

ABSTRACT

PDAM is a region company of drinking water, oriented by completion services of customer. To support their existence, company must improve the quality of service. In this final project, writer will make improvement for business process of service new installer of clean drinking water at PDAM Bandung. This is caused of ineffective business process existing of service new installer of clean drinking water, so that need a long time in that process.

The method in use to improve this business process is Business Process Improvement, is to analyze every sub process in that process dan to get the critical sub process. Every sub process will be analyzed by tools in this method is Streamlining. With the analyze, can be resulted the effective and efficient of process business. Method BPI can help the company to know its existing performance with measure efficient based on cycle time category.

To simplify this analyze, new installer drinking water process divided on 3 process, are application process, payment process, and installation process. Total cycle time in process business exiting is 11525.875 minutes atau 24.012 days added duration of payment mean 10 days, so the total cycle time of new installer clean drinking water is 34.012 days.

In the following is comparison result existing and improvement in every process :

Cycle Time Category	Application Process		Payment Process		Installation Process	
	Existing	Improvement	Existing	Improvement	Existing	Improvement
RVA (minutes)	1771.05	1201.05	68.475	68.475	538.1	291.05
BVA (minutes)	3636.65	457.4	80	45	641.6	118.874
NVA (minutes)	4790	0	0	0	0	0
Total Cycle Time	10197.7	1658.45	148.475	113.475	1179.7	409.924
Cycle Time Efficiency	0.17367	0.72420	0.46119	0.60344	0.45613	0.71001

After improve process business existing we have make a point of cycle time suggestion, that will be given to PDAM is 2181.849 minutes atau 4.546 days added duration of payment during 3 days. The total cycle time suggestion is 7.546 days. We can know the critical subprocess and improvement can be done to improve the business process.