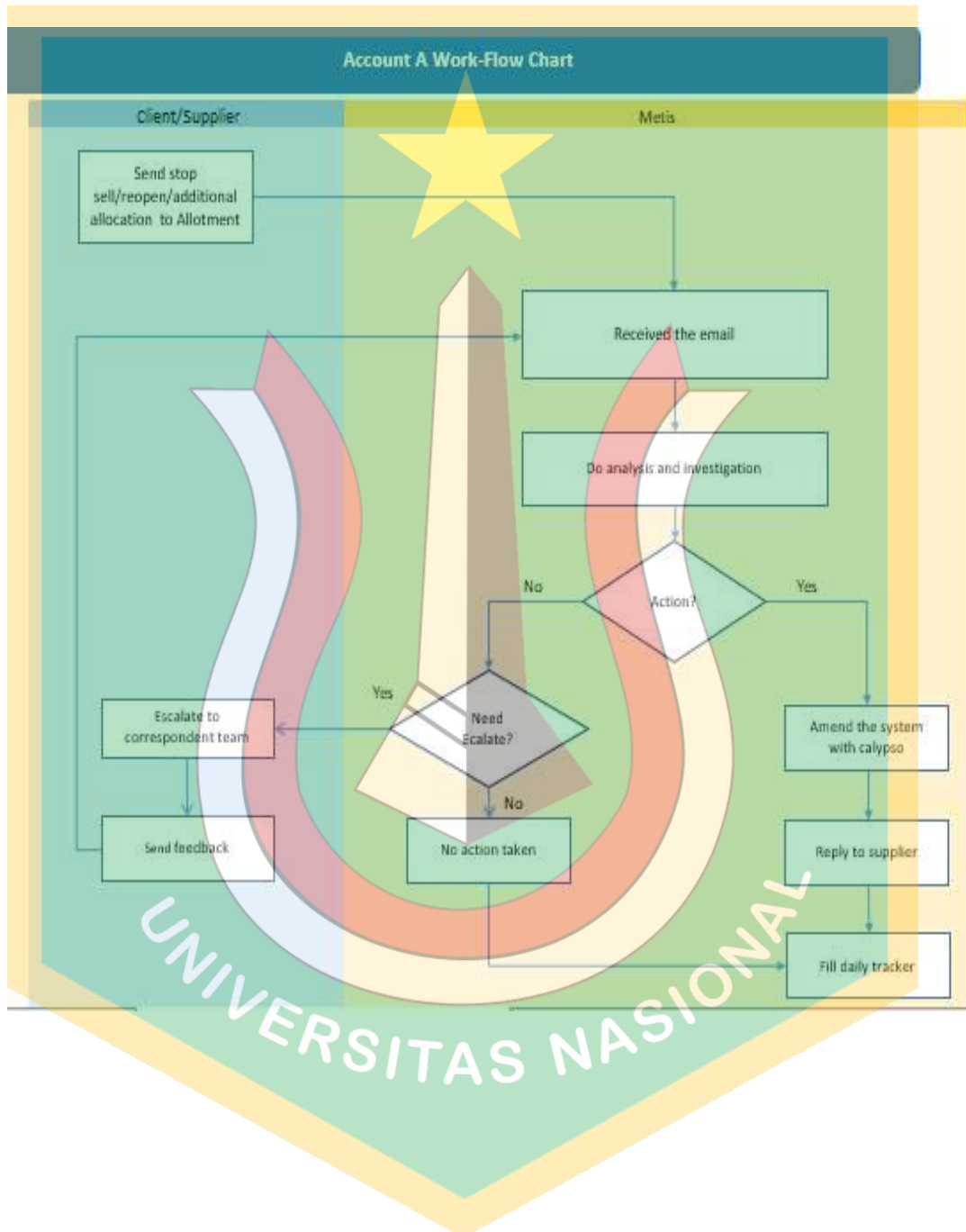


LAMPIRAN

Lampiran 1: Workflow Unit kerja Account A



Standard Operating Procedure

Inventory Global

Work currently comes into the allotments@flightcentre.com G-mail account and will continue to come into that mailbox.

All incoming email will sit in the Inbox until the Metis TLs distribute these emails to each team member at Metis based on region (Asia, South Pac, UK/Eur, Africa, USA, Caribbean). Each team member will have 2 labels – 'NAME' and 'Done' folder under their NAME.

Emails/Folders to be actioned by Metis

- 1. Car Closeout:** (Folder Name: Car Closeout)
All car email will automatically be filtered to the Car Closeout folder within the G-mail account.
- 2. Rejection:** (Folder Name: Rejection)
All rejection emails will come to the rejection folder. These emails are identified with a booking number on the subject line.
E.g. Rejection IH/12345D
- 3. Extra Allotment:** (Folder Name: Extra allotment)
All emails relating to Extra allotment will automatically be filtered to the extra allotment folder.
- 4. Action key:** (Folder Name: Action key)
All emails relating to release day back will automatically be filtered to the action key folder
- 5. VIP:** (Folder Name: VIP)
All emails from supplier that need to be actioned within 48 hours will be filter to VIP folder

DISTRIBUTION

Emails

- Team Leaders need to distribute emails to team member's individual folders daily, starting from Urgent Supplier Stopsell emails (VIP).

This includes 'ESCALATION'

- Determine if junk – move to junk mail folder
- Determine if email needs to be
- During the day, distribute remaining emails evenly to team members individual folders.
- Should one team complete their work, it will be required for the team to assist the other team member

ACTIONING OF EMAIL

- Team member begins to action work from the emails distributed into their individual folder – 'NAME', starting from Urgent Supplier Stopsell emails.
- When team member as completed their email, they need reply back to Suppliers, and the label must be moved to their individual 'NAME/Done folder'. The email will remain in the done folder until purged.
- Record # of emails, products and date ranges in daily points log (tracker).
- All questions from TM must be escalated to the Team Leaders first by flagging (starring) the email as pending and keep in their individual folder until the team member is instructed to move it to another folder or advised what action to take.

NOT COMPLETED ITEMS

- It is anticipated that all emails received that day from ATI will be actioned. In the event that not all the emails were completed, the TLs needs to move the emails from the individual 'NAME' folder back to the inbox and flag them with a RED star (priority) to be actioned first thing in the morning.
- The following day the Team Leaders will once again distribute these emails to each team member.

Should there be a big backlog of stopsells not done, Sydney can discuss with ATI on how to manage the workload by either assisting from the oldest date outstanding or take on another day's work to minimize the backlog.

Lampiran 3: Error Tracker

ERROR TRACKER ACCOUNT A										
#	Date received	Received from	Error made by	Region	Date Error Made	Booking Number	Supplier Code	Supplier Name	Product Code	Write off amount (proposed)
1	15-Jan-22	Reservation support	Surya	Global	10-Jan-22	IH18285Z	MPAR/CTY	CITY WONDERS	CEIFI	\$ 2.300,00
2	25-Jan-22	Reservation support	Ragil	Global	12-Jan-22	IH20366UJ	HHNL/MD	THE MODERN HONOLULU	SMOTR	\$ 1.650,00
3	05-Feb-22	Reservation support	Novenza	Global	03-Feb-22	IB245649	HITSV/HOL	HOTEL GRAND CHANCELLOR TSV	CHOBJ	\$ 1.783,00
4	20-Feb-22	Supplier	Risha	Global	14-Feb-22	IK069481	HIPLS/REG	THE PALMS TURKS AND CAICOS	CREH/SGREVJ	\$ 1.455,00
5	27-Feb-22	Supplier	Adis	Global	25-Feb-22	IH62200V	HISYD/FOS	FOUR SEASONS HOTEL SYDNEY	CFOCH	\$ 1.925,00
6	05-Mar-22	Supplier	Farra	Global	01-Mar-22	LT14306H	HHNL/HIL	HILTON HAWAIIAN VILLAGE	CHIBH	\$ 1.675,00
7	13-Mar-22	Reservation support	Wawan	Global	09-Mar-22	IH50825Y	HIRRO/DEC	DEL CORSO	CDECA	\$ 1.545,00
8	07-Apr-22	Reservation support	Irsyad	Global	29-Mar-22	IH63757K	HHNL/PEA	PEARL HOTEL WAIKIKI	SPEBI	\$ 1.285,00
9	17-May-22	Reservation support	Ragil	Global	14-May-22	IH17880K	HHNL/TRU	TRUMP INTERNATIONAL HOTEL	CTREJ	\$ 1.655,00
10	25-May-22	Reservation support	Didit	Global	19-May-22	I2347371	HOP/JNET	NEPTUNE RESORT	CNETB	\$ 1.827,00
TOTAL WRITE OFF										\$ 17.000,00

Team Member	Jan-21	Feb-21	Mar-21	Apr-21	Mei-21	Jun-21	Jul-21	Agu-21	Sep-21	Okt-21	Nov-21	Des-21	Totals	% of total by Team Member
Didit	-	-	-	-	-	-	-	-	-	-	-	1	1	10%
Farra	-	-	-	-	1	-	-	-	-	-	-	-	1	10%
Ihham	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Abimanju	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Fredi	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Lewa	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Risha	-	-	1	-	-	-	-	-	-	-	-	-	1	10%
Afriatun	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Dimas	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Puji	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Wawan	-	-	-	-	-	1	-	-	-	-	-	-	1	10%
Apti	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Adis	-	-	1	-	-	-	-	-	-	-	-	-	1	10%
Anggia	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Adis	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Freddy	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Irsyad	-	-	-	-	-	-	-	-	1	-	-	-	1	10%
Surya	1	-	-	-	-	-	-	-	-	-	-	-	1	10%
Ragil	-	1	-	-	-	-	-	-	1	-	-	-	2	20%
Novenza	-	-	1	-	-	-	-	-	-	-	-	-	1	10%
Ana	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Total	1	2	2	-	1	1	-	-	2	-	-	1	10	
% of total by month	10%	20%	20%	0%	10%	10%	0%	0%	20%	0%	0%	10%		
Benchmark	48	48	48	0	48	48	0	0	48	0	0	48	0	
Variance to benchmark	-98%	-96%	-96%	0%	-98%	-98%	0%	0%	-96%	0%	0%	-98%	-97%	

Error Category	Jan-21	Feb-21	Mar-21	Apr-21	Mei-21	Jun-21	Jul-21	Agu-21	Sep-21	Okt-21	Nov-21	Des-21	Totals	% of total by Error Category
Missed Email	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Email not Received	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Email not escalated	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Replied with no action taken	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Phantom email	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Email filed incorrectly	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Delay - rejection	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Delay - ATI escalation	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
No Follow up ?	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Delay - stopsell	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Missed Product code	1	1	2	-	-	-	1	-	2	-	-	-	7	70%
Missed date band (no dates added)	-	1	-	-	1	-	-	-	-	-	-	-	3	30%
Incorrect dates added	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Reopened email in error	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Closed in error	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Total	1	2	2	-	1	1	-	-	2	-	-	1	10	100%
% of total by month	10%	20%	20%	0%	10%	10%	0%	0%	20%	0%	0%	10%	100%	

Lampiran 4: Productivity Tracker

Individual Tracker - Account A													
Employee name:	Abimanju												
Month:	Jul-21												
Days available:													
Date	Transactions								% Escalated	No. of Escalation	No. of Other	% Completed	
	Close out Date	Reopen Date	Additional Allocation	Total	ANR	No. of Calendars	Emails Actioned	Emails no Action					
22/07/2021	-	-	-	-	-	-	-	-	-	-	-	-	-
23/07/2021	342	64	48	454	-	3	20	13	6%	2.0	11.0	100%	
24/07/2021	562	15	-	577	-	8	22	12	6%	2.0	10.0	100%	
25/07/2021	378	142	-	520	-	5	23	22	2%	1.0	21.0	100%	
26/07/2021	1,166	480	2	1,648	-	8	26	20	11%	5.0	15.0	100%	
27/07/2021	500	5	-	505	-	6	21	5	8%	2.0	3.0	100%	
28/07/2021	-	-	-	-	-	-	-	-	-	-	-	-	
29/07/2021	-	-	-	-	-	-	-	-	-	-	-	-	
30/07/2021	455	211	11	677	-	4	25	19	7%	3.0	16.0	100%	
31/07/2021	260	3	12	275	-	4	19	15	12%	4.0	11.0	100%	
TOTAL	8,846	1,990	862	11,698	1	109	460	257	6%	40	217		
Count													
Monthly Summary - Account A													
Jul-21													
Date	From	to	Close out Date Ranges	Reopen Date Ranges	Additional Allocation	TOTAL	ANR	No. of Calendars from emails	Productivity / Staff / Week	% Completed	% Escalated	Turnaround	No. Work Days
Week 1	01-Jul-21	01-Jul-21	42,162	5,817	1,792	49,271	23	540	80%	122%	6%	#N/A	4
Week 2	02-Jul-21	08-Jul-21	60,826	11,896	759	73,481	1	776	78%	109%	6%	#N/A	6
Week 3	09-Jul-21	15-Jul-21	60,645	8,072	483	69,200	45	697	80%	104%	5%	#N/A	6
Week 4	16-Jul-21	22-Jul-21	27,686	4,466	500	32,652	27	358	78%	104%	5%	#N/A	3
Week 5	23-Jul-21	31-Jul-21	-	-	-	-	-	-	0%	0%	0%	#N/A	-
Total			191,319	29,751	3,534	224,604	96	-	0%	0%	0%		19

Lampiran 5: Kertas wawancara internal auditor dengan staff account B

Account B	
Team Member Interview	
Discussion	Results
Overall Account Leader the good and the bad	Positive : Guidance
	Negative : -
What are you expcting from your Account Leader	No, all good
TM self assessment for error causing	Knowledge: 90% completely understood the process
	Accuracy: The error was made due to typo for the complex workload at the end of the night because sleepy
	Communication: Speak english frequently
Big Concern	Workload need to be analised by account leader to identify the level (simple,medium,complex) before delivered to team member
All things that you'd think can help you on doing your role better	more carefully



Lampiran 6: Key Performance Indicator

FTE

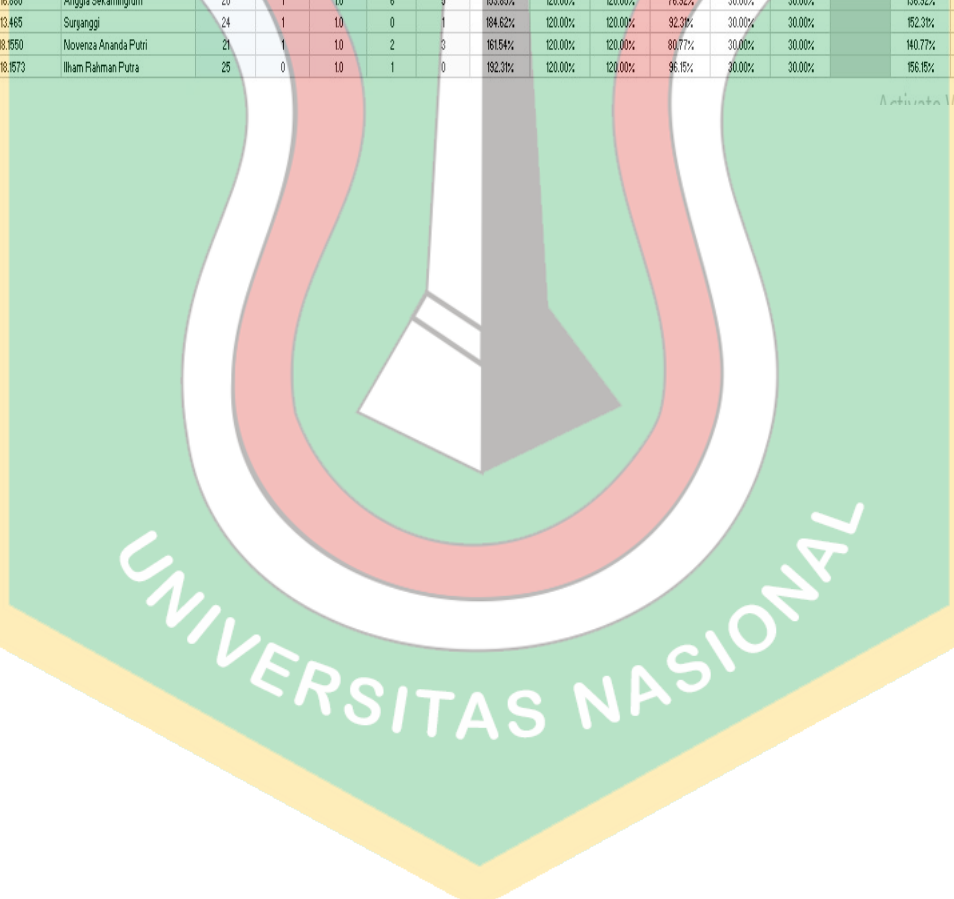
Sick Leave

Limit per team

Team KPI

Team Member														50%	25%	25%			
Employee Data		Input					In%			Result				Total KPI	Deduction	Final			
NIK	Name	Productivity Achieved	Total Error	TAT Achieved	Tardiness	Sick Leave	% Productivity Achieved	% Accuracy Achieved	% TAT Achieved	% Productivity achieved	% Accuracy Achieved	% TAT Achieved	% Lead by Example	Performance	Tardiness	Performance			
03.12.12.379	Irsad	16	1	10	4	5	123.08%	120.00%	120.00%	6154%	30.00%	30.00%		12154%	0.00%	12154%			
03.12.12.378	Didik Pramudita	21	1	10	0	1	16154%	120.00%	120.00%	80.77%	30.00%	30.00%		140.77%	0.00%	140.77%			
01.05.13.505	Farra Claudia Damansyah	20	1	10	2	1	153.85%	120.00%	120.00%	76.92%	30.00%	30.00%		136.92%	0.00%	136.92%			
28.04.14.640	Dimas Ageng	21	0	10	1	0	16154%	120.00%	120.00%	80.77%	30.00%	30.00%		140.77%	0.00%	140.77%			
01.09.14.666	Phisa Kristiarso	21	1	10	7	2	16154%	120.00%	120.00%	80.77%	30.00%	30.00%		140.77%	23.46%	117.31%			
22.09.14.675	Abmanju Dwianto	22	0	10	1	0	163.23%	120.00%	120.00%	94.62%	30.00%	30.00%		144.62%	0.00%	144.62%			
20.04.15.725	Farera Gerry	21	0	10	3	0	16154%	120.00%	120.00%	80.77%	30.00%	30.00%		140.77%	0.00%	140.77%			
17.04.17.1050	Uswatun Hasanah	21	0	10	1	0	16154%	120.00%	120.00%	80.77%	30.00%	30.00%		140.77%	0.00%	140.77%			
03.12.12.375	Puji Novi Haryanto	17	0	10	1	0	130.77%	120.00%	120.00%	65.38%	30.00%	30.00%		125.38%	0.00%	125.38%			
22.09.15.755	Fredi	19	0	10	1	2	146.15%	120.00%	120.00%	73.08%	30.00%	30.00%		133.08%	0.00%	133.08%			
18.11.12.361	Adis Akbar	30	0	10	4	1	230.77%	120.00%	120.00%	115.38%	30.00%	30.00%		175.38%	0.00%	175.38%			
03.12.12.364	Flagi Teguh Vidyanto	20	2	10	1	0	153.85%	120.00%	120.00%	76.92%	30.00%	30.00%		136.92%	0.00%	136.92%			
03.12.12.380	Freddy Syahputra Brahmana	21	0	10	2	0	16154%	120.00%	120.00%	80.77%	30.00%	30.00%		140.77%	0.00%	140.77%			
17.02.15.712	Pieza Irawan	18	1	10	1	0	138.46%	120.00%	120.00%	69.23%	30.00%	30.00%		129.23%	0.00%	129.23%			
18.07.16.880	Anggia Sekamingrum	20	1	10	6	5	153.85%	120.00%	120.00%	76.92%	30.00%	30.00%		136.92%	0.00%	136.92%			
15.03.13.465	Suryanggi	24	1	10	0	1	184.62%	120.00%	120.00%	92.3%	30.00%	30.00%		152.3%	0.00%	152.3%			
15.01.18.8560	Novenza Ananda Putri	21	1	10	2	3	16154%	120.00%	120.00%	80.77%	30.00%	30.00%		140.77%	0.00%	140.77%			
12.02.18.1573	Iham Raihan Putra	25	0	10	1	0	192.31%	120.00%	120.00%	96.15%	30.00%	30.00%		156.15%	0.00%	156.15%			

Antivata Winandari



Lampiran 7: Surat Keterangan Penelitian



SURAT KETERANGAN

Yang bertanda tangan di bawah ini:

Nama : Arief Firmansyah
Jabatan : Head of Business Development

Menerangkan bahwa:

Nama : Ridwan Muharam
NPM : 203403436093
Fakultas : Ekonomi
Program Studi : Akuntansi

Telah melakukan penelitian di PT Metis untuk kebutuhan penyusunan skripsi sejak tanggal 1 Juni 2022 sampai dengan 15 Juli 2022.

Demikianlah surat keterangan ini dibuat dengan sebenarnya dan untuk dapat dipergunakan sebagaimana mestinya.

Jakarta, 15 Juli 2022


Arief Firmansyah
Head of Business Development

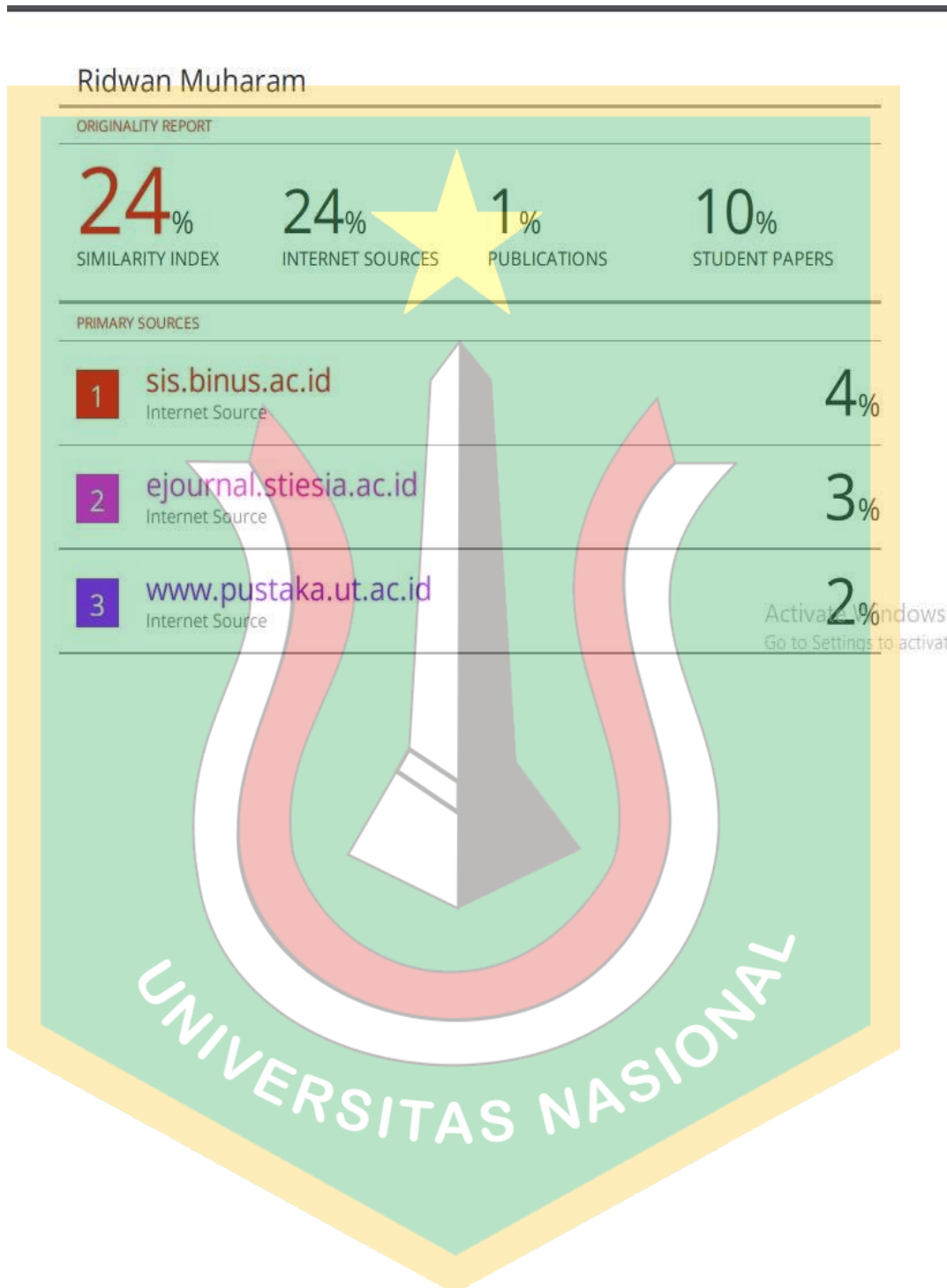
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**PT. Metis Teknologi
Corporindo**

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www.metistech.net

Indonesia Head Office
Hotel Jayakarta
Jalan Hayam Wuruk 126
Jakarta Barat 11180

Lampiran 8: Hasil Pengecekan Turnitin



Lampiran 9: Daftar Riwayat Hidup

DAFTAR RIWAYAT HIDUP

A. BIODATA DIRI

1. Nama : Ridwan Muharam
2. Tempat, tanggal lahir : Jakarta, 29 Oktober 1981
3. Jenis Kelamin : Laki-laki
4. Alamat : Jl. Albaidho 1 no. 58. Jakarta Timur
5. No. handphone : 08176000197
6. Status : Sudah Menikah
7. Agama : Islam
8. Kewarganegaraan : Indonesia
9. Email : read1muharam@gmail.com

B. RIWAYAT PENDIDIKAN

1. 1987-1993 : SDN 04 Kebon Sirih, Jakarta Pusat
2. 1993-1996 : SMPN 18 Menteng, Jakarta Pusat
3. 1996-1999 : SKMN 16 Matraman, Jakarta Pusat

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Jakarta, 10 Agustus 2022

Ridwan Muharam

NPM.203403436093