

## **ABSTRACT**

*Pertamina Balikpapan Hospital (RSPB) is one of the hospitals in Balikpapan that has a good strategy and management to increase competitiveness and maintain the quality of services provided through the implementation of measurable and targeted business processes. One of the facilities available at this hospital is the PCR Laboratory. PCR is a laboratory examination to detect the presence of genetic material from a virus which can also be used to diagnose COVID-19 by detecting the Coronavirus genetic material. Starting from May to September, the number of patients undergoing PCR examinations at the PCR Laboratory of Pertamina Balikpapan Hospital has increased significantly every month. However, there are problems with the PCR examination process, namely the length of time the process takes from the initial registration process until the results of the examination are given to the patient. These problems are caused by limited human resources, technology, and facilities and are not used optimally. Therefore, it is necessary to improve the PCR examination business process using the Business Process Improvement (BPI) method by analyzing each sub-process contained in the business process using streamlining tools to determine which sub-processes are included in the critical sub-process. By using this method, the company can also find out the company's performance which can be seen from the efficiency of the cycle time in its business processes. Based on the research that has been done, the total cycle time in the existing business process is 1810 minutes with a cycle time efficiency level of 61.66%. After designing improvements to the existing business processes, the total cycle time for the proposed business process is 792 minutes with a cycle time efficiency level that increased to 80.30%. This improvement shows that the proposed business process can be carried out more quickly and more efficiently.*

**Keywords: PCR Laboratory, Business Process Improvement, Efficiency**