

ABSTRACT

Koperasi Inti is a newly established company created in 2012 by PT Inti and have a objective where the company have to support and handle the productivity and staff prosperity. Koperasi Inti have six units which is service unit, commercial unit, finance, initimart, accounting and marketing unit. Based on the result of annual member meeting there is a less satisfactory target unit targets from the cooperative. Where the service units, commerce, financial units as units that perform production activities dikoperasi experience achievement of performance targets that are less good or can be said not achieved. Can be seen from the declining sales target. Jobs that are always late to work and duplicate work often occur in production process activities.

Designing *job description* based on the existing *job description* in the company starts from identifying the flow from business process from the company production. Every flow on each process is obtained by conducting an interview and whereas the existing process in company is already been implemented into *APQC framework* by designated them into groups based on their needs. There will be a gap from each process that's already been done by the company and *APQC*. The process of deciding the holders will be using *RACI chart* and by doing that there will be an activity that are match with holder and from the holders we will received *job description* from each unit in the company based on *APQC framework*.

The final identification will be point out that a clear *job description* for each staff of the company and for every staff from every unit where each unit have their staff *job description* defined based one her/his position. By doing so, there's no need to do an activity that has nothing to do with the staff position. And finally, the manager will easier to assess each staff performance due to clear *job description*.

Key word: Business Process, *APQC*, *RACI* and *Job Description*