

## **ABSTRACT**

*Wifi.id Managed Service (WMS) is a service in which PT. Telkom provides Access Points and internet connectivity and VAS / content services as a bundle that is paid for a certain period by the venue owner / customer without the need to invest in WiFi devices themselves. To improve the quality of service to customers, namely the procedure for installing new Wifi.id Managed Service and handling disruptions to the Wifi.id Managed Service, one way that can be done is to improve business processes to reduce cycle time. The method used to improve the business process is Business Process Improvement (BPI), which analyzes each subprocess in the process using tools contained in BPI, namely Streamlining to find out which subprocesses are included in the critical subprocesses. The BPI method can also help companies see existing performance by measuring efficiency based on their cycle time categories.*

*Based on the measurements taken, obtained the existing cycle time in the new pairs business process Wifi.id Managed Service service is 4891 menit atau 3,40 hari and the existing cycle time in the process of handling service interruptions Wifi.id Managed Service service is 380 minutes or 6.33 hours . After making improvements to the existing business processes, the proposed cycle time that can be given to Telkom for the new installation process of Wifi.id Managed Service by submitting an order through the application is 3161 minutes or 2.19 days with the process efficiency level increasing from 65.11 % to 99.49% and order submission through sales force is 3168 minutes or 2.2 days with the level of process efficiency increasing from 65.11% to 99.49%. While the proposed cycle time for the handling process of Wifi.id Managed Service interruption service with report interruption through the application is 215 minutes or 3.58 hours with the level of process efficiency increasing from 64.47% to 95.34% and the report of disturbance through the Call Center is 230 minutes or 3.83 hours with the level of process efficiency increasing from 64.47% to 95.65%.*

*Keywords --- Wifi.id Manage Service, Business Process Improvement, Importance Performance Analysis*