

ABSTRACT

Academic advising process is an activity undertaken each college to provide the planning study and guidance to students in order to complete their education in college programs. IT Telkom as an institution that aims to provide education of quality, wanted an academic advising effective in guiding students and providing satisfaction for the stakeholders. But the fact of the processes that have been implemented during this academic guidance only serve as an endorsement contract study of college students and students still do not feel the benefits of academic advising. Based on interviews with several students, nearly 90% of students have not felt satisfaction with the implementation of the guardianship, and the institution itself is still feeling a lot of problems during the process.

Therefore, in this final task will be identifying the problems which includes procedures, policies, and resources that occur during the process of guardianship that has been implemented so far and make a new proposal to the business process procedures in the implementation of IT Telkom Academic advising. To do all these things will be done by the method of business process reengineering with a clean paper method.

Keywords : Business Process Improvement, POAC (Planning,organisizing, Actuating, Controlling), Procedures, Policies, Resources