

CHAPTER 5

CONCLUSION AND SUGGESTION

1.1. Conclusion

Based on the result of analysis data and the discussion about this research, the conclusion that can be drawn are:

1. The performance of the 3PL is important part of business activity and supply chain process at company, especially in planning the delivery. Transporter has 75% part of the role in delivery processes; it means most of works in delivery is the transporter responsibilities. The selection of proper 3PL can support the company performances; with create effectiveness of time through the fast speed shipping and flexibility through responsive responds toward an urgent order.

2. The output of data processing shows that there is a difference between the standard duration of sailing day with the duration in real condition to measure the rate of on-time performance and compare it to found out the best transporters. Each transporter with each destination of shipping has a different outcome of analysis. Every transporter has their respective and advantages to certain area. The result of on-time performance can be a guide for

company to make decision of selecting the transporter in next year delivery planning.

3. From the analysis it is found that both of transporter A and transporter B have responsiveness in maintain the unpredictable order from PT.X. The transporter brave to accept the container in the abrupt time, that means it multiply their work in the port, but with many consideration about the frequency in one year also the on time performance, the result show that Transporter B have better performance than Transporter A.
4. Generally the whole activity in delivery already have appropriate process and procedure, but the obstacle are comes from customer and transporter side. For customer it is about the payment issue, for the transporters it is about facility and vehicle issue. Each customer have their own behavior in doing business, the payment issue can affect the lead time of delivery and also interfere the work of PT.X to deliver the goods.

1.2. Suggestion

For create a good planning, it should be repair form the early stage of delivery process. To maintain the planning of delivery, PT.X should have estimation for the period, when they can prepare the delivery for each customer, without waited for receive order from

customer. It can avoid the unexpected order and reduce uncertain condition.

PT.X can use EDI (Electronic Data Interchange), with EDI PT.X can monitoring the stock in customers warehouse and distribution center. The EDI will help PT.X to maintain the stock of customer, and warn the customer when the stocks are low. Therefore the automation of information flows can present the faster cycle and guide PT.X to excellence supply chain.

The second issue about payment, PT.X suggested making the payment policy more clear and assertive. In aim of equalizing all payments by a predetermined period of time so there will be a delay in delivery or wait a long process. Because it can all work burden the staff, that they still need to wait and cannot process the next procedure.

To have a good quality of service in customer view, PT.X should choosing to create the right partnership of 3PL to create the responsive supply chain through cost efficiency and time effectiveness. Importantly the 3PL performance can catch PT.X expectations to achieve in long-term goal. Based on the result we suggest in the next contract agreement, for the delivery to destination Banjarmasin and Makassar Transporter B can deserve to have more capacity, and for destination to Banjarmasin, Manado and Samarinda transporter A deserve to responsible in more capacity.

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