

ABSTRACT

PT Mitra Jayautama is engaged in providing heavy equipment technician services to other companies. The Operations section manages the sales of technician services. The Operations Division consists of 3 units, namely the Promotion and Sales Unit, the Distribution Unit, and the Sales Administration Unit. The Head of Operations stated that the Sales Administration Unit often experienced problems in the process of delivering information. Sales Administration Unit has problems in the flow of information on technician job reports. The Head of Operations said that the problem occurred due to delays in the process of information flow. Constraints are caused by the absence of cycle time standards and the absence of standardized stages. On the basis of this background, it is necessary to improve the business process for data collection of technician work reports, so that it can run effectively and efficiently.

The method that can be used to improve business processes is the Model-based and Integrated Process Improvement (MIPI) method. The MIPI method has a 7-step approach for process improvement guidelines. This study discusses business process improvement only up to the fourth stage.

The process of improving the data collection of mechanical work reports produces time and activity efficiency in the process. The improvement process focuses on activity and time. For their activities, there was an improvement in the data collection process of mechanical work reports from 11 activities to 3 activities, while for the cycle time there was an improvement in the data collection process of mechanical work reports from 212.83 minutes to 55.06 minutes.

Keywords : Business Process, Sales Administration, Model-Based and Integrated Process Improvement (MIPI)