

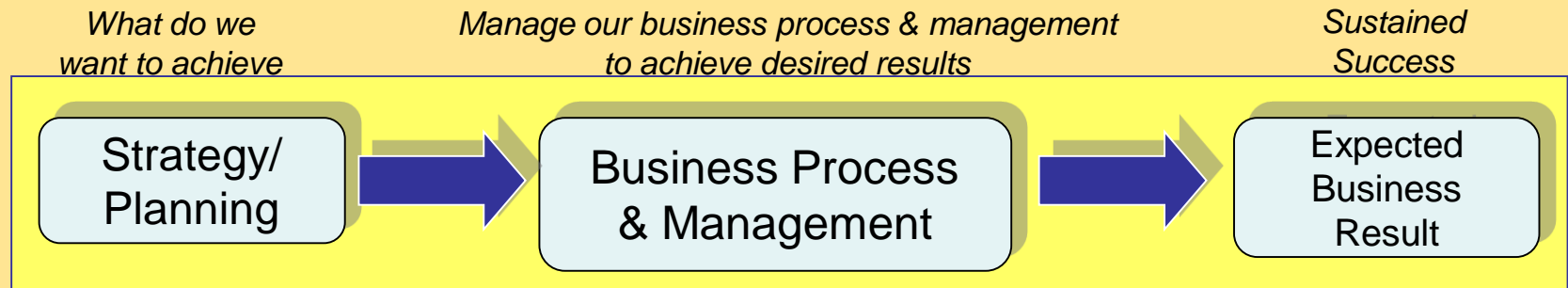
Human Capital Management

The Global Concept



www.rachpro.com
support@rachpro.com

Strategy - Process - People



Strategy/Plan - Process/System - HR/Organization

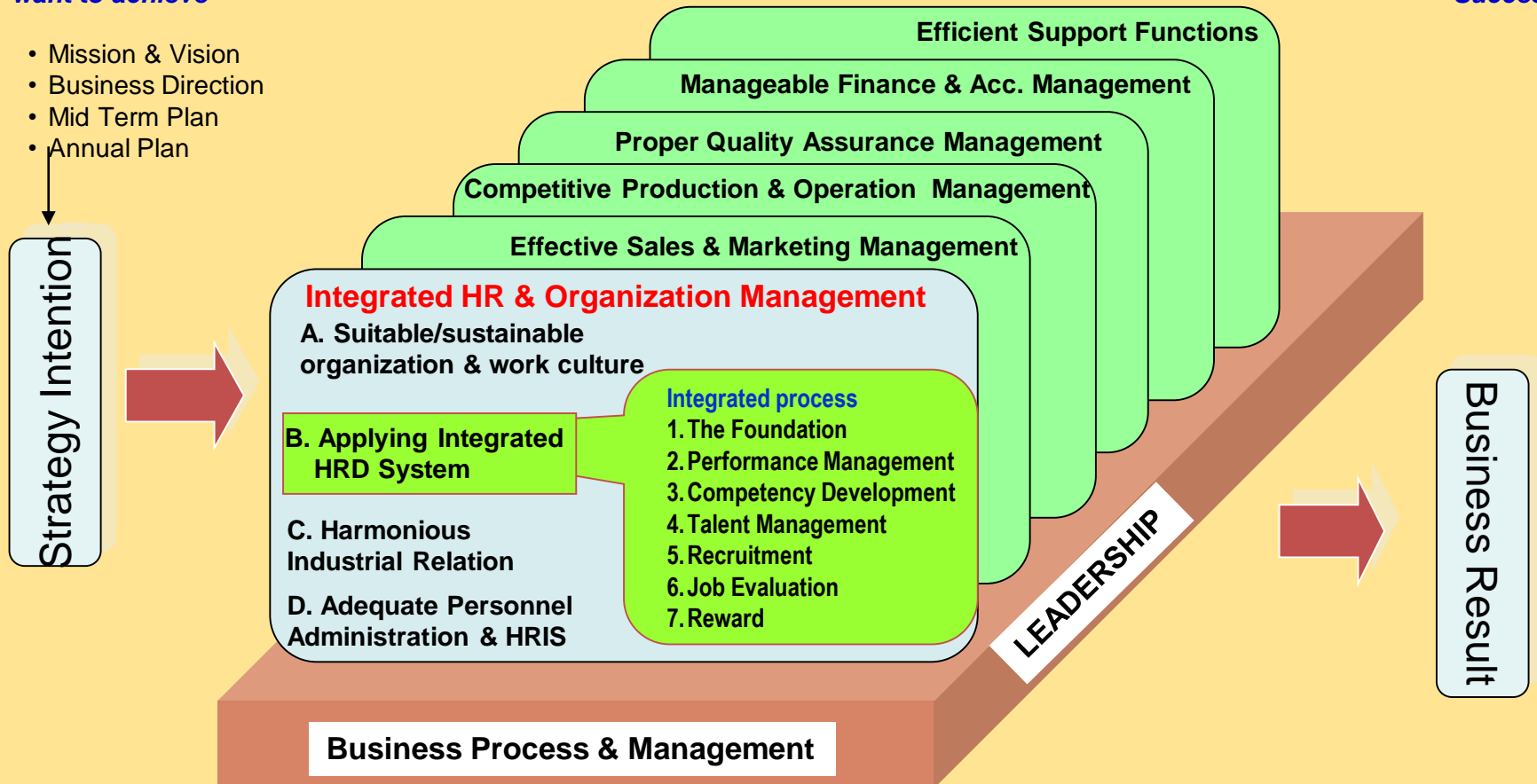
Integrated HR & Organization System is method in HR Management that focus on developing organization capability in addressing business strategy and to produce desired business result

What do we want to achieve

- Mission & Vision
- Business Direction
- Mid Term Plan
- Annual Plan

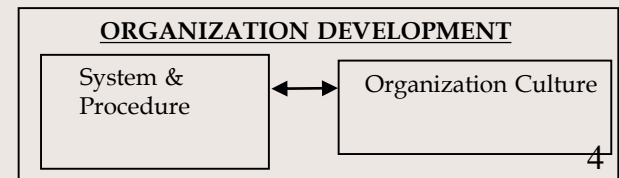
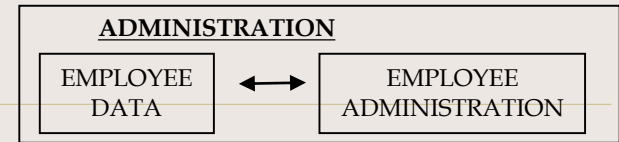
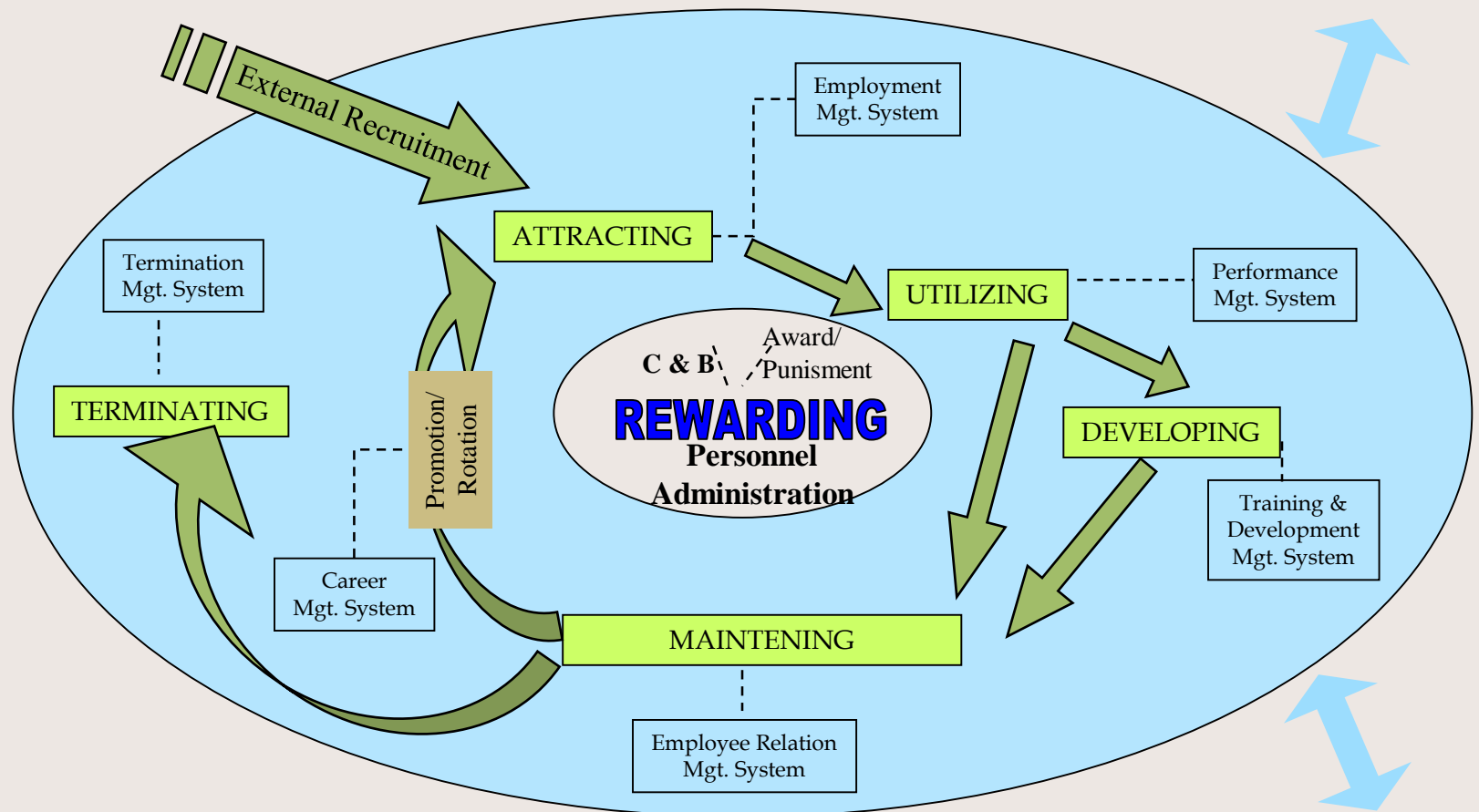
Manage our business process & management to achieve desired results

Sustained Success



RachPro Consulting - www.rachpro.com
rachmad@rachpro.com

General HR System



Scope of Employee Management

Function	No.	Sub-Function (Required)
Workforce Planning (MPP)	1	Strategic Intent & Business Direction
	2	Organization Structure review
	3	Job Description of each Position
	4	Workforce Requirement & Schedule (MPR)
	5	Branch Office Development
ATTRACTING	6	User Request
	7	Sourcing (internal/External)
	8	Requirement Selection
	9	Interview Process (1/2/3)
	10	Psychotest
	11	Special Test
	12	Medical test
	13	Offering Letter
	14	Employment Agreement
	15	Orientation Program
	16	Goal Setting in Probation
	17	Probation Evaluation
	18	HR Clarification
	19	Formal Letter of appointment
	20	Member Get Member Program
UTILIZING	21	Business Performance Setting/alignment
	22	Job Profile of each Position
	23	Performance Plan (Goal/Objective Setting)
	24	Assignment Letter
	25	Coaching Process
	26	Mid Year Review
	27	Performance Appraisal
	28	Special Coaching Program by HR
Industrial Relation	29	PP / PKB
	30	Code of Conduct
	31	Others Related Company Regulations
	32	Warning Letter
	33	Employee Relation
	34	Employee Engagement
	35	Government Realtion & Union/Ascociation

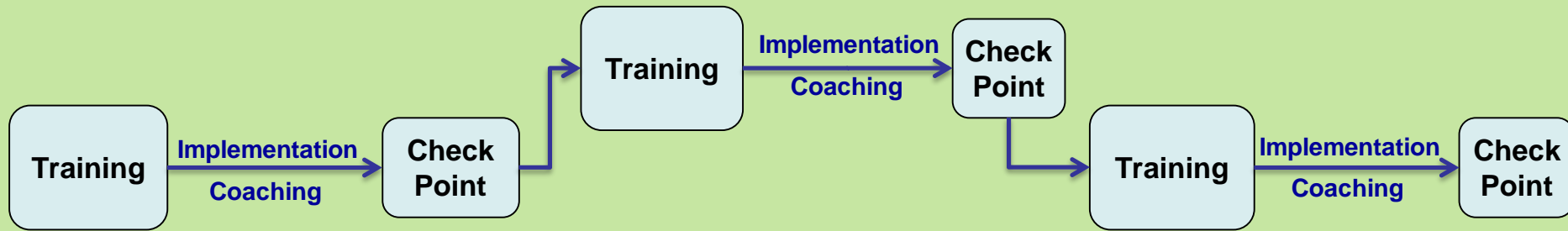
Function	No.	Sub-Function (Required)
DEVELOPING	36	Competency Library (Soft & Hard)
	37	Core & Managerial Competency Setting
	38	Competency Profile each position
	39	Development Plan (Individual)
	40	Intensive Improvement Plan
	41	Competency Gap Analysis
	42	Training Matrix
	43	Training Plan
	44	Training Arrangement & Administration
	45	Training Execution & Control
	46	Training Evaluation & Feedback
	47	Professionalism & Leadership Development
CAREER	48	Career Path (Structural & Specialist)
	49	Skill Path & Mastery (Mapping)
	50	Succession Plan
	51	Promotion/Rotation/Placement Mechanism
	52	Pre-Promotion Test (Assessment)
	53	Talent Management Program
	54	Tretament(s) for Status of Contract
	55	Resign Mechanism
TERMINATING	56	Management Initiative Mechanism
	57	Job Transfer Process
	58	Clearence Process
	59	Exit Interview & Analysis process
	60	Legal & Administration Process
	61	Government (Disnaker) Coordination
	62	Union Approach
REWARDING	63	Salary Structure & Increment Strategy
	64	Salary Model (Wage/Bonus/Incentive/Etc)
	65	Benefits Package
	66	Merit System (Performance based increase)
	67	Employee Retention Program
	68	Special Treatment Reward
	69	Termination Package
	70	Salary Survey

Function	No.	Sub-Function (Required)
ADMINISTRATING	71	New Employee Administration
	72	Jamsostek
	73	Other Insurance
	74	Personal Data
	75	Personal Attribute
	76	Payroll Process
	77	Loan/subsidy process
	78	Compensation & Benefits Process
	79	Manager's Report
	80	Yearly PTKP & SPT
	81	General MCU
	82	"Wajib Lapor Ketenagakerjaan"
	83	Performance Appraisal Data/History
	84	Development Plan & Actual history
	85	Employment History
	86	Monetary History
	87	Education/Certification Data
	88	Training/Certification History
	89	Others Personnel Administration
	90	Employee Activities & Travel Adm.
	91	SOP of WorkForce Planning
	92	SOP of Attracting/Employment
	93	SOP of Utilizing/Performance Management
	94	SOP of Employee Development
	95	SOP of Career management
	96	SOP of Employee Relation/Engagement
	97	SOP of Termination/De-selection
	98	SOP of Compensation & Benefits
	99	SOP of Rewarding and C & B
	100	SOP of Employee Administration
	101	SOP Employee Loan
	102	SOP Employee Special Program (Previlage)
	103	SOP of Employee activities & travel
	104	Other SOP
	105	Other SOPs

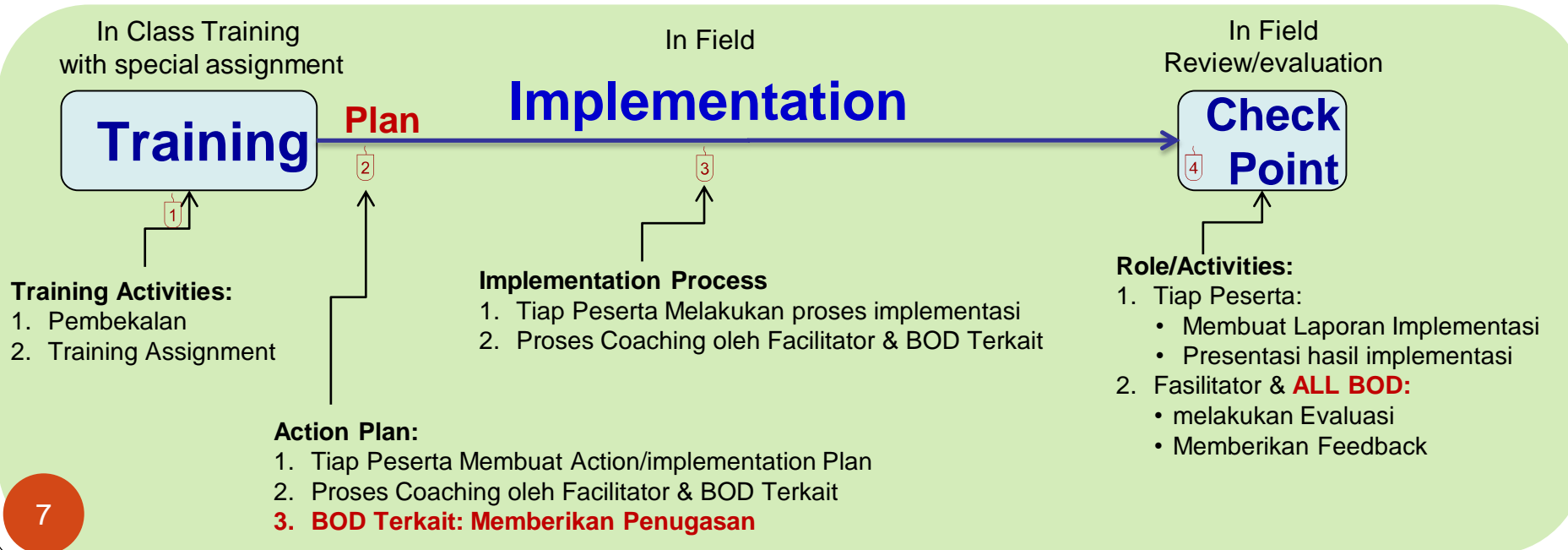
OTHERS		Improvement/Development/Special Program				5	
A.	Work Load Analysis (Job Analysis)		C.	Culture Development		E.	HR Audit (System/Process)
B.	Job Profiling & Capability Mapping		D.	Special Development Program		F.	HR Information System (IT based)

Category	No.	Topic Of Training	Trainer	Category	No.	Topic Of Training	Trainer
Soft Skill Development	1	Time Management & Prioritizing	Rachmad Hidayat / Agus Prihanto / Aulia Rahman	Employment Management (Human Capital)	37	Performance Management system	Rachmad Hidayat / Agus Prihanto Suryo A. Widarto / Chandra Agustinus
	2	Communication Skill			38	Interviewing Skill (Behavior Technique)	
	3	Presentation Skill & Technique			39	Talent Management	
	4	Active Listening			40	Career Management	
	5	Achievement Motivation			41	Training Needs Analysis	
	6	Customer Service & Satisfaction			42	Improving Employee Engagement	
	7	Managing Complaint			43	Job Evaluation (Work Load Anlaysis)	
	8	Conflict Handling			44	Productive Industrial Relation	
	9	Negotiation skill			45	HRIS (HR Information System)	
	10	Cretive Thinking			46	HR roles as “Business Partner”	
	11	Positive Mindset			47	Retirement Preparation (PENSION)	
	12	Creative Problem Solving			48	Strategic Human Capital Management	
	13	Train The Trainer			49	HC Management for Beginner	
	14	Interpersonal Skill			50	High Performance Culture Organization	
	15	Hypnosys for Max. Performance			51	HC System Audit	
	16	Professionalism @ Work					
Business & Management	17	Managing Execution	Toni Purbowo/ Fathurrohman/ Rachmad/Sumadiono	Sales/ Marketi ng	52	Professional Selling Skill	Irfan Fauzi Rina K.
	18	Strategic Management			53	Telesales Skill	
	19	Decision Making			54	Marketing Management	
	20	Change Management			55	Distributorship	
	21	Business Planning & Strategy		Suppl y Chain	56	Supply Chain Management	Wahy u A. Alex W.
	22	Managing Business Performance			57	Procurement	
	23	Managing Business Resources			58	Warehouse Management	
	24	Finance for Non Finance Mgr.		Operation	59	Production/Operation Management	Miftahul A.W / Iksan Santoso
	25	Project Management			60	Total Productive Maintenance	
	26	Productivity Improvement			61	Six Sigma	
	27	People Skill for Non HR Person			62	Lean Manufacturing	
Leadership Capability	28	Managerial Leadership	Suryo A. Widarto / Rachmad Hidayat / Anita P. Utami	Safety Management	63	5S / 5R	Suryo A. Widarto
	29	Coaching for Optimum Performance			64	Quality Management	
	30	Essential Leadership			65	Safety, Health & Environment	
	31	Supervisory Leadership			66	Management of Loss Control	
	32	Facilitating Skill For Leader			67	Safety Audit	
	33	7 Valuable Tools For Manager			68	International Safety Rating System	
	34	Profit & Lost Leadership			69	STOP for Safety	
	35	Team Working Mode			70	Emergency Response (ERP)	
	36	Team Leadership			71	Incident Investigation	
				72	Hazard Identification & prevention		

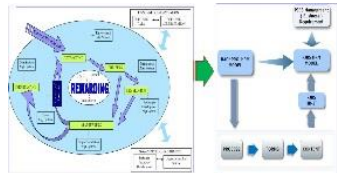
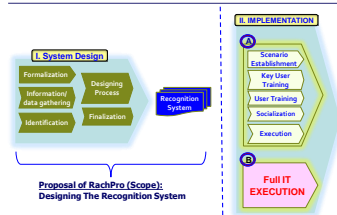
Workshop Methodology



Setiap 1 Paket Workshop



Comprehensive Model



Business Portfolio:

- A. CONSULTING Service
- B. TRAINING Programs
- C. Executive COACHING
- D. Executive SEARCH
- E. Organization Services

PT Rach Pro OPTIMA

Jakarta: Jl. H. Pentul I no. 5, Radio Dalam, Kebayoran Baru, JakSel (08124112039)
Surabaya: Jl. Karangany Mulyo Raya no. 34 Wiyung (031 7530657)
Batam: Representative Person (Denny - 0811773817)

Email: support@rachpro.com
Visit: www.rachpro.com

About RachPro



You are in the good hands when you select RachPro as your partner. We have the required experiences in helping company to strengthen and integrate "Strategy, Management & People" in your organization with the world class concept and methodology in appropriate approach as local condition & culture (territorial situation).

We are the Business/Management Consulting & Training as well as Organization Services firm. Our Commitment is delivering our best based on experiences & expertise in order to guarantee the result of each Training/Consulting program

The main focus of consulting service is to help our clients in their problem solving sustainably with right solution/approach and to prepare our client for future progress. With Extensive experience in the various industries, RachPro's concepts & methods that combining with the appropriate approach in implementation have prove its excellence outcome (throughput), creating quality values & benefits for our Clients.

We provide Training programs, Recruitment service, Executive Coaching and other Organization Services to help our Clients in leveraging their productivity. How training is connected to performance, how to optimize Recruitment/Selection process, how executive is able to develop & grow, motivate us to continuously provide high quality training, recruitment, and coaching programs with the appropriate approaches & methodologies.

Creative-Productive-Appreciative solution is our way to serve Clients ..!!!



Clients/Experiences

Served various of companies as consultant or employee in area of Manufacturing, Mining & Energy, Chemical, IT, Education, Contractor, Maritime, Trading/Distribution, Horeka & Services Industries:

- Evergreen Indonesia
- Petrokimia Gresik
- Tigaraksa Satria, Tbk.
- Central Proteinaprima, Tbk. (CP Prima)
- Kebon Agung
- SMELTING - Gresik
- PAL Idonesia
- Golf Graha Famili & Country Club
- PusDikLat PLN (Persero) and their Udiklats (Ragunan, Slipi, Suralaya, Palembang, Pandaan)
- Pembangkit Jawa Bali (PJB - PLN Group) AND PJB Services (PJB Group) - Surabaya
- PT Alan Perkasa - Surabaya
- Pamapersada Nusantara (ASTRA Group) - Sumatra/Kalimantan.
- Grand Interwisata (Dharmala Group) - Surabaya
- International Nickel Indonesia (INCO → Vale Indonesia) - Soroako, South Sulawesi
- Metrodata Group - Jakarta
- ICI Paints Indonesia (AkzoNobel Group) - Jakarta
- Berlian Sistem Informasi (Mitsubishi) - Jakarta
- Sispum Sarana Graha - Surabaya
- Many Other Companies that supported by our Partners



Consulting & Training Experiences

Some Experiences in **TRAINING Services:**

- Managing Business Performance
- Managerial Leadership (Managing SELF-TEAM-BUSINESS)
- Essential Leadership (Supervisory)
- Team Work & Engagement
- Coaching & Counseling
- **Professionalism at Work**
- Motivation Development
- Strategic Management
- Decision Making
- Change Management
- Train The Trainer Program
- Knowledge Management
- Time Management
- Communication Skill
- Presentation Skill
- Negotiation Skill
- Emergency Response (ERP)
- Finance for Non Finance
- Analisa Pasar

Some Experiences in Consulting Services:

- Kajian Manajemen Bisnis Dalam Rangka AKUISISI Usaha Workshop & Engineering Services
- Developing The Standard Ethic in Servicing Process (Hospitality)
- Enhancement of Site Operation & HR Management
- Remunerasi BOD Perusahaan
- Persiapan Pembentukan Kantor Wilayah & Cabang
- Alternatif Solusi Ketenagakerjaan di Site
- Sebagai Narasumber untuk Perencanaan Tahunan PusDikLat
- Sebagai Assessor untuk EE2 PLN (program Penjenjangan Manajer)
- HR Team Coaching;
- Improvement Plan of Managers
- Designing Training Plan
- Sbg Narasumber program Penyelarasan Pendidikan & Dunia Kerja
- Sebagai Narasumber Acara Inspirasi Solusi Radio SS(5X)
- Sebagai Pengisi Slot: Titik Nol SS Radio (2 materi)
- DLL Dsb....

- Human Capital Management
- Performance Management
- Interview Skill & Technique
- Cascading KPI
- Compensation & Benefits
- Training Management
- TPM & 5S
- People Management
- Excellence Customer Service
- Selling Skill
- Supply Chain Management

The Founder of RachPro

Existing :

- ❑ Founder & CEO RachPro Consulting
- ❑ Dosen, Konsultan, dan Trainer/Speaker
- ❑ Komisaris - PT Cakra Sedaya Investama

Rachmad Hidayat

rachmad@rachpro.com
www.rachpro.com
08124112039



Organization

- ✓ Rotary Club Surabaya Timur
- ✓ Ikatan Alumni ITS - Pusat
- ✓ Takmir Masjid Baitussalam

Education:

- Ω Teknik Industri - ITS Surabaya
- £ Manajemen Keuangan - MM Ubhara Jaya

Rachmad has had around 21 years of real life working & entrepreneurial experiences with more than 20 years in Managerial position at National & Multinational Companies in various industry (Mining, Chemical Manufacturing, Hotels & Services, IT, and Education institution. He is an Engineer from ITS Surabaya and a degree on Magister Management majoring in Finance Management

Rachmad has extensive experiences as professional in area of Strategic Management/business, Human Resources & Legal. Delivering various projects successfully and as Speaker/Trainer in Asia is his valuable experiences. He also has involved as member of National Competency Team for Mining Industry that performed by government & major mining companies.

Experiences as Speaker/Trainer and as Employee:

1. Pengajar (Dosen Luar Biasa) di Univ. Ciputra - Surabaya (Mata Kuliah: Entrepreneurship)
2. Beberapa Public Course yang diselenggarakan oleh RachPro dan berbagai Institusi lainnya
3. Seminar-seminar yang diselenggarakan di Indonesia & Malaysia (KL)
4. Training-training yang diselenggarakan oleh Internal perusahaan tempat Rachmad bekerja sebelumnya,
 - ❑ General Manager, HR & Business Legal - PT Berlian Sistem (Mitsubishi/KTB Group) - Jakarta
 - ❑ Senior Manager, Organization Development - PT ICI Paints Indonesia (Dulux) - Jakarta
 - ❑ Manager, HR Department - Metrodata Group - Jakarta
 - ❑ Manager, Training Center - PT International Nickel Indonesia (Inco - Soroako/Sulawesi)
 - ❑ Manager, HR Department - PT Grand Interwisata (Dharmala/Intiland) - Surabaya
 - ❑ Section Head, HR Site Adaro - PT Pamapersada (ASTRA Group) - Jakarta, Sumatra, Kalimantan

A. CONSULTING



I. Business & Management Strategy and Process/System Improvement

1. Developing Strategic Business Plan and Feasibility Study
2. Determine Vision & Mission statement and Strategic business & Planning with Milestone
3. Setting Company Direction & annual business plan; Managing Business Performance (tools: BSC/etc)
4. Business process improvement (re-mapping & re-alignment process);
5. System improvement plus designing valuable SOP

II. Human Resource Management & Organization Development

1. Profiling:
 - Job/Role Profile (Creating or Enhancement)
 - 360 Degree Assessment and MBTI Profiling
2. Competency Based HR System (CBHRM)
3. Establishing High Performance Organization with appropriate Reward & Punishment
4. Leveraging HR Management System or Designing Organization Development program (becoming HR Champion : The successful HR roles as **"Business Partner"**)
5. Designing Competitive Compensation & Benefits; incentive/commission; plus Retention program
6. Developing Productive Industrial Relation (with or without UNION in company)
7. Improving Training Management (Training Need Analysis, Preparation, Execution, and Evaluation)
8. HR Survey (Employee Satisfaction, Working Environment, Retention, Management process /climate)
9. **HR Audit (how to measure the HR Management effectiveness)**
10. Designing Corporate/ Company Culture

III. Information Management System (ICT Approach)

1. **HRIS - Human Resources Management Information System**
2. **eProc - Procurement Management Information System**

IV. Managerial Leadership practices & Various of Consultation services

B. TRAINING



Training Category:

1. EL-Pro Spot

Productivity Improvement through optimizing Entrepreneurship, Leadership, Professionalism

2. Business & Management

Managing business Performance, Balanced Score Card (BSC), Managing business resources, Strategic Management and business planning.

3. Employee Development (Soft Skill)

Personal Development to improve performance: General (Soft) Skills, Team Practices (team work), General Management/Business,, Human Resources, and Safety.

4. Leadership Capability

Managerial Leadership Practices, Coaching & Counseling, Situational Leadership, Supervisory Skill and Facilitating Skill for Leaders

5. HR Management

Various programs in area of Organization Development and Human Resources: HRD, Personnel Administration and Industrial Relation Management.

6. Specific Technical Skill

Required Skill Development to improve business capability (Marketing/Sales, Finance, Logistic and Operation).

7. Safety Management

General Safety, Health & Environment as well as Managing Loss Control

Training Methods:

- Presentation & Q/A
- **Film/Video** Insight
- Focus Group Discussion
- Overnight Assignment
- Question/answer
- Brainstorming
- Case Study
- Role Play
- Games

Training Topics



I. EL-Pro Spots

The purpose of this program is improving productivity through optimizing the main spots: **Entrepreneurship, Leadership & Professionalism** (EL-Pro).

It is about mindset, capability and attitude of employee in every level of organization in order to deliver his/her role & responsibility for jobs accomplishment.

Of course, it requires emphasis differently for each level of employee depend on the position in organization & type of jobs.

In other hand, system/process and employee need adequate treatment or proper approach to optimize productivity. By improving the EL-Pro Spot, your organization will leverage the engagement of employees.

Let's make the difference by leverage the ELPro Spots in your organization to win the business competition.

II. Business & Management

1. Balance Score Card
2. Business Planning & Strategy
3. Managing Business Performance
4. Managing Business Resources
5. Finance for Non Finance Manager
6. Project Management
7. Productivity Improvement

III. Employee Dev. (Soft Skill)

1. Negotiation skill
2. Time Management & Priority setting
3. Communication Skill
4. Presentation Skill & Technique
Developing Employee Commitment
5. Achievement Motivation Training (Fire-Up)
6. Customer Satisfaction (Service)
7. Managing Customer's Complaint
8. Improving Employee Engagement
9. Team Development
10. Retirement Preparation (2nd Stage of Live, Next Agenda after **PENSION**)

Training Topics



IV. People Management

1. Performance Management System
2. Interviewing Skill (Behavior based)
3. People Manager Skill for Non HR Function
4. Training Needs Analysis
5. Coaching & Counseling Skill
6. Talent Management in Talent War era
7. Winning at Work (Team Work)
8. Job Evaluation (Work Load Analysis)
9. Productive Industrial Relation
10. Various training in area of Organization Development & HR Management
11. HR Champions: The successful HR roles as **"Business Partner"**

V. Leadership

1. Managing Self-Team-Business
2. Managerial Leadership Practices
3. Coaching & Counseling Skill
4. Situational Leadership
5. Supervisory & Facilitating Skill
6. Change Management & Managing Transition

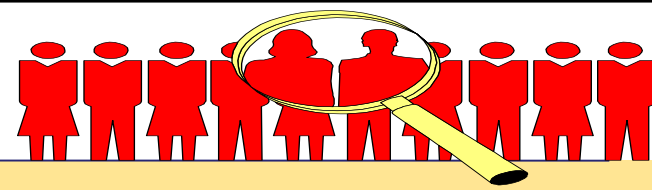
VI. Safety Management

1. General Safety, Health & Environment
2. Management of Loss Control
3. Advanced Safety Audit
4. International Safety Rating System
5. STOP for Safety
6. Safety Auditor training
7. Incident Investigation
8. Fire Fighting Course
9. Hazard Identification & prevention
10. Various Safety Training as required

VII. Specific Functional Skill

1. Selling Skill (Fact based Selling)
2. Distributorship
3. Sales & Marketing Management
4. Supply Chain Management
5. Procurement & Logistic Management
6. Production/Operation Management
7. Total Productive Maintenance (TPM)
8. Six Sigma or Quality Management
9. IT Project Management
10. Various technical training as requested

Our Consultants/Partners



Toni Purbowo



Mr. Toni is management consultant and executive experienced (more than 30 Years) in leading large organizations, with hands-on knowledge of finance, business and reorganization strategies for all aspects of a company's operations

His Former Employment: Advisory Board (BOD) of **PT Hutama Karya**; CEO of PT Sintesa Banten Geothermal; President Director of **PT Tira Austenite**, Tbk.; Director of PT Humpuss; President Director of PT Jakarta International Container Terminal (Hutchison JV); President Director of **PT Patra Jasa**; and Senior Management positions in PT Simplot Food Processing, PT Japfa-OSI Food Industries, **Coca-Cola Amatil**, **PT Cargill Indonesia**, **PT Pfizer Indonesia**, **PT USI Jaya/IBM Indonesia**.

His Achievement such as: Complete turn-around of Tira Austenite (Publicly Listed Company) performance, almost double the Net Profit After Tax (169%) in two year time (compare to 2008); ROA in 2010: 2.1 % compare to 0.6 % in 2008; ROE in 2010: 5.4 % compare to 1.7 % in 2008. Successfully repositioned Patra Bali Hotel back into Oceanic Market after 5 years of absence; Average Occupancy Rate increase from 28 % up to 65 % and Average Room Rate increase from USD 25 up to USD 60 per night, resulting in revenue increase by 100 % in one year . Received Best Continuous-Company Improvement Award from McDonald's Asia Pacific for Simplot Indonesia

Rachmad Hidayat



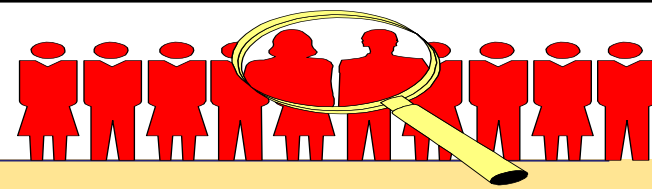
Mr. Rachmad has had almost twenty years of real life working and entrepreneurial experiences with around 20 years in Managerial position at National and Multinational Company in various industry i.e. Mining, Chemical Manufacturing, Hotels & Services, IT, and Education institution.

His last professional position was General Manager in BSI (Mitsubishi Group), with the former employments in Metrodata, ICI Paints (AkzoNobel), INCO-Soroako, Pamapersada (ASTRA Group), Grand Interwisata (Dharmala Group), and PIKMI-Surabaya, as well as managing BOSS-Café Banjarbaru South Kalimantan.

Rachmad has extensive experiences as professional in area of Strategic Management/business, Human Resources & Legal. Delivering various projects successfully and as Speaker/Trainer in Asia is his valuable experiences. He also has involved as member of National Competency Team for Mining Industry that performed by government & major mining companies.

Rachmad is Engineer from ITS Surabaya and a degree on Magister Management majoring in Finance Management.

Our Consultants/Partners



Suryo A. Widarto



Mr. Suryo is very experienced person. He retired from PT International Nickel Indonesia, Tbk in 2004 as General Manager level. He has spent 15 years in area of Human Resources Management as well as over 20 years in area of Safety, Health & Environment and Utility area (Technical/Engineering Jobs) in INCO-Soroako and Petrokimia Gresik.

He is The Expert in area of **Safety** & Loss Control, Managerial-Leadership, and Organization Development. After retirement, He has invited by many multinational companies to deliver various topics of training as his expertise as well as consulting projects, such as Arutmin, INCO, Sucofindo, etc.

Mr. Suryo has had OHSAS 18001 Safety Auditor, by IRCA (International Register of Certificated Auditor), Certificate number: A 16834/126/2005 as well as certified “Kepala Teknik Tambang”, Certified Boiler & Pressurised Vessel Inspector, Certified Breathing Apparatus Regulator Maintenance Mechanic, Certified Basic Rescuer (CPR).

He is very credible as Safety Training Instructor and Consultant, like Implementing Major Hazard Standard (developed base on NOSA), Safety Audit Training, Management of loss control, and General Safety, Health, and Environment.

Fathurrohman



Mr. Fathur is very experienced person in area of Finance & Adm. with more than 30 Years working experiences in some Multinational Companies in Indonesia. His current professional position is Head of Finance and Administration, covering Finance, Treasury, Accounting, Taxation, Legal, Human Resources, Business Process Improvement and Dana Pensiun at Tiara Marga Trakindo Group, with former employments at British Petroleum (BP), INCO, Coca-Cola Amatil, Sara Lee, Monsanto and Conoco

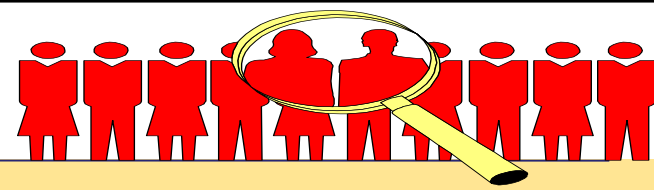
Educational Background & Certification:

- Sarjana Ekonomi (SE) from FE UI
- Sarjana Hukum (SH) from UnMuh.
- MSi (Tax) from Program pasca Sarjana FISIP UI
- MBA from CIM
- Ceritified Management Accountants from IPMI
- Tax Consultant Brevet C from IKPI



As the Top 10 of
The Best CFO Indonesia 2013
from SWA Magazine

Our Consultants/Partners



Sumadiono



Mr. Sumadiono is very experienced person. **He retired from PT ADHI Karya (Persero) Tbk., as Director Level** (Director of Operation I - Infrastructure Project of West Indonesia) and Commissioner of PT ADHI PERSADA PROPERTY. Previously he was as Director of Operation III (EPC & Overseas Project) and Professional of some companies, like PT Pembangunan Perumahan (Persero) & METAEPSI Group.

He has many experiences as Instructor/Speaker in area of Management, Leadership, Technical/ Operation.

Wahyu Adi



He is the expert and senior Person in area of Supply Chain & Change Management, with more than 20 Years experiences in Muulti National Company or Local Company, such as Philips (Indonesia, Singapore, Phillipines, Tirta Investama (Danone-Aqua), and PT Multi Indo Citra, Tbk. He got Award for Runner Up Supply Chain Manager of the year 2010, awarded during 2nd OSCM Conference October 2010.

His Educations are ITS - Surabaya, majoring in *Industrial Engineering*; and Americans Production and Inventory Control Society or Advancing Productivity, Innovation, and Competitive Success (APICS) certification in CPIM (Certified Production and Inventory Management)

Miftahul A.W.



Mr. Miftah is very experience Person, with about 25 years experience in manufacturing field of multinational companies (**TEAC, Philips, Caterpillar Inc.**), including many years experience as Senior Manager (Operation / Factory Manager, Product Manager and Quality & Business Excellence Manager).

Invented BIRP (Busines Improvement and Resource Planning) Program in Philips which integrating all improvement initiatives under Lean Six Sigma methodology starting from idea generation, resource planning, teaming, execution, monitoring and review system.

Agus Prihanto

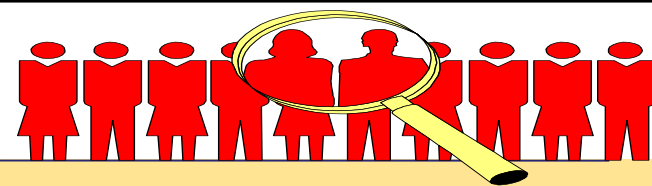


Mr. Agus has had around 35 years of real life working experiences with more than 30 years in Managerial position at National & Multinational Companies in various industry (Telco, Manufacturing, Wood working, and Hotel/Tourism). He has extensive experiences as professional in area of Operation, Human Resources, Legal & GA.

His latest Professional's Position is **Corporate Manager, HR & GA, PT Grand Interwisata (Intiland) that Coordinating 5 Units. Previously he was as**

- **Manager, HR & GA, PT Victory Long Age (Sepatu Reebok),**
- **Coordinator, HR Development, PT Gyoncu Kotamas (wood Working), Coordinating 4 Factories.**
- **Manager, HR & GA , Motorola Indonesia (STARKO), Surabaya Branch**
- **Ass. Manager, Operation, Motorola Indonesia (STARKO), Surabaya Branch**

Our Consultants/Partners



Moh. Samson



Mr. Samson has around 25 Years experience in Banking/Financial Industry. **Currently Mr. Samson is working at Bank BNI Syariah as Branch Manager of Depok Area, with former position was as Business Development for Nation wide area of Indonesia**

Education:

- FE UNAIR
- MM STIE Nusantara

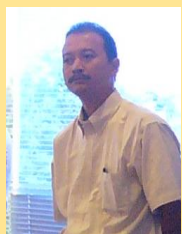
Period	Position Title	Work Location	Coverage Area	Summary of Role & Responsibility
Apr '95 - Sep '97	Sales Asst	Surabaya	Surabaya	Funding Marketer
Sep '97 - Agt '01	Sales Asst	Tg. Priok, Jakarta	Jakarta	Funding Marketer
Agt '01 - jun '03	Spv. Sales	Tg. Priok, Jakarta	Jakarta	Funding Marketer
Jun '03 - Jul '04	Spv. Cust. Service	Tg. Priok, Jakarta	North Jakarta	Customer Service
Jul '04 - Jun '06	Manager	Tg. Priok, Jakarta	North Jakarta	Funding Marketer + Customer Service
Jun '06 - Jul '08	Area Sales Manager	Bogor	Jabodetabek	Consumer Lending Marketer
Jul '08 - Okt '09	Deputy BM	Sentra Kredit Konsumen Pekanbaru	Pekanbaru	Legal and Consumer Lending
Okt '09 - Des '10	Deputy BM	Sentra Kredit Konsumen Jakarta	Jabodetabek	Legal and Consumer Lending
Jan '11 - Jul '11	Branch Manager	Sentra Kredit Konsumen Denpasar	Bali	Consumer Lending Decision

Candra Agustinus



Mr. Candra is Industrial Engineer from ITS. He has any experiences in various consulting projects in area of Information Technology, Supply Chain & Asset Management. He was serving any Clients for multi industry,, i.e. BULOG, PT Graha Sarana, BAHANA PUI, PTPN X, Pemprov Jatim, Pemda Surabaya, Pemba Tuban, etc. His competencies are in area of System analyst , Business Process Management, ERP Implementer, IT Audit and ISO Mgt System

Iksan Santoso



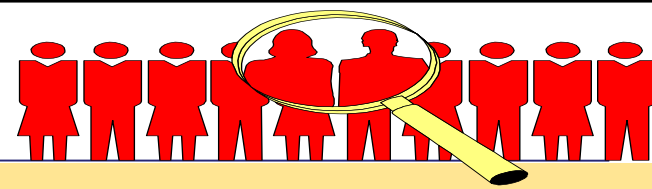
Mr. Iksan is very experienced person in area of **Operation (Production, Engineering, Maintenance, and Safety) with more than 20 Years** working experiences in some Multinational Companies in Indonesia.

His current professional position is **Operation Head and member of Management Committee** in PT ICI Pains Indonesia (AkzoNobel Group), with former employment in Nutrifood, and Sara Lee.

He is The Expert in area of Engineering & Maintenance as his working experiences and any courses in Indonesia & overseas for Engineering, manufacturing Practices, Instrument & Control, Safety & hazard, Leadership & Management, Greeb-Belt, Six Sigma, Internal Audit & ISO 14001, etc.

Mr. Iksan has extensive experiences as professional in Manufacturing & Food Industry as well as FMCG business. His recent achievements are Operational Excellence at Operation - 2012 and Project Management of Cikarang Site Capacity Expansion - 2011. He is Engineer from Trisakti University, major in Mechanical Engineering.

Our Consultants/Partners



Aulia Rahman

Mr. Aulia is Professional Person with many experiences in Education (as Lecture and Deputy Head of School), Journalist of "Harian Republika", and Broadcaster of "Radio mentari Dirgantara". He is an author (Book Writer) of "Parenting On Air", and Resources Person of some Seminar & Talk-show, as well as having any Certification, as follows: **Certified Hypnosis - Indonesia Board of Hypnotherapy, and Certified Consultant of Multiple Intelligence Education**

Irfan Fauzi

Mr. Irfan has many experiences in area of Sales & Distribution due to all of his career is in this area for around 20 years. His latest experiences is Head of Sales Division in SHELL Indonesia as well as General Manager level (member of Management Committee) at ICI Paints Indonesia. Mr. Irfan equipped by special capabilities in area of Sales management and distributorship. He is competent person in delivering improvement projects or training programs for Sales & Distribution.

Anita P. Utami

Ms. Anita is The Executive for about 18 years of real life working experiences with around 17 years in Managerial position. Her present position is CEO of PT Adiluhung Saranasegara Indonesia (member of Dharma Lautan Utama). She is an Engineer from ITS Surabaya (Teknik Perkapalan), and having many experiences as Trainer/Speaker both In-house and Public Training/Seminar.

Alex Wahyudi

- Mr. Alex is Mechanical Engineer from ITS (S1) with Magister Manajgmt from Institut PPM Jakarta (S2)
- He has various experiences in area of Construction, Palm Oil, Food, Telco Industry, Manufacturing, and perform as Business Development Manager as well as the last as Plant General Manager
- Beside as Consultant, nowadays he is the Lecture at Unair, UPH, Univ. Ciputra, etc.
- His specialty is Operation & Engineering, General Management, and Business Development

Ferial Hendrata

Teknik Informatika ITS (S1); Magister Manajemen Industri ITS (S2)

Berpengalaman bekerja di berbagai project jasa konsultasi manajemen dan teknologi informasi baik di Pemerintahan maupun Swasta. Pernah berkontribusi secara aktif sebagai project leader maupun tenaga ahli pada kegiatan penyusunan master Plan IT dan pengembangan aplikasi e-Government di beberapa Pemerintah Daerah (Propinsi Jawa Timur, Pemkot Surabaya, dan beberapa kabupaten kota), penyusunan Blue print Sistem Tiketing Busway (Transjakarta), Pengembangan Sistem Pajak Daerah dan Suplemen Aplikasi Kependudukan (Pemkot Surabaya), Core Banking BPR Syariah (Al- Hidayah), Pengawas dalam pembangunan software Enterprise Resource Planning (ERP) di PTPN, Implementasi HRIS di Puninar Group. Sebagai IT Planner , Business Process Analyst, Desainer Aplikasi , IT Audit dan web programming (PHP with framework).

**RachPro**

Business - Management - Organization

Consulting & Training

TRAINING/WORKSHOP/COURSE

RachPro Consulting

Category	No.	Topic Of Training	Category	No.	Topic Of Training
Soft Skill Development	1	Time Management & Prioritizing	Employment Management (Human Capital)	37	Performance Management system
	2	Communication Skill		38	Interviewing Skill (Behavior based Technique)
	3	Presentation Skill & Technique		39	Talent Management
	4	Active Listening		40	Career Management
	5	Achievement Motivation		41	Training Needs Analysis
	6	Customer Service & Satisfaction		42	Improving Employee Engagement
	7	Managing Complaint		43	Job Evaluation (Work Load Anlaysis)
	8	Conflict Handling		44	Productive Industrial Relation
	9	Negotiation skill		45	HRIS (Human Resources Information System)
	10	Cretive Thinking		46	The successful HR roles as "Business Partner"
	11	Positive Mindset		47	Retirement Preparation (Next Agenda after PENSION)
	12	Creative Problem Solving		48	Strategic Human Capital Managementt
	13	Train The Trainer		49	HC Management for Beginner
	14	Interpersonal Skill		50	High Performance Culture Organization
	15	Hypnosys for Maximum Performance		51	HC System Audit
	16	Professionalism @ Work		52	Professional Selling Skill
Business & Management	17	Managing Execution	Sales/ Marketing	53	Telesales Skill
	18	Strategic Management		54	Marketing Management
	19	Decision Making		55	Distributorship
	20	Change Management & Managing Transition		56	Supply Chain Management
	21	Business Planning & Strategy	Supply Chain	57	Procurement
	22	Managing Business Performance		58	Warehouse Management
	23	Managing Business Resources		59	Production/Operation Management
	24	Finance for Non Finance Mgr.		60	Total Productive Maintenance
	25	Project Management	Operation	61	Six Sigma
	26	Productivity Improvement		62	Lean Manufacturing
	27	People Manager Skill for Non HR Manager		63	5S / 5R
Leadership Capability	28	Managerial Leadership (Managing Self-Team-Biz)		64	Quality Management
	29	Coaching for Optimum Performance	Safety Management	65	General Safety, Health & Environment
	30	Essential Leadership		66	Management of Loss Control
	31	Supervisory Leadership		67	Safety Audit
	32	Facilitating Skill For Leader		68	International Safety Rating System
	33	7 Valuable Tools For Manager		69	STOP for Safety
	34	Profit & Leadership Leadership Practice		70	Emergency Response & Preparedness (ERP)
	35	Team Working Mode		71	Incident Investigation
	36	Team Leadership		72	Hazard Identification & prevention

Offices & Contacts



if you need any inquiries/info or to define your requirements,
Please call us (RachPro) :

- **Jakarta:** Jl. H. Pentul I no. 5, Radio Dalam, JakSel (08124112039)
- **Surabaya:** Jl. Karangan Mulyo Raya no. 34 Wiyung (031-7530657)
- **Batam:** Representative Person (Denny - 0811773817)



Mobile: +62-8124112039

Email: support@rachpro.com

Visit: www.rachpro.com

