



TECHENOMICS LEADERSHIP INTERVIEWS E-BOOKS

COLLECTION OF TECHENOMICS LEADERSHIP INTERVIEWS
CONDUCT BY SITI MUNAWARAH





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INTRODUCTION

Techenomics have put together a “Leader Series “, a range of interviews with Techenomics many leaders in Condition Monitoring.

We hope the interview will help you gain a greater In-depth understanding of Condition Monitoring and allow you to get to know our staff better.

Enjoy the Reading!!



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Interview with Eka Karmila, Chief Chemist, PT. Tekenomiks Indonesia



Siti Munawarah (left) and Eka Karmila

How long have you worked at Techemomics?

I have been working for Techemomics since September 1999, so that's 14 years

What is your position at Techemomics?

Chief Chemist

What does this involve you doing?

I am responsible for supervising the work process in the lab, helping the lab team, developing the lab in accordance with market needs, ensuring development methods used are as per customer request and I deal directly with the accreditation team to ensure we run the laboratory in accordance with ISO 17025

I think the knowledge and experience gained from this experience has been very meaningful for me as now acidity for ISO 17025 is a big issue for laboratories all over the world

Techemomics also has many branches in other countries and I enjoy helping in the development of the new laboratories and I get the experience of collaborating with new people in other countries and learning new things.



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What is your favourite thing about your job?

The people I worked with! We have a very friendly and fun atmosphere at work and I actually enjoy going to work each morning. The leadership team is also great, they know all of their employees on a first name basis and try to make personal connections. I also think it's very good that the office does a community outreach with local organisations.

I have found my passion here at Techenomics and with my basic education, knowledge, experience and support from the company I have really developed the confidence to do my job well and also help with the development of this company.

I also love how as a chief, you need to grow and increase your knowledge everyday because people will come to you with questions and you have to be the person who can help. I really love my job, maybe I will try another position in the future but currently this is the best job I have ever had.

Have you faced any challenges in your role with Techenomics?

Yes, sometimes to build a good team is not easy so I always need to be a friendly and it can also be challenging accepting new amendments

How do you think your ability can help the company to grow in the future?

I am very confident that I can help this company grow. I have so many ideas, really believe in team work and being a good team leader and I love my job. Many people are smart, but do not love what they do, so they aren't good at their job. I love my job and strive everyday to be good at it.

Last but not least, what is your aim for the company?

My aim is for Techenomics to truly become a leader in the field of oil analysis. We have a lot of potential that we have not yet developed and our competitors can't wait to see what we will do next. I also hope the company keeps building management teams rather than individual virtues.

-ENDS-



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About Eka Karmila

"It's highly pleasing that we are able to announce that since this interview Eka has accepted a new position in Techenomics International, she is now our group Manager Technology and Product Development and will manage our quality control, product development, research programs, new testing and laboratory equipment. After reading her interview with Siti I'm sure you will agree that her skills and experience make her well suited to the position. Siti has also agreed to take on the added responsibility of managing our digital strategy which covers a wide range of activities from our technical Maintenance management software programme, Blue Oceans through to our on-line presence."

Chris Adsett, Executive Director of Techenomics.

To enquire about Condition Monitoring please contact Eka Karmila, email: eka@techenomics.com or visit www.techenomics.net.

For media enquiries please contact Brooke Tolar, DragonFly Public Relations on T: 0411 553 246 or E-mail: brooke@dragonflypr.com.au



Interview with Freddy Tamara, General Manager of PT.Teknomiks Indonesia



How long have you worked at Techenomics?

I've been at PTTI since 2008, so about 5 years now

What is your position at Techenomics?

General Manager of PT. Teknomiks Indonesia

What does this involve you doing?

I am responsible for coordinating all management roles, controlling marketing activity and daily operations and development of the company.

What is the most interesting project you have worked on?

Kitadin waste oil project and SIS OA tender project.

What is your favourite thing about your job?

Meeting clients, helping solve customer problems, fulfilling customer needs and also improving PTTI performance.



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Did you face any challenges in your working environment?

Yes, absolutely but I see every challenge as exactly that, a challenge that needs to be overcome or solved

I notice that Techenomics have [Blue Oceans software](#) that allows customers to easily check their sample results. Do you think that Techenomics can invent other services that we can provide to customers?

Yes, definitely it is possible to provide a new service to customers. I think competitors grow, so we really need something to attract competitors and customers' attention.

What is your target for Techenomics in the future?

That the company will further grow to become more solid and even more worldwide. That we will be a settled company offering a complete package service to solve customer problems related to [Oil Analysis](#), contamination control problems and condition monitoring. I want Techenomics to be a brand related with Oil Analysis and condition monitoring services.

With your role as General Manager, you must be a very busy person. How do you manage work/life balance?

I always have valuable time with family especially on the weekends. Sometimes I don't get spend as much time as I would like with my family, but that is the price of life.

What type of person you are and what is your goal for life?

I'm not a genius but I am responsible. My goal for life personally is to achieve all my responsibilities in a measurable way and controlled well and as a man I want happiness for my family.

-ENDS-

To enquire about Condition Monitoring please contact Freddy Tamara, email: freddy@techenomics.com or visit www.techenomics.net.

For media enquiries please contact Brooke Tolar, DragonFly Public Relations on T: 0411 553 246 or E-mail: brooke@dragonflypr.com.au



Interview with Sugarkhorloo Emgen (Sugraa), Marketing Manager,
Techenomics Mongolia LLC



Q: Describe your position in Techenomics Mongolia and how long have you worked with the company?

My current position is Marketing Manager. I have been working at Techenomics Mongolia since October 2012, so about one and half years.

My job is very interesting and I enjoy being a Marketing Manager as I need to communicate with different people from different companies and research markets for new clients or customers. On top of my job, I always look out for external opportunities. I describe myself as a “Company Hunter”, because I always seek out companies whom I can introduce our services and try to understand current and potential customer needs.



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Q: As a Marketing Manager, how do you define customer care?

For me, customer care is a weapon to produce satisfied and pleased customers. I always put high attention on customer care because our service is a continuous service for a long period of time, so we have to dedicate ourselves to customer care to be successful and secure us long term relationships with customers.

Q: What do you consider as your strongest strength in dealing with customers?

My colleagues tell me I have very good communication skills, so I guess this is my strongest strength. I have never faced any problems in communicating and talking with other people. I believe that first impressions showing on your face is important when you meet people. So I smile and say “hello” and then normally a great conversation starts. I feel lucky to be born as a talkative person as it is now my strongest point in my career. Besides that, respect is very important. I know if we respect everyone, they will show their respect to us too. Respecting people involves many things such as dressing, communicating and work ethics, etc

Q: What is the most interesting project you ever worked on and why?

It is to be chosen Oil Analysis service Provider to OYU TOLGOI PROJECT of Rio Tinto. I am very proud and grateful to work with one of largest and highest grade copper-gold mine in the world and its skilled, friendly and supportive employees.

Q: How do you feel working with Techenomics?

It is amazing to work in the family of Techenomics as I’m so proud to be working with experienced and skilled multinational experts, engineers, chemists in oil analysis and condition monitoring. I consider myself lucky to be employed by Techenomics who has 25 years of success and experience in Oil analysis and condition monitoring

Q: In your point of view, do you think all managers have the capability to help others with their careers?

Yes, absolutely! As I said it is nice to work with experienced people and I found that our colleagues are all very helpful to each other and it’s amazing to see how our managers encourage everyone to help each other and work as a solid team. I feel very confident working with Techenomics Mongolia as I have number of people behind me that help me if I have a problem with any of the technical stuff. And, so far, I haven’t had any difficulty answering any of the technical questions from customers. I can thank our engineers who are always helping and supporting me for that.



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Q: What do you want to achieve – what are your career goals?

I'm a very organised type of person. I like to write down my plans. I have a short term goal and long term goal. My short term goal is to find as many clients as I can to introduce to Techenomics services in Mongolia and also to get Mongolian companies understanding about the benefits of oil analysis and condition monitoring.

My long term goal is to improve my knowledge and skill in Oil Analysis and Condition Monitoring. I want to make Techenomics Mongolia very well known, and a trusted oil analysis and condition monitoring service provider in Mongolia.

Q: As a woman, do you believe it is easier to work with management or customers?

I believe women are very unique creatures that can multitask, are hardworking, conscientious, and loyal and highly value the meaning of work. Nowadays more companies prefer to hire women as their staff. And as for customers, I believe it is easy for them to talk with women, as women can handle and solve the customer's problem in a respective way.

Q: Since you're a mother of three kids, how do you manage your time between career and personal life?

I am proud to be a mother of three kids and also a wife to my wonderful husband. He helps me a lot so I have somebody to help me with everything. I can't imagine how my life would be without him. I don't think without his continuous support and care that he has shown me, I would be able to manage both my life and career.

Q: What skills would you recommend other woman develop to help them advance in their careers?

For many woman it is not easy to develop their career because they complain they have no time. I want them to sit, write and start planning everything on paper. While sitting and organizing our mind, we can discover our true potential, understanding our strength and necessary skills. Further we can boost our career by getting resources, help and advice to plan, motivate ourselves and can develop our skills through this simple organized habit on paper.

-ENDS-

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For media enquiries please contact Brooke Tolar, DragonFly Public Relations on T: 0411 553 246 or E-mail: brooke@dragonflypr.com.au



Interview with Mr. Andaru Gunawan, Operations Manager, Techenomics Mongolia



Q: How long have you worked with Techenomics Mongolia and what is your job title?

I have been working for Techenomics Mongolia for about one year as Operations Manager. Previously I was working for PT. Tekenomiks Indonesia as Failure Analysis for two years.

Q: Who is your biggest customer for Techenomics Mongolia?

Our largest customer is currently OyuTolgoi (OT).

Q: How do you feel having them as your biggest customer?

We are proud to be able to have a client like OT, we will always strive to provide the best services and of course not only for OT, but for all of our customers that are here.

Q: As an Operations Manager, what is your main role?

My role is to manage and monitor office and laboratory day to day operations and also build a relationship with current clients and new clients to promote Techenomics Mongolia services. I also try to make everybody

Q: Please describe your biggest leadership challenge?

For me the biggest challenge is when we are facing a situation where employees and co-workers have a different vision and mission of the company than what has been outlined. But these challenges must be resolved peacefully and by consensus.



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Q: When customers put extreme pressure on you, how do you generally respond to it?

Usually I will respond to all the problems with a calm and level head. After that my team and I will find out the root of the problem regarding the company complaints and then try to figure out the best solution for both parties.

Q: How do you feel working with Techenomics?

For me working with Techenomics brings a lot of fun and a lot of new challenges that I have never had before.

Q: As a foreigner, how do you handle the challenges of a different culture, environment, language, food and weather?

I am trying to understand the culture, character and environment in which I work and stay. In regards to food, this is very hard for me because I'm used to living on the coast in Indonesia and my favorite food is Seafood. Living in Mongolia makes it hard for me to get seafood but I think I have now adjusted well to the food in Mongolia. As for the weather, as you all know it is very extreme, sometimes it can reach -30 degrees Celsius in winter season and in summer time it reaches + 25 degree Celsius.

Q: Please share with us how you handle your employees?

First of all I have to understand the character of each co-worker and redirect them to something better because for me my team is my family

Q: What is your educational background? What made you become the Operations Manager for Techenomics Mongolia?

I hold three certificates from Central Queensland Institute of TAFE as Mechanical Trade Engineering. Before I become the Operations Manager in Techenomics Mongolia, I worked with PT. Tekenomiks Indonesia as Failure Analysis and then Techenomics gave me and my colleagues the job of setting up the Laboratory in Mongolia a few years ago. I then got a promotion to Laboratory Manager and after a few months I was promoted to Operations Manager.

Q: Please share with us your tips on how to manage the Team?

In my opinion "Leaders are people who do the right things and Managers are people who do the things right".



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Some tips from me to successfully manage a team:

- Delegation: Successful delegation starts with matching people and tasks, so you first need to explain what your team's role and goals are
- Motivating your Team: Always gives motivation to co-workers to achieve team goals
- Developing Team Members: Developing team members will give co-worker or employees more experience in the roles
- Communicating and working with your team nicely
- Managing discipline

-ENDS-

To enquire about Condition Monitoring please contact Andaru, email: andaru@techenomics.com or visit www.techenomics.net.

For media enquiries please contact Brooke Tolar, DragonFly Public Relations on T: 0411 553 246 or E-mail: brooke@dragonflypr.com.au



[Interview with Mr. John Booth, Acting CFO for Techenomics Group](#)



Q: How long have you worked with Techenomics and do you enjoy working with the Techenomics group?

There are two periods that I was working with Techenomics. The first period was 6 years ago when Techenomics International had an office in Singleton and I worked in that office. The second period began in August last year. It is enjoyable working with Techenomics. I met a lot of people from different cultures, which is great

Q: What are your responsibilities as Acting CFO?

My main responsibilities are to prepare the board report, monitor cash and liquidity, advise on accounting matters, assist group and management in accounting practices, help in special projects and assist staff



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Q: What are the differences between the roles and responsibilities of a controller and CFO?

For me there might be no difference or they might have plenty of differences. It is basically based on how we look at it. In some companies a controller can lead the CFO in

Q: How important for you is it to control costs?

It is vital to control costs, because businesses are becoming changeable and more competitive nowadays. Therefore minimizing costs and increasing efficiency is very important

Q: How are variable costs handled?

We need to first identify them. What cost is variable or fixed? In my point of view, Techenomics has a high level of fixed costs. It is not easy to study that as there are a lot of things to understand. You need to laminate costs that won't cause the management costs.

Q: As a CFO for Techenomics group, you are facing the multicurrency situation. How do you handle that?

I constantly monitor the foreign exchange rate because with the board report that I produce, it contains the multicurrency factor that I need to be careful with.

Q: How many costs centre are there in the Techenomics group?

There are three subsidiaries in the Techenomics group, with the total of 18 cost centres

Q: Do you face many difficulties handling the financing for the Techenomics Group?

Like every private company, Techenomics does have some troubles, which can cause difficulties for me. We have problem in loan, leasing and no one can touch that. For me everyone who owns equity is in risk.



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Q: You travel a lot in your position visiting Techenomics subsidiaries. How do you achieve the work, life balance?

I'm a person who really enjoys travelling. And it is not difficult to manage the time. I just need to have a plan in place before I travel and make sure it does not clash with my family plans.

Q: Please share with us your tips on how to become a successful CFO?

From my experience, to become a successful CFO you must have:

- Very solid accounting based knowledge
- Having a lot of accounting experience
- Ensure that all entity into your ledger are documented
- Ensure that all ledgers are safe and simple
- Aim to provide accounts that are accurate, tell the staff and stake holders what they need want and are entitled to.

That's a few tips from me. I hope it can be useful for whoever reads this interview.

-ENDS-

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For media enquiries please contact Brooke Tolar, DragonFly Public Relations on T: 0411 553 246 or E-mail: brooke@dragonflypr.com.au



Interview with Ms. Supiyana, Finance Manger, PT. Techenomics Indonesia



Q: Please tell me about yourself and your job with PT. Tekenomiks Indonesia (PTTI)?

A: Well, I'm just an ordinary mum with two kids, one girl and one boy. My husband owns a forwarding company. I first worked with PTTI from February 2004 as an accountant. At the end of 2004 I decided to resign and worked with another company. Then in April 2006, I re-joined PTTI and I've been here ever since in the position of Finance Manager.

Q: How do you handle any problems that may occur in the finance department of PTTI? Did you ever have any difficulties?

A: When I first started with PTTI there was so many things that I needed to learn, starting with the new accounting system that I had never used before. I needed to learn the system by myself without anyone guiding me. For me it is not about it being difficult, I see it more as a challenge and that I always need to be a step ahead and to learn more about accounting systems and taxing. The experience that I have gained at PTTI is very different from any other company that I have previously worked with. In other companies I have only ever had one special job to concentrate on and not so many things to think of. At PTTI I've had to learn to multitask and it can be very challenging

Q: What strategy do you use to ensure customers pay us on time?

A: Ensuring this happens can get very complicated, but I never give up trying even after hearing the reasons that I always receive from customers. Since I have worked for many companies before, most of the customer accountants are my friends and this helps with asking for payment. Usually I always ask them to give me the information on the payment dates and sometimes they do not pay on time it may be one or two weeks late and if it is more than that I will stop their analysis. They always understand my Decision.



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Q: Which is more important to you, to be lucky or skillful?

A: Absolutely skillful because if we have skill then we can gain the luck.

Q: Please describe your dream job?

A: I really want to try working in the laboratory. I see my friends who work in the laboratories and it really makes me want to try it. I just love seeing how they mix the chemicals and produce something from it. I just work behind a desk counting company money

Q: As a woman, how do you feel when you were appointed as a manager of the company?

A: This is a tough position for me because it's not easy to be a manager, especially since I don't have that much experience and knowledge about accounting, so it's a big responsibility. But I believe the CEO saw something in me and that's why he appointed me as Manager and that's why I'm still the Finance Manager today.

Q: How do you manage your team?

A: I have a very strict principle, for me the mistakes my co-workers make are actually mistakes due to their manager because every guideline they get comes from the manager. So I always try hard to give my team great guidelines and solutions which can be accepted by them.


Q: Describe what it's like to work with the Techenomics Group?

A: I really enjoy working at Techenomics, we are a big family.

-ENDS-

To enquire about Condition Monitoring please contact Freddy Tamara, Email: freddy@techenomics.com, or visit www.techenomics.net.

For media enquiries please contact Brooke Tolar, DragonFly Public Relations on T: 0411 553 246 or E-mail: brooke@dragonflypr.com.au



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ABOUT TECHENOMICS

Techenomics has distributed specialty lubricants to the mining industry throughout Australia and Indonesia for more than 20 years with the business steadily growing into other parts of the world. In 1988, Techenomics introduced proactive condition monitoring and fluid management services.

Today, Techenomics focuses on its Total Fluid Management Services (TFMS), operating ISO 17025 Accredited laboratories and consulting services. These laboratories all conduct lubricant analysis on used oils and greases, and analysis of wear debris. TFMS is operated by site-based teams who establish and maintain condition monitoring programs, and manage the total lubricant cycle at the clients' facilities.

Techenomics' consulting services focus on tribology; lubrication practices, product application, component wear, lubrication management and training programs. Its engineers design and builds unique solutions to improve component life. Its training programs are not generic programs, they are custom developed for clients and aim to eliminate customers' specific problems and are always results-orientated. These consulting services are often used in continuous improvement programs. Techenomics' lubrication and fuel services reduce maintenance costs for mobile and fixed plant equipment, irrespective of the industry