

ABSTRACT

In the industrial world, it has a broad scope, one of which includes business processes that involve various stages including planning, organizing, implementing and supervising production activities. PT. XYZ is a company that produces spare parts and a variety of motorbikes, but this company does not yet have business process management (BPM) regarding process activities that can supervise and control all elements of the business process, such as employees, customers, suppliers and workflow. To resolve existing business process activity problems at PT. XYZ, researchers carried out business process management (BPM) planning based on company general manager regulations. The design process includes identifying existing business process problems, then analyzing them to design new business processes, redesign and propose improvements. This planning must also pay attention to many factors, starting from the number of human resources involved, the number of tools used for the production process, and the number of divisions involved. This research aims to design an Enterprise Resource Planning (ERP) system for business processes at PT. XYZ, provided a business system flow design for PT. XYZ, as well as providing the results of analysis of the company's business system flow design as recommendations for improvements and plans for monitoring and controlling business processes. The data obtained by researchers in this study was obtained from direct observations in the field and also interviews with resource persons. The results of this analysis will be in the form of a proposed new business process flow and will produce a percentage value for the level of efficiency in existing and redesigned conditions with the following results: activity 57%, time 5%, distance 84%, VA 37% and NVA 72%. So this increase in efficiency can be a suggestion and consideration for PT.XYZ's business process flow.

Keywords: *Industry, Business Process Management, Business processes*