

## ABSTRACT

PT. Dinamis Diffuser is a public company engaged in machining and fabrication (manufacturing). As a company that produces two types of products : AC accessories products and ducting AC, PT Dinamis Diffuser fully responsible for the quality of quality of manufactured products. In running the business, PT. Dynamic Diffuser was facing a problem of the existence of complaints from external customers of PT. Dinamis Diffuser associated with one of the production process time AC accessories Supply Air Diffuser (SAD), which is quite long.

Business Process Improvement (BPI) is one method that can be used to evaluate and provide suggestions for optimal improvement of PT. Dinamis Diffuser. The first step for measuring the efficiency of selecting the critical processes that can justify the selection process. After that stage is to understand the processes being run so many processes that can be repaired and enhanced. The next stage is aimed at streamlining to improve efficiency, effectiveness and alignment with business processes. And then doing analysis and improvement phase, in this phase analyzes the process of handling customer complaints. After that is the improvement of business processes.

With the proposed business process improvement for several processes, such as the process of receiving goods and production process. Existing activities in the process of receiving orders from 13 activities changed to 11 activities and the total processing time of 116.76 minutes to 110.02 minutes, and subsequent activity in the production process of the 71 activities into 54 activity and reduction of processing time from 156.404 minutes becomes 117.934 minutes.

**Keywords:** Business Process Improvement, process Improvement, efficient process