

ABSTRACT

PT. Telekomunikasi Indonesia, Tbk, well known as PT.Telkom is the largest telecommunication company in Indonesia. Since the globalisation begun, competition becoming an event that every company must join. Therefore, PT.Telkom have to prepare to give its customer the best service. One of the services that need to have attention is the Wireless Local Loop (WLL)-telephony problem handling service. The fact every month, since January until April 2005, only about 77.716% of the WLL-telephony problems that can be finished based on the standard by PT.Telkom that is less than 3 days. If PT.Telkom doesn't do anything about this, it can decrease the quality of the problem handling service.

To get an optimal proposal about business process, the first thing have to be done is the identification and analysis of the existing business process, it can be done by measuring the time cycle and its efficiency. Human resources, facility and technology are also the aspects that have to be considered. After measuring and analyzing the existing business process, we can find out the constrain in the existing business process. And then improvement can be done, by doing activity analysis, streamlining, and efficiency calculation, which will produce the goal that is expected from the research.

After identified and analyzed existing business process, a proposal about business process was generated. The results of the improvement are, reducing 68 activities from the problem handling service into 62 activities, which also reduce the time cycle into 1152.41 minutes (2.40 days).

Having done this research, the complete results of the improvement are described on this table below:

No	Section Name	Existing Time (Minutes)			Proposal Time (Minutes)		
		RVA	BVA	NVA	RVA	BVA	NVA
1	147	3.39			2.30		
2	TDC (<i>Test & Dispatch</i>)	5.15	0.28	4.00	3.80	0.28	
3	JANM (Radio Sector)	1314.11		145.15	920.68		
4	Central	270.52		30.00	226.29		
5	TDC (<i>Clearance</i>)	6.98	0.55		4.72	0.34	
		1586.65	0.83	179.15	1151.79	0.62	0.00