



Quality Control Project

GAD & ISTD

REALIZE MOST COMPETITIVE SINGLE BUSINESS VISA (211B) APPLICATION PROCESS THROUGH OPTIMUM DIGITALIZATION



INTRODUCTION

Java Island, Indonesia

>> Karawang Area



Karawang 1: Vehicle Plant



Karawang 2: Vehicle Plant



Karawang 3: Unit Plant

>> Sunter Area



Sunter 1: Engine, Packing-Vanning



Sunter 2: Press Production



Head Office

TMMIN HEAD OFFICE

Board of Director
Corporate Planning & Legal Office
Product Business Management
External Affairs
Engineering Management
Purchasing
Operations Management Development

General Affairs

Information System & Tech

Human Resources
Quality
Vehicle & Part Logistic

General Affairs Division

Administration

General Procurement

BR-Toyota Ent. Indonesia Mgt. Services

Security & Community Development

Office Facility Engineering & Services

Expatriate Matters

Ticketing

Technical Assistant Handling

KRA :

- Visa 211B (Business Visa)
- Visa 312 (Working Visa)
- Hotel
- Airport Handling

Apartment Services

Information System & Tech. Division

Digital Talent & Future Skills

RPA

INTRODUCTION

QCP Project Team VISION



General Schedule

		Activity	Objective	PIC	2022			2023								
					Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
P	1	Grasping situation & analysis	Theme identification & Clarify the problem	Ria, Ali, Fathan, Yopi												
	2	Target setting	Clarify & Setup target	Rom, Latif												
	3	Improvement planning	Found best alternative improvement	Team												
D	4	Improvement implementation	MH efficiency up	Latief, Ria, Ali, Fathan, Deni												
C	5	Follow up & Improvement Evaluation	Positive impact	Team												
	6	Total Evaluation	Calculate contribution improvement to target, ROI	Yopi, Nilam, Muji												
A	7	Standardization	No repeat the problem	Furkon, Ali												
	8	Next Action	QCP New Thema	P. Deni, Rom, Ria, Yopi												



Motto : Coming together is a beginning, staying together is progress, and working together is success

BACKGROUND

01. TMMIN HOSHIN FY 22/23

Continuos & consistent structural reform to achieve competitiveness beyond the best

→ Transform business model through DX to increase efficiency (office & shop floor)

02. GAD ACTION PLAN FY 22/23

- Simplify process of TKA Handling (Technical Assistant) for all TMMIN Project
- Business operation productivity increase through RPA

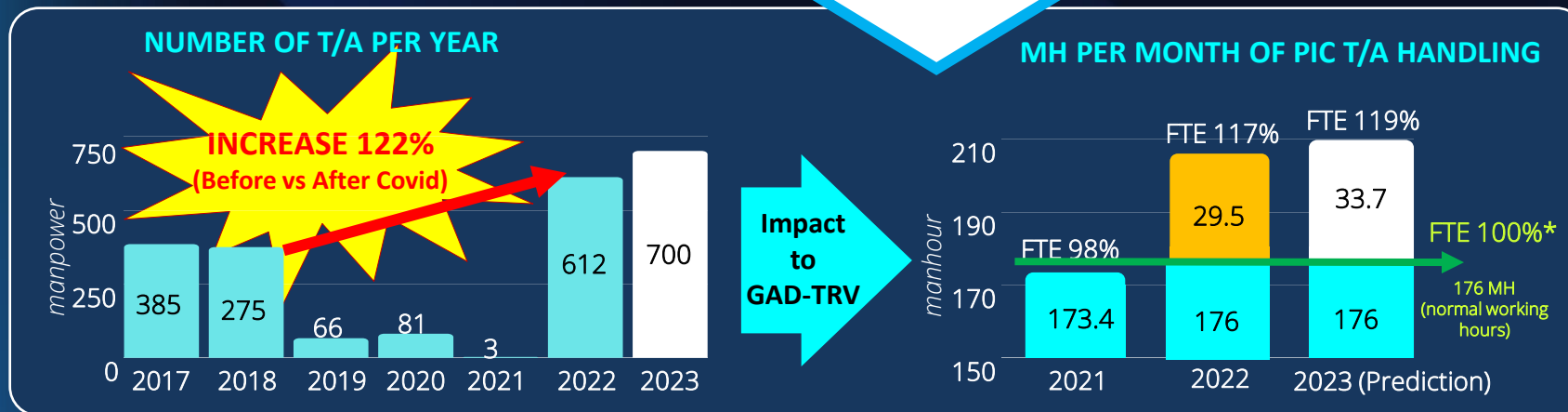
QCP THEME : Simplify Process of Technical Assistant Handling for Enhanced Productivity through RPA (Robotic Process Automation)

BACKGROUND : TRAVEL PERMIT SINCE COVID-19

- Since 2022, Government granted permission for Technical Assistant (T/A) to come to Indonesia
- In the same year, TMMIN has started Multiyears Project



Note : ★ add requirements for healthy declare



*FTE : Full Time Equivalent

Grasp Obstacles

INCREASING MANHOUR ON TECHNICAL ASSISTANT HANDLING PROCESS

GRASP SITUATION & ANALYZE

CURRENT ACTIVITIES OF TECHNICAL ASSISTANT HANDLING

*Activity to be followed up by
this QCP team*

		Document (Visa)			Hotel	Transport	Airport Handling
		Single Business Visa (211B)	Multiple Business Visa (212)	Temporary Working Visa (312)			
BEFORE COVID	Total Process Per Year	275	0	27	149	112	149
	MH Per Process	30'	30'	45'	15'	15'	15'
	Total MH Per Year (hours)	137.5	0	20.25	37.2	28	37.2
	Total MH Per Month (hours)	11.5	0	1.7	3.1	2.3	3.1
AFTER COVID	Total Process Per Year	612	0	40	332	249	332
	MH Per Process	30'	30'	45'	15'	15'	15'
	Total MH Per Year (hours)	306	0	30	83	62.25	83
	Total MH Per Month (hours)	25.5	0	2.5	6.9	5.2	6.9

Prioritized

Critical Issue :

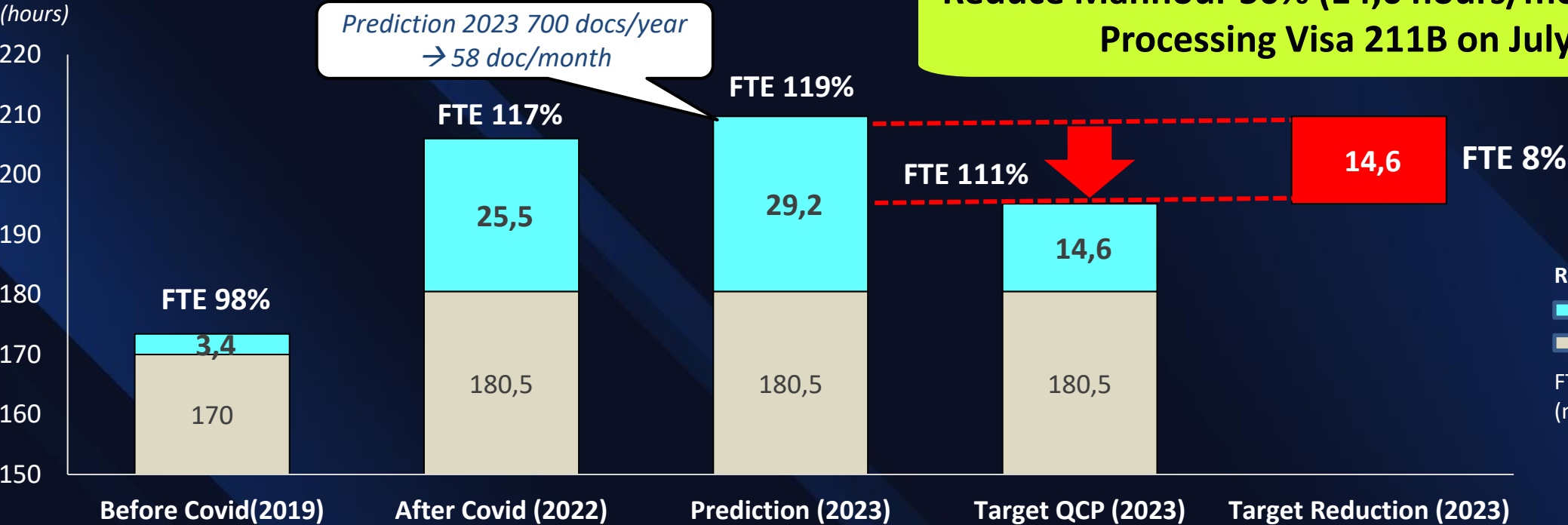
Manhour the Single Business Visa (211B) Process has **INCREASED 122%** due to a MULTIYEARS PROJECT

QCP SUB- THEMA :

Reduce Manhour
Process of Single Business Visa (211B)
Through Implement Automation Using RPA

TARGET SETTING

MANHOUR PER MONTH OF PIC T/A HANDLING



SPECIFIC

Reduce Manhour of
Processing Visa 211B

MEASURABLE

Target 50% reduce
manhour per month
(14,6 hours)

ACHIEVEABLE

Reduce 50% manhour
by RPA already achieve
on GAD-GP (Dept.
General Procurement)

REASONABLE

To support the company's
hoshin & in line with
division's action plan

TIMEBASE

The deadline for
handling is until the 4th
week of July 2023

IMPROVEMENT PLAN

CURRENT PROCESS OF BUSINESS VISA (211B)



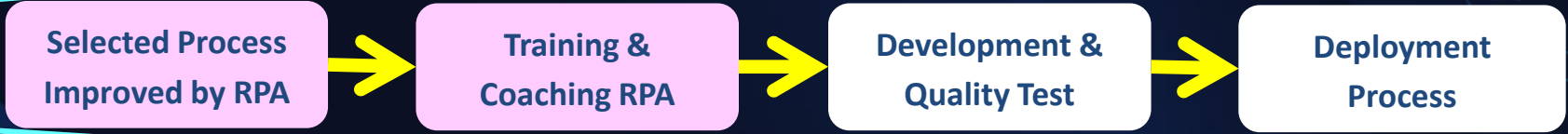
BREAKDOWN PROCESS #2-9 & #10

	2	3	4	5	6	7	8	9	11
	Feedback to User Division	Check doc. requirements	Create sponsor letter	Print & prepare SL for signing	Approval sponsor letter	Scan & save signed SL	Send Doc. Req to Vendor	Send to Vendor (signed SL)	Monitor status of doc. Process
Leadtime	4'	5'	5'	3'	-	3'	2'	3'	5'
Possible to utilize RPA	O	X	O	X	X	X	O	X	O

Process that Possible to be Improved by RPA

IMPROVEMENT PLAN

CONCEPT AND STRATEGY





Selected Process Improved by RPA

- 1 Feedback to User Division
- 2 Create Sponsor Letter
- 3 Send Doc. Requirements to Vendor
- 4 Monitor Status of Doc. Process

Training & Coaching RPA

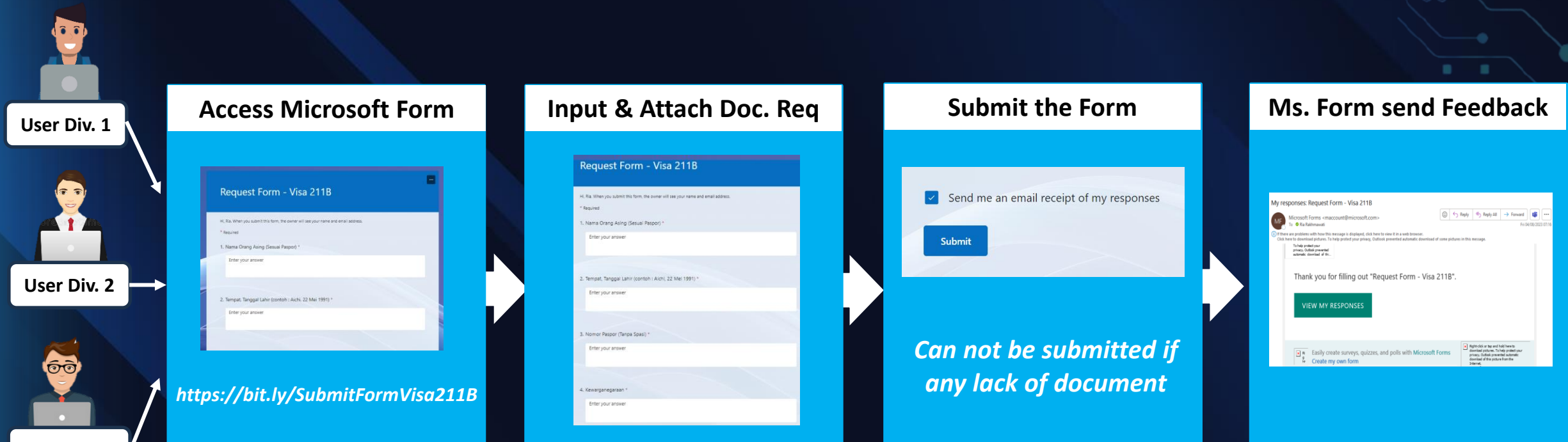


Improvement

- 1 Develop E-form For Document Submission & Feedback 
- 2 Automation Create Sponsor Letters 
- 3 Automation Email Document Requirements To Vendor 
- 4 Automation Get Status of Document Process From Immigration Web 

IMPROVEMENT IMPLEMENTATION #1

DEVELOP E-FORM FOR DOCUMENT SUBMISSION & FEEDBACK

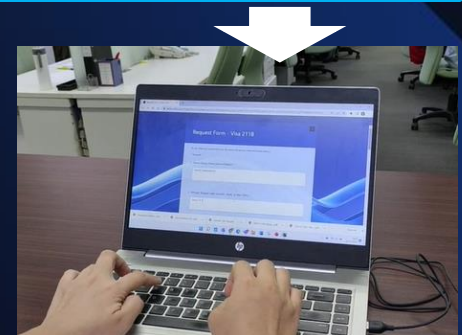


Development Process :

Process	PIC	Eval
Business Logic	GAD	O
Development	GAD	O
Self Test	GAD	O

Time Evaluation for Feedback to User Division :

Process	Time
Before (Admin GAD via email)	4'
After (Ms. Form)	0'
Reduction	4'



User Division receive Feedback

IMPROVEMENT IMPLEMENTATION #2

AUTOMATION CREATE SPONSOR LETTERS (ROBOT 1)



ROBOT 1

Raw Data

Completion time	Nama Orang Asing
6/6/2023	3/10/2023 HISASHI NOHARA
6/6/2023	3/10/2023 YOSHIKI KONISHI
6/7/2023	3/11/2023 Nartracha Noisri
3/8/2023	3/13/2023 TOSHINORI MARUYAM.
12/6/2023	3/13/2023 Weerawat Maneesuwa
12/6/2023	6/9/2023 SWAMY MARULASIDDA
6/26/2023	6/26/2023 Yoshiki Konishi
7/20/2023	7/20/2023 SAYAKA FUKUSHIMA
7/20/2023	7/20/2023 Marajuddin Bin Moleng
7/21/2023	7/21/2023 KATSUYUKI OGURA
7/23/2023	7/23/2023 TAKESHI TEZUKA

Data Response on
Microsoft Form

Filter Data

A	B	C
Nama Orang Asing (S	Tempat, Tanggal Lahi	Nomor Pas
KATSUYUKI OGURA	Jakarta, 20 Juli 1991	TT1737521

Based on submission
Date (D+1)

Issued Ms. Word

Kepada Yth,
Direktorat Lalu lintas Keimigrasian (DirLantaskim)
Direktorat Jenderal Imigrasi
Up. Kasubdit Visa
Jl. HR Rasuna Said Kav. 8-9
di Jakarta

Perihal : Permohonan e-Visa 211 B & Surat Jaminan

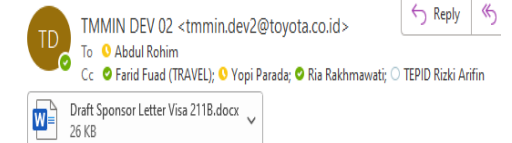
Dengan hormat,

Bersama ini kami mohon kepada Bapak agar kiranya dapat memberikan e-Visa Kunjungan Indeks 211 B kepada tamu asing perusahaan kami dalam rangka pembicaraan bisnis, dengan data sebagai berikut :

Nama : KATSUYUKI OGURA
Tempat tanggal lahir : Jakarta, 20 Juli 1991
No. Paspor : TT1737521
Kewarganegaraan : Bangladesh
Alamat Tinggal : Jl. Pegangsaan Dua Kelapa Gading Jakarta Utara

Send Email

Print Sponsor Visa 211B



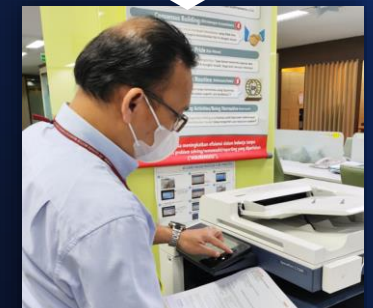
Mohon dapat diprint

Development Process & Quality Test :

Process	PIC	Eval
Business Logic	GAD	O
Development (Coding)	GAD	O
Self Test	GAD	O
Server Test	ISTD	O

Time Evaluation for Create Sponsor Letter :

Process	Time
Before (manual typing by Admin GAD)	5'
After (by Robot)	0'
Reduction	5'



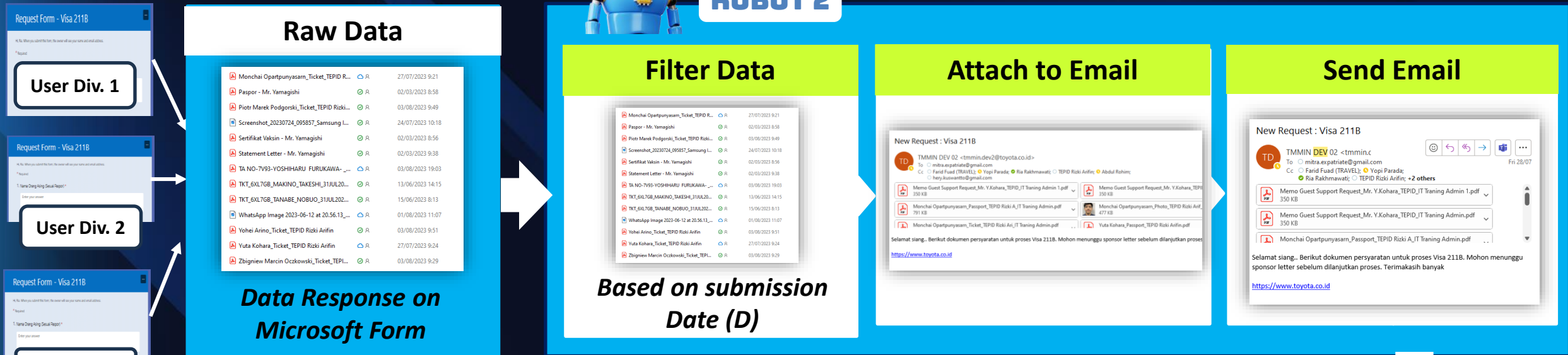
Admin GAD print sponsor letter

IMPROVEMENT IMPLEMENTATION #3

AUTOMATION EMAIL THE DOCUMENT REQUIREMENTS TO VENDOR (ROBOT 2)



ROBOT 2

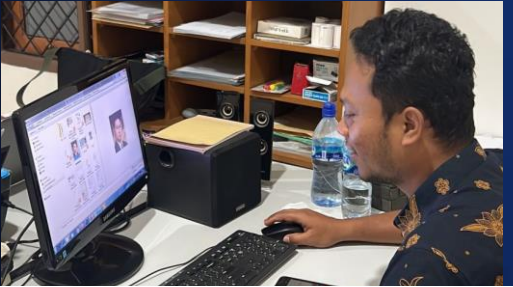


Development & Quality Test Process :

Process	PIC	Eval
Business Logic	GAD	O
Development (Coding)	GAD	O
Self Test	GAD	O
Server Test	ISTD	O

Time Evaluation for Email Doc. Req. to Vendor :

Process	Time
Before (send email by GAD Admin)	2'
After (by Robot)	0'
Reduction	2'



Vendor receive email doc. requirements

IMPROVEMENT IMPLEMENTATION #4

AUTOMATION GET STATUS OF DOC PROCESS FROM IMMIGRATION WEB (ROBOT 3)



ROBOT 3

Raw Data

Nomor Paspor (Tanpa)	Status
TR8332783	Selesai
TR5654873	Selesai
ac4486522	Selesai
TT2429151	Selesai
AC3415955	Selesai
Z3014355	Selesai
TR5654873	Selesai
TT3107212	Selesai
H59234980	Selesai
TT1737521	
TR3581420	

Data Response on Microsoft Form

Filter Data

Nomor Paspor (Tanpa)	Status
AC5296701	
TT1714875	
EL9281836	
EJ4796904	
EN4176243	
FA8250677	
TT1869378	
V1762737	
EW6100339	
TT1344516	
M5835154	

Based on Empty Status

Issued Excel of Status

A	B	C	D
Nama	Status		
SARAWUT YINGWONG	StatusTahapan Keputusan		
NOPPORN SUTTHIKAMOLSAKUL	StatusPembayaran		
HARUHIKO IKEDA	StatusPembayaran		
SARAWUT YINGWONG	StatusPembayaran		

Data from Immigration Web

Send Email

Status Visa

TD TMMIN DEV 02 <tmmmin.dev2@toyota.co.id>

To: Abdul Rohim

Cc: Farid Fuad (TRAVEL); Yopi Parada; Ria Rakhmawati; TEPID Rizki Arifin

Data Status On Process 03 Aug.xlsx
14 KB

Terlampir status Visa 211B per hari ini

<https://www.toyota.co.id>

Development & Quality Test Process :

Process	PIC	Eval
Business Logic	GAD	O
Development (Coding)	GAD	O
Self Test	GAD	O
Server Test	ISTD	O

Time Evaluation for Monitor Status of Doc Process

Process	Time
Before (manual check by GAD Admin)	5'
After (by Robot)	0'
Reduction	5'

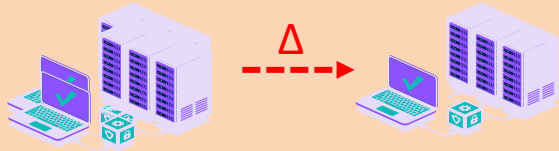


Admin GAD receive the status of doc process

IMPROVEMENT IMPLEMENTATION

DEPLOYMENT PROCESS : ROBOT 1, 2, 3

Deployment Process



Server Test

Server Production

KADAI :

1. Different Version
2. Personal OneDrive



Deni - ISTD

Collaboration GAD - ISTD

Discussion GAD & ISTD



Adopt existing ver. by
GAD (Supported by ISTD)

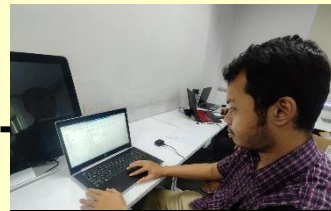
COUNTERMEASURE :

1. Modify :

- Adopt existing version
- Change from Personal OneDrive to TMMIN RPA Onedrive

2. Re-test

I Ketut W - ISTD

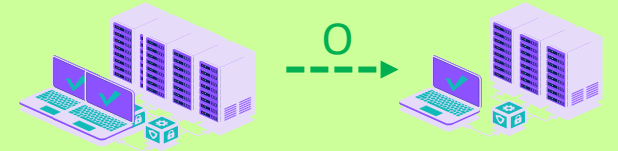


Change to TMMIN
RPA OneDrive by ISTD



Re-test by ISTD
(accompanied by GAD)

Deployment Process



Server Test

Server Production

YES! BERHASIL

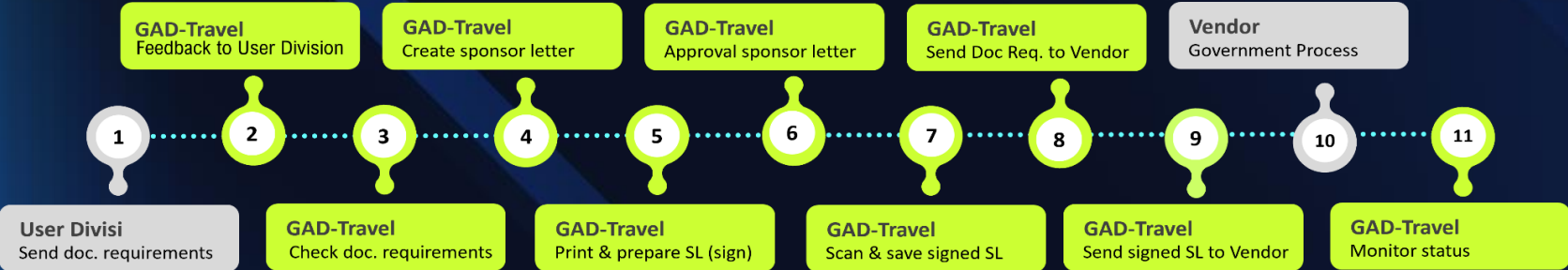


Deni - ISTD

GO LIVE

IMPROVEMENT RESULT

BEFORE IMPROVEMENT



AFTER IMPROVEMENT



Reduction Process :

Proceed by	Before	After	Reduce
User Division	1	1	0
GAD	9	5	4
Vendor	1	1	0

Reduction Manhour :

Before	After	Reduce
30'	15'	16'

REDUCTION OF MANHOUR PER DOCUMENT

	2	3	4	5	6	7	8	9	11	Total MH/Doc Process
	Feedback to User Division	Check doc. requiremen ts	Create sponsor letter	Print & prepare SL for signing	Approval sponsor letter	Scan & save signed SL	Send to Vendor (doc req.)	Send to Vendor (signed SL)	Monitor status of doc. Process	
Before	4'	5'	5'	3'	-	3'	2'	3'	5'	30'
After	0'	5'	0'	3'	-	3'	0'	3'	0'	14'
Total Reduction of Manhour Per Document										16'
Total Reduction of Manhour (hours/month) → Average 58 docs/month										15.6

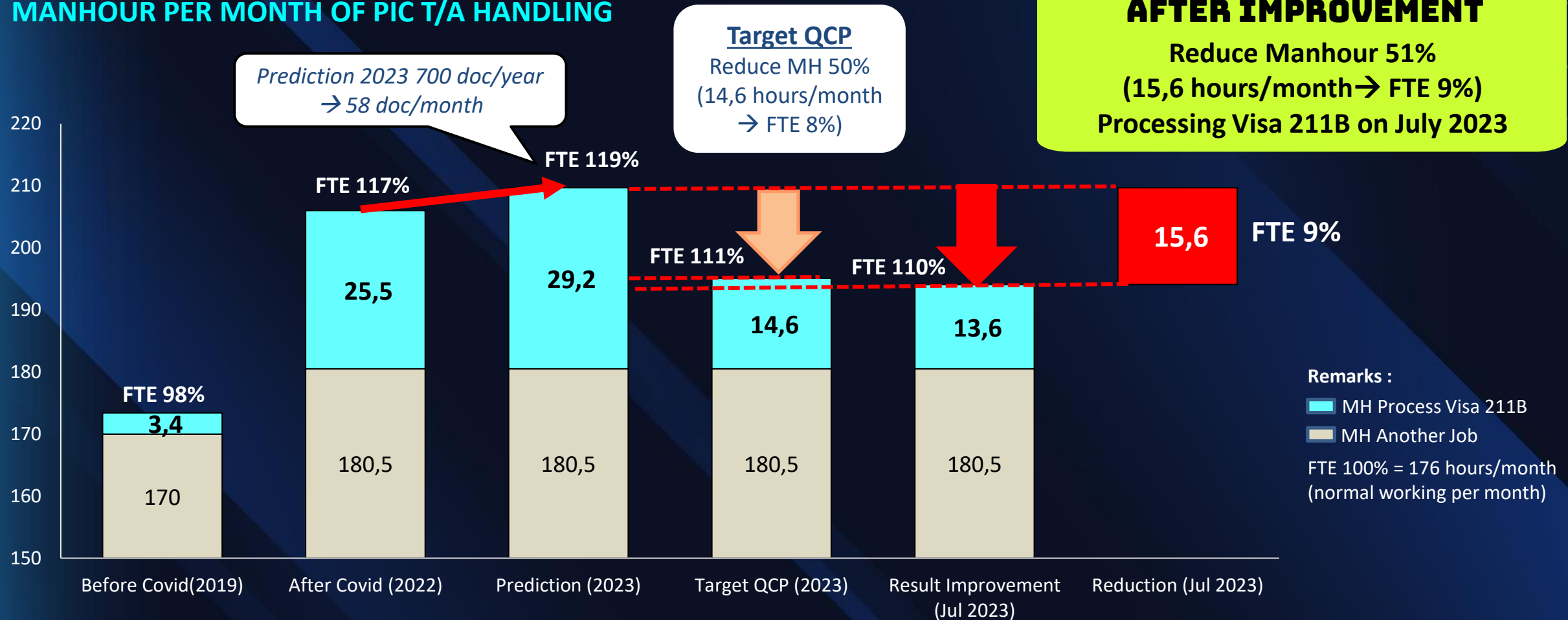
Mantab betul! Pekerjaan jadi lebih ringan



Yopi - GAD

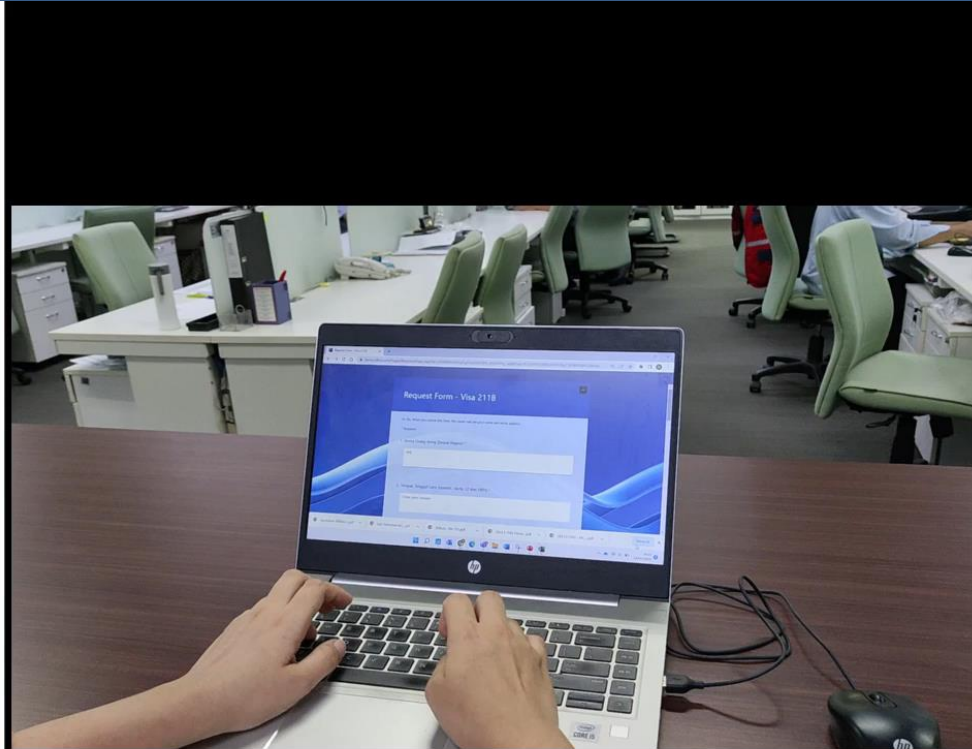
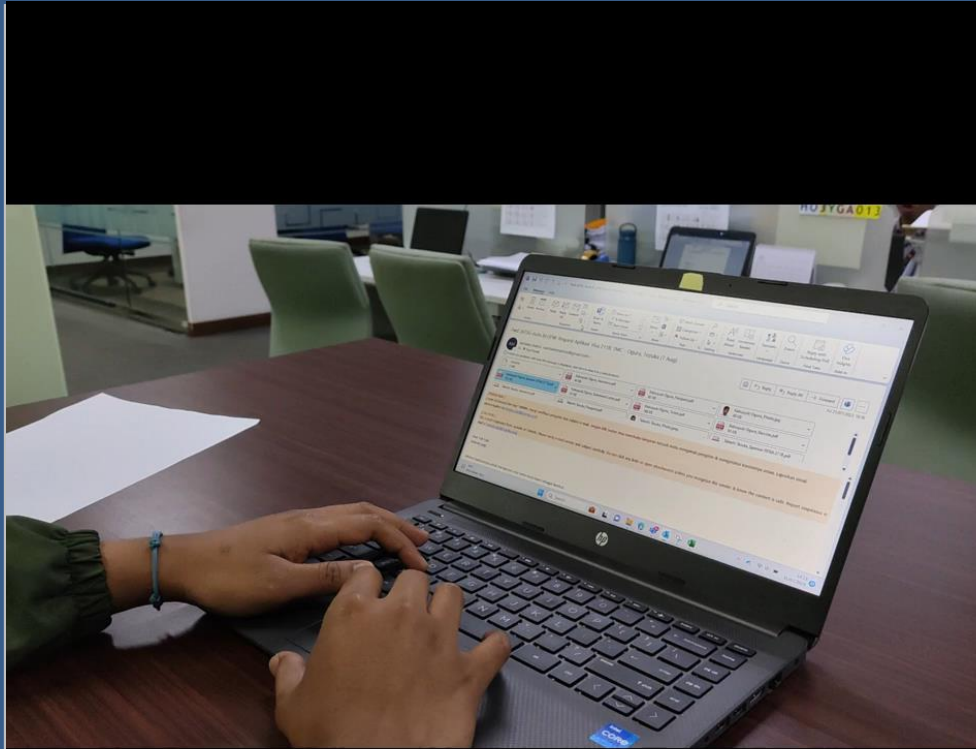
IMPROVEMENT RESULT

MANHOUR PER MONTH OF PIC T/A HANDLING



RESULT : Achieve Target Reduce MH 51% (15,6 hours/month → FTE 9%)
Processing Visa 211B on July 2023

IMPROVEMENT RESULT



Automation



Enhanced Customer
Experience



Operational
Efficiency

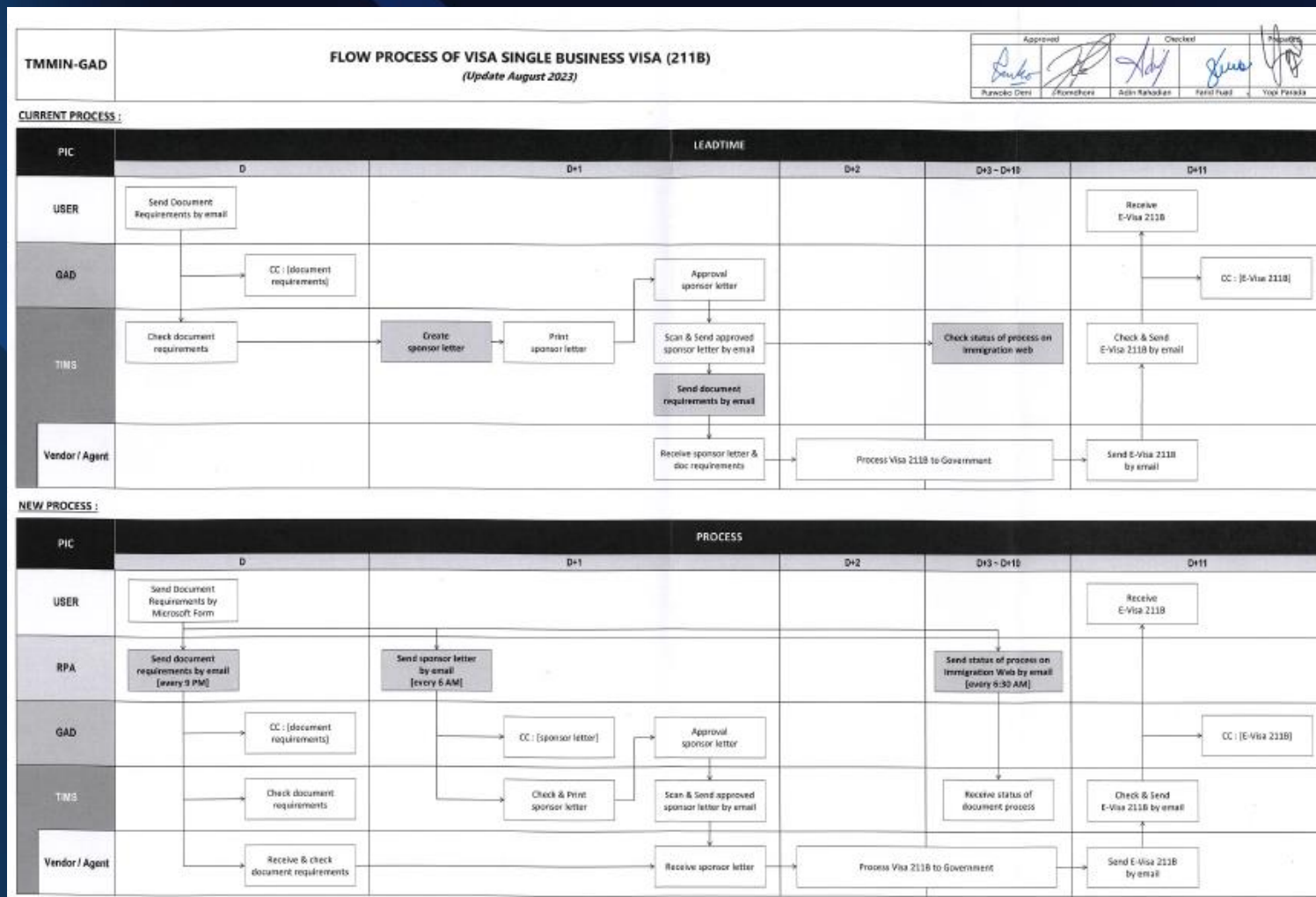
Transforming Single Business Visa (211B) Process by RPA

BENEFIT


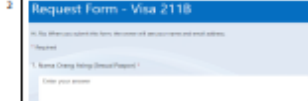

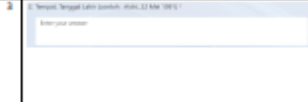



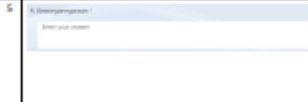






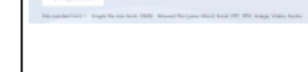

	Before QCP	After QCP	BENEFIT
Q	Manual typing sponsor letter	Automation typing sponsor letter	NO DEFECTS on sponsor letter
C	Manhour for processing visa 211B = 29.2 MH/month	Manhour for processing visa 211B = 13.6 MH/month	REDUCE MP COST Rp 22,371,000 / Year
D	Manual send document requirements to Vendor	Automation send document requirement to Vendor	NO DELAY caused by the PIC forgetting or being on leave
P	Process Visa 211B 30 minutes per document = 29.2 MH/month	Process Visa 211B 14 minutes per document = 13.6 MH/month	MORE PRODUCTIVE manpower to handle <i>process visa 211B</i> → Totally reduce 15.6 MH/month ELIMINATE MUDA PROCESS <ul style="list-style-type: none">- Communication between User Division & GAD-Travel- Monitoring status of document process

STANDARDIZATION

Flow Process of Single Business Visa (211B)



Guidance Visa 211B Submission

No	Bahasa	Aktivitas	Remarks
1		Ketik https://bit.ly/RequestFormVisa211B di browser	
2		Masukkan nama orang asing sesuai data di paspor Format : Given Name (jika ada) Surname	
3		Masukkan tempat, tanggal lahir orang asing sesuai data di paspor	
4		Masukkan nomor paspor orang asing sesuai data di paspor	
5		Masukkan kewarganegaraan orang asing sesuai data di paspor	
6		Masukkan alamat tempat tinggal orang asing selama tinggal di Indonesia nantinya	
7		Upload memo permohonan Visa 211B yang sudah ditandatangani oleh Division Head	
8		Upload scan halaman muka paspor orang asing yang berisi data dan foto	
9		Upload pas photo formal orang asing (tidak menggunakan kaca)	

NEXT ACTION

Next Action :

- **Adding a New Feature** → report for management (comparing planning and actual leadtime process)
- **Yokoten** implementation concept to other document process : Temporary Working Visa (312)

NEW FEATURE : COMPARISON PLANNING VS ACTUAL

Completion time	Email	Name	Nama Orang Asing	Tempat, Tanggal Lal	Nomor Paspor (Tar	Status
10/03/2023	ria.rakhmawati@toyot	Ria Rakhmawati	HISASHI NOHARA	Subang, 22 Mei 1991	TR8332783	Selesai
10/03/2023	ria.rakhmawati@toyot	Ria Rakhmawati	YOSHIKI KONISHI	Bandung, 1 Maret 1991	TR5654873	Selesai
11/03/2023	ria.rakhmawati@toyot	Ria Rakhmawati	Natracha Noisri	Aichi, 7 Maret 2000	ac4486522	Selesai
13/03/2023	ria.rakhmawati@toyot	Ria Rakhmawati	TOSHINORI MARUYAM	Tokyo, 20 Juli 1991	TT2429151	Selesai
13/03/2023	ria.rakhmawati@toyot	Ria Rakhmawati	Weerawat Maneesuw	Bangkok, 22 Mei 1991	AC3415955	Selesai
09/06/2023	ria.rakhmawati@toyot	Ria Rakhmawati	SWAMY MARULASIDD	Subang, 22 Mei 1991	Z3014355	Selesai
26/06/2023	ria.rakhmawati@toyot	Ria Rakhmawati	Yoshiki Konishi	Subang, 22 Mei 1991	TR5654873	Selesai
20/07/2023	ria.rakhmawati@toyot	Ria Rakhmawati	SAYAKA FUKUSHIMA	Bandung, 1 Maret 1991	TT3107212	Selesai
20/07/2023	ria.rakhmawati@toyot	Ria Rakhmawati	Marajuddin Bin Molen	Bangkok, 1 Mei 1991	H59234980	Selesai
21/07/2023	ria.rakhmawati@toyot	Ria Rakhmawati	KATSUYUKI OGURA	Jakarta, 20 Juli 1991	TT1737521	Selesai

Submission Date

Compare

Finish Date

Mantab.. Next improvement
bisa bikin pekerjaan lebih
mudah lagi!

YOKOTEN TO TEMPORARY WORKING VISA PROCESS (312)

- ✓ Similar Business Process
- ✓ Similar Stakeholders
- ✓ Similar Input & Output



Yopi – GAD

THANK YOU

