

ABSTRACT

This research is entitled Business Process Improvement Design in the Procurement Process of Spalk Products at PT Medika Cahaya Mandiri Using the Business Process Improvement Method. This study is motivated by the procurement process that is still conducted manually and lacks an integrated digital system, leading to delays, overlapping tasks, and a high potential for human error. Activities such as product requests, verification, and financial recording are still carried out separately, resulting in low process efficiency. Therefore, the purpose of this research is to design a business process improvement that is more efficient, well-documented, and easily accessible to all relevant stakeholders in the spalk procurement process.

This research uses the Business Process Improvement (BPI) method, which includes five stages ranging from organizing for improvement to continuous improvement. The analysis includes business process mapping, activity classification based on value-added, and cycle time measurement before and after the improvement. The new system was designed using simple tools such as Google Forms, Spreadsheets, and Google Drive to replace the previously manual processes. The simulation results show that the number of activities can be streamlined, the total cycle time was reduced from 3174.01 minutes to 2564.13 minutes, and process efficiency increased from 75.9% to 83.9%. Validation with internal stakeholders indicates that the system can be used effectively without the need for special training.

Through this research, the proposed procurement system—although simple—offers a practical solution for small businesses that have not yet adopted ERP systems. This study also illustrates that process efficiency does not always require complex technology, but rather a clear understanding and restructuring of existing workflows. The results of this study are expected to be used as a foundation for further digital system development, such as warehouse integration and automated financial reportin.

Keywords: *Business Process Improvement, Procurement Process, Process Efficiency, Digital System, Spalk Products.*