

ABSTRACT

PT Industri Telekomunikasi Indonesia (INTI) is a company engaged in manufacturing. However, the development of telecommunications and information technology requires PT INTI to change the company's business processes from manufacturing to engineering services solutions. As a company engaged in engineering services solution PT INTI project is to handle the issue of procurement of goods or services performed by the vendor. Divisi Project Management of PT INTI acts as a process owner is responsible for the success and the success of the project. On a Procurement Business Process or Customer Service In the Divisi Project Management of PT INTI, there are problems of the current process still takes a long process, there is a difference between the existing process established by the company for 53 days with a time of realization of the process for 53 days, this resulted in the Business Process Procurement of Goods or Services customer In Divisi Project Management becomes less efficient due to high cycle times. Continuous improvement is needed to improve existing conditions to be more effective, efficient, and adaptive.

Continuous improvement is done by mapping existing business processes, identify problems and then carried to the high time to suit the needs of internal customers based on the analysis in each activity prior to the streamlining. Improvement of business processes is done by the method of Business Process Improvement (BPI).

From the result showed that the efficiency of Proposed Procurement Business Process or Customer Service In the Divisi Project Management of PT INTI has a value of 98%. This shows an increase of 8,9% of the existing business processes that have high levels of efficiency of 88%. In addition the amount of activity was reduced from 67 to 56 activities activities. when viewed in terms of processing time there is a decrease of 19,1 % of 25.345,21 hours (53 days), to 17.049,4 hours (36 days). This indicates that the proposed business processes have a significant result when compared with existing business processes. Proposed business process simpler, faster, and more efficient so it can be proposed to support the Procurement Business Process or Customer Service In the Divisi Project Management of PT INTI.

Keywords: streamlining, processing time, SOP, Bussiness Process Improvement (BPI).