

ABSTRACT

PT Jakarta International Container Terminal(JICT) is a company engaged in the service sector, especially in the field of port services which manage the entry and exit of containers both for exports and imports. Journey of container to entry a country will determined on container dwelling time from unloading freight permission to go out of the port gate. Dwelling time container in port can be divided into three namely stage of pre clearance, custom clearance, and post clearance. The Process at pre clearance generally greatly affect dwelling time container, even contributed nearly 60% of the overall dwelling time in the port. Business activities at this stage has four elements, namely Importers activities, Freight Forwarding, Customs and Ex officio activities. To shorten the waiting time the container companies are required to provide attention to the quality, quantity, level of service, and speed time. The focus of research is how to provide a solution by improving business processes, BPI (the Business Process Improvement) in stage pre clearance. The method used is the method of Value Stream Mapping (VSM) to identify the value of each activity are analyzed for categorized into activity Real Value Added (RVA), the Business Value Added (BVA) and Non Value Added (NVA). Further improvement efforts continued with using the concept of Business Process Improvement (BPI) by way of streamlining.

Based on the analysis VSM to business activities in JICT on the stage of pre clearance note that business activities are grouped Importers BVA category. Activities Freight Forwarding is a category RVA and Activities Physical checks by Customs and Physical Testing In office (ex officio) is a category NVA. After fix the process by using the concept of BPI by streamlining tools, the physical checks are repeated by Customs and ex officio inspection can be simplified by using the method Duplication Elimination. After BPI to business processes in stages Pre clearance, capable of producing a 16.43% efficiency equivalent to 720 minutes and the efficiency of the cycle time (cycle time efficiency) amounted to 6.73% In an effort to do business that is both transparent and accountable competitive need to be designed efforts to reduce delays in the processing of documents by the customer after the approval Service Legal Agreement (SLA) and Legal Service Guarantee (SLG) in the management of containers import in Tanjung Priok container terminal JICT Jakarta

Keywords: Pre clearance, VSM, RVA, BVA, NVA, BPI, Duplication Elimination