

ABSTRACTION

PT Pos Indonesia is a large company which is work in many services like mail delivery, money delivery, goods delivery, and agency. To improve its employees competency as the business key technically and administratively, PT. Pos Indonesia arrange the training and course that should be follow by employees to get a pre-mutation or a promotion. Beside monitoring to the un-optimal training and course activity process, the unsimplicity procedure cause this process takes a lot of cyclic times. This monitoring activity process has the significant meaning, because by doing this activity the business process can monitored so it can runs appropriately as planned and it can make easier the business process itself.

This Research divide into 2 steps : business process improvement step and information system design step. At the first step of this research, do the walkthrough and time recording as the basic of the improvement. Then do the activities analysis by dividing activities type into real-value added, bussines value-added, and non value-added. Also use the streamlining method and facilities and technologies availability consideration in the business process improvement establishment. At the end of this research, do the information system design to support the business process implementation.

This improvement resulting training activities decreasing and also resulting a new activities increasing caused by the activities actors work unit function returning so when the improvement without information system implementation (*initial improvement*), activities number still 60. Then on improvement using computerized information system (*final improvement*), the activities decreasing into 57.

On the 2nd training, activities number decreasing from 42 into 40 for *initial improvement* condition. On *final improvement*, activities number decreasing into 37. In the meantime, from the cyclic time aspect, the decreasing occurred on 56.02 hours (10,77 %) for improvement without information system, and 128.42 hours (24,69%) for improvement using information system implementation on the 1st training and 71.75 hours (25,71%) for improvement without information system, and 98.55 hours (35,32%) for improvement using information system implementation on the 2nd training.

The activities re-establishment and analysis that being done successfully ecreasing business process cyclic times. Continue with the using of information system, resulted in the faster time for activities official actors to trade informations and datas so it very supportive on efficiency, effectiveness and business process adaptability gaining.

STTTTELKOM