THE EVALUATION OF TRANSPORTER AND DELIVERY PROCESS TO KALIMANTAN AND SULAWESI IN PT.X AT SURABAYA

VELITA SUSANTO
3303012023

INTERNATIONAL BUSINESS MANAGEMENT
FACULTY OF BUSINESS
WIDYA MANDALA CATHOLIC UNIVERSITY
SURABAYA
2016
THE EVALUATION OF TRANSPORTER AND DELIVERY PROCESS TO KALIMANTAN AND SULAWESI IN PT.X AT SURABAYA

INTERNSHIP REPORT
Addressed to
BUSINESS FACULTY
WIDYA MANDALA CATHOLIC UNIVERSITY SURABAYA
To fulfill the requirements for the economy bachelor degree
International Business Management Program

By:
VELITA SUSANTO
3303012023

INTERNATIONAL BUSINESS MANAGEMENT
BUSINESS FACULTY
WIDYA MANDALA CATHOLIC UNIVERSITY
SURABAYA
2016
AUTHENTICITY STATEMENT OF SCIENTIFIC PAPER
AND PUBLICATION APPROVAL OF SCIENTIFIC PAPER

For the sake of knowledge development, I as a student of Widya Mandala University Surabaya:

I, the undersigned below:
Name : Velita Susanto
NRP : 3303012023
Title : THE EVALUATION OF TRANSPORTER AND DELIVERY PROCESS TO KALIMANTAN AND SULAWESI IN PT.X AT SURABAYA

Acknowledge that this final assignment report is authentically written by me. If it is proved that this papers is a plagiarism, I am ready to receive any sanctions from the Business Faculty of Widya Mandala Catholic University Surabaya. I also approve that this papers to be published/shown in the internet or other medias (The digital library of Widya Mandala Catholic University Surabaya) for academic importance to the extent of copyright law.

Thereby the authenticity statement and the publication approval that I made sincerely.

Surabaya, August 10th 2016

Stated by

( Velita Susanto )
APPROVAL PAGE

INTERNSHIP REPORT

THE EVALUATION OF TRANSPORTER AND DELIVERY PROCESS TO KALIMANTAN AND SULAWESI IN PT.X AT SURABAYA

By:
VELITA SUSANTO
3303012023

Approved and Accepted
to be Submitted to the Panel Team

Advisor,

[Signature]

Dra. Ec. Lydia Ari Widyarini, MM
Date: 10 August 2016
Internship report that is written by: Velita Susanto  NRP: 3303012023
Has been examined on 10 August 2016 and is accepted to pass by the Panel Team.

Panel Leader:

[Signature]

Dr. Christina Esti Susanto, SE, MM. CPM (AP)

Confirmed by:

[Signature]

Dean,

Dr. Lodovicus Lasdi, MM
NIK 321.96.03.70

Head of Program

Elisabeth Suprihayanti, SE., M.Si
NIK 311.99.0369
FOREWORDS

Praise and gratitude I prayed to God for the graces and blessings that have been given so many life activities given blessing. With generosity that has been given by God the Almighty so that author can finish this thesis with titled “Evaluation of Transporters Performance and Delivery Process to Kalimantan and Sulawesi at PT.X in Surabaya”

This paper arranged to comply with one of completing the study for a bachelor’s degree in faculty of business economic Widya Mandala Catholic University Surabaya.

This paper can be present as it is now is not separated from the support from many people. For that, it's natural we express gratitude for the greatest for those who have been credited with helping the author for this paper making process from beginning to end. Therefore the author would like to thanks:

1. Mrs. Dra. Ec. Lydia Ari Widyarini, MM. as the advisor who always giving the guidance and advise in writing this paper until the completion.

2. Company X Surabaya and all of the staffs who giving the opportunity to develop the observation and provided the information for this paper.

3. Dr. Lodovicus Lasdi, MM. as dean of Business Faculty of the Widya Mandala Catholic University who always accompany and giving help to the author during study in Widya Mandala Catholic University.
4. The beloved family and all of my friends who have always helps and give all support to the author in finishing this paper.

However, we recognize that this paper have many things that are not perfect and escaped the attention of the author. Whether it's the language used and the technique of present this paper. Hence, with all the imperfections and humility, we are expecting criticism and suggestions from readers for the betterment of the future of this paper.

Finally, the great writer hopes that the presence of this paper can provide significant benefits to the reader. And most importantly, I hope to contribute to advancing science.

Surabaya, July 10\textsuperscript{th} 2016

Author,

( Velita Susanto)
ABSTRACT

Transportation determines the efficiency of moving products. The roles of transporter performance really essential in determine the flow moving of the goods. The right decision in choosing qualified 3PL (Third party logistics) can improves the moving load, delivery speed, service quality, operation costs and the usage of facilities. Transportation takes a crucial part in the manipulation of logistic. Reviewing the current condition, a strong system needs a clear frame of logistics and a proper transport implements and techniques to link the producing procedures. The objective of the paper is to define the role of transportation in logistics for the reference of further improvement.

PT.X is a supplier of food industry that have fast moving product that need the speed of moving goods to other place in aim to carry out the product to the customers, that’s why PT.X need take into consideration towards partnered 3PL (third party logistic). However although PT.X have been partnership agreement with some 3PL (third party logistic) since a long time ago, in order to build a good system and maintain quality of service to costumer, PT.X require an evaluation to observe the previous performance of the 3PL (third party logistic) with the intention to make the evaluation result as the basis for a decision to make the partnership for next year.
The speed, responsiveness and flexibility are important for company to maintain their performance for long terms necessitate maintaining the supply chain stability.

**Key words**: Responsive Supply Chain, Transportation
TABLE OF CONTENT

COVER PAGE.................................................................i

AUTHENTICITY STATEMENT OF SCIENTIFIC PAPER AND
PUBLICATION APPROVAL OF SCIENTIFIC PAPER..............ii

APPROVAL PAGE...........................................................iii

RATIFICATION PAGE....................................................iv

FOREWORDS.......................................................................v

ABSTRACT.........................................................................vii

TABLE OF CONTENTS.....................................................ix

LIST OF TABLES..................................................................xi

LIST OF FIGURES..............................................................xii

LIST OF APPENDIX..........................................................xiii

CHAPTER 1 INTRODUCTION...............................................1
  1.1.Background.....................................................................1
  1.2.Main Objectives...........................................................9
  1.3.Research Scope............................................................9
  1.4.Research Objective.....................................................10
  1.5.Significant.....................................................................10

CHAPTER 2 LITERATURE REVIEW.................................11
  2.1.Supply Chain............................................................11
  2.2.Logistics.................................................................18
  2.3.LTL Carrier Scorecard with (KPIs).............................22

CHAPTER 3 RESEARCH METHOD .....................................24
  3.1.Research Design.......................................................24
3.2. Research Process ................................................................. 25
3.3. Data Collection Method ...................................................... 28
    3.3.1. Types of Data .......................................................... 28
    3.3.2. Research Instrument ................................................. 28
3.4. Data Analysis Method ........................................................ 29
CHAPTER 4 ANALYSIS AND DISCUSSION ........................................ 32
  4.1. PT.X Partnering with 3PL in Delivery Service ...................... 32
  4.2. Standard Sailing Days VS Real Sailing Days ....................... 36
  4.3. Delivery Process .......................................................... 40
  4.4. Transporter Flexibility .................................................... 42
  4.5. Balance Score Card ........................................................ 44
CHAPTER 5 CONCLUSION AND SUGGESTION ................................. 46
  5.1. Conclusion ..................................................................... 46
  5.2. Suggestion .................................................................... 48
LIST OF TABLE

Table 4.1. Average Frequency of Shipping Monthly
Table 4.2. Duration of Sailing
Table 4.3. Accuracy Rate for Balikpapan
Table 4.4. Accuracy Rate for Banjarmasin
Table 4.5. Accuracy Rate for Makassar
Table 4.6. Accuracy Rate for Manado
Table 4.7. Accuracy Rate for Samarinda
Table 5.1. Responsiveness of Transporter A
Table 5.2. Responsiveness of Transporter B
Table 6.1. Transporter A LTL (Less than truckloaded) KPI’s
Table 6.2. Transporter B LTL (Less than truckloaded) KPI’s
LIST OF FIGURE

Figure 1.1. Performance rate of Transporter A and B
Figure 2.1. Responsive Supply Chain (RSC)
Figure 3.1. Research Process
Figure 3.2. (RSC) Responsive Supply Chain
Figure 4.1 Delivery Process
LIST OF APPENDIX

Appendix A. Shipping frequency of transporter A and transporter B
Appendix B. Formula for on time performance
Appendix C. Formula for flexibility in responds toward urgent order