

ABSTRACT

Telkom Institute of Technology is the first institution in Indonesia which specializes in the field of their study program "Information and Communications Technologies" (ICT).

In 2017, IT Telkom will be launche the world-class universities that excellent in the field of information and communication and become agents of change in human form intelligent and competitive. Meanwhile, in order to improve the quality of education in Indonesia, particularly in IT Telkom is not enough to just do a course curriculum development, but also must be accompanied by the development of each component related to education, one of which is logistics. Logistics is a science or an art as well as to the planning process and identifying the needs, procurement, storage, distribution and maintenance, and removal of materials/tools. Currently all entities in the logistics process under the influence of a business process framework IT Telkom, while the process of developing logistics partnerships have not been included in the business process framework Procurement. Logistics partnership currently does not have any specific goals and indicators of success, making it difficult to measure the success of achieving the performance evaluation at the end of each year.

This research will be done to improve business processes in IT Telkom unit Logistics using reengineering clean sheet approach the fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in critical performance measures (Hammer dan Champy, 1993). This improvement is done through the identification of existing business processes, creative ideas, design and verification process. In the creative stage will involve brainstorming, benchmarking, fantasizing. Brainstorming phase is done by involving the people who know about IT procurement processes Telkom. Benchmarking phase conducted at Institut Teknologi Bandung (ITB) and using the eTOM framework as a reference. At this stage of fantasizing conducted thinking to find creative ideas related to the development of partnerships Logistics IT Telkom. After going through a phase of creative ideas, to design a business process framework Logistics IT Telkom as a proposed improvement, proceed with the design of business process development partnership Logistics IT Telkom.

The conclusion of this study is to obtain goals, the formation of Key Performance Indicators, and design of business processes in Logistics Partnership Development program Telkom Institute of Technology.

Keywords: Business Processes, Logistics, Partnerships, RPB, Clean Sheet Approach, Framework