

ABSTRACT

PT Indo Global Impex is a small to medium business company that operates in the agricultural sector, namely chilies. This company also often gets various customers from inside and outside the city of Sidoarjo. This is because the market currently really needs a lot of stock of spicy raw materials, so it has great potential for the company's business. However, when market demand is high, several problems arise, such as running out of stock of raw materials which can harm the company in terms of costs and time. Therefore, the aim of this research is to analyze improvements that can be made in the raw material procurement process in order to avoid losses in market demand throughout the year. To achieve this goal, a Business Process Management design and approach was created. Business Process Management (BPM) is a strategic approach used by a business to design, run, measure and improve business success processes. BPM aims to increase efficiency, effectiveness and flexibility in carrying out relevant business operations. The method used in this research is a qualitative method with data collection techniques through observation and interviews. The research stages carried out are (1) identifying business processes, to find out procurement business process problems. Then (2) modeling of the current conditions of the goods procurement business process (as-is) at PT Indo Global Impex was carried out using the Business Process Model and Nation (BPMN). Next (3) a Lifecycle Business Process Management analysis approach is carried out through grouping Value Adding (VA) improvements to solve the problem. The final stage is (4) carrying out an analysis of improvements to the goods procurement (to-be) business process simulation. The results of this research are in the form of analysis (as is), (to be), and simulation results of improving the goods procurement process at PT Indo Global Impex. It is hoped that these results can then be used as a reference for improving related business processes so that these processes can be faster, more efficient and as expected to meet customer demands at PT Indo Global Impex.

Keywords : *Business Process Management, BPMN, Goods Procurement Process, PT Indo Global Impex*