

ABSTRACT

Insurance Industry is unique, in the sense that this is an industry where a buyer spends significant money to buy a service which he hopes he will never have to use. However, when that person is forced to use the service, it is an experience that usually leaves a lasting impression. The service that is being referred here is an Insurance Claim.

Adira Asuransi is an auto insurance company branched from Adira finance. Competition is permanently altering the expectations in the minds of Insurance Costumers on what they should expect of claims processing. To cope with this change in expectations, Adira is evolving with respect to what it offers to customers. This impacts and will continue to impact Technology decisions usage as well as Business Processes.

Data collection for this business process improvement and technology usage analysis is conducted, analyze its implemented technology and supporting facility, measurement of cycle time and value added efficiency. This result in efficiency improvement of 101,01% cuts six days cycle time and provide costumer easier path to reach company.

Shown below is after research result of time efficiency

Nama Proses	Waktu	Waktu	Persentase	Efisiensi	Efisiensi	Persentase
	Siklus	Siklus	Penurunan	Nilai	Nilai	
	Eksisting	Usulan	Waktu	Tambah	Tambah	Kenaikan
			Siklus	Eksisting	Usulan	Efisiensi
Notifikasi	0:46:00	0:39:00	15.22%	45.65%	53.85%	17.95%
Pengambilan keputusan	34:57:00	9:15:00	73.53%	11.91%	37.30%	213.17%
Negosiasi	2:55:00	1:25:00	51.43%	25.71%	52.94%	105.88%
Perlindungan	10:28:00	7:21:00	29.78%	56.47%	81.25%	43.87%
Recovery	51:05:00	20:35:00	59.71%	5.06%	11.34%	124.16%
Total	100:11:00	39:15:00	60.82%	28.96%	47.33%	101.01%

STTTTELKOM