

ABSTRACT

Sekianpersen Jatiasih is a home-based coffee beverage business located in Jatiasih. The number of Sekianpersen Jatiasih customers each month has increased at least three times. However, there are problems that occur in the order to delivery process, namely the length of time the business process takes from start to finish. The problems that occur are caused by inadequate human resources, technology and facilities and the lack of maximizing existing resources. Therefore, it is necessary to improve business processes using the Business Process Improvement (BPI) method. The business processes observed in this study are the overall business processes of the Sekianpersen Jatiasih business. By analyzing each of the activities of the existing process, critical processes or activities can be found which then simplifies the process using streamlining tools. By using the BPI method, this business can determine the performance of its business by analyzing the efficiency of the process cycle time. From this research, the total cycle time of existing business processes is 103.76 minutes with cycle time efficiency of 55.45%. After designing improvements, the number of cycle times changed to 91.4 minutes with a time efficiency of 77.13%. Validation is carried out to ensure whether the BPI design and application are appropriate and can be carried out according to the objectives of this research.

Keywords: *Business Process Improvement, Business Process, and Cycle Time.*