

**ANALYSIS OF LOGISTICS DELIVERY PERFORMANCE  
AT PT SIEMENS INDONESIA  
(A CASE STUDY OF RENTAL TOOLS DELIVERY IN XYZ POWER PLANT  
PROJECT AT THE ENERGY SERVICE FOSSIL DIVISION)**

by

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### STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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## ABSTRACT

### ANALYSIS OF LOGISTICS DELIVERY PERFORMANCE

#### AT PT SIEMENS INDONESIA

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The purpose of this study is to analyze the logistics delivery performance of rental tools delivery for temporary import in XYZ Power Plant Project at the Energy Service Division PT Siemens Indonesia. This research is a mixture of quantitative and qualitative research and using both primary and secondary data, which collected from the company data including interview with the logistics manager and monitoring delivery data of XYZ Power Plant Project in the Logistics Department Energy Service Division at PT Siemens Indonesia. The data is analyzed using Structural Equation Modelling (SEM) to identify influential factors to logistics delivery performance. Furthermore, to measure the KPI in terms of delivery reliability of logistics delivery performance levels of rental tools in XYZ power plant project in 2013 by the logistics department in the energy service fossil division. This study uses time series data from September 2013 - December 2013.

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Based on the results of research, it can be seen that customs clearance has positive moderate correlation to the logistics delivery performance, while number of items factor has a positive weak correlation to the logistics delivery performance.

This research also found that the KPI in terms of delivery reliability of delivery performance level of rental tools in XYZ power plant project 2013 by the logistics department in the energy service division is 56.67%” which is Insufficient in logistics benchmark level. Thus, in purpose of increasing the logistics delivery performance in the XYZ Power Plant Project, the company should improve the delivery reliability. In addition the company should pay more attention to customs clearance process, since customs clearance is the most influential factor to the logistics delivery performance.

*Keywords: Logistics, Delivery Reliability, KPI, Temporary Import, On-Time Delivery.*



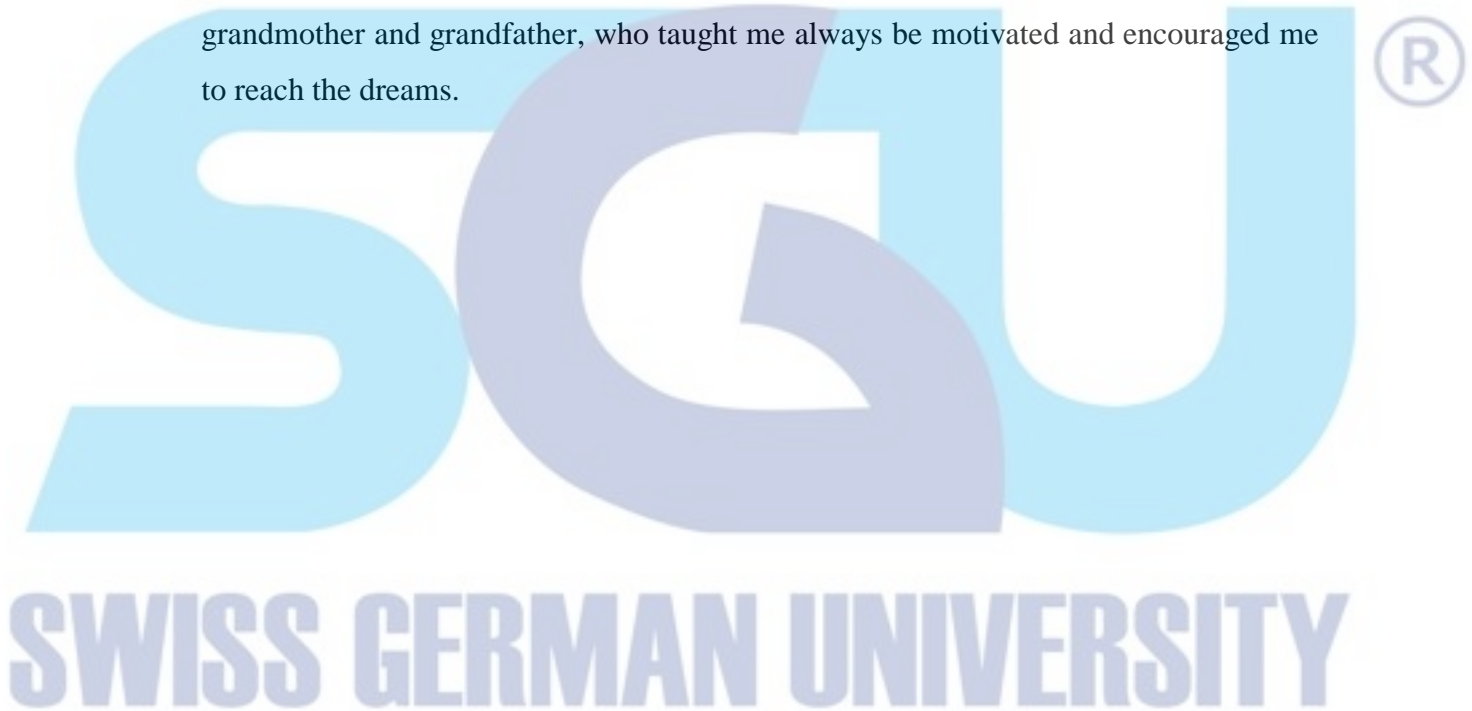
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## DEDICATION

This thesis is dedicated to my beloved father & mother, who taught me the best kind of knowledge, who taught me never to give up, also always facilitated me and for their unlimited support me therefore I could finished the thesis. It is also dedicated to my grandmother and grandfather, who taught me always be motivated and encouraged me to reach the dreams.



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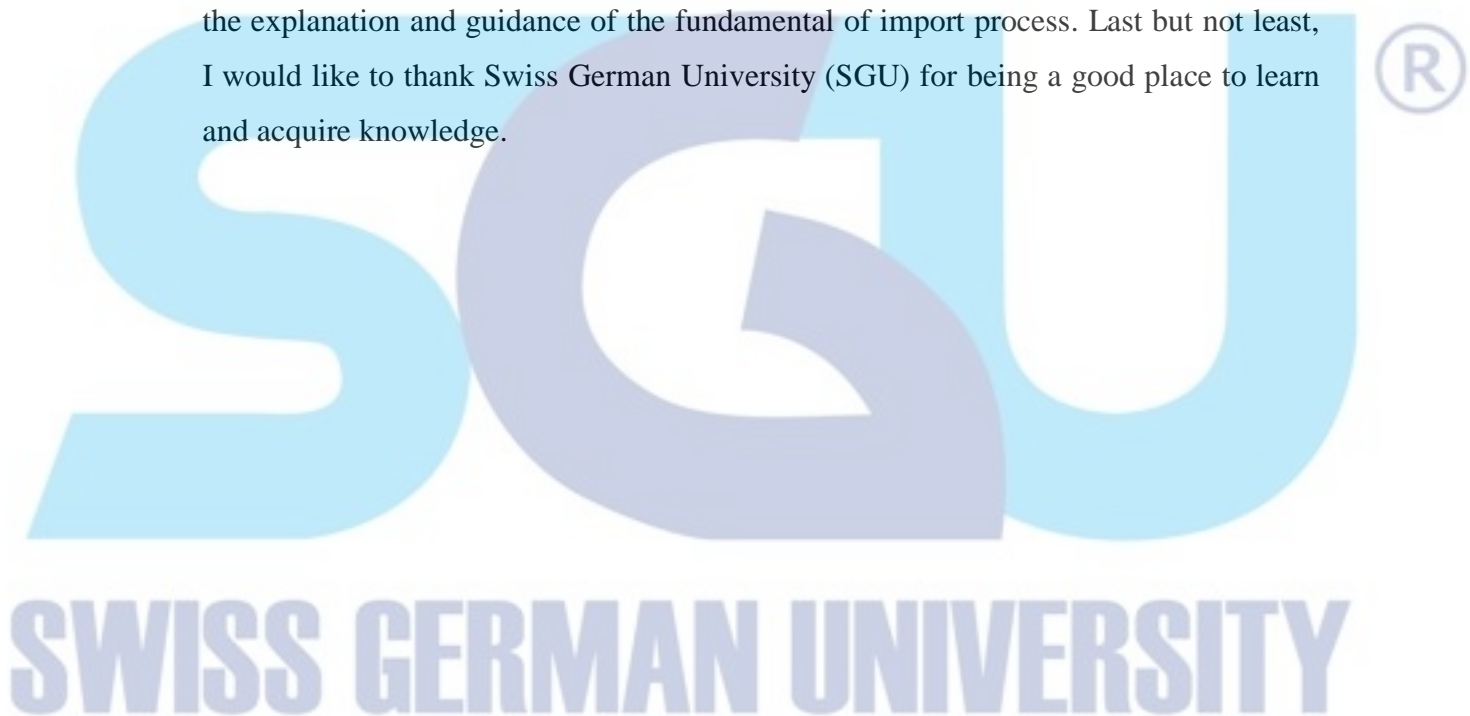
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