

ABSTRACT

PT Semen Padang is a company engaged in cement production in Indonesia. In carrying out operational activities, PT Semen Padang has business processes, one of which is the Open Auction business process. The purpose of the Open Auction business process is to invite vendors or suppliers to present the price and quality of goods or services needed by the company to launch activities in the company which are carried out for 51-62 days. However, in actual conditions, it shows that the Open Auction business process has not been implemented optimally which resulted in the evaluation process carried out by the user taking longer than standard conditions which resulted in the Open Auction process being carried out within 61-79 days. The obstacles faced by the company in the implementation of the Open Auction became the background for making suggestions for improvements with Business Process Improvement. Thus, this research was carried out by identifying gaps and obtaining two gap results which were then carried out to improve the Improvement Technique Wheel in the Open Auction business process. The final result of this research is a proposed new Open Auction business process which is designed in such a way by applying the techniques of value added, simplification, automation and eliminating bureaucracy which results in a reduced number of activities in business processes and a more efficient estimated processing time.

Keywords: business process improvement, improvement technique wheels, business process