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BUSINESS PROCESS DIGITALIZATION

SKI BPOM Management System Blueprint

A proposed digital workflow for managing SKI BPOM approvals, document readiness, submission status, and import release visibility

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Business Process Digitalization

Regulatory Workflow · SKI Readiness · Document Evidence · Release Visibility

Executive Summary

Surat Keterangan Importasi, commonly referred to as SKI, is an important control point for organizations importing regulated products into Indonesia. For Regulatory Affairs, Supply Chain, Logistics, Quality Assurance, and management teams, SKI is not only a document to be obtained. It is a business process that connects import planning, product eligibility, supporting evidence, internal readiness checks, authority submission, approval status, shipment release, and audit evidence.

Many organizations manage SKI activity through spreadsheets, email threads, shared folders, chat follow-up, and manual reminders. This may be workable when the number of shipments, product categories, and regulatory variations is limited. As volume grows, the process becomes difficult to control. Teams may know that an SKI request is being prepared, but they may not have a reliable view of which documents are missing, which product lines are affected, whether internal review is complete, whether the submission has been sent, whether an authority response is pending, or whether an approved SKI is still valid for the intended import activity.

The risk is not limited to administrative inefficiency. Delayed SKI readiness can affect shipment planning, customs release, warehouse availability, production scheduling, product launch timing, and customer commitments. Missing or inconsistent evidence can create repeated rework. Approval or rejection information may be stored separately from the shipment record. When management or auditors ask for the decision trail, the regulatory team may need to reconstruct the story from multiple trackers and file locations.

The SKI BPOM Management System Blueprint describes a practical digital workflow for controlling SKI requests from import plan to approval evidence and release monitoring. The proposed approach helps organizations define ownership, document checklist requirements, internal review steps, submission tracking, authority response follow-up, expiry monitoring, and management reporting. It is intentionally narrower than a full import compliance platform. The focus is specifically on governing the SKI lifecycle and making SKI readiness visible to the people who depend on it.

Liberty Jaya approaches this blueprint as a business process digitalization challenge. The objective is not to sell a generic software module. The objective is to help organizations convert regulatory requirements, document evidence, approval responsibilities, status follow-up, and reporting needs into a controlled digital workflow that can be adapted to their operating model.

Business Context

SKI management sits between regulatory control and import execution. A shipment may be planned by Supply Chain, coordinated by Logistics, reviewed by Regulatory Affairs, supported by Quality Assurance documents, and monitored by management because delays can affect stock availability or production. Each team looks at the process from a different angle, but all depend on the same question: is the import approval evidence ready, valid, traceable, and connected to the correct products and shipment context?

In many organizations, the SKI process begins when an import plan is created or when a shipment requirement becomes visible. Product information must be checked. Required supporting documents must

be collected. The regulatory team must confirm whether the product and import purpose require SKI, which document package is needed, and whether internal evidence is complete before submission. After submission, the organization must track BPOM status, comments, approval, rejection, certificate information, and release implications.

The stakeholders usually include:

- Regulatory Affairs teams who own SKI preparation, submission, status follow-up, and regulatory evidence.
- Supply Chain teams who need visibility of SKI readiness before confirming import schedules.
- Logistics teams who need approved evidence to support shipment release and customs coordination.
- Quality Assurance or technical teams who provide product certificates, specifications, composition evidence, or supporting quality documents.
- Finance or procurement teams who may need import status visibility for planning, supplier follow-up, and cost timing.
- Department heads and management who need dashboards for delayed requests, high-risk imports, and unresolved authority responses.
- Auditors who need reliable proof of submission, approval, rejection, document evidence, and status history.

Because SKI is time-sensitive and evidence-heavy, manual tracking can create hidden operational risk. A spreadsheet may show "submitted", but it may not show which file was submitted, which product lines were included, who validated readiness, what response was received, whether a correction was made, or whether the certificate is linked to the correct import plan. A controlled SKI workflow helps convert these loose signals into a reliable business record.

Typical Business Challenges

Organizations often experience SKI problems as repeated follow-up, delayed release, or unclear status. Common challenges include:

- SKI requests are tracked separately from import plans, product records, supporting documents, and shipment milestones.
- Required documents are stored in shared folders without a clear checklist, owner, completion status, or review history.
- Regulatory Affairs must repeatedly ask other departments for missing certificates, product data, or corrected files.
- Internal approval before submission is informal, making it difficult to prove who confirmed readiness.
- Submission status is updated manually and may not reflect the latest authority response.
- Rejection, correction, or query reasons are not consistently captured for future learning.
- Approved SKI evidence may not be clearly connected to the shipment, invoice, product, or release decision.
- Expiry dates and validity windows are monitored manually, increasing the risk of using outdated evidence.
- Management reports require manual consolidation from spreadsheets, email, portals, and file folders.
- Audit review requires reconstructing the SKI timeline from scattered evidence.

These issues are usually not caused by lack of discipline. Regulatory teams often work carefully under pressure. The weakness is that the process depends too heavily on individual follow-up and local knowledge. A digital workflow should make the expected controls visible, repeatable, and auditable.

Regulatory & Governance Drivers

SKI requirements vary by product category, import purpose, regulatory status, and applicable authority expectations. This white paper does not provide legal advice or regulatory interpretation. Each organization should confirm its obligations with qualified regulatory personnel and current official guidance.

From a governance perspective, the organization needs control over several recurring principles:

- SKI applicability should be assessed using reliable product and import context.
- Required document evidence should be complete before submission.
- Internal review responsibilities should be clear, especially when quality, technical, supply chain, or management confirmation is needed.
- Submitted documents and authority responses should be retained with the request record.
- Approval, rejection, correction, and resubmission history should be traceable.
- Certificate numbers, release dates, validity periods, and expiry dates should be visible to downstream teams.
- Exceptions and delays should be escalated before they affect shipment release.
- Management should be able to monitor pending, approved, rejected, expiring, and overdue SKI records.

In regulated operations, the value of SKI control is not only whether the organization obtained the final approval. The organization also needs to show that it followed an appropriate process, used the right supporting evidence, maintained a reliable record, and gave stakeholders timely visibility of risk.

Proposed Process Workflow

The SKI BPOM Management System Blueprint is designed around a controlled request lifecycle. The workflow should be adapted to each organization, but the following baseline reflects common control points.

Step 1: Register Import Plan or SKI Need

The process begins when an import plan, product shipment, sample movement, or regulatory need is identified. The requester or regulatory coordinator creates an SKI request record with product, importer, supplier, country, shipment purpose, expected arrival date, required date, responsible owner, and priority.

The output is a registered SKI request with a unique reference number, initial status, owner, and target timeline.

Step 2: Assess SKI Applicability

Regulatory Affairs reviews whether SKI is required for the product and import context. The assessment may consider product category, registration status, import purpose, HS code, distribution plan, shipment type, and internal policy. If SKI is not required, the decision should still be recorded with justification.

The output is an applicability decision that determines whether the request proceeds to document preparation or is closed with evidence.

Step 3: Prepare Document Checklist

The system generates or assigns a document checklist based on the product and SKI context. Required documents may include product information, registration evidence, invoice or shipment references, supporting certificates, product specifications, labels, composition evidence, authorization documents, or other regulatory support files as defined by the organization.

The output is a checklist with document owners, due dates, upload status, review status, and missing item visibility.

Step 4: Validate Readiness Before Submission

Before submission, Regulatory Affairs or an assigned reviewer validates that the request package is complete. Where required, Quality Assurance, Supply Chain, Logistics, or management may review specific evidence or approve submission readiness. Incomplete packages can be returned for correction before formal submission.

The output is a controlled internal readiness decision with reviewer comments and completed evidence.

Step 5: Submit to Authority

Regulatory Affairs submits the SKI package through the applicable regulatory channel. The request record should capture submission date, submission reference, submitted document package, responsible submitter, and current authority status.

The output is a submitted SKI record with traceable submission evidence.

Step 6: Track Authority Response

The regulatory team updates authority response status. Responses may include accepted, under review, query raised, correction required, rejected, approved, or released. Queries and corrections should be captured with owner assignment, due dates, revised files, and resubmission history.

The output is a clear response log that shows what happened after submission and who owns the next action.

Step 7: Record Approval, Rejection, or Closure

When the SKI outcome is received, the record is completed with certificate number, approval date, release date, validity period, expiry date, rejected reason, correction notes, attached certificate file, and related shipment or import plan references. If rejected or cancelled, the reason should be retained for reporting and future improvement.

The output is a controlled SKI outcome record.

Step 8: Monitor Release and Expiry

Approved SKI evidence should remain visible until the related import activity is completed. The workflow should monitor validity, expiry, shipment linkage, unused approvals, and records approaching expiry. Stakeholders should be able to see whether a shipment is waiting for SKI, whether SKI is approved, or whether an approved SKI may expire before use.

The output is stronger release visibility and fewer last-minute surprises.

Step 9: Report and Review

Process owners and management review request volume, pending submissions, overdue document preparation, authority response aging, rejection reasons, expiry risks, and completed approval history. Reports should support operational follow-up and process improvement.

The output is better regulatory management control and more reliable audit preparation.

Proposed System Modules

The following modules describe business capabilities that support the proposed SKI workflow. They are not intended as a fixed technical specification.

SKI Request Register

The SKI Request Register is the central record for all SKI-related work. It captures product context, import purpose, requester, responsible regulatory owner, target date, priority, status, and related shipment or import plan references.

Expected controls include unique numbering, mandatory classification fields, status history, owner assignment, and search by product, shipment, supplier, country, or date.

Applicability Assessment

The Applicability Assessment module helps Regulatory Affairs record whether SKI is required for a specific product and import context. It supports consistent decision capture and prevents informal decisions from being lost.

Expected controls include decision status, rationale, reviewer, assessment date, supporting references, and closure reason when SKI is not required.

Document Checklist

The Document Checklist module defines required documents for the SKI package and tracks collection progress. It should show document owner, due date, upload status, reviewer status, comments, and missing evidence.

Expected controls include mandatory documents, file upload rules, reviewer comments, version replacement history, and readiness percentage.

Internal Review and Approval

Internal Review and Approval manages readiness confirmation before submission. Depending on company rules, the review may involve Regulatory Affairs, Quality Assurance, Supply Chain, Logistics, technical teams, or management.

Expected controls include approval routing, required comments for rejection or return, due dates, reviewer accountability, and final readiness status.

Submission Tracker

The Submission Tracker records submission activity and authority-facing status. It gives the organization one place to monitor submitted, pending, queried, corrected, approved, rejected, or closed requests.

Expected controls include submission date, submitter, submission reference, current status, response date, resubmission history, and attached submission package.

Query and Correction Log

The Query and Correction Log captures authority questions, requested corrections, internal action owners, due dates, response evidence, and resubmission outcomes. This helps organizations learn from recurring issues instead of treating every correction as a one-off event.

Expected controls include query type, owner assignment, response deadline, corrected document version, completion date, and final resolution.

Certificate and Release Evidence

Certificate and Release Evidence stores the approved SKI file, certificate number, release date, validity period, expiry date, and related import references. It connects the final regulatory evidence to operational use.

Expected controls include certificate attachment, expiry monitoring, linkage to shipment or import plan, release status, and evidence retrieval.

Expiry and Validity Monitor

The Expiry and Validity Monitor identifies SKI records approaching expiry, expired records, unused approvals, and approvals that may not align with planned shipment timing.

Expected controls include alert thresholds, owner notifications, aging filters, and management views for validity risk.

Dashboard and Reporting

Dashboard and Reporting provides visibility for Regulatory Affairs, Supply Chain, Logistics, and management. Reports may show requests by status, pending document owners, overdue submissions, authority response aging, rejection trends, approval cycle time, and expiry risk.

Expected controls include filterable views, consistent status definitions, export-ready summaries, and role-based access.

Audit Trail

The Audit Trail records request creation, document uploads, checklist updates, reviewer decisions, submission status changes, authority responses, certificate updates, expiry changes, and closure.

Expected controls include timestamped history, user identity, file history, status transition history, and searchable evidence.

Example User Journey

SKI Readiness for Planned Import Shipment

A consumer goods company is preparing an import shipment for several regulated products. Supply Chain has a target arrival date and needs confirmation that import approval evidence will be ready before release. In the previous manual process, the regulatory team kept an SKI spreadsheet, product documents were stored in shared folders, and Logistics asked for updates by email. When one supporting document was missing, the issue was discovered late and the shipment plan had to be revised.

Using the SKI BPOM Management System Blueprint, Supply Chain creates an import plan reference and Regulatory Affairs opens an SKI request. The request captures product details, supplier, country of origin, expected arrival date, shipment purpose, priority, and required readiness date. The system assigns a unique SKI reference number and marks the request as document preparation.

Regulatory Affairs completes the applicability assessment and confirms that SKI is required. The workflow assigns a document checklist based on the product category and import context. Some files are owned by Regulatory Affairs, while a product certificate is assigned to Quality Assurance and shipment evidence is assigned to Logistics. Each owner sees due dates and upload status.

After all mandatory documents are uploaded, Regulatory Affairs validates the package. One file is returned because the uploaded version does not match the current product information. The owner replaces the file, and the reviewer marks the package ready for submission. The system records who reviewed the package, when it was validated, and which files were included.

Regulatory Affairs submits the request and records the submission date and reference. A few days later, an authority query is received. The query is logged, assigned to the relevant owner, and given a response deadline. The corrected evidence is uploaded and resubmitted. The response history remains attached to the request.

When approval is granted, Regulatory Affairs uploads the approved certificate and records the certificate number, approval date, release date, validity period, and expiry date. Supply Chain and Logistics can see that the SKI is approved and linked to the planned import activity. Management can see the cycle time, the query reason, and the current release readiness status.

Months later, an internal review asks for evidence of the SKI process. The team does not need to reconstruct the record from email. The request shows the document checklist, uploaded evidence, reviewer decisions, submission record, query response, final certificate, expiry information, and status history.

Expected Benefits

Operational Benefits

- Clear visibility of each SKI request from planning to approval.
- Reduced manual follow-up for missing documents and status updates.
- Faster preparation because document ownership and due dates are visible.
- Better coordination between Regulatory Affairs, Supply Chain, Logistics, and Quality Assurance.
- Earlier identification of pending, queried, rejected, or expiring SKI records.

Governance Benefits

- More consistent SKI applicability decisions.
- Controlled readiness review before submission.
- Traceable authority responses, corrections, and resubmissions.
- Stronger evidence retention for audit and management review.
- Clear linkage between approved SKI evidence and import activity.

Management Benefits

- Dashboard visibility of pending requests, overdue owners, authority response aging, and expiry risk.
- Better understanding of recurring rejection or correction reasons.
- Improved planning confidence for import schedules and release readiness.
- Reduced dependency on individual spreadsheets and informal status knowledge.

Customization Considerations

Every organization manages SKI differently. A practical implementation should be shaped around the company's product categories, import model, internal approval rules, regulatory responsibilities, and reporting needs. Areas commonly requiring customization include:

- Product category and SKI applicability rules.
- Required document checklist by product, shipment, or import purpose.
- Internal review roles before submission.
- Integration with product master, shipment records, or document repositories.
- Authority status definitions and response categories.
- Certificate validity rules and expiry alert thresholds.
- Management dashboards by division, brand, shipment, product, or owner.
- Access control for regulatory, quality, logistics, supply chain, and management users.

The blueprint should therefore be treated as a process design starting point. The implementation work should begin with mapping the current SKI lifecycle, identifying recurring pain points, defining evidence requirements, and agreeing how the organization wants to monitor readiness and risk.

Integration Opportunities

An SKI workflow can operate independently, but it becomes more valuable when connected to adjacent business processes. Potential integration points include:

- Product registration records for product status, approval evidence, and registration validity.
- Import documentation workflows for shipment, invoice, packing list, AWB, PIB, and release references.
- Document control repositories for controlled certificates, specifications, authorization letters, and templates.
- Quality systems for certificates, technical evidence, and product-related review.
- Management dashboards for import readiness, compliance risk, and operational bottlenecks.
- Notification channels for document owner reminders, authority response follow-up, and expiry alerts.

Integration should be driven by business need rather than technology preference. The key question is which information must be connected so that SKI readiness can be trusted by the teams depending on it.

Implementation Approach

A successful SKI management implementation should start with process clarification before system configuration. Recommended activities include:

1. Review the current SKI process, stakeholders, documents, trackers, and approval points.
2. Identify recurring delays, missing evidence, rejection reasons, and reporting gaps.
3. Define the target SKI lifecycle, status model, checklist rules, and owner responsibilities.
4. Design dashboards and reports required by Regulatory Affairs, Supply Chain, Logistics, and management.
5. Configure workflow, document controls, alerts, and audit trail requirements.
6. Pilot with selected product categories or import scenarios before expanding scope.
7. Review performance data and refine checklist, routing, and reporting rules.

This approach keeps the implementation focused on business control. Technology supports the workflow, but the core value comes from better process ownership, evidence discipline, and management visibility.

Conclusion

SKI management is a focused but important regulatory workflow. When managed manually, it can create shipment uncertainty, repeated follow-up, weak evidence control, and limited management visibility. When managed as a governed digital process, it can provide clearer document readiness, more reliable submission tracking, stronger authority response control, and audit-ready evidence.

The SKI BPOM Management System Blueprint gives organizations a practical framework for discussing how SKI work should be controlled. It helps teams move beyond spreadsheets and informal updates toward a workflow where responsibilities, documents, decisions, timelines, certificates, and expiry risks are visible.

Liberty Jaya can help organizations adapt this blueprint to their specific regulatory process, document standards, approval governance, reporting needs, and implementation roadmap.

Contact

Liberty Jaya helps organizations transform business processes, regulatory requirements, compliance workflows, approvals, documents, and reporting into digital systems.

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