

ABSTRACT

Telkom R & D Center is one of the business units to support PT. Telekomunikasi Indonesia, Tbk, which structurally responsible to the Director of Network & Solution. As long as business models go to the customer centric organization, the function of research and development is more authorized by the company. Irregularity of the business which appears nowadays is the occurrence of bottleneck and a quite long processing time. In a certain time, this condition will affect the company's inadequate performance as a result of errors that occur in several places. Through the continuous improvement, including the business process improvement of the company, Telkom expected R & D Center can go along with the development trend of the telecommunications world.

The improvement in business process of the company can be done with several methods, one of the methods is the gradually and continuously enhancement in some parts, or often called Business Process Improvement (BPI). BPI provides a system that will support in the simplification process (streamlining) business processes, with the assurance that the internal and external customers of the organization will get much better output.

Designing a systematic business processes required a standard to facilitate the evaluation and the improvement. TeleManagement Forum (TMF) as an international consortium developed a business process framework which is called enhanced Telecom Operations Map (eTOM) as a systematic standard and open to the service industry, especially in telecommunications and it has been recognized by the ITU-T. eTOM framework allows the telecommunication companies to synergize the process, organization, and information technology.

Business process re-design in Telkom R & D Center is based on the analysis and improvement of the existing business processes supported by the results of the simulation of business processes. Re-design is applied on the critical existing business processes. During the improvement process and simulation, there are increasing in the efficiency of business processes, including: 32.96% for functional plan business process, 30.28% for managerial work plan, 17.79% for the management contract, 43.80% for user care, 27.72% for procurement, and 66.19% for infrastructure development.

Keywords: Business Process Improvement, enhanced Telecom Operation Map, processing time.