

## ABSTRACT

*PT. Telekomunikasi Indonesia International (Telin) is a company that serves international networks. In carrying out operational activities, PT. Telin has business processes, one of which is the carrier business process of pre sales. The purpose of the business process is to turn opportunities into profitable business transactions through process activities carried out within 25 days. However, the audit activities carried out by the team, showed that the actual Carrier Enterprise Pre Sales business processes have not been implemented perfectly marked by errors that should have been zero mistakes, based on five error audit criteria and the actual processing time of business processes more than the time they should, which is 37 days. As a result, the business process has been delayed and also some transactions have the potential to experience negative margins. Constraints faced by the company when carrying out business process activities become the background for proposing improvements with business process improvement, considering that this business process is a very important business process for PT. Telin Thus, this research was carried out by identifying the gap and obtained two results of the gap which then made improvements to the improvement technique wheel in the business process of carrier pre-sales companies. The final result of this research is the proposed business process of carrier pre-sale business that is designed in such a way by applying value added, simplification, automation, and eliminating bureaucracy techniques that results in a reduced number of business process activities and a faster estimation of processing time and involves the improvement of several new process components. namely adding control functions to human resources, establishing capabilities for officers, managers, and vice presidents, and making improvements to infrastructure, namely information systems. Next determine the proposed performance criteria for PT. Telin Then determine policies and rules related to periodic outreach, conduct assessments every quarter, and set a standard working time policy as a whole.*

**Keywords:** *business process improvement, improvement technique wheels, business process*