

## ABSTRACT

*PT. INTI (Industri Telekomunikasi Indonesia) is a company that has a business orientation based on system solutions, particularly on infocom system and technology integration. One of divisions in PT. INTI is HRM division. Obstacles owned by HRM division are lack of business process and SOP that documented. Continuous improvement is needed to improving existing condition to be more effective, efficient, and adaptive.*

*Basic improvements that need to do is mapping the existing business process. There are 24 business processes in HRM division. From all of business process, improvements are doing by selecting process that considered as critical processes. Selection of critical process is using Management Selection Approach method, which is looking at two lists. List 1 contains the key process in the company and list 2 contains the process that have problems. There are 4 proposed SOP design, namely (1) HR planning business process, (2) Recruiting a team business process, (3) Determining third-party business process, (4) Disciplinary dismissal business process Activity analyze need to be done on that 4 business processes. After doing activity analyze, next step is doing improvement using streamlining to make process become more effective, efficient, and adaptive. Proposed business processes are gotten after doing streamlining.*

*Based on critical business process, there are 4 proposed business process design, namely (1) HR planning business process, (2) Recruiting a team business process, (3) Determining third-party business process, (4) Disciplinary dismissal business process. From all that proposed business processes proposed SOP need to be done on process that using standardization improvement on streamlining. There are 3 process that used standardization improvement, namely (1) HR planning SOP, (2) Determining third-party SOP, and (3) Disciplinary dismissal SOP.*

*Keywords: critical process, streamlining, standard operating procedure, business process improvement*