

TABLE OF CONTENT

APPROVAL FORM	ii
INTELLECTUAL PROPERTY STATEMENT FORM	iii
ABSTRACT	iv
PREFACE	v
TABLE OF CONTENT	viii
LIST OF FIGURE.....	xi
LIST OF TABLE	xii
LIST OF ABBREVIATIONS	xiii
LIST OF GLOSSARY	xiv
CHAPTER I INTRODUCTION	1
I.1 Background	1
I.2 Problem Formulation	7
I.3 Research Objective	7
I.4 Problem Boundaries	7
I.5 Research Advantage.....	8
I.6 Writing Systematics	8
CHAPTER II THEORETICAL BASIS	10
II.1 Logistics.....	10
II.1.1 Definition of Logistics	10
II.1.2 Logistics Activities.....	10
II.2 Process	11
II.2.1 Definition of Process.....	11
II.3 Business Process	12
II.3.1 Definition of Business Process.....	12
II.3.2 Type of Business Process.....	13
II.3.3 Characteristic of Good Business Process	13
II.3.4 Objective of Business Process Improvement.....	14
II.3.5 Basic Selection Good Business Process.....	14
II.3.6 Benefits of Good Business Process Management.....	14

II.4 Business Process Improvement (BPI)	15
II.4.1 Definition of Business Process Improvement	15
II.4.2 Objective of Business Process Improvement.....	15
II.4.3 Phase of Business Process Improvement	16
II.4.4 Streamlining Method.....	18
II.4.5 Comparison of Business Process Improvement and Re-Engineering..	19
II.5 Warehouse	20
II.6 Previous Research.....	22
CHAPTER III RESEARCH METHODOLOGY	23
III.1 Conceptual Model	23
III.2 Problem Solving Systematic	24
III.2.1 Phase of Introduction and Identification.....	26
III.2.2 Phase of Collecting and Formulation Data.....	27
III.2.2.1 Phase of Collecting Data.....	27
III.2.2.2 Phase of Making Actual Business Process Documentation.....	28
III.2.2.3 Phase of Identification Actual Business Process	28
III.2.2.4 Phase of Proposed Business Process Design	28
III.2.3 Phase of Analysis and Conclusions	29
CHAPTER IV COLLECTING AND PROCESSING DATA	30
IV.1 Collecting Data.....	30
IV.1.1 Activities Data	30
IV.1.2 Receiving Data (Inbound)	40
IV.1.3 Delivery Data (Outbound)	41
IV.1.4 Product Data	42
IV.1.5 KPI Data	42
IV.1.6 Information and Technology	43
IV.2 Processing Data	44
IV.2.1 Identification Category Activities	44
IV.2.2 Streamlining Analysis of Business Process.....	54
IV.3 Designing Proposed Business Process	63
IV.3.1 Designing Business Process Activities.....	63
IV.3.2 Identification of Proposed Business Process Activities Category.....	73
IV.4 System Information Design.....	82
IV.4.1 Identification User	82

IV.4.2 Analysis of Input and Output.....	83
IV.4.3 Entity Relationship Diagram	89
IV.4.4 Context Diagram.....	91
IV.4.5 Data Flow Diagram	92
IV.4.6 Process Specification.....	97
IV.4.7 Data Dictionary.....	97
CHAPTER V ANALYSIS.....	98
V.1 Business Process Analysis.....	98
V.2 Gap Analysis	101
V.2.1 Comparison of Actual and Proposed Business Process.....	101
V.2.2 Comparison of Time Processing Document	103
V.2.3 Comparison of Paper Usage.....	106
CHAPTER VI CONCLUSION AND SUGGESTION.....	109
VI.1 Conclusion.....	109
VI.2 Suggestion	110
BIBLIOGRAPHY	111
APPENDIX LIST	112
APPENDIX A Actual Business Process	113
APPENDIX B Proposed Business Process	118
APPENDIX C Comparison Actual and Proposed Activities	121
APPENDIX D Time Data	129
APPENDIX E Receiving Data (Inbound)	134
APPENDIX F Delivery Data (Outbound).....	140
APPENDIX G Product Data	145
APPENDIX H Process Specification	147
APPENDIX I Data Dictionary	150