

ABSTRACT

The industry in Indonesia increased day by day and arise competition which is more rapid. Jaya Abadi Utama.Co is a company that move in panel box production.

In processing the business, Jaya Abadi Utama has three business process principal: receive order, production and delivery process. This time, the processes especially production process should be repaired. Based on the company historical order data from January to November 2008, percentage for order that can not be fullfil was 25.15%. It will cause negative impact for the company because the company's revenue target of Rp 400,000,000 per month to be not reached. So, Jaya Abadi Utama.Co need an improvement to stand in a competitive business. Designing and improving the process order with Business Process Improvement Method in non-effective side is one of the solution to improve the production process.

In the reality, it needs a suggestion process order to improve company performance. The steps to achieve the improvement process are understanding and measuring cycle time. After getting the information, analytic in considering SDM aspect, facilities & technology and also existing information.

In re-designing the process order needed model and simulation to identify and evaluate comprehensively and inwrought with the parts of process or activity which give or do not give value added to the company. Improvement suggestion process order will be arranged by activity analysis and streamlining so it will give the changes to process order existing that influence the reduction in process time to finish each order to 452.4 minutes.

Key word : Redesign process, business process improvement, model, simulation.