

ABSTRACT

The role of MSMEs is very important in economic growth in Indonesia, reaching 99% of all business units supported by MSMEs, which is equivalent to 98.78% of the total businesses in DKI Jakarta (Coordinating Ministry for Economic Affairs, 2022). Aneka Print is a printing business located in the Kebayoran Lama area, South Jakarta. Aneka Print is a printing business that produces various customer needs such as magazines, calendars, invitations, books, posters, and others. It takes a long time when ordering a large number with limited stock of raw materials. The process of recording orders and recording finances is still in handwriting so that there may be errors in reporting accuracy. Problems that occur are caused by less than optimal resources, therefore it is necessary to improve business processes using the Business Process Improvement (BPI) method. By analyzing the activities of each process, then found critical activities which are then simplified with streamlining tools. Assessing the proposed business process, there is a calculation of three cycle time efficiencies with activity classifications, namely Real Value Added (RVA), Business Value Added (BVA), and Non-Value Added (NVA). Obtained existing RVA 744 minutes, BVA 251 minutes, and NVA 16 minutes with a total overall time of 1011 minutes and cycle time efficiency of 73.59%. Experienced a decrease in cycle time in the proposed business process by 878 minutes with an increase in cycle time efficiency of 85.88%.

Keywords — *Business Process Improvement, Business Process, MSMEs*