

PREFACE

The author would like to express his gratitude to God Almighty for giving the author health and ability to complete the Final Assignment entitled "DESIGNING JOB DESCRIPTION USING APQC PCF BUSINESS PROCESS MAPPING AT PT XYZ". This Final Assignment was compiled to fulfill one of the requirements to complete the Final Assignment at Stara 1 in the Industrial Engineering Department, Telkom University. In compiling this Final Assignment, the author cannot be separated from the help and support of various parties, the author would like to express his gratitude to:

1. Allah SWT because with all His grace and gifts the author can compile the Final Assignment smoothly without any significant obstacles.
2. Mr. Dr. Ir. Christanto Triwibisono, M.M. as the first supervisor of the Final Assignment who has provided guidance and knowledge as well as his time to provide input to the author during the compilation of the Final Assignment.
3. Mrs. Litasari Widyastuti Suwarsono, S.Psi., M.Psi. as the second supervisor of the author who has taken the time and provided direction for the Final Assignment until completion.
4. The author's mother, Sriati who has provided support and prayers to the author during the compilation of the Final Assignment.
5. The author's father, Waryono S.T who also provided support and prayers to the author during the compilation of the final assignment.
6. First sister, Latifah Khairunnisa who provided motivation and helped for the author
7. Second brother, Adhyasta Prasaja, who provided motivation for the author
8. Beloved boyfriend Gabriel Stephen Setiawan S.S as a support system who always gives encouragement, motivates and entertains the author in completing this final assignment.
9. Colleagues of PT XYZ who helped in providing good interview results.
10. Senior Bella Ramadini S.T who helped process of completing the final project execute well.
11. people who can't be mentioned one by one who helped and provided support to the author.

The author hopes that this Final Assignment can be useful for many parties, especially PT XYZ and the readers. The author also realizes that this Final Assignment is far from perfect. Therefore, the author expects constructive and positive criticism and suggestions to make this Final Assignment better in the future.