

Abstract

Telecommunication business has a very dynamic development and fastly grows, each of the companies is working hard just to try to make many projects for new improvement of technology or technology quality raise that been used to improve bussiness to get the customer's attention and satisfaction. Every telecommunication provider that operates in Indonesia uses many services of another company to build, expand and maintain telecommunication networks that used to serve the customers in every part of area in Indonesia. In the mean time, project reporting and monitoring improvement process in PT LE GLOBAL West-Java region that moves on telecommunication more considered to use manual-system, whom responsibility person reports those project improvement manually. With the progress report that changed very fast, will cause so many time lost, just to make a report to give to the manager. Therefore, this final project will build and an applicaton that help process for reporting on progress project in PT Indosat West-Java Regional using the Bussiness Process Improvement. As the summary, this system will help bussiness process improvement in progress reporting which is the main problem of the old bussiness process.

Keywords: projects, Business Proses Improvement