

ABSTRACT

The procurement process of raw materials is a crucial and primary factor in the success of production processes in an industry, and this holds true for the food industry, which relies heavily on raw materials processed into food products. The presence of the food industry is widespread, including in tourist areas. The relationship between tourist areas and restaurants is closely intertwined, leading the researcher to choose a restaurant in a tourist area as the study location. However, the research site faces challenges in its procurement process, including a lack of proper scheduling, controlling, and monitoring activities. These issues have resulted in a significant amount of food waste due to inefficient raw material management.

This research aims to identify issues and design improvements in the raw material procurement process at the restaurant. Data for this research is collected through interviews. To address the identified issues, an analysis of the raw material procurement business process at the restaurant is conducted. The proposed solution to these problems involves implementing the Business Process Improvement (BPI) methodology to transform the restaurant's business processes into a more organized and efficient system. Based on the existing issues, the researcher has designed proposed improvements in the form of raw material procurement development, the creation of work instructions, enhancements to the existing business processes, controlling and monitoring work instructions, and the development of a purchasing scheduling simulation for the restaurant. These proposed results have the benefit of minimizing wasted raw materials and optimizing the restaurant's budget.

Keywords: Procurement Process, Raw Materials, Business Process Improvement