

ABSTRACT

PT.PLN Distribusi Jakarta Raya and Tangerang as individual company which develop business in sector electric try to realize efficiency.and productivity in many kind of its activity. Nowadays, PT.PLN straight try to realize efficiency and productivity with method applying process which is efficiency and effective in each sector at this company.RKP sector is one of the sector which in PT.PLN have one of the activity is material request and expenses process from warehouse distribution office to warehouse network area. Nowadays, sector RKP try to realize efficiency and effective process to this business process together with get ISO 9001 sertification. To get this business process efficiency and effective so , so it takes business process improvement to reduce such cycle time.

Through this research, we know that operasional process have low efficiency, it is one of all factors that make the problem above. It is caused by manual activities, process complexity, bureaucracy, and process duplication. Through Business Process Improvement, material request and expenses business process get significant improvement. In this research, to give the improvement we use activity analyze, streamlining tools, and analyze each sub-process exists in regarding until it will come to a result where we figure out which sub-process included into critical sub-processes.

From regarding measurement that has been conducted, it results existing cycle time in material request and expenses business process from warehouse distribution office to warehouse network area is 6084,967 minutes or 11.93 days. After improvement process in existing business process, we provide proposal cycle time to sector RKP which is 2295.160 minutes or 4.5 days with efficiency rate has raised from 39.5% to 80.4%.

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