

## **ABSTRACT**

*As the needs of the community increase, the logistics sector is undergoing improved development. The logistics company must provide good service to the consumer so that it can increase customer satisfaction, the satisfaction of the customer one can be characterized by the accuracy of delivery time and the efficient and efficient delivery process. In this study, it is known that deliveries in XYZ are often delayed. Based on shipping data from July to August 2022 shipping had an average delay of 84%. This is because there is a less optimal process flow that is in the dispatch process due to the lack of equipment used and there are activities that are still done manually so that the activities being done become slower. On the improvement of the dispatch process at PT XYZ performed the planning of business process proposals using the method of Business Process Improvement (BPI) by performing business process improvement, evaluating the activity cause of delay, calculating cycle time efficiency and modeling the business process of the proposal.*

*The results of the research resulted in recommendations for improvements by adding forklift to the dispatch process. After making the improvement it is known that the addition of forklift to the dispatch process can eliminate 2 Non Value-Added activities with a total cycle time of 74 minutes and has a cycle-time efficiency of 95.94%. So, it is known that there is a 53-minute reduction in the cycle time of the proposal business process with an improvement in cycle-time efficiency of 29.8%.*

**Keywords:** *Logistics, Business Process Improvement, business processes.*