

ABSTRACT

PT Telekomunikasi Indonesia is a State-Owned Enterprise (SOE) engaged in information and communication technology services and telecommunications networks in Indonesia. PT Telekomunikasi Indonesia divides customers into two types, namely regular customers and HVC (High Value Consumer). At Witel Surabaya Selatan, there are several obstacles that can hinder business processes in handling IndiHome service interruptions. So it is necessary to improve business processes using the Business Process Improvement (BPI) method. By using the BPI method, the Company can find out activities in business processes that need to be improved based on Human Resources (HR), facilities, and technology used. Based on the research conducted, the results obtained from the calculation of the total cycle time of the entire existing business process are 207.32 minutes with a cycle time efficiency of 63.18%. After that, an improvement design was carried out for the existing business process and obtained the total cycle time of the entire proposed business process of 179.5 minutes, with a cycle time efficiency of 68.58%. By doing so, it can be seen that the improvement that occurs in the proposed business process shows that the proposal has a faster and more efficient cycle time.

Keywords: Business Process Improvement, Business Process, Trouble Solving