

ABSTRACT

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PROSES QUALITY CONTROL ELEKTRONIK POLICY PADA PT PANIN DAI-ILIFE

This professional work report aims to provide an overview of the electronic policy (e-policy) issuance process at PT Panin Dai-ichi Life, particularly focusing on the role of Quality Control (QC) in ensuring document completeness and data accuracy for policyholders. During the internship, the author focused on the management and verification of important documents such as the Life Insurance Application Form (SPAJ), Policy Illustration, Confirmation Form, and other documents required in the policy issuance process.

The policy issuance process begins with the submission of the policyholder's application, followed by verification by the QC team to ensure that all documents comply with company standards. QC is responsible for checking every file required for the e-policy, ensuring that no documents are missing or incorrect before the policy is issued. This study also addresses the challenges encountered in the implementation of the e-policy system and efforts to improve efficiency and accuracy in the workflow.

Keywords: E-policy, Life Insurance Application Form (SPAJ), Policy Illustration, Policy Issuance.