

ABSTRACT

PT Pos Indonesia is the oldest and the biggest company of post business in Indonesia. It has three business pillar, those are communication, logistic, and finance. Through the time, PT Pos Indonesia awares of the condition that it has many competitors who give the similiar product, and it is not rarely many customer of PT Pos Indonesia move to its competitors. Because of that , to face the competition PT Pos Indonesia does some effort for giving the customer better output, and it can be reached by doing business process improvement to its products. Finance business unit is the one of three business units in PT Pos Indonesia who has high level substitutes which has impact increasing of competitors number, the greatest number is from bank. That makes contribution of finance business unit only about 14-17% of total reveneu of PT Pos Indonesia. It makes finance business unit increasing its service to give better output for customer.

Through this research, we know that operasional process have low efficiency, it is one of all factors that make the problem above. It is caused by manual activities, process complexity, high bureaucracy, and process duplication. Through Business Process Improvement, the finance business unit get significant improvement. In this research, to give the improvement we use activity analyze, streamlining tools, and process integration.

The result is a new process business that can integrate service process of different product in finance business unit. It is more simple and efficient. Total of core process is changed, from 9 core process to 2 new core process, from 117 sub process to 38 new sub process, efficiency from 71,35% to 82,35%, and from 48 formulir/document to 17 formulir/document. In this research we design new formulir and document too.

To continue this improvement and the service process integration, it needs more reseach to make the system that can integrates the service of finance business unit.

STTTTELKOM