

ABSTRACT

The Baai Island BBM Terminal focuses on distributing fuel to the Bengkulu Province gas stations and distributing fuel for aircraft fuel needs at the airport. Therefore they have one most important division to process all fuel distribution, namely the *SSGA (Sales Service and General Affair) division*. This division is responsible for preparing and handling inappropriate BBM/NBBM orders from customers, monitoring the system to see customers ordering BBM, and evaluating BBM/NBBM sales reports. However, there is a problem when a customer wants to order BBM, namely some SMS customers who live in the district often do not enter the MS2 application. So, it is necessary to improve business processes with the aim of minimizing the number of sms that does not enter the MS2 application and reducing processing time.

With these obstacles, the researchers provided the background for making suggestions for improving business processes with the Business Process Improvement methodology, considering that this business process is an important business process for *FT TBBM Pulau Baai* by identifying GAP and identifying types of activities based on BPI.

The final result of this study is a proposed business process for ordering BBM through the MS2 application by applying *value added, simplification, automation, eliminating bureaucracy, reduce cycle time, eliminating duplication* which results in a reduced number of activities in business processes and involves several improvements to new process components, namely the addition of resources. human resources, and infrastructure enhancement.

Keywords — [***business process improvement, business process, value added, simplification, automation, eliminating bureaucracy, reduce cycle time, eliminate duplication***]