

Abstract

The XX travelling enterprise is a land transportation enterprise in North Sumatera. The destination is areas in North Sumatera.

Today, business process is not efficient. It is caused several factors are business process still manually, cycle time is long, many paper working that used, and human resource in enterprise is loss.

The method that is used to solve the problem in enterprise is using business process improvement method. This research was started by observing activities within existing customer service business process. The whole conducted activities would be measured by using value-added analysis. Then, streamlining process was done by involving 13 tools. The efficiency improvement is done by observing time and efficient from business process that used (existing). The result of the efficiency measurement would be used as feedback in developing proposal customer service business process. Using Information Technology (IT) is very useful because this enterprise is a big enterprise and development immediately but still using business process manually. Using IT in this enterprise is provide support business process application mutual related.

Using of business process improvement method to improve the business process which walk in this time can improve the time efficiency. For the ordering of direct ticket, its time efficiency amount equal to 68% (from 3% becoming 71%), its business activity decrease equal to 56 activity (from 82 activity become 26 activity). For the ordering of telephonic ticket, its time efficiency amount equal to 67% (from 3 % becoming 70%), its business activity decrease equal to 55 activity (from 79 activity become 24 activity). For the ordering of ticket pass the agent, its time efficiency amount equal to 69% (from 3% becoming 72%), its business activity decrease equal to 44 activity (from 71 activity become 27 activity).

Keyword: Business Process Improvement, Streamlining, value-added, RVA, BVA, NVA