



Atlas Copco



CTS Operation Customer day Service Excellence

Supriatna Suganda

Safriana Tallesang

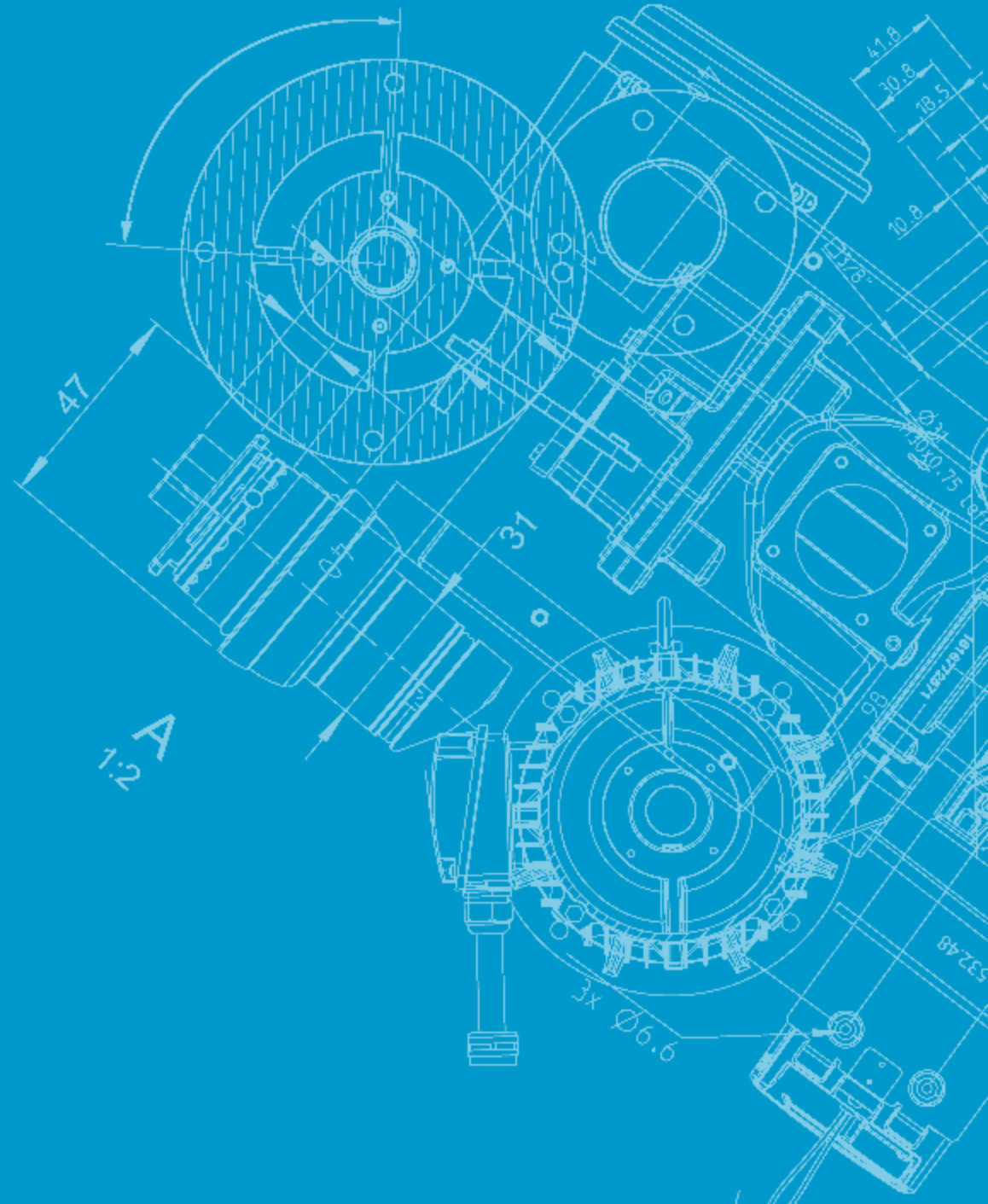


SUPRIANTA SUGANDA,
Service Manager, Cikaci Area

I've been working more than 15 years in Atlas Copco group.

My roles is to support marketing division to deliver good service to customer in better way. And also responsible to develop the competences level of the Engineers in order to create a customer satisfaction.

Atlas Copco is our big family , we have multi culture of Interactions which all Committed to finding the best solutions and have a freedom to express in order to get Innovations at all times.

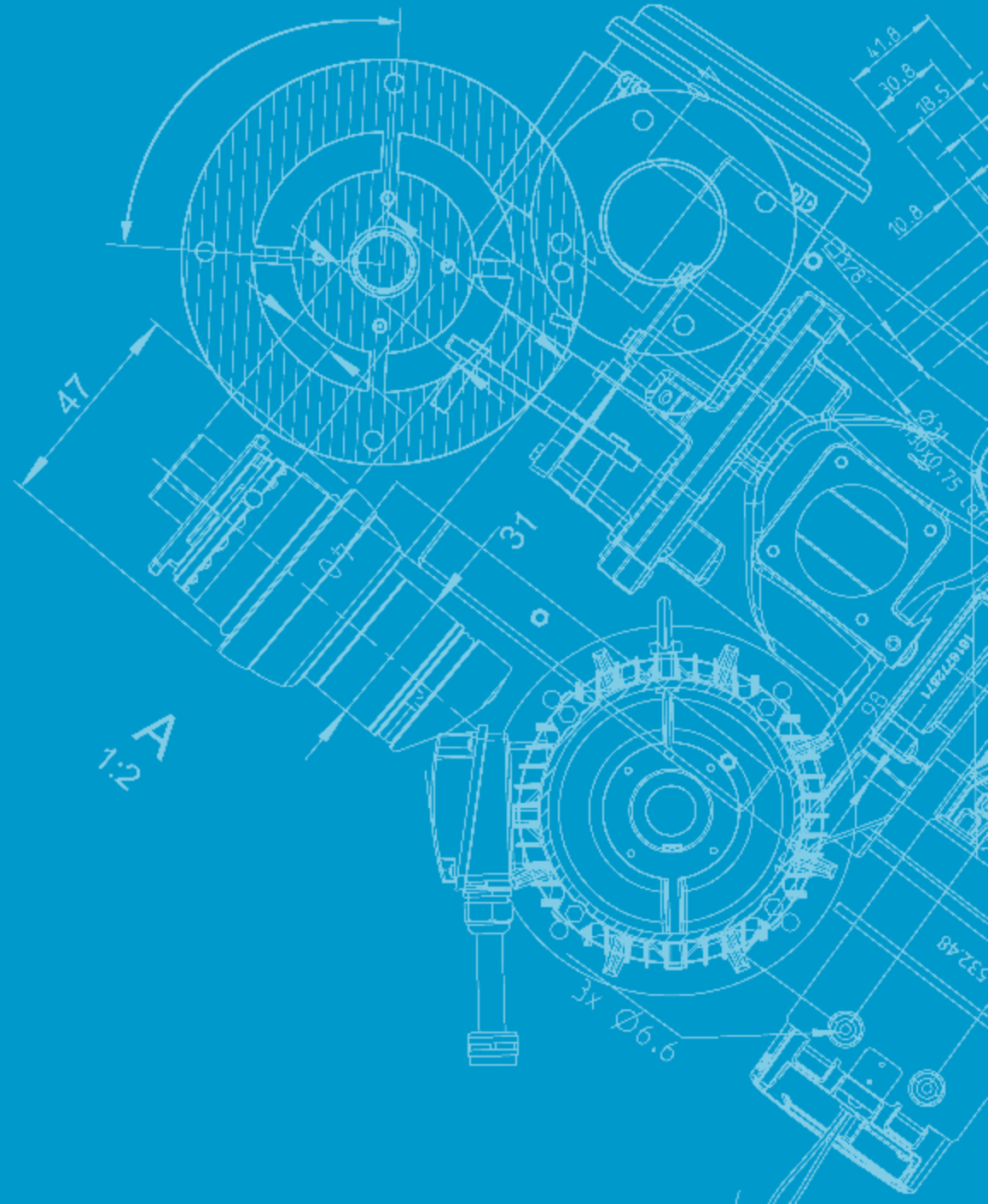




SAFRIANA TALLEANG
Technical Support,
Compressor Technique Service
Division

I've been working for Atlas Copco group for more than 10 years. My roles is to ensure Atlas Copco Indonesia Compressor Technique Service Division's healthy growth from Technical function. Responsible for the establishment and implementation of all quality procedures related to technical support. Intensively communication with product company. Also responsible to develop and leverage the competences level, skill, professionalism of the Compressor Technique Service Division team in order to increase an excellent customer satisfaction experiences.

What I love being Atlas Copco family is we have multi culture Interactions which all Committed to finding the best solutions and have a freedom to express in order to get Innovations at all times.



VISION

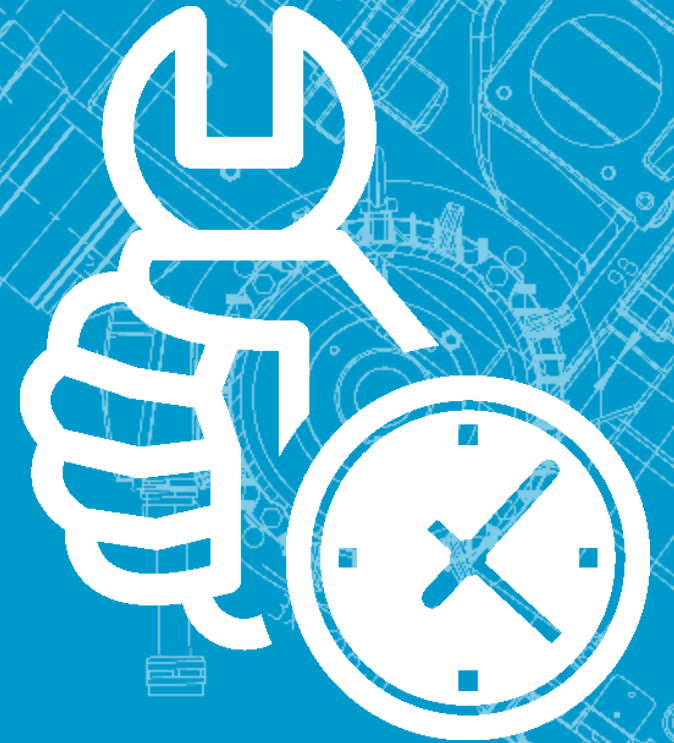
TO BE RECOGNIZED AS THE
NUMBER ONE SERVICE
ORGANIZATION IN THE
COMPRESSED AIR INDUSTRY



1

MISSION

**TO DELIVER RELIABLE AND INNOVATIVE
COMPRESSED AIR SERVICES WITH THE
AIM TO MAINTAIN AND INCREASE OUR
CUSTOMERS PRODUCTIVITY**



Install based

- > 13 000 machines
- 4x Atlas Copco workshop
- 101x 

Install based of our machine in Indonesia



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CTS Operation & Technical



Aries Rizard
Business Line Manager - CTS Operation and Technical Division
9/113



Akmal Fuaddi
Service Manager for Sumatra Area
10/10



Andi Nurudin Alie
CTS National Technical Manager
6/6



Avrya Budiryanto
Service Manager for Central Java Area
14/14



Bagus Imam Putranto
Team Leader for Freport Project Area
15/15



Christophorus Billyanto
Service Manager for Banten and DKI Jakarta area
12/12



Muchamad Idris
Service Manager for East Java
13/13



Paul Affidon
Planner Team Manager
2/13















Rasyiid Wahyudi
Service Manager for West Java Area
11/11











Supriatna Suganda
Service Manager for Bekasi, Cibitung and Cikarang Area
10/10

CTS Operation & Technical

 **Supriatna Suganda** 11 / 11
Service Manager for Bekasi, Cibitung and Cikarang Area

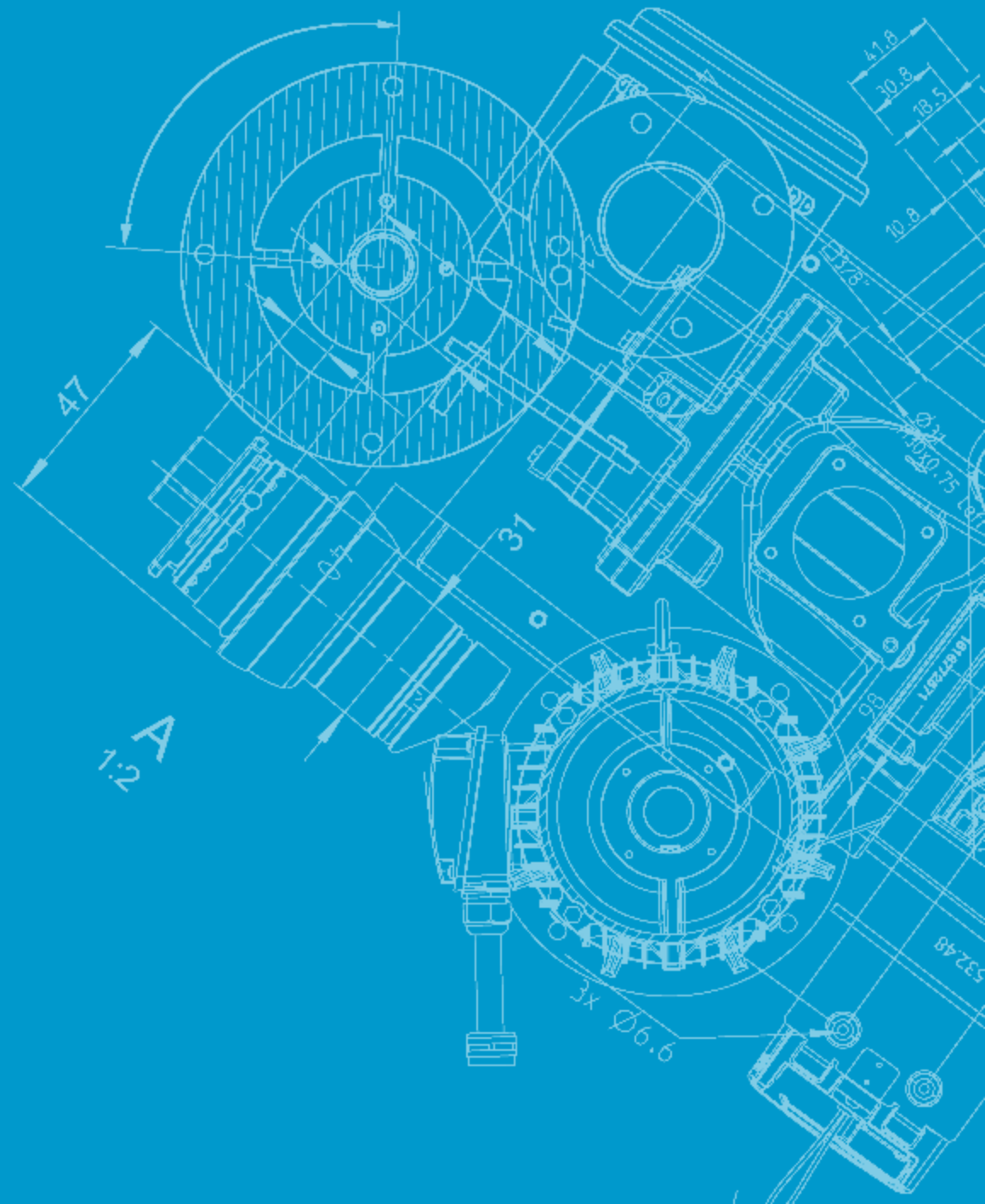
 Abdul Kadir Field Service Engineer	 Ery Hadiansyah Field Service Engineer
 Aep Juhanah Field Service Engineer	 Fajar Ariyadi Field Service Engineer
 Agung Rahadiono Field Service Engineer	 M Iqbal Syahputera Field Service Engineer
 Agung Wibowo Field Service Engineer	 Panji Triantoro Medical Specialist
 Arif Rahman Hakim Field Service Engineer	 Wahyu Pamungkas Field Service Engineer
 Dimas Laksono Field Service Engineer	

 **Andi Nurudin Alie** 7 / 7
CTS National Technical Manager

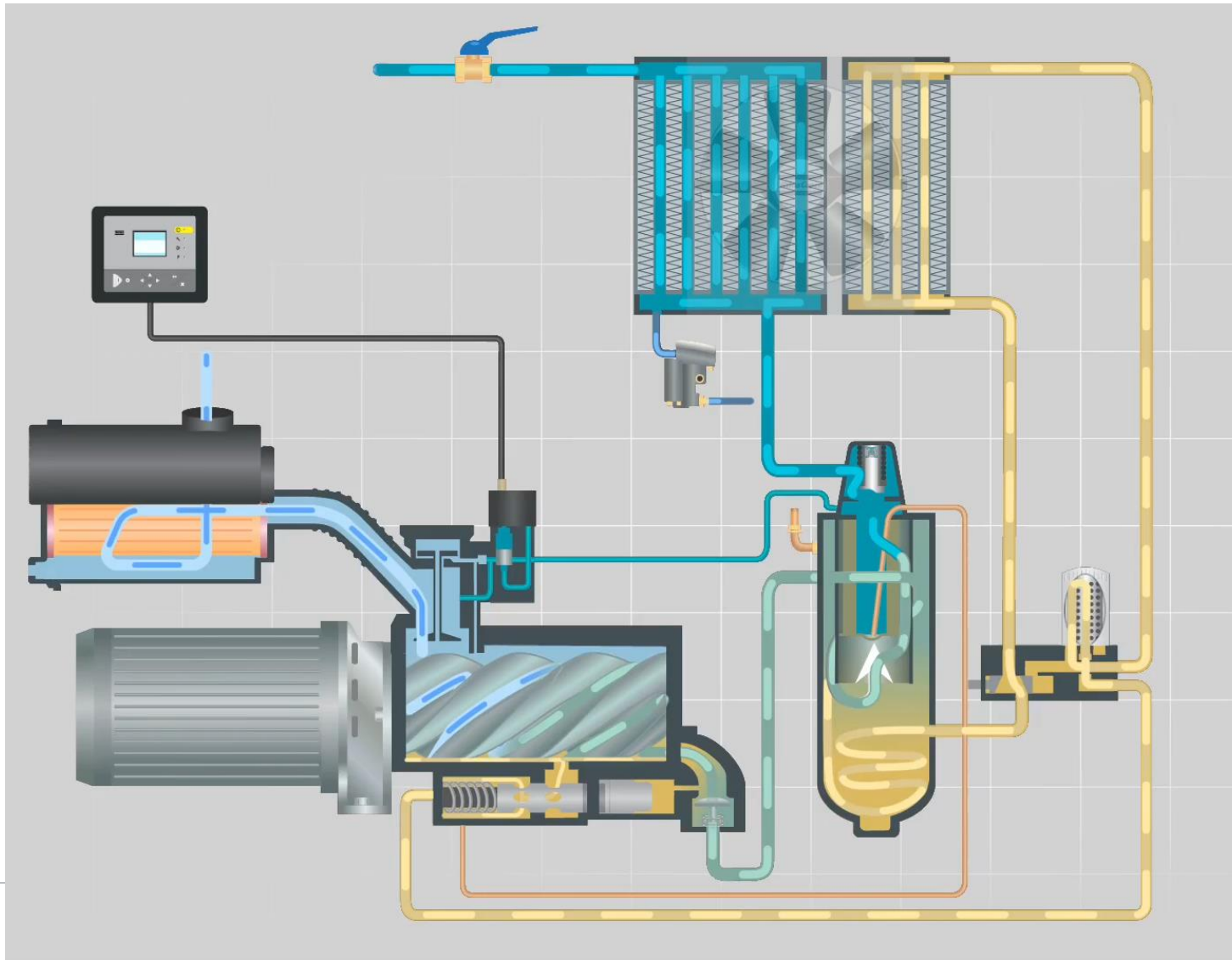
 Ahmad Maulana Tool Keeper
 Andik Eko Technical Support
 Dadan Kurnia Technical Support
 Divtya Wredhy Smartlink Administrator
 Imam Santoso Technical Support
 Muhammad Ikbal Technical Support
 Safriana Tallesang Technical Support

Why do maintenance?

Read on and find out!

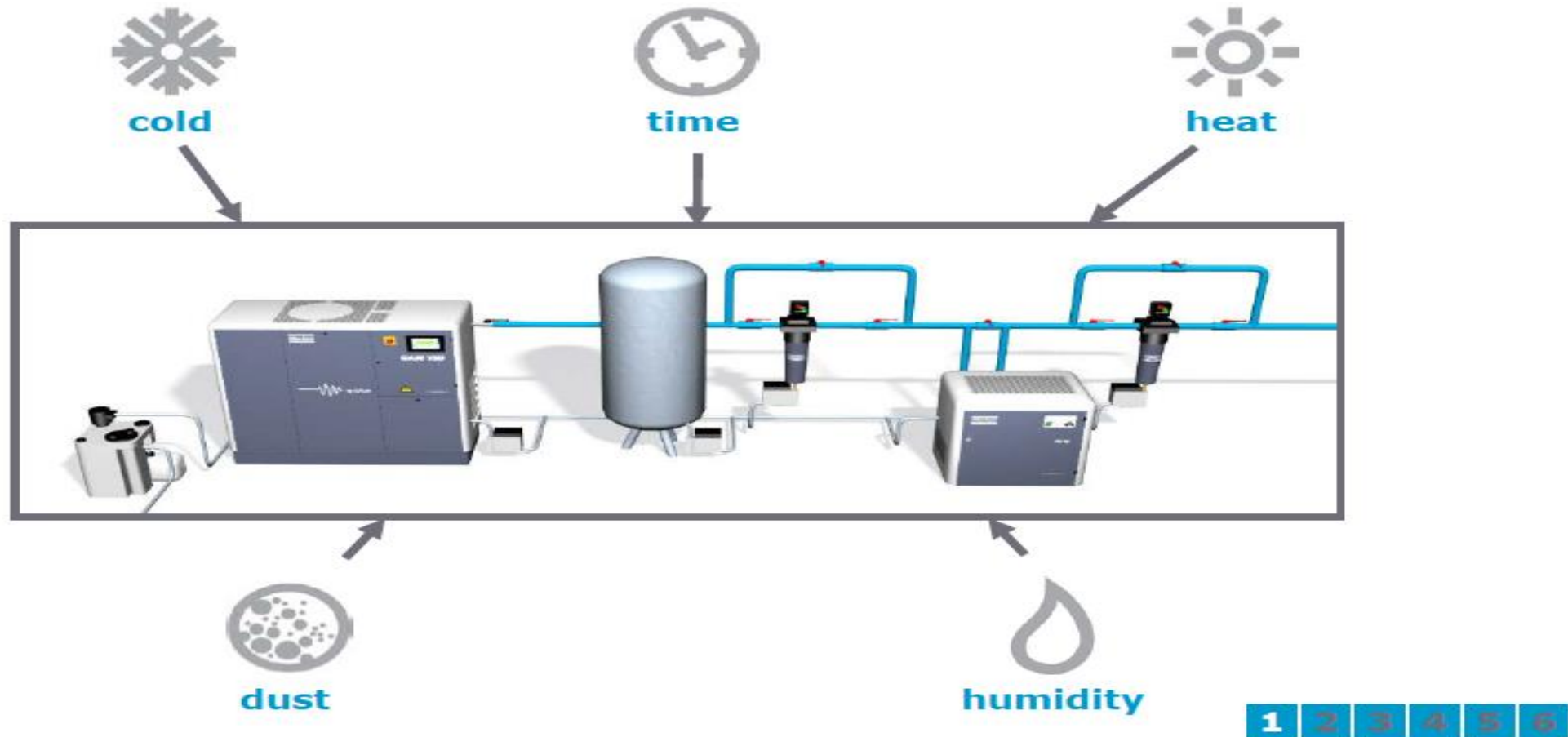


Why a compressor need service



INTRODUCTION

A compressed air installation is under influence of different parameters



INTRODUCTION

A compressed air installation is under influence of different parameters

- Filters will gradually be clogged



- Oil sample
 - Oil characteristics, due to dust, humidity and warm cycle will change



- Replace air filter & oil filter
- **Why replace air filter?** Choke intake air filter will increase power consumption due to increase in loading time
 - Every 25 mbar pressure drop across AF will consequently reduce compressor capacity by about 2%
- **Why replace oil filter?** Choke OF may trigger compressor shutdown due to high temperature

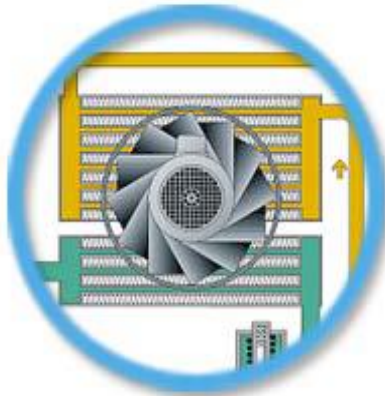
INTRODUCTION

A compressed air installation is under influence of different parameters

- Coupe unloading valve Spring, gaskets and o-ring will worn out



- Drain, coolers, motor Dust and moisture will clog many parts



Why servicing of EWD drains?

– malfunctioning OC will cause shutdown & AC malfunction will overload downstream dryers – bad PDP

Why OSV and CV servicing or replacement?

Leaking check valve may result to oil found at the air filter during unit stop, unit trip due to high temp and compressor tripping during starting

Why Unloader Valve kit replacement?

Damaged kit will result to load unload failure

Why change oil? Protect bearings and gears

Why replace of blow off silencer? – clogged blow off silencer will eventually lead to high OCO and loading problem

Why cleaning of coolers? - As required depending on condition. Clogged coolers will result to high operating temperature

INTRODUCTION

Effects

- Pressure ratio increased and generate :
 - more power consumption
 - more heat increasing
 - shutdown

- And then:
 - reliability on compressed air function decrease
 - life cycle cost become very high

Why selecting Atlas Copco to apply service

- Designed owned
- Access to all information
- Original part
- Part availability
- Dedicated tool
- Trouble shooting agent
- Connectivity on machine
- Competence of people



COMPETENCE DEVELOPMENT

ENSURE THAT PEOPLE WORLDWIDE HAVE

THE CORRECT COMPETENCES BY

PROVIDING TRAINING PACKAGES AND

FOLLOWING UP THE RESULTS



Competence Levels

SERVICE TECHNICIANS
different Skills and Capabilities



Job allocation
First Time Fix
Competitive cost

SERVICE ACTIVITIES
&
PRODUCT TECHNICAL COMPLEXITY



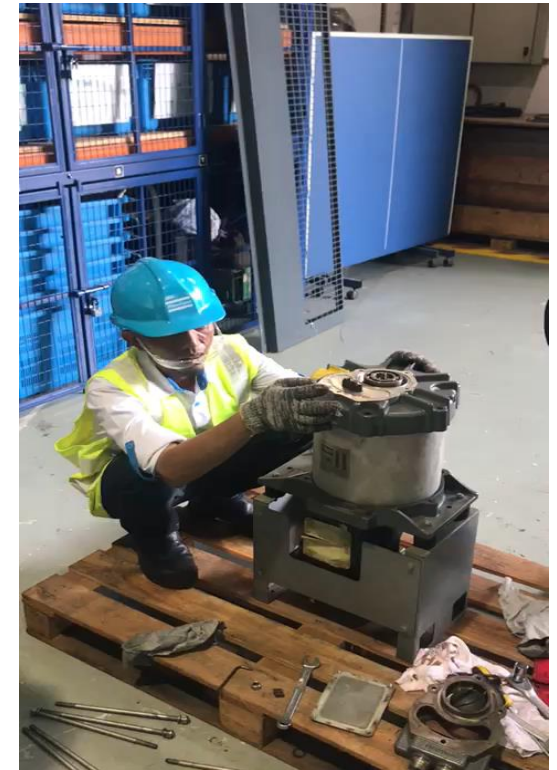
Guarantee the right knowledge and skills required for the different product ranges with the variety of routine and complex service activities

CTS Academy South East ASIA



Level 2 training
Malaysia (for all SEA)

Level 1 training
Indonesia



Customer satisfaction

Net Promoter Score

HOW LIKELY WOULD YOU RECOMMEND ATLAS COPCO?



$$\text{NPS} = \text{PROMOTERS} - \text{DETRACTORS}$$

THERE IS ALWAYS A BETTER WAY



Service Hotline

- 24/7 number
- Sticker on all the commissioned and serviced machine

Atlas Copco

PT. Atlas Copco Indonesia

tel +62 21 780 1008 / fax +62 21 780 1837
indonesia.ct.service@id.atlascopco.com

<http://www.atlascopco.co.id>

MACHINE TYPE SERIAL NUMBER

PERFORMED SERVICE DATE RUNNING HOURS NEXT SERVICE DATE RUNNING HOURS

SERVICE AGREEMENT TYPE SERVICE AGREEMENT CONTRACT NUMBER

SERVICE TECHNICIAN (NAME) TELEPHONE

24h SERVICE-HOTLINE **1500 287**



WANT TO KNOW MORE?
SCAN HERE!



The Atlas Copco logo is centered on a solid blue background. It consists of two thick white horizontal bars, one above and one below the company name. The name 'Atlas Copco' is written in a white, elegant, cursive script font.

Atlas Copco

