

ABSTRACT

PT. Universal is a manufacturing company which enters in printing business. There are some products which are produced by PT. Universal and one of it is book. Book printing has a long cycle time and complex process. In production stage, there are some operation steps such as, film exposing, plate cleaning, paper printing, folding and compiling, perfect binding, cutting, and wrapping. The problems which occur in the whole process cause the target of work incomplete.

It needs to make an improvement to overcome the problem and one of the methods that can be used is Business Process Improvement. The stages that should be done in designing recommended improvement are process comprehension, cycle time measurement, identification of human resources, information, facilities, and technology, customers' need, as well as errors in the current process. The plan of recommended book printing process is arranged based on activities analyses and cycle time improvement with further studying elements in the current process which have been identified.

The result of an improved design is a better recommended process than the current process. In the recommended improvement process, globally activities' cycle time efficiency is increasing. According to the simulation modeling *output*, it can be known that the processing time to produce 1000 books contain 40 sheets A4 papers, full color, with perfect binding as the type of finishing in recommended process reduced in the amount of 8 hours out of the whole current processing time. Besides that, the improvement that has been done also has impacts to inclining locations and resources utilizations level.

Keywords: Business Process Improvement, cycle time improvement, simulation modeling.