

## ABSTRACT

Currently, KPBS Pangalengan has decreased performance because the cooperative has not been able to meet the demand for milk by the IPS request, besides that there are still complaints from IPS regarding the distribution of cooperative milk and this complaint is still related to quality, especially the quality of milk produced by TPK non MCP. Meanwhile, at TPK MCP, there was a delay in the farmer group collecting milk because the farmer group had a larger population of cows than the other groups, and this greatly affected the distribution of milk from cooperatives to IPS. Therefore, several analyzes are needed to improve the performance of KPBS Pangalengan so that it can provide added value for cooperatives in the field of milk drinks at the national level. So analysis is needed, including analysis of milk productivity at the farmer level, analysis of logistics performance at the cooperative level, and analysis and modeling of existing business processes at both TPKs. The results obtained are for productivity, a portrait of milk productivity that is not ideal at the cooperative level is 13 kg while the ideal milk production is 15-20 kg, for logistical performance analysis, good results are obtained (the number 4 is obtained on a Likert scale) but there are still some criteria which still needs improvement, the existing business processes in the two TPKs can be modeled using the Business Process Modeling Notation (BPMN) method and can be analyzed to produce new business process proposals that can improve logistics performance criteria. Four proposed activities are added to the existing business processes in the two TPKs.

*Key Word : Produktivity, Logistics Performance dan Business Process*