

ABSTRACT

TelkomVision is a new service product from PT. Indonusa Telemedia. This company is one of PT. Telekomunikasi Indonesia, Tbk. alliance companies which focuses on TV-paid broadcasting service based on HFC (Hybrid Fiber Coaxial) technology. In order to boost customers service quality, which consists of TelkomVision TV cable's interference handling procedure and standardized TelkomVision TV cable's installation service, so it takes business process improvement to reduce such cycle time. It is caused by the ineffectiveness of existing business process which takes such long time.

In this case, we take BPI (Business Process Improvement) method to analyze each sub-process exists in regarding whole process using Streamlining. It will come to a result where we figure out which sub-process included into critical sub-processes. By analyzing it, we would have an effective and efficient business process. BPI method also helps the company as well to measure the existing performance by scaling efficiency based on cycle time category.

From regarding measurement that has been conducted, it results existing cycle time in TelkomVision Cable TV's new installation business process is 1451.38 minutes or 3.0237 days and in TelkomVision Cable TV's interference handling service process is 1097.10 minutes or 2.2856 days.

After improvement process in existing business process, we provide proposal cycle time to TelkomVision which is 484.02 minutes or 1.0084 days for new installment service process with efficiency rate has increased from 42.79% to 96.11%. Meanwhile, for interference handling process we gain 393.82 minutes or 0.8205 day with efficiency rate has raised from 43.34% to 96.11%.

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