

ABSTRACT

Telkom University is one of the private universities in Indonesia located in the city of Bandung. Telkom University provides convenience for its students in terms of paying tuition fees through internal and external scholarships. Punctuality in the process of disbursing scholarship funds until the BPP deduction is listed in iGracias is highly expected by scholarship students. This is because there is still a registration process that must be completed by students after the Education Implementation Fee (BPP) is paid in full. The process of disbursing external scholarship funds at Telkom University still requires a long time, even approaching the final deadline for registration and exceeding the BPP payment limit. This results in student iGracias accounts that cannot be opened and there are students who do not get the courses they want to take because the quota is already full. From the actual conditions, it is known that the monitoring process is still carried out manually by checking every day and there are still activities carried out manually.

The improvement of the excision business process is carried out using a business process improvement approach with the tools used, namely the improvement technique wheel. While the method used in the design process is the scrum approach. The results of this study are in the form of a proposal for designing a website tracking process and time reminder that can automate activities that were previously still being done manually. The tracking process feature can be used by the beaisswa recipient to see which process is running. While the time reminder feature serves to provide automatic messages related to deadlines to the parties concerned.

Keyword - business process, business process improvement, improvement technique wheel