

## ABSTRACT

BAPPEDA Bandung Regency is one of the government agencies that play a role in the planning and development of the area. One of the plans drawn up by BAPPEDA is RKPD (Local Development Plan). In the actual conditions there are problems encountered when preparing RKPD among others, there are activities that are overdue, and the overlapping of tasks in preparation RKPD. This research aims to design business processes in the preparation RKPD proposal in order to overcome the problems currently faced.

Business process improvement method used is business process improvement (BPI). Business process improvement is done by identifying gaps actual business processes with workflow planning preparation RKPD RKPD based PERMENDAGRI No. 54 of 2010 and the requirements of clause 7.3 of ISO 9001: 2008. Gap analysis results will be entered for the analysis of the activity, where every activity is grouped into RVA, BVA, and NVA. Business process improvement is done by eliminating NVA activity, minimize activity BVA and do streamlining the RVA activity.

The collection of data obtained actual activities carried on by BAPPEDA. Of the actual business processes are gaps that occur with business processes based PERMENDAGRI No. 54 of 2010. Further analysis of activity. Results of activity analysis shows that there are 19 activities RVA, and 29 BVA. Business process improvement tools used in this study include duplication elimination, Automation and / or mechanization and standardization .. Based on a comparison of time efficiency, at 55.98% of the existing business processes while on business processes proposed 56.98%. Proposed business process preparation RKPD be put in the preparation of SOP and instuksi work, so a mismatch can be minimized, such as, to improve the quality of human resources, the perception of all employees, reducing delays RKPD activity and preparation more efficient and effective.

Keywords: *Standard Operating Procedure, ISO 9001: 2008, Business Process Improvement*