Abstract

Function of Bagian Pengelolaan Produk Sub. div TRUNK & IN Long Distance division, PT Telkom, tbk is to maintain TRUNK & IN telecommunication network include handling Provisioning SDL, Provisioning E-1 Sentral, programming sentral and Intellegent Network (IN). Bagian Pengelolaan Produk direct interact with all Representative Office (RO) in Indonesia which as executor of provisioning installation.

To improve its services, the business process of Provisioning TRUNK need to be changed with business process reengineering (BPR). BPR is a fundamental rethinking and radical redesign of an organization's business processes that leads the organization to achieve dramatic improvement in business performance[2].

The result of BPR that was done is application development that accommodates all of Provisioning TRUNK business process so achieve in measures of performance, such as cost, quality, service and speed. Implementation of application by using PHP (Personal Home Page). From BPR result, that was happened   reduction of cycle time Provisioning SDL/E1 in range [66.09%,68.28%], Programming Sentral in range [72.69%,73.42%], Making of Order Report equal to 98.72%, and Making of Calculation report equal to 98.92%.Improvement percentage of time efficiency Provisioning SDL/E1 in range [53.62%,56.96%], Programming Sentral in range [61.29%,62.01%], Making of Order Report equal to 62.02%, Making of Calculation report equal to 65.15%.

Keywords : Business Process Reengineering, business process, provisioning TRUNK, PHP