

## ABSTRACT

Planet corporation is an active company in hardware computer selling. This company was built on August 2004 in Bandung. Since fifteen months from its build, Planet corporation can open three branch office in all different places in Bandung. In developing the business, Planet corporation try to give the best service so it can stand in a competitive business.

In processing the business, Planet corporation has three business process principal: computer hardware selling process, repair service process and buying process. In carrying out of the processes, it can be felt complicated, non-structured and non-documented so it cause difficulty in time both internal and eksternal costumer. Designing and improving the business process in non-effective side is one of the solution to improve the business.

In reality, it needs a suggestion business process to improve company performance in giving the best service to its costumers. The steps to achieve the improvement buisness are understanding business process and measuring cyclic time and its efficiency. After getting the information, analytic in considering SDM aspect, facilities & technology and also existing information.

Improvement suggestion business process will be arranged by activity analysis and streamlining to get the efficiency value better than existing so it will give the changes to business process existing that influence the improvement efficiency value and effectivity process.

Below are the comparison between business process existing and the suggestion:

| No | Process Name                              | Existing Time (second) |                     |           | Suggestion Time (second) |                     |           |
|----|-------------------------------------------|------------------------|---------------------|-----------|--------------------------|---------------------|-----------|
|    |                                           | Sum of Activity        | Cycle Time (second) | eficiency | Sum of Activity          | Cycle Time (second) | eficiency |
| 1  | Peripheral Selling                        | 10                     | 2280                | 0.763     | 9                        | 1950                | 0.892     |
| 2  | Packet computer selling                   | 12                     | 5880                | 0.867     | 11                       | 5460                | 0.934     |
| 3  | 2nd peripheral selling                    | 8                      | 1620                | 0.667     | 7                        | 1200                | 0.9       |
| 4  | 2nd peripheral buying                     | 5                      | 1140                | 0.578     | 5                        | 1050                | 0.63      |
| 5  | Guarantee computer peripheral             | 4                      | 900                 | 0.533     | 3                        | 570                 | 0.84      |
| 6  | Guarantee computer packet                 | 5                      | 1500                | 0.32      | 4                        | 570                 | 0.84      |
| 7  | Taking the computer peripheral guaranteed | 4                      | 960                 | 0.375     | 3                        | 420                 | 0.857     |
| 8  | Repairing non-guarantee computer          | 4                      | 780                 | 0.615     | 4                        | 660                 | 0.72      |
| 9  | Taking non-guarantee computer             | 5                      | 750                 | 0.6       | 5                        | 630                 | 0.714     |
|    | <b>Total</b>                              | 57                     | 15810               |           | 51                       | 12510               |           |