

FOREWORD

Alhamdulillahirabbil'aalamiin. All praise and thanks be to Allah SWT for all the blessings, guidance and grace so that author can finish the final project, entitled

**Improving Business Process in Constructing *Rencana Strategi*
DISKOPERINDAG Using Business Process Improvement (BPI) Method
(Fulfilling the Requirements of Minister of Home Affairs Regulation Number
54 of 2010 and ISO 9001:2008 Clause 7.3)**

as one of conditions in completing the S-1 (bachelor) program of Industrial Engineering, School of Industrial Engineering in Telkom University.

The author realizes that the task of making this Final Project need so much support and help from various parties. In this occasion the author would like to thank the deepest gratitude to:

1. The one and only, The Almighty Allah S.W.T. for all the grace and ridho, so author can complete the Final Project with the strengths and patience given during finishing.
2. The Prophet Muhammad S.A.W. for being the finest model for all mankind. No measure of time will be long enough to learn from You.
3. My beloved parents. Thank you my mama Nurhidayati and my Abi Abdu Syakur for the prayer, support, love, motivation and confidence which is always given to me. I am forever grateful for being your daughter <3. My cute siblings; Qoriatus Sholihah, Jimly Asshiddiqy and Athiqatul Maula Alfariyah who never stop giving support and cherish the author.
4. Mrs. Sri Widaningrum, Ir., MT. as my Advisor I who always provides passion, trust, tips and suggestions for the author to be able to complete this Final Project and also for the depiction after college life .
5. Ms. Atya Aisyah, ST., MT. as my Advisor II who also always be patient ;) and give the author times, supports, advice and memorable memories for the author to accomplish this Final Project.
6. Mrs. Praty Poeri as academic supervisor. Thank you for the support from earliest moment of author's college life until this Final Project is finished.

7. Mr. Rino Andias as Kaprodi TI, Mrs. Dida Diah D. as the dean, and for all the lecturers and staff of Prodi TI who has been giving support, suggestion and been caring for all of your students <3
8. Mrs. Farda Hasun, Mr. Rino, Mr. Wiyono and Mr. Deden for the trust and support so the author could be an exchange student to Kumoh National Institute of Technology. The author is forever thankful for the chance given.
9. Mr. Riyan Budiman from DISKOPERINDAG and Mrs. Irma from BAPPEDA. Thank you for the guidance and support.
10. The friends of HIMANEN. My lovely lovely friends; Suci Rachmasari, Dian Ayu Aprianti, Desi Ariska, Annisaa Rasyida, Randy Pradana, Ari Hendriyanto, Perta Hariyanto, Billy Calvin, Decky Ridho Sahertian and Aditya Faudzan. We've been spending college life together. The friends who will always be there and never leave me. Laughing with you is the best sweet moment of ours. College is nothing without you guys! I'll be missing you a lot, don't forget me~
11. My Final Project partner, Novalino. The one who often put a sullen face. Thank you for being so patient and supporting to me. Thank you for the caring, understanding, experience, time, vent, knowledge and discussion we had for the past 1 year. I'll be missing the times when we eat indomie while doing our TA. By the way, we did it bud~ See you on top!
12. My Exchangemate; Noval the k-pop celeb wannabe, Iyun and Oza the Korean sissy, Sam the GOT lover, Randy the one who can't stop eating, Ojan the sweet absurd guy and the last is valdy (you are my best friend indeed) thank you for making my days bright recently ;) I'll treasure those moments forever! Let's go somewhere else again ☺ 감사합니다 그리고 사랑 해~~
13. Lee Heon Soo, Lee MinWoo and all fellow international students at Kumoh National Institute of Technology, South Korea for the great adventure, experience, conversation and everything. I hope I'll be seeing you again in the future.
14. My classmates; TI-35-03 and Industrial Engineering International Class of 2012 (TI-36-INT). Our moments were short but thank you for being my good friends and always help me during my time with you.

15. Industrial Engineering International Class of 2011. My TI-35-INT classmates; Agung, Alan, Andin, Ia, Aziz, Decky, Deya, Dian, Idung, Tejo, Gilang, Angga, Haqi, Ilham, Tari, Naqi, Manda, Michael, Nusem, Ojan, Pras, Shaula, Yoga. Thank you for the support and laughter for all this time. You're the best classmates I have ever had. See you on top!
16. School of Industrial Engineering class of 2011 for all the experience and spirit. *Salam* Unity!
17. Friends of PERMISI. PERMISI 2011 (Reza, Ricky, Rizky, Edwin, Dimas, Ilham, Taufiq, Anggita, Fierda, Davis, dll. especially Teguh Setiawan and Nadya Syabrina) thank you for all the support in good times and the bad, love you <3 also for my PERMISI juniors (Jube, Harun, Ode, Bayu Muthia, Zulfa, Hira, Tiffany, dll.) and Dayeuh Sundasembawa family (Asti, Zela, Arini, Budi, Liu, Roni, Pasa, Tatsa, Yazid, Dinavia, dll.) <3 you guys are like sprinkle on my cupcake.
18. All parties that can not be mentioned one by one, who is directly or indirectly helped the author in completing this Final Project.

The authors are fully aware of all shortage exists, so the author expect for criticism and constructive suggestions for the perfection of this Final Project. At last, the authors hope this Final Project can be useful for the reader.

Bandung, June 16, 2015

The Author