

## ABSTRACT

PT XYZ is a company producing galvanized sheet steel. The company runs from 1969 and it's a *joint venture* company with Japan. Over the past 3 years PT XYZ has suffered losses caused by the non-compliant amount of production and sales, this is because the two main parts of the company are not synchronized well. In addition, PT XYZ also lost a lot of consumers because of the length of time it takes to order goods, and it is also difficult to find new consumers because currently consumers are no longer interested with brochures that have been a promotional medium. To overcome these problems, it is necessary to make improvements to some parts of the business process. Improvements are made using Business Process Improvement, especially in the production and marketing section. The result of Business Process Improvement is a proposed new business process and the need for an information system. Because previously PT XYZ has not realized that IT is important in helping the company run more efficiently, PT XYZ does not have an information system or website. In addition, there is pressure from central companies to do digital transformation, but digital transformation can not necessarily be done because in some countries. Previous research of unprepared HR can lead to failures in performing digital transformation. Then it is necessary to do calculations to determine how ready the user is in doing digital transformation. The information system development is based on the results of BPI and the design is done using the Waterfall method which is integrated with the Human Centered Design method. Waterfall method has 3 stages namely needs analysis, system design, and implementation. While the Human Centered Design method is used to design the UI / UX of information systems, this method plays a role in the design of the system and the implementation in the Waterfall method. In this study also conducted usability test using the Nielson Attributes of Usability method to test the user experience of the system used. The results of this study showed a significant increase in the time of the proposed business process cycle in the marketing section of 63.69% and 17.08% in the production section. In addition, the information system has been implemented and received feedback from users. The results of user feedback of 37% of users expressed very satisfied with the information system while 33% expressed satisfaction and 30% stated mediocre. While the result of digital readiness PT XYZ was declared unprepared to perform digital transformation because it did not meet the standards set for doing digital transformation. Some improvements are needed to

PT XYZ to carry out digital transformation in the future to be ready to do digital transformation.

Keywords: Business Process Improvement, Information System Design, Waterfall, Human Centered Design, Digital Transformation Readiness