

ABSTRACT

PT Biro Klasifikasi Indonesia is one of the BUMN (Badan Usaha Milik Negara) which operates in the services sector. Performance of PT Biro Klasifikasi Indonesia, especially on Unit Classification-Statutoria is still considered below par, because the facts show that based on surveys found that customer satisfaction levels are still not well related to the performance of Unit Classification-Statutoria. According to result of survey, it has revealed that drawing approval was the lowest customer satisfaction against other elements. So repairs is needed at Unit Classification-Statutoria in general and on the picture approval process in particular.

Continuous improvement is needed to improve the condition that there be more efficient and effective. Improvements can be done by the mapping of existing conditions is supported by the availability of human resources, facilities, and technology adjusted on the needs of internal and external costumer based on the analysis in each activity prior to the streamlining. Improvement is accomplished by the method approach Business Process Improvement.

Improvements and proposed based on the analysis of BPI method, Resulting efficiency of the using of paper work, efficiency on klas registration, efficiency process time up to 5% and delivering document is more effective because there is an internal application that can delivered document well with SOP Unit Classification-Statutoria, SOP picture approval process, network architecture design and website design for online registration.

Key words : *Business Process Improvement, SOP, Streamlining*