

ABSTRACT

PT. PLN is an electricity country company, which mission is oriented to the customer satisfaction. To reach their mission, company must improve the quality of service.

In this final project, writer will make improvement for business process of service solving trouble PT. PLN South Bandung .This is caused of ineffective business process existing of service solving trouble of electricity, so that need a long time in that process.

To do improvement for this business process, the method in use is Business Process Improvement, is to analyze every sub process in that process dan to get the critical sub process. Every sub process will be analyzed by tools in this method is Streamlining. With the analyze, can be resulted the effective and efficient of process business. Method BPI can help the company to know its existing performance with measure efficient based on cycle time category.

To do analyze, process of service solving trouble PT. PLN divided on 3 process, are fix repair process,temporary repair process, material is available and temporary repair process, material is not available.

Total cycle time in process business exiting for fix repair process is 94.23 minutes, temporary repair process, material available is 171.19 minutes, and temporary repair process, material is not available is 147.78 minutes.

In the following is comparison result existing and improvement in every process :

Cycle Time Category	Fix Repair Process		Temporary Repair Process, Material is Available		Temporary Repair Process, Material is not Available	
	Existing	Improvement	Existing	Improvement	Existing	Improvement
RVA (minutes)	85.00	48.00	124.05	88.00	111.06	80.00
BVA (minutes)	9.23	2.00	47.14	22.00	36.72	15.00
NVA (minutes)	0	0	0	0	0	0
Total Cycle Time	94.23	50.00	171.19	110	147.78	95.00
Cycle Time Efficiency	0.90	0.96	0.72	0.80	0.75	0.84

After improve process business existing we have make a point of cycle time suggestion, that will be given to PT. PLN for fix repair process is 50.00 minutes, temporary repair process, material available is 110.00 minutes, and temporary repair process, material is not available is 95.00 minutes.