

## **ABSTRACT**

*PT XYZ is a media company that produces content for television, distributes television programs and films in Indonesia to foreign countries. PT XYZ through its three FTA TV stations, namely TV station 1, TV station 2, and TV station 3 which produces in-house programs, in its implementation requires artists (talents) so that each program produced can be of interest to many viewers, especially in Indonesia. So that the production services division is formed which is responsible for the procurement of artists who will be involved in each program. PT XYZ made a policy regarding the procedure for making FBTA, DPA, contract, and BASS documents for 3TV. In making the document until the completion of the document found waste that occurs that is a waste of waiting because between documents one with another document that has a relationship that is interdependent (dependency). Therefore, it is necessary to design an improvement proposal that is useful to minimize the waste of waiting in the area of production services division with the method of business process improvement.*

*The research phase begins with the collection of secondary primary data that is processed so as to produce business needs, stakeholders, identification of the authorities and the interests of the document. The next step is identifying the waste of waiting with process activity mapping (PAM), and detailed process mapping. The problem-solving stage for the root causes of waste of waiting is by making a plan for improvement of each activity in each document.*

*Based on plan for improvement by utilizing the improvement technique wheel, the proposed improvements are in the form of information technology system design using joget workflow V6 that are mutually integrated and generated data from each other in order to minimize waste of waiting that occurs in the production services division.*

*Keywords: Waste of Waiting, Business Process Improvement, Process Activity Mapping, Detail Process Mapping, Plan for Improvement*