Jurnal Office: Jurnal Pemikiran Ilmiah dan Pendidikan Administrasi Perkantoran
Volume 8, Number 2, July-December, 299-310
Homepage: http://ojs.unm.ac.id/jo

Distribution System Administration Analysis In PT. Indonesian Cement Distributors West Nusa Tenggara

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ABSTRACT

The purpose of this study is to determine the distribution system administration activity model at PT. Semen Indonesia Distributor of West Nusa Tenggara and to analyze administrative processes in the cement distribution system at PT. Semen Indonesia Distributor West Nusa Tenggara. While the analytical method used is descriptive qualitative analysis with the data analysis technique of the Miles & Huberman interactive model, namely, data collection, data reduction, data presentation, and drawing conclusions. Based on the results of research, it is known that the administration system process at PT. Semen Indonesia Distributor West Nusa Tenggara starts from requesting stock of goods, receiving goods from the warehouse, releasing goods to the warehouse, sales and finance using SID Mobile based on SAP (system analysis and product in data processing) with the Material Management (MM) application module , Sales Distribution (SD), and Finance and Control (FICO)

Keywords: administration system, stock, SID Mobile, SAP

INTRODUCTION

Prospects for the cement industry and marketing in Indonesia The cement industry is a strategic industry needed for physical development in the form of infrastructure facilities and infrastructure whose needs are increasing in line with increasing community economic activity and national development. In Indonesia, the cement industry has experienced growth from year to year, both in terms of the number of factories, production capacity and production. Over the past few years, domestic demand for cement has increased quite sharply, this is due to infrastructure projects such as toll roads, wharves, buildings, apartments, housing and others which require quite a large amount of cement.

The cement industry is currently experiencing very rapid development. The rapid development that occurred in the cement industry was marked by the increasing number of companies engaged in the same field starting to emerge in Indonesia. In the past, we only knew Indarung Padang or better known as PT. Semen Padang was the first cement factory to operate in Indonesia, but now we know other similar companies such as Indocement, Holcim Indonesia, Semen Bosowa, and Semen Kupang, controlling 10% of the total market share (Johan, 2010)

With the growth of the competition, of course the administrative implementation process in the cement business cannot be avoided. Administrative processes we often encounter and use in everyday life. Administration is the whole process of cooperation between two or more people based on certain rationalities to achieve predetermined goals (Chisyanti, 2011) . The administrative stage also includes all activities, namely from the time the material arrives from

the supplier , the material is processed into semi-finished or finished products, until the product is distributed to consumers to determine the performance of the company's Supply Chain . From these measurements a result will be obtained, so that the performance of the company's Supply Chain is good or not. With good Supply Chain performance , the company's performance will be more focused and provide benefits, both for the company, suppliers , and consumers.

Supply Chain Management (SCM) is one of the best solutions to increase competitive advantage (Zabidi, 2001) . The competitive advantage of SCM is how companies are able to manage the flow of goods or products in a supply chain . The main objectives of Supply Chain Management are timely delivery/delivery of products, reducing time and costs in fulfilling needs, focusing planning and distribution activities, and managing inventory management. between suppliers (vendors) and consumers (buyers) (Pujawan, 2005) . Supply Chain Management provides a structure that allows the process and implementation of plans to be carried out and provides various systems to carry out the process and implementation of plans. Supply Chain Management can make company activities more structured, coordinated, scheduled and integrated so that the whole process will be more effective and efficient.

The demand for cement in West Nusa Tenggara after the earthquake continued to increase, the increase in cement demand occurred during the rehabilitation and reconstruction period. Prices for cement-type building materials are now scarce in almost all building stores. The price increase has received complaints from the public who are currently carrying out the construction process. What's more, the demand for cement is quite high in West Nusa Tenggara with a lot of demand for infrastructure development and also the construction of houses for earthquake victims some time ago. Not only because of the earthquake, before the earthquake, development in West Nusa Tenggara was progressing, which resulted in a high demand for cement. There is a large demand for cement in West Nusa Tenggara and on the other hand there is a scarcity of cement in the market resulting in over demand and rising prices, sometimes over supply also occurs , so there is imbalance and instability in the market.

Seeing the huge market potential in NTB, PT. Semen Indonesia Distributor or hereinafter abbreviated as SID. PT. Semen Indonesia Distributor is a type of manufacturing company engaged in cement distributor which includes distribution activities. One of the main activities of PT. Semen Indonesia West Nusa Tenggara distributor is the distribution of subsidized and non-subsidized cement. Semen Indonesia Distributor West Nusa Tenggara is one of the distributors of PT. Semen Indonesia (Persero) Tbk which distributes cement with sack type. from PT. Semen Indonesia (Persero) Tbk to Semen Indonesia Distributors, almost all data related to cement distribution is processed using a website-based integrated system, and from Semen Indonesia Distributors to cement kiosks, all data used is also almost using the website.

Administration is the entire process of cooperation between two or more people in achieving goals by utilizing certain infrastructure in an efficient and effective manner. (Mufiz, 1986) , whereas according to (Ali, 2011) , administration is a process of organizing work that is carried out together to achieve the goals that have been studied, in which implementation is realized through management functions consisting of planning, organizing, implementing and supervision.

According to the opinion of other experts, namely (Faried, 2011) The administrative system is a system that helps manage the process of organizing work activities carried out by a company in accordance with the goals that have been set. Meanwhile, according to (Daryanto, 2001) , administration is one aspect of marketing, a distributor company is an intermediary that distributes products and factories (manufacturing) to retailers (retail).

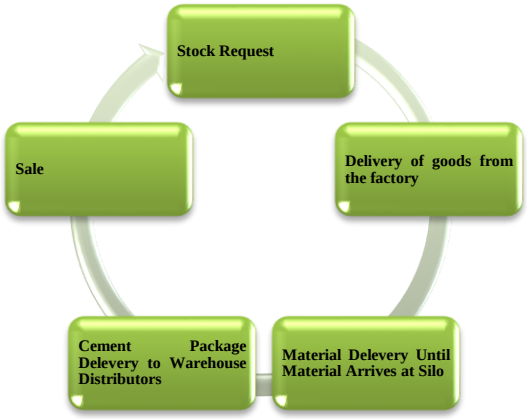


Figure 1. One of the administrative system lines at PT Semen Indonesia Distributor NTB

The flow above is Purchasing, which is a series of actions to obtain goods and services through exchange, with the intention of being used alone or resold (Soemarso, 2009) . Another definition of purchasing is an account used to record all purchases of merchandise in one period. Cash purchases are purchases made by companies spending cash to pay for goods purchased for the purposes of company activities and for inventory items, while credit purchases are purchases made by companies by paying installments in stages. Furthermore, purchases made by companies whose payments are made in stages or in installments to suppliers. (Mulyadi, 2002)

From the system of administrative stages above, it also explains that the distributor is a company/party appointed by the principal to market and sell its principal products in a certain area, for a certain period of time, but not as the principal's power of attorney. distributors also buy goods from their principals themselves and then sell them to buyers within the area agreed by the principals with the distributors. All legal consequences of his actions are the responsibility of the distributor himself (Yasona, 1993)

METHODS

The research took place at PT. Semen Indonesia, East Lombok Regency, West Nusa Tenggara Province, with the object to be studied, namely the Distribution System Administration Analysis at PT. Semen Indonesia distributor West Nusa Tenggara. This type of research is field research, namely by going directly to the field of research object, precisely at PT. Semen Indonesia distributor West Nusa Tenggara. This study uses a qualitative method which is a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior in their language and in their terms. (Saputra, 2012) .

The subject of this research is the main source of research that has research data. As for those who are taken as research subjects are those who are responsible, really master, know, and are directly involved in administrative activities in PT. Semen Indonesia Distributor West Nusa Tenggara. The types of data used in this study are primary data and secondary data. Data collection and analysis techniques in this study were observation, interviews and documentation.

RESULTS AND DISCUSSION

PT. Semen Indonesia (Persero) Tbk. Previously named PT. Semen Gresik (Persero) Tbk. Is a company engaged in the cement industry. Inaugurated in Gersik on August 7, 1957 by the first President of the Republic of Indonesia with an installed capacity of 250,000 tons of cement per year, which is located at Jl. Veteran Gersik 61122 East Java, Indonesia, Telephone +62-31-398-1732, Fax +62-398-3209. Web www.semenindonesia.com . PT. Semen Indonesia has a Jakarta representative office located at Jl. DR Ide Anak Agung Gde Agung Kuningan, Jakarta-12950.

PT. Semen Indonesia Distrubutor is one of the State-Owned Enterprises (BUMN) in East Lombok, West Nusa Tenggara, established on April 16 2017, For the current proide PT. Semen Indonesia Distributor led by Mr. Ali Mustakim as branch head of PT. Semen Indonesia Distributor West Nusa Tenggara. Located on road 9C7G+883, Montong Baan, Sikur, East Lombok Regency, West Nusa Tenggara. 83662 kelus. Seeing the huge market potential in NTB, PT. Semen Indonesia Distributor or hereinafter abbreviated as SID. PT. Semen Indonesia Distributor is a type of manufacturing company engaged in cement distributor which includes distribution activities.

Based on the results of the interview with Mr. Wahyu as the Officar Administrative Branch or BAO explained that the flow of activities carried out during the cement distribution process said that, *"For stock requests, the process begins with the Officar Administration Branch or BAO making a Goods Request Letter or SPB (Delivery Order or Purchase Requisition DO/PR). Sending Letter of Request for Goods or SPB via email to the center. The Officar Administration Branch or BAO provides a Delivery Request Letter or SPP to the Driver to be submitted to the central factory. Delivery Request Letter or SPP brought by the Driver is submitted to the central factory admin"*. Based on the results of the interview above, it can be written that the distribution manager will contact the central factory in Java to meet the needs for cement or non-cement at PT. Semen Indonesia Distributor, after that the Officar Administration Branch or BAO makes a letter requesting the need for cement or non-cement. Delivery of the letter itself via email or via Whatsapp. If the new head office has approved the goods can be taken. The cement is collected by trucks from Silog. After the request for cement sent by the Officar Administrative Branch or BAO to the head office has been approved, then trucks from Silog will immediately take the cement to the head office in Java. Before *the Driver* runs, *the Driver* takes a printout of the delivery request letter or SPP that has been made by the Officar Administration Branch or BAO.

Based on the results of the interview with Mr. Erwin as *the driver* , he explained that the flow of goods delivery from the factory said that, " *Delivery of goods from the factory: Delivery Request Letter or SPP brought by the Driver submitted to the factory admin. The Delivery Request Letter or SPP is signed by the expeditor S, after which the Delivery Request Letter or SPP is exchanged for a Cement Production Permit or SIPS. Cement Production Permit or SIPS is exchanged for a Road Request Letter or SPJ"*.Based on the results of the interviews above, the researcher found that *the Driver* brought a Road Request Letter or SPJ that was given by the facto ry expeditor, before entering Silog, *the Driver* first gave the SPJ to the Silog concerned. New cement can be put into the Silog factory.

Based on the results of an interview with Pak Wahyu as the Officar Administrative Branch or BAO, *"Delivery of cement packages to the distributor's warehouse: then the Branch Administration Officer or BAO makes a Goods Request Letter or SPB. A Letter of Request for Goods or SPB is given to the Driver and the Driver submits a Letter of Request for Goods or SPB to the warehouse admin . Drivers provide a Goods Request Letter or SPB to the Branch Administration Officer or BAO. Branch Administration Officer or BAO input to input as a bill.*

The Operational Transport Officer or PAO creates a manual SPBM for the Warehouse Admin. Branch Administration Officer or BAO gives SPBM to warehouse admin for input". Based on the results of the interview above, the researcher found that the Officar Administration Branch or BAO made a Letter of Request for Goods or SPB in accordance with the amount requested by the company. After the Letter of Request for Goods or SPB is finished, it will be handed over to *the Driver* . *The driver* brings a Letter of Request for Goods or SPB of five sheets to be given to the Silog admin, the Silog admin gives a Cement Production Permit or SIPS, the SIPS brought by the *driver* will be submitted to the veker for the cement loading process. If the cement loading process is complete, the Cement Expenditure Letter or SIPS will be exchanged for two copies of a Road Request Letter or SPJ to be submitted to the distributor. The SPJ brought by *the driver* is handed over to the Branch Administration Officer or BAO, the Branch Administration Officer or BAO will keep it as proof of billing from the center. The Transportation Operational Officer or PAO makes a manual SPBM according to the incoming goods for inputting *inbound* goods to the warehouse admin.

The transaction flow at PT. Semen Indonesia Distributor interview results with the Branch Administration Officer as follows:

Cash disbursement transaction files

As for the cash disbursement transaction files at PT. Semen Indonesia Distributor interview results with the Branch Administration Officer as follows: 1) Credit purchase invoice; invoice or a document containing shipping details that records the list of goods, prices and other matters that are usually related to billing to pay the seller to the buyer. The billing invoice contains details of the item purchased, unit price, total price and date of purchase; 2) Billing invoice back; back billing invoices are created to bill customers who pay half or do not pay at all; 3) Receipt of replenishment of cash; receiving this cash replenishment first, the warehouse admin makes petty cash or a small amount of company cash which is often kept on hand to pay for small expenses such as office supplies or employee reimbursement. Petty cash Requests for cash replenishment or cash documents are attached with proof of cash disbursements, submitted to the central company twice a week on Mondays and Thursdays sent via email. If the central company has sent a cash filling, the admin inputs it to the adjusting companies to make a year-end report; 4) Proof of cash disbursement; proof of cash out at PT. Semen Indonesia Distributors usually pay for the costs of loading and unloading cement at the Warehouse by making receipts for cash disbursements which will be signed by the admin and laborers.

Picture 2. Flow of charging cash

Function In Warehouse

The results of interviews with warehouse supervisors and warehouse admins show that the functions in the warehouse are as follows: 1) Inbound is the process of entering goods into the warehouse. Broadly speaking, inbound includes receiving products, checking product conditions and quality, recording product stock and sending reports to clients; 2)Storage is the placement of

goods in the warehouse before the goods undergo the next process; 3) Outbound is the process of removing goods from the warehouse. This process focuses on delivering products to customers; 4) Goods Return is the return of goods by the buyer to the seller; 5) Rijek goods are products whose conditions are damaged or do not meet predetermined quality standards, and cannot be economically repaired to become a good product; 6) Reporting is a report on goods per week or per month; 7) Stock taking is an activity carried out to adjust accounting records in business with the amount of stock of goods or supplies kept by the company. Equalizing the stock in the Warehouse with the stock in the data.

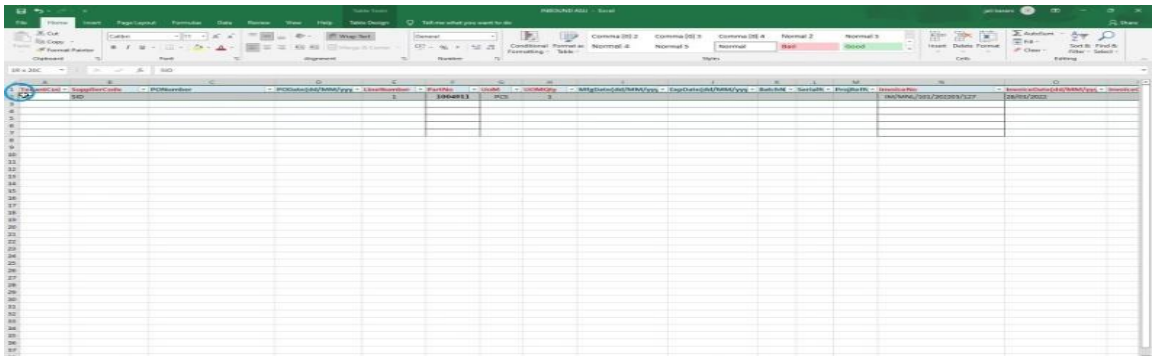
This data input is carried out every Inbound, Outbound goods, Rijek or return, broken warehouse, stock taking and reporting of goods. All letters that have been given regarding inbound-outbound goods to the warehouse admin will be inputted through the SAP application. The process is as follows:

Inbound

Based on the information provided by the Admin of PT. Semen Indonesia Distributor West Nusa Tenggara stated that the process of inputting incoming goods first starts from creating an inbound file in accordance with a request for goods or SPB then saving it.

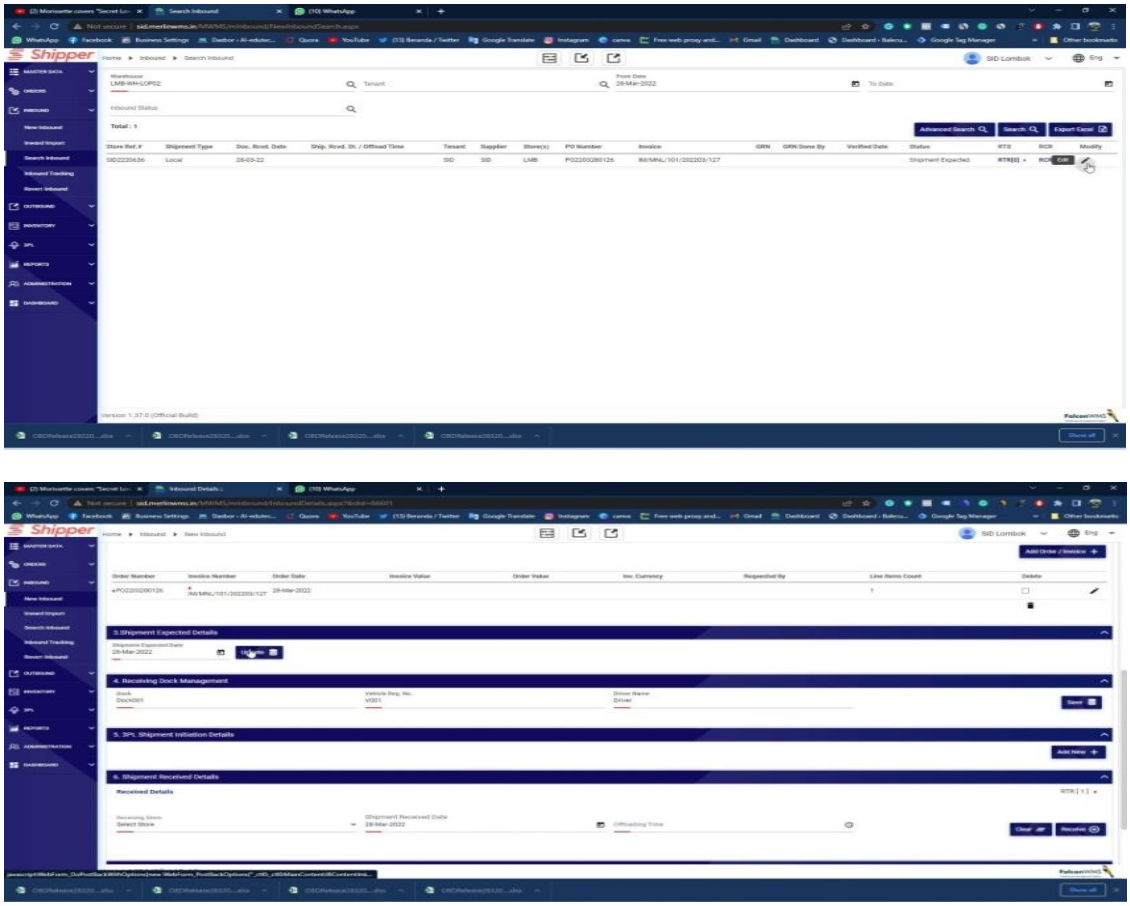
Picture 3. Process flow for inputting *inbound* goods

Enter the SAP application, click inbound then select files to open the file created in Microsoft Excel, then click inword import then click choase files a file will appear that was created in excel, after that click the inbound file that was saved earlier it will appear again what has been saved in the SAP application, click inward file again and then click create inbound to save.



Next, click search inbound in the inbound search, write down the warehouse and fome date, then click search, the inbound file will appear in the form of Expected shipman, then we click

modify, in modify, we will input the expected shipmant details or date, receiving dock manager, name of vehicle bag no. or the DR of the truck and the driver's name, and finally the shipment receipt detailing the received store and time.



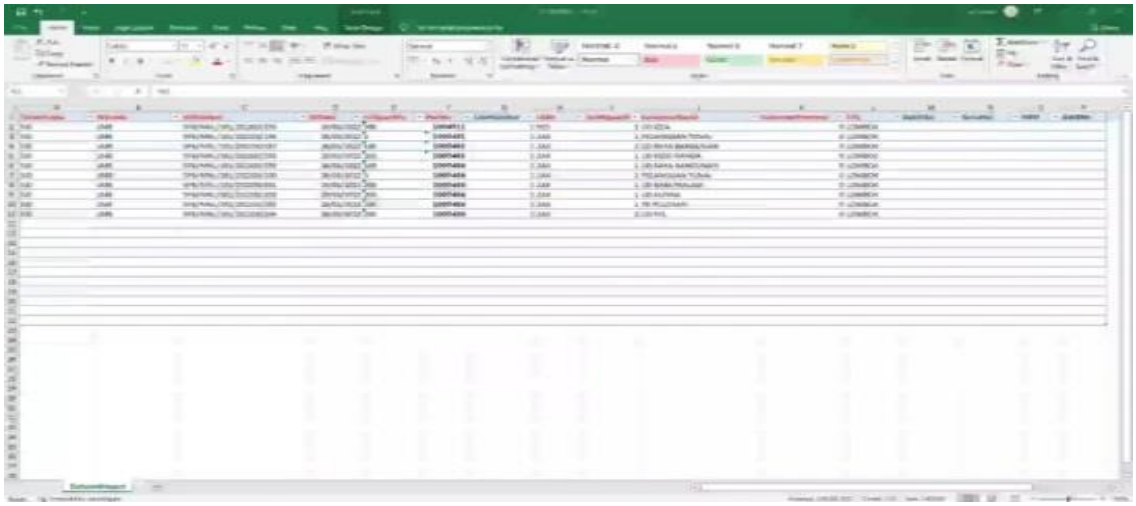
Storage

The first thing to do during the inbound process is to check the condition of the goods before being sent down to the warehouse. Do a visual check by taking photos of the condition of the item. After that new goods may be unloaded and carry out the process of collecting data on goods by system and by tally sheet (a record of calculating the amount or amount of cargo received or cargo unloaded). If there is a problem with the goods such as non-conformance of the goods (type and quantity) or damage to the goods, record and photograph these conditions to be reported in the minutes.

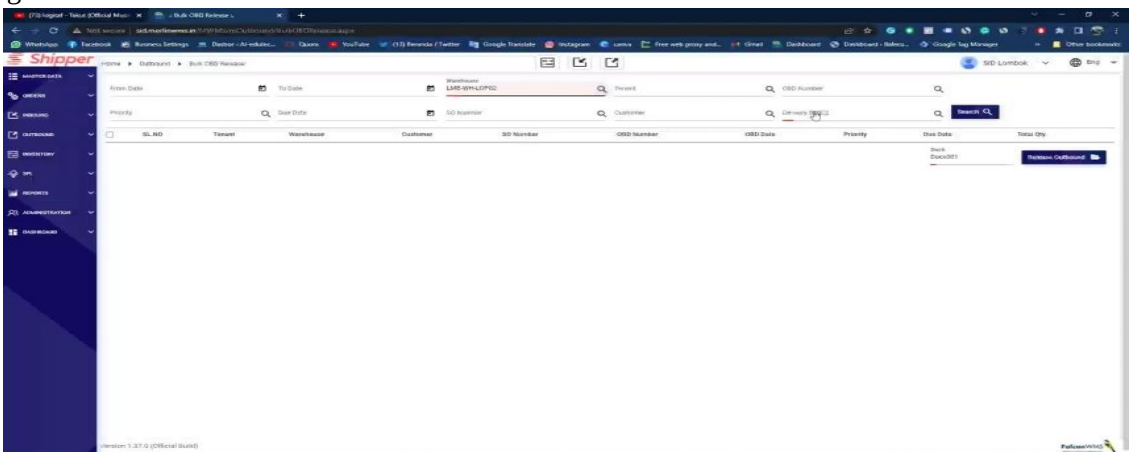
Outbound

Picture 4. The flow of the process of inputting *outbound* goods

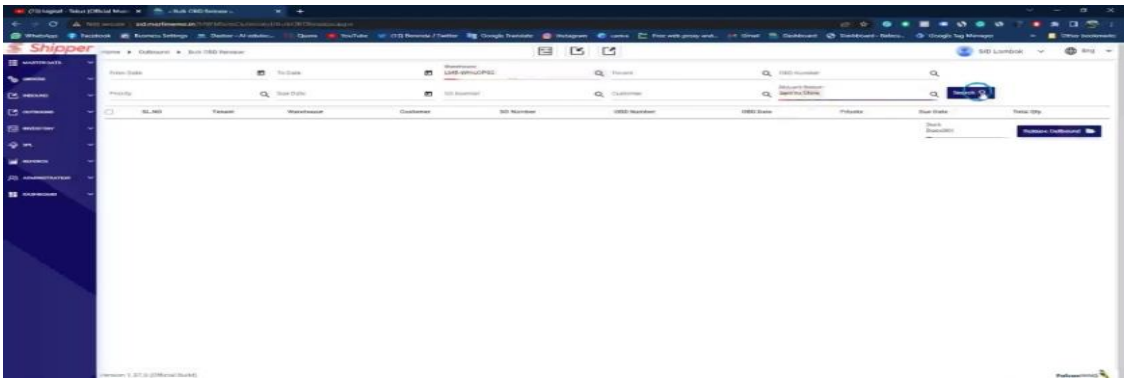
Inputting outbound is almost the same as inputting inbound, starting from creating an outbound file in accordance with the letter of delivery of goods or SPB then saving it

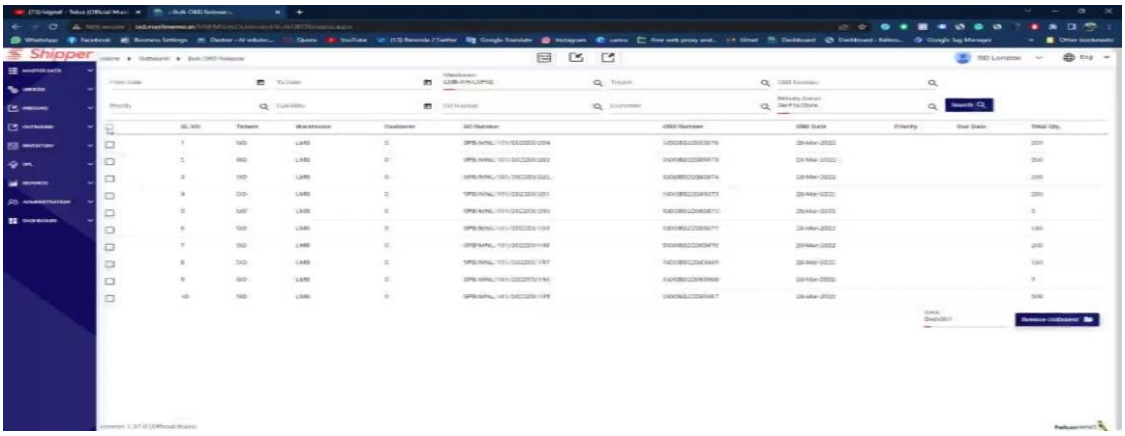


Enter the Shipper application, click outbound then choose files to open the file in SAP. Then click inword import then click choose files a file will appear in SAP, click inward import again then click create outbound to save.

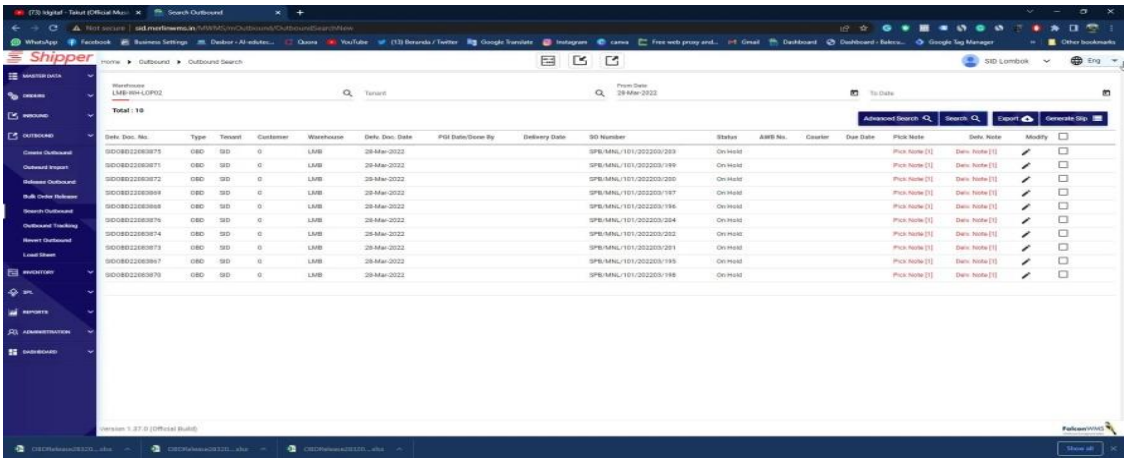


Next, click build release to be inputted to the warehouse, delivery status, click submit, the file that was built in the build release will appear, then click release outbound.





The final step is to enter the serch outbound to find out if all the file processes have been completed, in this outbound serch in the input warehouse, form date then click advancer serch an outbound view will appear.



Rijek and Return;

The input of returns and receipts is input simultaneously with the input of inbound and outbound goods. Admin in making reports and goods rijek just need to reopen the inbound outbound goods file.

Reporting;

This report is done once a week and per month to report the entry and exit of goods. This item report is marked with the warehouse name, item code, item name, UoM, intact, incoming, outgoing, returned or rejected, destroyed, total intact, total total items, and a description of the warehouse return and breakdown.

Stock taking (SO);

The activity of calculating the amount of stock of merchandise inventory physically and adjusting it to the records in the data. The trick is that at the end of each month the admin makes a stock taking or SO report and then enters the warehouse to start calculating to adjust whether the stock in the data is the same as that in the warehouse.

Distributor Software

After identifying and modeling activities in the PT distribution process. Semen Indonesia Distributors, then identify the use of technology throughout activities in the distribution process, in addition to finding the use of information technology also traces the information artifacts that flow throughout the distribution process.

SAP (system analysis and product in data processing); SAP is an application that is used to process data used by companies in order to manage their resources.

SAP module: 1) Finance and Control (FICO), FICO stands for Finance and Control. This FICO module combines accounting standards, cash management, general ledger, consultancy which aims to make financial reports, cost accounting consists of cost center accounting, profit analysis, and also cost accounting elements; 2) Production Planning (PP), The SAP Indonesia module that is widely used next is PP which stands for Production Planning. This module functions to carry out the planning process and control manufacturing within the company. This module includes a complete system configuration, master data, and also includes a variety of solutions for the production process that the company needs; 3) Material Management (MM), MM or Material Management is a SAP module whose purpose is to assist the purchasing or procurement process and assist in inventory management. This module can also be integrated with other SAP modules such as FICO, SD, QM, PP, and many others; 4) SD, This SD module is used to increase the efficiency and operational activities of the company related to customer orders. This module can also be integrated with other modules such as FICO, MM, and PP; 5) Human Resources (HR), HR is an acronym for Human Resources. The benefit is to integrate all processes within the human resources department. The process starts from application or registration, employee administration, time management, salary fulfillment and many others; 6) CRMs, The SAP Indonesia module which is widely used next in CRM. This CRM is related to supply chain, business intelligence, application in the field and many others. The purpose of this CRM module is to provide better information relating to customers besides that it will make companies understand how to make consumers satisfied with company services; 7) Quality Management (QM), QM stands for Quality Management. This QM module is used to check the quality of a series of processes that occur in the logistics sector; 8) Project Systems (PS), The last module that is widely used by companies is PS or Project System where this module is used to integrate all processes from project planning, execution, and company control. From the SAP mdoul listed above according to the Manager of PT. Semen Indonesia West Nusa Tenggara Distributor, Information technology used in the distribution process of PT. Semen Indonesia Distributors are as follows:

SAP

The use of the SAP module in the distribution process used at PT. Semen Indonesia Distributor is using a model; 1) SD, This SD module is used to increase the efficiency and operational activities of the company related to customer orders. The Sales and Distribution (SD) model in which the process of receiving orders and generating Sales Orders (SO) is then carried out by the shipping location by the exporter; 2) Material Management (MM), Material

Management to assist the purchasing or procurement process as well as assisting in warehouse inventory management and logistics at PT. Semen Indonesia Distributor, East Lombok Regency, West Nusa Tenggara; 3) Finance and Control (FICO), This FICO module combines accounting standards, cash management, general ledgers, consultancy which aims to make financial reports in PT. Semen Indonesia Distributor of East Lombok district, West Nusa Tenggara.

As for artifacts the information in PT. Semen Indonesia West Nusa Tenggara distributor according to the Transport Operational Officer or PAO as follows: a) Sales Orders (SO), Sales Order or SO is a document that contains orders from cement buyers, namely customers. SO degenerate based on Porchase Order (PO) from customer by sales admin via SAP; b) SID Mobile, This SID Mobile application helps in making Delivery Request Letters or SPPs, Goods Request Letters or SPB, and Road Request Letters or SPJ in the distribution process; c) Delivery Request Letter (SPP), This document is generated by the PO and is processed into shipping scheduling, addressing, and preparing the type of cement for each truck; d) Letter of Request for Delivery of Goods (SPB), This SPB is made for requests for delivery of goods from the central factory to Silog; e) Letter of Request for Goods (SPB), Before releasing goods from the warehouse, the Transportation Operational Officer or PAO makes SPB first and submits it to the Warehouse Supervisor to carry out cement packaging; f) Road Request Letter (SPJ), A road request letter is a letter issued after all the loading processes have been completed and the truck is ready to send cement to its destination. There are four sheets of SPJ that must be returned as proof of delivery, namely two sheets of white SPJ for the expeditor's archive and PT. Semen Inonesia Distrubutor, pink SPJ for the submission section, and green SPJ for the security section when leaving the company.

The constraints that exist in PT. Semen Indonesia Distributor West Nusa Tenggara is written in narrative form as follows PT. Semen Indonesia Distributor is packaging made of paper which is easily torn or decomposed when exposed to water. The packing of cement to pallets is still manual because Silog does not use pallets and still uses open-axle trucks. SID Mobile and SAP still rely on *the cloud system* where this system uses the internet network to process the input of goods administration so that in the event of a power failure they do not use the input process. *Warehouse* admin and *checkers Warehouse* is managed by one person.

CONCLUSION

PT. Semen Indonesia Distributor is included in the Purchasing Requisition or PR/PO and Delivery process which includes the activity of requesting stock of goods to the factory, delivery of cement to the distributor's warehouse, and delivery of cement to customers in response to customers, scheduling of goods delivery, loading of goods, until delivery goods to customers . The transportation system still does not use a pallet system so that the process of loading and unloading cement from trucks still uses manual labor and does not use forklifts . The warehousing, sales and financial administration system uses the SID Mobile system which is integrated with SAP which uses the Material Management (MM), Sales & Distribution (SD), and, FICO modules. SAP which is also used in SID Mobile is used for administration of SID salesmen using SID Mobile in recording all sales orders, SID administration uses the SAP FICO module to record all financial transactions, prepare financial reports, taxes up to payments from customers . Warehouse staff use the SAP MM module in terms of recording all administration in and out of goods stock in the warehouse.

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