

ABSTRACT

The development of the times and technology influences a country's economic growth. Looking at the 2022 Cooperative and UMKM Report data, Riau is in 12th place, namely 257,574 units. This illustrates that UMKM in Riau are quite developed for the Sumatra area. UMKM in the Indonesian dictionary are micro, small and medium enterprises. Apart from the term UMKM, there are also UKM, namely small and medium enterprises whose scope is more on the productive business activities of individuals or business entities that are not subsidiaries or branches of other companies. Increasing economic growth in Indonesia, XYZ SMEs emerged among other SMEs in Riau. UKM XYZ is a small scale culinary business UKM that offers food and drinks like restaurants in general. UKM XYZ, which has a workforce of five people, has been pioneering since 2005. Increasing economic growth in Indonesia, UKM XYZ emerged among other SMEs in Riau. UKM XYZ is a small scale culinary business UKM that offers food and drinks like restaurants in general. UKM XYZ, which has a workforce of five people, has been pioneering since 2005. Currently, UKM Based on the results of the interview, the owner realized that he still had limitations in using technology. This problem results in income discrepancies. Based on the problem situation above, this research carried out improvements to the ordering and financial recording process using the Business Process Improvement (BPI) method to improve activities that take a long time. Before creating a proposed business process, mapping of existing business processes is carried out and then classified into three activities, RVA (Real Value Added), BVA (Business Value Added), and NVA (Non Value Added). After that, streamlining each activity is carried out. Then the cycle time efficiency is calculated. The cycle time efficiency of the existing business process is 17.65% and the proposed business process is 33.77%. Increased cycle time efficiency after improvements using information system design to overcome these problems, such as Google forms and spreadsheets as supporting tools to help run the proposed business process.

Keywords: *UKM, cycle time, Business Process Improvement, process*