

ABSTRACT

XYZ Company is one of logistic services provider company or commonly known with 3PL (Third Party Logistics) Company. One of the customers who use 3PL services is DEF Company. DEF Company is a company which is engaged in distribution and import of goods. Reporting documents activities on the inbound and outbound process, XYZ Company has been delayed. The percentage of delay in April 2014 is 5 percent. The delay caused by unorganized order documents, so it will have an impact on the time delay in delivery of goods to consumers.

Mapping was conducted to determine the actual condition of the relationship between the activities contained in the inbound and outbound of DEF Company products at XYZ Company warehouse. Improvement is done in order to prevent delays. Improvements in this research using the approach of Business Process Improvement method (BPI) by streamlining analysis.

Business process improvements to minimize delay in reporting the document is using additional information systems called Order Management System (OMS) so that some physical document can be eliminated and replaced using electronic document. Some activity on the inbound and outbound processes can be eliminated, such as checking status of orders manually and printing documents, because these activities have been accommodated in the system information Order Management System. So, OMS can solve delay of reporting documents problem so that the delivery process is not interrupted and become smoother, so the goods can arrived to the consignee on time

Keywords: Business Process Improvement (BPI), Streamlining, System Information