



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Production and Material Management

OVERVIEW



What is production management? Production management encompasses all functions or processes that surround planning, organisation, direction, and control of production activities. Simply put, it deals with all activities and processes involved in converting raw material into finished products.

Production management brings together employees, money, machines, material, methods, and markets to meet customer requirements. What does material requirements planning include? Broadly, material requirements planning is a system for planning, scheduling and controlling inventory, which is used to manage manufacturing or production processes to meet customer demand. It mainly ensures ready availability of raw material of the correct quality and quantity at the correct time to be manufactured into finished products to meet customer demand.

These days, organisations are using advanced forecasting techniques to anticipate customer demand.

By undertaking this Production and Material Management course, you will acquire the necessary skills, confidence, and experience to independently drive product management and material requirements planning for your organisation, thereby proving your skill and inviting opportunities for career growth and development.



Course Objectives

The main objective of this Production and Material Management training course is to empower professionals with:

- detailed understanding and knowledge of Production and Material Management
- the required confidence and experience to train other professionals on production management and material requirements planning
- the necessary skills to check existing processes and systems and suggest changes for process enhancement and improvement in quality of operations
- the skill, knowledge, and experience to forecast customer demand and plan material requirements and production accordingly
- the understanding and confidence to apply advanced techniques and concepts to improve material requirements planning and production management
- the ability and experience to increase client satisfaction through higher quality goods available in the correct quantities and at the correct time
- the capabilities and knowledge to influence and enhance organisational growth through better processes and practices
- the overall skill set and capabilities to successfully undertake higher roles and responsibilities in material requirements planning and production management, thereby contributing to overall career growth and progression

TRAINING METHODOLOGY

This Training adopts a mixed training format, theoretical-cum-practical. The theoretical aspect of training is delivered by an experienced professional and expert in the relevant domain, using audio-visual presentations for ease of reference. The practical aspect of training is ensured through group projects and activities assigned to trainees during the course of the training. Role-plays and case study discussions help increase relevance to the training content.





ORGANISATIONAL BENEFITS

By professionals enrolling for this Production and Material Management course, organisations will derive the following benefits:

- Trained and experienced professionals overseeing Production and Material Management
- Production of the right quantity of goods at the correct time and with the correct quality
- Regular training of other employees on best practices for production management and material requirements planning
- Frequent audits and checks of existing processes and systems resulting in continuous improvement in operations
- Increased client satisfaction as a result of better quality goods and customer demands met on time
- Application of advanced techniques and methods to enhance production management and material requirements planning
- Organisational growth as a result of better customer demand forecasting and enhanced production management and material requirements planning

PERSONAL BENEFITS

Professionals enrolling for this Production and Material Management course will derive the following benefits:

- Detailed understanding and knowledge of production management and material requirements planning
- Increased confidence and knowledge to train other professionals on best practices of production management and material requirements planning
- Enhanced skill set, confidence and knowledge to apply advanced tools and techniques for better production management and material requirements planning
- Enhanced foresight and attention to detail to audit processes to check for adherence to standards and efficiency
- Increased understanding, experience and ability to increase client satisfaction through better quality products in the right quantities and at the right time
- Enhanced skill set and capabilities to undertake and successfully fulfil higher roles and responsibilities in material requirements planning and production management
- Increased knowledge and experience to be able to contribute to organisational growth and development through enhanced customer experience and better processes and systems
- Enhanced skillset and foresight to predict customer demand to improve the accuracy of material planning and production systems and processes

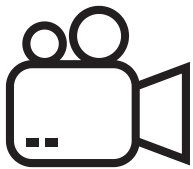




WHO IS THIS PROGRAMME FOR?

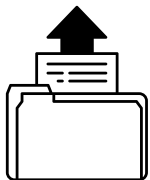
- Production managers and supervisors responsible for overseeing production operations of an organisation
- Executives involved in material forecasting and planning for making raw material easily available for production
- Senior members and top management of an organisation responsible for making critical decisions regarding raw material planning and production management
- Internal and external auditors responsible for checking and ensuring adherence to industry standards
- Financial advisors who need to understand customer demand forecasting and the impending costs that the organisation may incur
- Any other professional who would like to know more about product management and material requirements planning

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



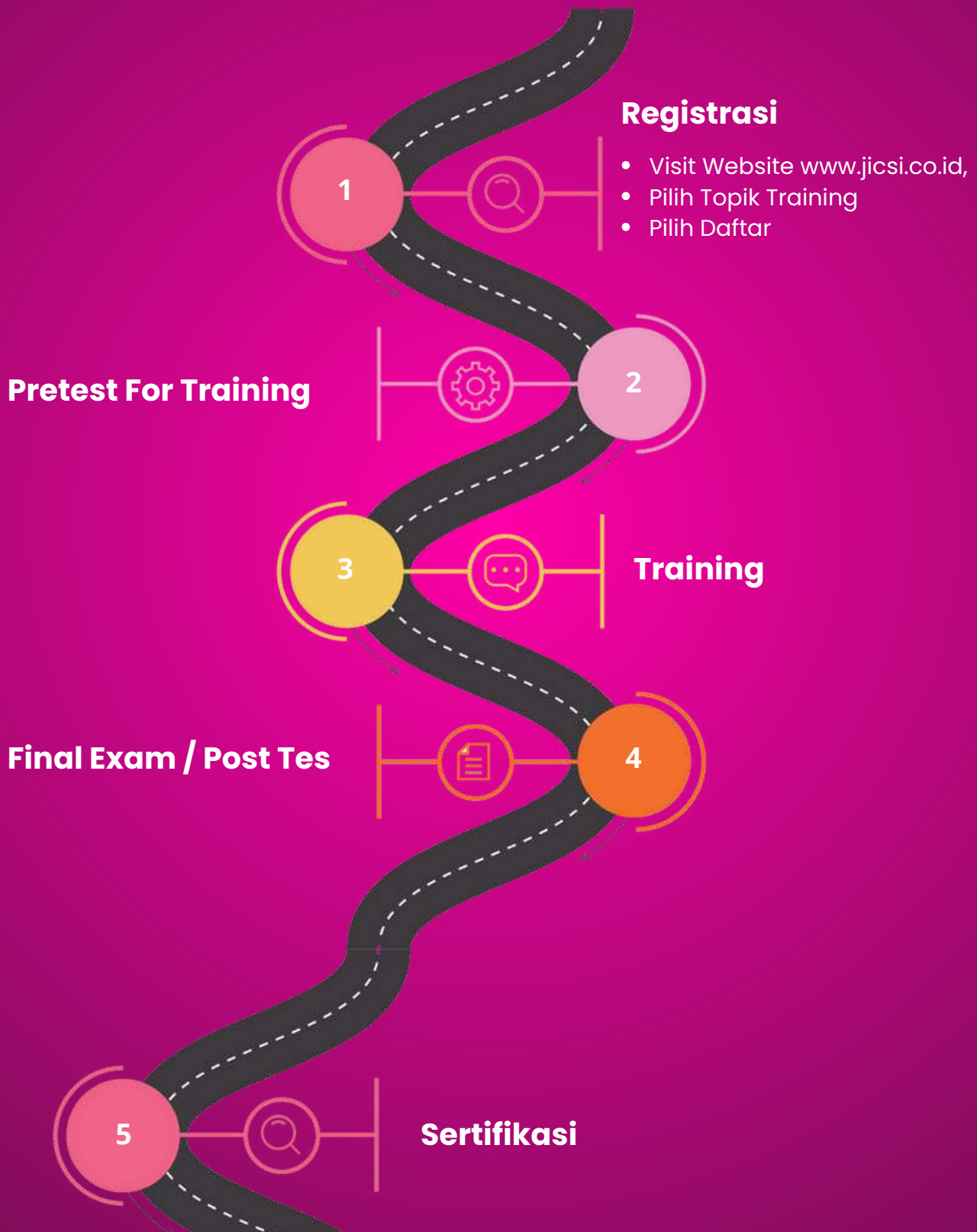
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Three Steps of Material Requirements Planning

Module 2 : Inputs for Material Requirements Planning

Module 3 : Outputs for Material Requirements Planning

Module 4 : Methods to Find Order Quantities

Module 5 : Objectives of a Material Requirements Planning System

Module 6 : Objectives of Production Planning

Module 7 : Advantages of Production Planning

Module 8 : Functions of Production Management



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapaun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

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Citragran Cibubur

Kantor 2

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