internship supervisor

10.	28/03/2023	8 hours	ISO 1400:2015 and ISO 45001:2018 education theory with internship supervisor
11.	29/03/2023	8 hours	ISO 1400:2015 and ISO 45001:2018 education theory with internship supervisor
12.	30/03/2023	8 hours	ISO 1400:2015 and ISO 45001:2018 education theory with internship supervisor
13.	31/03/2023	8 hours	ISO 1400:2015 and ISO 45001:2018 education theory with internship supervisor
14.	03/04/2023	8 hours	Following the induction of HRD Division
15.	04/04/2023	8 hours	Following the induction of HRD Division
16.	05/04/2023	8 hours	Training on safety riding K3 expert
17.	06/04/2023	8 hours	Reviewed API Q1 9th edition
18.	07/04/2023	8 hours	Reviewed SOP on management responsibility regarding the implementation of the QMS
19.	10/04/2023		Sick leave
20.	11/04/2023		Sick leave
21.	12/04/2023		Sick leave
22.	13/04/2023		Sick leave
23.	14/04/2023		Sick leave
24.	17/04/2023	8 hours	Reviewed SOP on management responsibility regarding the development of the QMS
25.	18/04/2023	8 hours	Reviewed SOP on management responsibility regarding the improvement of the QMS

April-May

Number	Date	Duration	Brief description of activity
1.	26/04/2023	8 hours	Reviewed SOP about Risk Assessment and Management
2.	27/04/2023	8 hours	Studying and identifying Risk of supplier selection and outsourcing
3.	28/04/2023	8 hours	Studying and identifying Risk of delivery of raw materials, freight forwarders, government regulations
4.	02/05/2023	8 hours	Internal auditing practice and application guided by supervisor
5.	03/05/2023	8 hours	Internal auditing practice and application guided by supervisor
6.	04/05/2023	8 hours	Internal auditing practice and application guided by supervisor
7.	05/05/2023	8 hours	Internal auditing practice and application guided by supervisor
8.	08/05/2023	8 hours	Internal auditing practice and application guided by supervisor
9.	09/05/2023	8 hours	Internal auditing practice and application guided by supervisor
10.	10/05/2023	8 hours	Internal auditing practice and application guided by supervisor
11.	11/05/2023	8 hours	Studying and reviewing the application of ISO 9001:2015 on the topic of customer interests and satisfaction
12.	12/05/2023	8 hours	Survey and evaluation of company warehouse
13.	15/05/2023	8 hours	Survey and evaluation of company factory

14.	16/05/2023	8 hours	Evaluating potential changes in the plan of the QMS, specifically regarding purposes and potential consequences.
15.	17/05/2023	8 hours	Studying about the shortcomings and constraints of the production process.
16.	18/05/2023	8 hours	Meeting and induction with K3 regarding safety evaluation
17.	19/05/2023	8 hours	Free roam and re-studying ISO documents, and QMS materials.
18.	22/05/2023	8 hours	Preparing documentation for product quality control.
19.	23/05/2023	8 hours	Final inspection and quality control of products before shipping

May-June

Number	Date	Duration	Brief description of activity
1.	24/05/2023	8 hours	Free roam and re-studying ISO documents, and QMS materials
2.	25/05/2023	8 hours	Free roam and re-studying ISO documents, and QMS materials
3.	26/05/2023	8 hours	Free roam and re-studying ISO documents, and QMS materials
4.	29/05/2023	8 hours	Meeting with QMR division on performance evaluation
5.	30/05/2023	8 hours	Meeting with all divisions for evaluation by HRD
6.	31/05/2023	8 hours	Final internship performance assessment and evaluation by supervisor
7.	5/06/2023	8 hours	Final report preparation
8.	6/06/2023	8 hours	Final report preparation
9.	7/06/2023	8 hours	Final report preparation

10.	8/06/2023	8 hours	Final report preparation
11.	9/06/2023	8 hours	Final report preparation
12.	12/06/2023		Family leave
13.	13/06/2023		Family leave
14.	14/06/2023		Family leave
15.	15/06/2023	8 hours	Company data input
16.	16/06/2023	8 hours	Company data input
17.	19/06/2023	8 hours	Company data input
18.	20/06/2023	8 hours	Company data input
19.	21/06/2023	8 hours	Internship final report presentation to the management, and providing closing remarks.