

**SERVICE IMPROVEMENT PLAN**

Issue Description	Action#	PTM Action	Follow up action	Comment	Target date
Delay in toner delivery	1	PTM commits to deliver toner on next business day	If there is an outstanding invoices, approval is required to release the toner out to customer. PTM will expedite the approval process	Ricoh will activate toner alert notification via atremote for PTM. Emails: helpdesk@moderndatasolusi.com; admin.sales@moderndatasolusi.com; soenwono@moderndatasolusi.com	End of June
	2	PTM will provide buffer toner to ensure Evonik operation is not affected	PTM will provide 1 black Buffer Toner to Cikarang & Bekasi respectively		End of June
Outstanding invoices	1	PTM will follow up the outstanding invoice to local Evonik	Reminder email will be sent by PTM's Finance team to avoid delay in services to Evonik		
Delay in Communication	1	PTM commits to respond Evonik requests via email, call, WA within the Business day.	Helpdesk and service team will be reminded to act on requests on timely manner with no delay		Immediate
Printing quality, paper jam & minor problem	1	PTM will send engineer to affected site for further checking	Service request received before 14.00, Engineer will visit site on the same business day	Monthly meeting every 1st week with Ricoh to check the SLA performance	Immediate
			Service request received after 14.00, Engineer will visit site on the next business day	PT MDS make sure that this SLA is updated in the system	
SC code / Spare part required	1	Engineer will fix on the next business day if spare part is available. If the lead time of slow moving spare part is more than 2 business days, back up unit will be provided	Engineer will bring & replace the spare part and ensure the unit is working well		Immediate
	2		Back up unit (If applicable) will be provided within 2 business days		