

ABSTRACT

Avio Bridge is a service facility that is owned by PT . Angkasa Pura I Ngurah Rai International Airport . With the increasing number of Indonesian airlines and the increasing these goals . PT . Angkasa Pura I Ngurah Rai International Airport as a facilitator providing facilities Avio Bridge to improve services for passengers at the airport . Avio Bridge facility rental system by affecting the airline company billing business processes existing lease . Leasing business processes are still using manual systems and business processes are not efisen will affect the quality of service . By using Business Process Improvement to design business process improvement and business information systems billing process to address some of the problems that occur . The steps taken in designing a proposed improvement of business processes is through the understanding of the condition of each company's resources existing business processes , people, and technology . With value-added analysis and brainstorming expected to provide business process efficiency proposals more than the existing condition .

The results of this research are the design of business processes efficient billing Avio Bridge . Business processes are designed running in realtime without being restricted by company regulations and information on each activity delivered to the process that takes place throughout the process. Information system designed to integrate all required information correctly . The use of information systems to support business process proposal , where all users that exist in the proposed business processes can access all the information needed to run a business proposal process.

Keyword: Billing, Improvement, Information Systems