

ABSTRACT

Kadiri University is a private university that located at Kediri and provides a service at education area. There are two major process that can be identified at this university, *core process* as a major process and *supporting process* to support the *core process*. Two kinds of these process must have a high performance to fulfill customer expectation and satisfy their need.

One of process that has not working well is registration process of the university student. This process also called as critical process cause has long cycle time that ± 13.5 hours (4 days). Among this conditions, customer complaint on registration process of the university student will be increase by itself, where customer will need a process with high quality, low cost and short cycle time.

As a challenge to satisfy customer complaint, then it needs to take improvement steps that can improve the registration process of the university student performance so they can fulfill both the internal customer's need and external customer's need. One kind of methods which can be used for this improvement is *Business Process Improvement* method with time based performance that result incremental improvement. This method is preceded by understanding the existing process and measuring its performance than doing improvement with *streamlining* principals from *Business Process Improvement*.

Based on these improvements and then making information system of registration process of the university student as one of alternative to get information correctly and rapidly. From the improvements that have done to the old system is gotten mean of cycle time reduction equal to ± 5 hours (3 days).

Key word : registration process, Business Process Improvement, streamlining, information system