



**OPTIMIZING SUPPLY CHAIN PERFORMANCE  
THROUGH EFFECTIVE TRANSPORTATION  
SCHEDULING AND LOADING DOCK ALLOCATION  
IN FMCG COMPANY**

**UNDERGRADUATE FINAL PROJECT**

**Submitted as one of the requirements to obtain Sarjana Teknik (S.T.)**

**By  
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**FACULTY OF ENGINEERING  
INDUSTRIAL ENGINEERING STUDY PROGRAM  
CIKARANG  
SEPTEMBER, 2023**

## **PANEL OF EXAMINER**

The Panel of Examiners declares that the undergraduate thesis entitled **“Optimizing Supply Chain Performance Through Effective Logistic Scheduling and Capacity Allocation: A Case Study in FMCG Company”** that was submitted by Putri Nurhaliza majoring in Industrial Engineering from the Faculty of Engineering was assessed and approved to have passed the Oral Examination on September 1<sup>st</sup> 2023.

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**Examiner I**

**OPTIMIZING SUPPLY CHAIN PERFORMANCE  
THROUGH EFFECTIVE LOGISTIC SCHEDULING  
AND LOADING DOCK ALLOCATION: A CASE  
STUDY IN FMCG COMPANY**

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Faculty : Engineering

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Title of thesis : Optimizing Supply Chain Performance Through Effective Logistic Scheduling and Loading Dock Allocation: A Case Study in FMCG Company  
Thesis author : Putri Nurhaliza  
Student ID number : 004201900020

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Cikarang, September 26<sup>th</sup> 2023



(Ir. Hery Hamdi Azwir, M.T.)

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This thesis entitled “**Optimizing Supply Chain Performance Through Effective Logistic Scheduling and Loading Dock Allocation: A Case Study in FMCG Company**” is prepared and submitted by **Putri Nurhaliza** in partial fulfillment of the requirements for the degree of bachelor’s degree in the Faculty of Engineering has been reviewed and found to have satisfied the requirements for a thesis fit to be examined. I therefore recommend this thesis for Oral Defense.

**Jakarta, Indonesia, August 29<sup>th</sup>, 2023**

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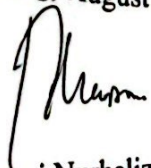
**Ir. Hery Hamdi Azwir, M.T.**

## ACKNOWLEDGEMENT

This report took a long time and intense effort to be done with the great support of those who have provided assistance, advice, and encouragement. First and foremost, I would like to express my gratitude to Allah SWT who has been there for me since day one. And many other supports, namely:

1. My family always understands and never puts pressure on me.
2. Sir Ir. Hery Hamdi Azwir, M.T. as my Final Project Advisor who always gives guidance, direction, and advice to accomplish this report.
3. All the lecturers in the Industrial Engineering Faculty of President University.
4. Bu Amendha as my supervisor in the company. Also, Ka Tika, Ka Melva, and Ka Bayu that accompanied me since the beginning of my internship in the Logistic Transport department.
5. Annisa Rahmat, Aulia Pranagita, and Elvivani Sari who have always been there with me during every hardship since semester 3. Thank you so much for giving me emotional and mental support.
6. Lastly, my Industrial Engineering batch in 2019 always fought together and supported each other in all semesters.

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Study Program : Industrial Engineering  
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## **ABSTRACT**

This research is centered on PT SM, an FMCG company specializing in home care products, which is facing challenges in outbound processing, resulting in unfulfilled daily delivery targets. The process loading time for a single shipment is 3 hours, posing a hindrance to handling 120 shipments daily. Consequently, the company achieves only 100 deliveries per day and resorts to weekly overtime. To address this issue, the study adopts the Business Process Improvement (BPI) method and deploys Business Process Model Notation (BPMN) to identify bottlenecks. The results highlight the necessity to regulate Vendor arrivals to enhance the preparedness of warehouse operators. The research introduces a truck regulation arriving system based on the available loading docks and shipment plans in generating the time of arrival for the shipping trucks, intending to reduce the loading time per shipment. Following implementation, the loading time to process a single shipment decreased to 2.7 hours resulting in an increase of delivered shipments per day by 11.35%. Notably, the improvement results in an annual saving of 12% (IDR 1,095,000,000) for PT SM, thus justifying investments by eliminating overtime expenses. This study highlights significant enhancements in PT SM's outbound processes and overall cost-efficiency.

*Keywords: Business Process Improvement (BPI), Business Process Model Notation (BPMN), Outbound Logistic, FIFO, Warehouse Operation.*

## **ACKNOWLEDGEMENT**

This report took a long time and intense effort to be done with the great support of those who have provided assistance, advice, and encouragement. First and foremost, I would like to express my gratitude to Allah SWT who has been there for me since day one. And many other supports, namely:

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6. Lastly, my Industrial Engineering batch in 2019 always fought together and supported each other in all semesters.

Cikarang, August 29<sup>th</sup> 2023

(Putri Nurhaliza)

# TABLE OF CONTENTS

<b>PANEL OF EXAMINER</b> .....	ii
<b>THESIS ADVISOR RECOMMENDATION LETTER</b> .....	iii
<b>STATEMENT OF ORIGINALITY</b> .....	iv
<b>ADVISOR APPROVAL FOR INSTITUTION’S REPOSITORY</b> .....	v
<b>APPROVAL PAGE</b> .....	vi
<b>SIMILARITY CHECKING RESULT</b> .....	vii
<b>AI BASED PLAGIARISM CHECKING RESULT</b> .....	viii
<b>ABSTRACT</b> .....	ix
<b>ACKNOWLEDGEMENT</b> .....	x
<b>TABLE OF CONTENTS</b> .....	xi
<b>CHAPTER I INTRODUCTION</b> .....	1
<b>1.1 Problem Background</b> .....	1
<b>1.2 Problem Statement</b> .....	2
<b>1.3 Objectives</b> .....	2
<b>1.4 Scope</b> .....	3
<b>1.5 Assumption</b> .....	3
<b>1.6 Research Outline</b> .....	4
<b>CHAPTER II LITERATURE STUDY</b> .....	5
<b>2.1 Logistic Planning</b> .....	5
<b>2.2 Outbound Transportation Logistics</b> .....	6
<b>2.3 Outbound or Finish Goods Warehouse</b> .....	8
<b>2.4 Business Process Improvement (BPI)</b> .....	9
<b>2.5 Business Process Model Notation</b> .....	11
<b>CHAPTER III RESEARCH METHODOLOGY</b> .....	15
<b>3.1 Research Methodology</b> .....	15
<b>3.1.1. Initial Observation</b> .....	16
<b>3.1.2. Problem Identification</b> .....	16
<b>3.1.3. Literature Study</b> .....	17
<b>3.1.4. Data Collection</b> .....	17

3.1.5.	Data Analysis .....	18
3.1.6.	Conclusion & Recommendations.....	18
3.2	Research Framework .....	19
<b>CHAPTER IV DATA ANALYSIS .....</b>		<b>21</b>
4.1	Initial Business Process .....	21
4.2	Data Collection .....	29
4.3	Analysis.....	32
4.4	Improvement Plan .....	35
4.4.1	Scheduling Design Mock-up.....	36
4.4.2	Calculating Improvement Requirement .....	43
4.4.3	Increasing Warehouse Equipment Utilization .....	45
4.5	Future Process Flow .....	46
4.6	Summary .....	49
4.6.1	Before-After Comparison.....	49
4.6.2	Saving Impact.....	54
<b>CHAPTER V CONCLUSION AND RECOMMENDATION.....</b>		<b>59</b>
5.3	Conclusion.....	59
5.4	Recommendation .....	59
<b>REFERENCE .....</b>		<b>61</b>



## LIST OF TABLES

<b>Table 4. 1 Process Activity Mapping of Outbound Process at PT SM.....</b>	<b>24</b>
<b>Table 4. 2 Data of Shipment Planning Daily vs. Actual Shipped Daily .....</b>	<b>30</b>
<b>Table 4. 3 Data of Daily Planning Shipment vs. Actual Shipped Each Shift and Overtime .....</b>	<b>31</b>
<b>Table 4. 4 Data Collection Summary .....</b>	<b>32</b>
<b>Table 4. 5 Truck Arrivals Breakdown by Hours .....</b>	<b>33</b>
<b>Table 4. 6 Constraint Time for Each Shift.....</b>	<b>43</b>
<b>Table 4. 7 Before-After Comparison Data Collection .....</b>	<b>50</b>
<b>Table 4. 8 Initial Investment for Improvement .....</b>	<b>55</b>
<b>Table 4. 9 Forklift Specifications .....</b>	<b>56</b>
<b>Table 4. 10 Saving Projection of Improvement Impact.....</b>	<b>58</b>

## LIST OF FIGURES

<b>Figure 2. 1 Outbound Transportation Logistics Process Flow .....</b>	<b>7</b>
<b>Figure 2. 2 Business Process Improvement Flow .....</b>	<b>10</b>
<b>Figure 2. 3 BPMN Graphical Element .....</b>	<b>12</b>
<b>Figure 3. 1 Theoretical Framework.....</b>	<b>15</b>
<b>Figure 3. 2 Research Framework .....</b>	<b>19</b>
<b>Figure 4. 1 Illustration of Flow Process on Outbound Facility in PT SM .....</b>	<b>22</b>
<b>Figure 4. 4 Allocated Order Menu New System “Optimize” .....</b>	<b>36</b>
<b>Figure 4. 5 Schedule Submission Menu .....</b>	<b>37</b>
<b>Figure 4. 6 Schedule Execution .....</b>	<b>37</b>
<b>Figure 4. 7 Schedule Execution After Vendor Assigns Vehicle Plate.....</b>	<b>38</b>
<b>Figure 4. 8 Schedule Execution Status Shipment.....</b>	<b>38</b>
<b>Figure 4. 9 VMS Display Booking Order.....</b>	<b>40</b>
<b>Figure 4. 10 Booking Detail on VMS with Schedule Arrival Time .....</b>	<b>41</b>
<b>Figure 4. 11 Feature to Maintain Schedule.....</b>	<b>42</b>
<b>Figure 4. 12 Business Process Model Notation of Outbound Operation in PT SM.....</b>	<b>47</b>
<b>Figure 4. 14 Line Chart of Average Truck Shipped in a Week .....</b>	<b>52</b>
<b>Figure 4. 15 Line Chart of Average Loading Time in a Week.....</b>	<b>53</b>
<b>Figure 4. 16 Illustration of Forklift Nichiyu .....</b>	<b>56</b>

## LIST OF TERMINOLOGIES

- Daily Shipment Planning : The process of planning shipments on a daily basis to ensure that goods are delivered to DC on time and efficiently.
- Loading Dock : An area outside of the warehouse where materials are placed on to be taken off to the truck by forklift.
- Overtime : Additional time worked by an employee outside the working hour. Usually, the pay rate is based on the additional working hours.
- Loading Duration : Amount of time taken to load a truck with goods for shipment delivery.
- Handover Period : A period of information exchange from the previous shift to the next shift.
- Material Handling Equipment : Tools or equipment that are used exclusively to transport materials within the facility.