

## ABSTRACT

Industrial Engineering Faculty of Institute Technology of Telkom is one of an institution running in services, especially education services. As the high competitive education services and the increasing of efficiency process, a better service is needed in Industrial Engineering Faculty. One of which is administration service connecting student's activities to the institution or outside institution in aimed to fulfill the student's academic activities. Service processes provided by administration of Industrial Engineering Faculty are: letter of recommendation, decree of final project letter, Scientific Communication and Writing Arrangement Administration, Application of Functional and evaluate of Lesson Plan and Actual Lesson. Based on observation and questioners, some problems and complaint of the services are found.

In this Final Project, the researcher will try to evaluate the business process inside the Administration Services in Industrial Engineering Faculty to overcome those problems. The researcher will use Business Process Improvement method to evaluate the business process applied. Besides, in this final project, information system using waterfall method will be established to improve the business process

Through the improvement of business process and the application of information system, the activities of business process in Administration Service in Industrial Engineering Faculty will be decreased. The improvement of the process using BPI and information system is able to simplify and facilitate the same activities or works continuously in aimed to minimize human error. Moreover, the application of information system could ease the use of paper works such as application form and questioner are replaced by electric application form and questioner in order to create an efficient business process. Integrated information system using database is also used to facilitate and accelerate the collecting and presentment of information and data not only for internal customers but also external customers of Administration Services of Industrial Engineering Faculty.

Keywords : Business Process Improvement, Information System