

## **ABSTRACT**

*The ordering process is one of the important elements in the company.*

*PT. Primarindo Asia Infrastructure is the company engaged in the footwear industry, include production of sports/casual shoe types. The process of ordering shoes products at PT. Primarindo Asia Infrastructure by customers come directly to the store. In conducting the order process there are problems that potentially interfere with the business activities in PT. Primarindo Asia Infrastructure. There are the order models are different from customer demand, the ordering system can not save new orders due to CPU problems, and the delivery of late product to the customer. Thus, this research is done to identify the root of the problem in the process of ordering and process improvement based on requirements improvement process with the method of business process improvement phase apply improvement technique and analysis of the needs of the process owner. Apply Improvement Technique is used to find out which activities need improvement by running six key methods on the Improvement wheel, while the analysis based on the needs of process owners is used to identify problematic activities in the ordering process, the impact caused, the cause of problems until the analysis of the needs as a repair recommendation. From the results of the data processing, obtained four requirements that help in designing the improvement of the process. Once gained four process improvement requirements, the final result of the research was the design of process improvement and automation in the form of designing user interface system based booking documentation.*

**Keyword** : *Ordering process, Process Owner Requirement, Business Process Improvement, Apply Improvement Technique, User Interface.*