

## **ABSTRACT**

*PT Telkom is one of the state-owned enterprises that contributes to educating the youth of the nation. A number of programs such as scholarships and opportunities to study abroad is offered to pupils and students as evidence of the seriousness. One learning activities that commonly referred as internship is the most popular nowadays. Internship enable students to learn firsthand while working with the employees at PT Telkom. In PT Telkom Kandatel Lembong where observation was held on, it is concluded that HRD Division is the division that is responsible for employment services of internship in Bandung. Ome obstacles experienced by the HRD division in the employment services of internship is the absence of an integrated database management capacity, especially to organize the quota in the STO for the future applicants in the area of Bandung. The process of recording and the placement is still not automated and no Standard Operating Procedure (SOP) that documented . This leads to inefficiency in the existing business processes which there still can be found complaints from applicants and the difference between standard working time and actual work time.*

*This study focused on the lack of a system that was implemented at this time which is observed as the existing process. Business process improvement is believed to help simplify the process so that the process becomes more effective and efficient. Repairs carried out by analysis based on each activity prior to the simplification (streamlining) and value added analysis against. Improvement process is being done using the concept of Business Process Improvement (BPI) in order to achieve effective and efficient condition.*

*In the proposed system there will be an increase mainly in cycle time efficiency of 0.72% to 81.7%. Design proposed in this study were (1) That contains the SOP business processes more effective and efficient. (2) New business processes where the activity is centered on the use of information systems, which is web application to organize the applicant for internship.*

*Keywords: Business Process Improvement, SOP, Procedure, Business Process*