

DAFTAR ISI

ABSTRAK	iii
<i>ABSTRACT</i>	v
LEMBAR PENGESAHAN	vii
LEMBAR PERNYATAAN ORISINALITAS	viii
Kata Pengantar	i
Daftar Isi.....	ii
Daftar Gambar.....	v
Daftar Tabel	vii
Daftar Lampiran	viii
Bab I PENDAHULUAN.....	1
I.1 Latar Belakang.....	1
I.2 Perumusan Masalah.....	4
I.3 Tujuan dan Manfaat Penelitian.....	5
I.4 Batasan Penelitian	5
I.5 Metodologi Penelitian	6
Bab II TINJAUAN PUSTAKA	7
II.1 Penelitian Terdahulu.....	7
II.2 Dasar Teori	10
II.2.1 Proses Bisnis	10
II.2.2 Profil PT. PLAP	10
II.2.3 <i>Business process management (BPM)</i>	12
II.2.4 <i>Value chain Analysis</i>	14
II.2.5 <i>Bizagi Modeler</i>	16
II.2.6 <i>Diagram Use Case</i>	16
II.2.7 <i>Fishbone Diagram</i>	17

II.2.8	Figma	18
II.2.9	Matriks IFE & EFE	18
II.2.10	Always SWOT	19
Bab III	Metodologi Penelitian.....	21
III.1	Tahapan Penelitian	21
III.2	Hasil Wawancara.....	22
III.3	Studi Literatur.....	23
<i>III.4</i>	<i>Process Identification</i>	23
<i>III.5</i>	<i>Process Discovery</i>	24
<i>III.6</i>	<i>Process Analysis</i>	24
<i>III.7</i>	<i>Process Redesign (To-be)</i>	25
<i>III.8</i>	<i>Usulan Mockup</i>	25
III.9	Jadwal Pelaksanaan	25
Bab IV	Hasil dan Pembahasan	27
IV.1	Pemodelan Proses Bisnis Eksisting (<i>As-is</i>)	27
<i>IV.1.1</i>	<i>Main Process Manage Order</i> Eksisting (<i>As-is</i>)	27
<i>IV.1.2</i>	<i>Value Added Analysis</i>	33
IV.2	Simulasi Proses Bisnis Eksisting (<i>As-is</i>)	36
IV.3	Hasil Simulasi Eksisting (<i>As-is</i>)	38
<i>IV.3.1</i>	<i>Hasil Time Analysis</i> Eksisting (<i>As-is</i>)	38
<i>IV.3.2</i>	<i>Resource Simulation</i>	40
IV.4	Analisis Matriks EFE & IFE	42
IV.5	Analisis SWOT.....	44
IV.6	Analisis Proses Bisnis	49
<i>IV.6.1</i>	<i>Analisis Decomposition Process</i>	49
<i>IV.6.2</i>	<i>Root Cause Analysis</i>	51

IV.6.3	Value Chain PT.PLAP	52
IV.6.4	<i>Fishbone</i> Diagram.....	53
IV.7	<i>Redesign</i> Proses Bisnis Usulan (<i>To-be</i>).....	53
IV.7.1	<i>Main Process Manage Order</i> Usulan (<i>To-be</i>)	55
IV.7.2	Hasil Simulasi Proses Bisnis Usulan (<i>To-be</i>).....	64
IV.7.3	Perhitungan Nilai Peningkatan Efisiensi Waktu Proses Bisnis....	68
IV.7.1	Hasil Usulan <i>Prototype Website</i>	72
Bab V	Kesimpulan dan saran.....	82
V.1	Kesimpulan.....	82
V.2	Saran	83
Bab VI	Daftar Pustaka.....	84
LAMPIRAN	88