

## ABSTRACT

### PROCEDURE OF DEFAULT HANDLING OF BUYING AND SELLING TRANSACTIONS IN MANUFACTURING COMPANY AT PT GRAPHIKA BATAM BETON

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This on job training intends to learn about the flow of the company, from production, data collection, checking, billing and so on. Analyzing while studying the process how to create a Standard Operating Procedure (SOP) efficiently and effectively against the entire regulation of the company's department and the implementation of monitoring understanding the importance of carrying out work which is appropriate with the Standard Operating Procedure (SOP) owned by a company.

This on job training is carried out during the period of 21 May 2018 to 31 July 2018. The methods used are observation and interview. Through 3 (three) stages, the preparation, implementation, assessment and report stages. Starting from the application for permission to do practice this on job training as well as permission to extract company information, analyze and examine the data concerned with the practical work report, after that the manager of the company provides an assessment to the author.

The result of the output is a draft that explains the procedure from the billing process, to issue warning letters and subpoena to the customer that commonly known as the Standard Operating Procedure (SOP) which is considered necessary. In the application of the functions of Standard Operating Procedures (SOP) at PT Graphika Batam Beton, authors hope that could help the company to solve the problems by doing this on job training, and makes it easier for management to control and share employee duties. The Standard Operating Procedure (SOP) is first tested on policies and if appropriate, it will be ratified and can be implemented as a company guide. However, if there are discrepancies found during the testing process, there will be improvements and adjustments to the current situation or what is likely to happen.

**Keywords:** *implementation of Standard Operating Procedure (SOP), effectiveness and efficiency of Standard Operating Procedure (SOP)*