

## ABSTRACT

PT. Telekomunikasi Indonesia, Tbk is one of telecommunication service provider companies in Indonesia. One of its business units is Units of Enterprise Regional III (UNER III) which is handled by Enterprise Service Division (DIVES). In implementing its business, UNER III has some business processes, such as activation business process and service mutation business process, billing and collection business process, and claim and restitution business process. They are key main process in UNER III as product owner. Although they have used a business process framework based on enhances Telecom Operations Map (eTOM), but when they are implementing it, they still have some activities ini business process that have process time in out of standarization. This fact based on the result of interview, observation, and document from every business process.

Based on that condition, it is needed an identification from each activity in existing business process. One of the methods to identificate the condition is Business Process Improvement (BPI) and surely it is still in eTOM framework. By using this method, first step is analize the value added in each activity of existing business process, and the next step is streamlining using availabled tools. By using this method, there is an efficiency of process time expected.

From this data processing, interview, observation, and simulation in business process, its output is a new business process which focus on increasing the efficiency of process time. In conclusion, the new business process has more efficiency of process time compared to the existing business process, that is Activation Business Process 22.89%, Contract Extension Business Process 69.64%, Modification Request Business Process 6.19%, Claim Request and Analysis Business Process 13.45%, and Restitution Counting Business Process 22.66%.

Keywords : Business Process Improvement, enhanced Telecom Operation Map, process time.