

ABSTRACT

Rumah Zakat Indonesia is one of Lembaga Amil Zakat in Indonesia which optimizing fund collecting and its distribution. Great potential of zakat development is very helpful in empowering economy society. It will be more beneficial and wise unless the fund used not only for charity but furthermore become an empowering program, because empowering means great chance to enhance people's quality of life. To realizing the program we need bussines process design and standard technical procedure in order to make the program effective, optimal, and meet the exact target.

The design is started by learning condition of the existing organization and understanding the beginning plan of the society empowering program. The design process is started by evaluating and analyzing the existing system. In this process we learn about empowering process and fund distribution which have been done. Furthermore, the process is continued by process of brainstorming ideas. In this process we have to understand the procedures which are used in the program and do brainstorming in order to obtain ideas from the process doers. In addition, we compare the empowering process and disaster overcoming with other Lembaga Amil Zakat which has similar program. After that, we do walkthrough process to identify internal and external customer. In this step, we identify customers' will as the owner of the process also input and output data which are used in every process. Furthermore, we do the bussines process design based on the data which has been collected and arrange SOP. The bussines process as the result of the design will be verified to the process doers till we obtain the right process of the design.

Program which is designed consist of 3 processes which are constructing village program, special overcoming program, and economy society empowering program. All of the service consist of 3 main processes, 27 sub processes, and 74 activities. With 93 days cyclic program of constructing village, 136 days for special disaster overcoming program, and 109 days for economy society empowering program. Time cyclic efficiency of constructing village program is 0,75, for special overcoming program 0,71, and society empowering program is 0,78. Furthermore, the result design of bussines process will be documented in SOP.

This bussines process design has been succed arrange empowering bussines process program of people that has been documented in SOP, so far could give information to the doers in carrying out duty and responsibility. In addition, give standard time recommendation for program realization.

Keywords : Society Empowering Program, Bussines Process Design, Standard Operating Procedure (SOP).