ABSTRACT

XYZ Company is a company engaged in information and communication technology that can meet customers in the Jambi area. To serve corporate customers, XYZ Company presents the BGES Unit. The company's customer payment process is managed by one of the BGES pillars, namely Collection Management. One of the customer data sets managed by Collection Management is outstanding data, where the customer data has the largest rupiah value among other data. Outstanding data is arrears data that appears every month because the customer has not paid the bill for more than two months. A total of 693 customers at the end of 2021 were recorded as outstanding customer data. And in 2021, the achievement of outstanding billing was only 14.75%, which indicates that there are still a few customers who pay bills. In the same year, the company experienced a delay in payment of IDR 7,000,458,871.00. Outstanding customer billing must be sent between the 5th until 12th of each month due to excessive workload and collection management that lacks related supervision so that billing targets are not met.

From the comparison of several studies, an activity-based improvement was chosen using the Business Process Improvement method. The tools used were Apply Technique Wheels and Streamlining. This is because the problems in the existing business processes contained in the research have not been optimal. The result of this research is the existence of a new process of monitoring and control system in which there is a reminder notification that will be given to workers in the BGES unit and a monitoring and control dashboard in which there is incoming and outgoing data from the results of the context diagram design. Notifications as well as monitoring and control dashboards can help workers see a recap of the customer's payment status so that the billing process can run efficiently.

Keywords: Business Process, Quality Control, Monitoring, Controlling, Business Process Improvement