

ABSTRACT

Hikari Language Center is one of foreign language services company in Indonesia which is still new, but in the last eight months has been successfully opened six branches spread throughout the area of Bandung and Jakarta. The company provides private tutoring services using the Genius system and provides courses for eight languages, namely English, Japanese, German, Arabic, Mandarin, Korean, French, and Dutch. Until now, all existing business processes in Hikari Language Center is still done manually, such as the registration process, scheduling, and other processes causing a buildup of paper work and extend the processing time.

One method that can be used to evaluate and provide suggestions for optimal improvement of Hikari Language Center is a method of Business Process Improvement. In addition, information system is also designed to improve the proposed system.

With the Business Process Improvement, there was an increase of the efficiency of business processes of Hikari Language Center. Existing activities in the process of free trial class in the branch of the 15 activities into 13 activities, activities on the process of class formation in the center of the 20 activities into 11 activities, the process of class formation in the branch of the 23 activities into 11 activities, the process of class formation in a franchisee of 23 into 11 activities and existing activities in module preparatory process from 15 activities to 13 activities. In the process of preparing teaching tool there is a change from 14 activities remained 11 activities and more effective, more activity on the process of implementation of the class of 12 activities remained 6 activities but had to apply technologies that can reduce processing time, and existing activities in the process of examination and certification of the 15 activities into 11 activities. In the process of making financial reports and payroll in the center there is a change from 19 activities to 13 activities, making financial reports and payroll in the branch there was a change from the 22 activities into 14 activities, making financial reports and payroll in the franchisee's activities changed from 21 to 15 activities, and existing activities in the process of handling complaints from 8 activities remained 7 activities but more structured complaint handling.

Keywords: Hikari Language Center, Business Process Improvement, efficiency of processes, information system of Hikari Language Center.