

ABSTRACT

PT. Raja Cargo and Logistic Indonesia is a logistics service company that provides domestic and international freight forwarding services. The company does not yet have written business process documentation and has never conducted an analysis of its existing workflows. As a result, various issues have been identified, such as delays in goods delivery and payment submissions, which have impacted operational efficiency and relationships with business partners. This study aims to analyze existing business processes and design improvements using the Business Process Improvement (BPI) approach. The research focuses on two main processes: the goods delivery cycle and payment submissions. The results of the study show that the goods delivery process experienced a decrease in cycle time from 530 minutes to 341.82 minutes, with an increase in efficiency from 73.58% to 76.37%. In the payment submission process, the cycle time decreased from 340 minutes to 76.65 minutes. These improvements were achieved through the development of a proposed business process model, the creation of standard operating procedures (SOPs), the recruitment of suitable human resources, internal training, and the design of an integrated digital system. This study demonstrates that the BPI approach can help identify activities and simplify workflows. By implementing the improvements, PT. Raja Cargo and Logistic Indonesia can enhance operational efficiency, minimize delays, and strengthen the company's competitiveness in the logistics industry.

Keywords: *Business Processes, Business Process Improvement (BPI), Efficiency, Delivery, Service, 3PL.*