

Abstract

Case based Reasoning represent one of methods of expert system which is talked by a lot of expert nowadays. This method solves new problems by adapting previously successful solution for similar problems. This method has been used for solving problems in medicine, industry, and etcetera. Process business redesign is very important for a company or an organization, because it could make the performance of their work increasing. Many of the practitioners are looking and also designing methods for supporting an application, an expert system, which could help giving an advice or plan to improving the business process of an organization. This final project used case based reasoning in order to build the knowledge based of an expert system for doing business process improvement in one of the company or an organization. Hopefully the solution from this expert system could give business process proposal which is the result from business process improvement from the last business process.

Keywords: *case based reasoning, business process improvement (BPI), significant improvement, expert system.*