

ABSTRACT

In order to maintain the existence and credibility Serious Cut barbershop in the eyes of customers, Serious Cut barbershop required to provide the best services to continue to evaluate the services that are owned.

The method can be used for the improvement of business processes on a comprehensive and sustainable Cut barbershop is Serious Business Process Improvement. This method is considered to be in accordance with the problems being faced by the Serious Cut barbershop because it has the benefit of one of them is, it can make more effective and efficient SOP in accordance with the desired result.

It is causing a long time working processes in Serious Cut barbershop is a long waiting time, the ability Kapster that still needs to be improved, work stations that are less effective and less effective payment processing.

As for the repairs by providing upgrading skills against Kapster thus possess more competent, providing money-back for the customers so Kapster not need a lot of wasted time looking for his change, improve the layout in order Kapster can be free to carry out his work, and providing magazines / newspapers as well as free wifi for waiting facilities. This is done in order to improve productivity as well as the impact on corporate profits.

Keywords: Analysis SWOT, Analysis GAP, Benchmarking, Business Process Improvement, Produktivity, UKM, Standard Operation Procedure.