

Impact of Increasing Mechanic Competence through Competence Based Curriculum to Improve Product Support Performance in Leading Indonesian Heavy Equipment

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Abstract—The availability and readiness of heavy equipment depends on the level of product support. Product support as after sales service is important for customers to ensure that heavy equipment purchased is always ready for use and produces optimal production. Leadtime and mechanic speed in solving problems that occur in equipment and the so called On Time in Full Solution (OTIF Solution) affects the usability and productivity of equipment. Performance OTIF Solution affects Product Support Performance, and this affects the level of customer satisfaction. The development of mechanic competencies through competency-based training and problems in the field with reference to the Special Work Competency Standards is a strategy to increase the ability and speed of mechanics to solve problems that occur in machines in order to get good OTIF Solution performance. This research aims to determine the impact of increasing competence. mechanic through training with a competency-based curriculum on product performance support. This research was conducted by providing training with the blended learning method with training modules for machines with under-target OTIF Solution performance. The results showed that after mechanics received training, the OTIF Solution increased from the previous 2 years. namely 89% and 88% below the target of 90% to 93%.

Keywords—heavy equipment, product support, competency based curriculum, specific work competency standards, training need analysis, blended learning.