

## ABSTRACT

*Soogar.jkt is an online store that offers cookie products located in Cibubur, West Java and was founded in 2019. The problems that occur are the process of bookkeeping orders and financial accounting which is done by handwritten in a book, causing delays in business processes. In the operational activities of Soogar.jkt, it has not implemented a technology that helps run business activities such as in order processing and data collection. Therefore, it needs a method that can support the improvement process in this business, which is Business Process Improvement (BPI) method. The BPI method is used to help organizations make significant improvements to the business processes they operate. The stage begins with mapping existing business processes to find out details of activities and cycle time of business processes. Then grouping business process activities based on RVA, BVA, and NVA and calculating Cycle Time Efficiency (EWS). Furthermore, the streamlining stage is carried out, which is the simplification of existing business process activities and drafting of proposed improvements and ensuring that the proposed improvements are in accordance with the requirements of the existing problems with the help of using Kledo accounting-based application. After that, measurements and controls will be carried out by calculating the proposed EWS. From the results of the research that has been carried out, it was found that there was a reduction in activity from 14 activities in the existing business processes to 10 activities in the proposed business processes. In addition, there was a decrease in business process cycle time from 46.24 minutes to 25.53 minutes. Then, based on the calculation of RVA, BVA, and NVA, an increase in cycle time efficiency in business processes was obtained from 39.36% to 50.92%.*

**Keywords — Business Process Improvement, Cycle Time, Online Shop**