ABSTRACT

Ease of access and integration in the company's information system is one of the things that is very important for the effectiveness and efficiency of work within the company. PT XYZ is one of the largest telecommunications network providers in Indonesia. In order to meet customer demand in the North Bali area, PT XYZ comes with division that serves customer requests, Business Service Division. This division serves requests for new service installations, service modifications to service withdrawals. The process of revoking service requests is the process of revoking services carried out based on requests from customers themselves. In the process of requesting to revoke the services of the business service division for 12 periods, from January to December 2020, it was found that as many as 66.7% of all requests for revoking services had not been completed under the standard time set by the business service division, which is 1 x 24 hours. Based on this, the business service division experienced the possibility of opportunity lost starting from IDR 385,875,000 to a maximum of IDR 3,252,375,000. Therefore, to improve the efficiency of the service withdrawal request processing time, research is carried out to identify the causes of the service withdrawal request process not being completed following the standard time and make a business process improvement design proposal for the service withdrawal request process.

The Business Process Improvement method is one of the methods developed to ensure that companies have business processes that can eliminate errors, minimize delays, maximize assets and improve understanding of following company goals. This method is used to identify the activities involved in the process of withdrawing services and to design business processes that can improve the efficiency of the process of withdrawing services. One technique that can be used for identification and analysis in the Business Process Improvement method is the Improvement Technique Wheel with six stages, that are eliminating bureaucracy, value-added, eliminating duplication, simplification, reducing cycle time supported by process activity mapping, and automation. And to find the source of the problem from each activity, why's analysis is used.

Based on the results of the research conducted, it was found that three activities caused the process of withdrawing service requests in the business service division not being able to complete under the standard time set, that are error UIM, error activation, and PONR activities. Error UIM is caused by an error or discrepancy in the data contained in the system with those in the field, while error activation is caused by the installation of customer devices that have not been disconnected when the request has been processed.

From the results of the identification carried out to improve the efficiency of the service revoke request process, the error Activation activity can be eliminated

with a new policy that requires the disconnection of the device to be revoked as a requirement to fill out the service revoke request form. Furthermore, for error UIM activities, the processing time is minimized by monitoring the movement of order status regularly so that when things go wrong, action can be taken immediately, to simplify the process monitoring process, a monitoring information system can be used. PONR activities cannot be further explored for PT XYZ region so that the standard time is following the process conditions, a new standard time is proposed. To ensure the process can run as intended, a working guideline is designed for the service withdrawal request process that can be used as a reference by the business service division admin, especially in monitoring the movement of order status so that the service withdrawal request process time can be completed according to the standard time set.

Keywords: Business Process, Business Process Improvement, Monitoring