

## **ABSTRACT**

*CV. Gradient is a manufacturing company that produces automobile parts. The company was established in 1993 and is currently working with PT Showa Mfg, PT Yamaha, Astra Group, and others. The focus of CV. Gradient production activities, is moulds, press tool, jig & fixture, spare parts, repair, and others. This company is a kind of Limited Corporation/Commanditaire Vennotschap (CV) which is still classified in small scale, both production and physical area (271.24M<sup>2</sup>). Because the distance between production floors is relatively close, the company has a policy that some work can be done by one employee at a time. These employees find it difficult to control the product quality thoroughly if doing some work. The impact of production made less than the maximum resulting in the occurrence of reject products. To create the effectiveness of work on each activity, it is necessary to analyze the existing business process and analyze the gap with PCF Process Classification Framework (PCF) APQC (American Productivity & Quality Center). This framework provides activity suggestions required by the company. The results of the gap analysis are used to make the proposed business process in accordance with the condition of the company. Proposed activity mapped with RACI matrix to determine the roles and responsibilities of each activity in each position. The output of the job description for positions in the company.*

*Keywords: Business process, APQC, RACI and Job description*