

ABSTRACT

Business Process are important aspects in an organization. Every organization whether profit or non-profit will have a process that runs the organization. The success of own business performance depends on what and how the process is running. Business Process itself consist of a series of activities that converts input into outputs, by adding a value.

As a newly formed company, PT. Widya Bhakti Inti, Previous is a company incorporated in the foundation business. Where previously the company was formed to serve the employees or retirees of PT. INTI. Over time and market opportunities that exist, PT. WBI also officially become a limited liability company incorporated in 2009, with the change of orientation of service to the general public coupled with the employee or retiree of PT. INTI.

Changes in orientation and business entities that experienced by PT. WBI, must be accompanied by changes in performance, vision, and goals of the organization. Business Processes, which is owned by each organization and business entities, encouraging to do business process assessment that can be overcome and accommodate the changes that occur in the company. These changes lead to changes in aspects of business process that need to be changed. With the methods contained in the science of Industrial Engineering, Business Process Engineering in particular, it allows research on existing business process in PT.WBI. From the various methods that exist, there are methods of Business Process Reengineering (BPR) where this method is expected to answer the demands for changes in the organization.

After redesigning using Business Process Reengineering method and Rapid Re approach, obtained a design process involving information system model that can be designed and customized based on the results of this design firm. The design of this new process provides enhanced performance with a rise in the efficiency of the processing time of 35.58% to 50.99%. In addition to these improvements, there was also a decrease in the total processing time of 51,955 minutes to 43,893 minutes. And with the design of an adaptive process of information system technology is expected in the future the company can build its information systems, which ultimately reduces the work done manually, and can ultimately minimize the error rate resulting in inaccuracies of information.

Keywords : Business Process, Business Process Reengineering, Rapid Re