

ABSTRACT

Optik Cicendo is an glasses outlet that was established in August 1971. The products of this business are glasses frames and lenses. The business process is still not optimal, especially in the problem of the data collection process which takes quite a long time and often experiences human errors because it is done manually, that is handwriting. The way to solve this problem is to improve its business processes.

The method used in this business process improvement is Business Process Improvement (BPI). The BPI method focuses on helping a business create innovations or new initiatives to improve the performance of an existing business process. The stages are carried out starting from data collection using Flowcharts to find out the details of the cycle time activity flow of the business process. Followed by the design stage which aims to gain understanding about the process, by examining the existing cycle time and then grouping its activities based on RVA, BVA, and NVA, which is accompanied by calculating the Cycle Time Efficiency of existing business processes. Furthermore, simplifying the activities of existing business processes by streamlining and replacing them with proposed designs for time efficiency. Next, validate to ensure that the proposed design is in accordance with the requirements of this business by using an accounting-based simulation application as a form of simulating the use of the proposed accounting application. Followed by the steps of measurements and controls by calculating the proposed Cycle Time Efficiency.

From the results of the research conducted, it was found that the reduction in activities that occurred from 12 activities in the existing business process to 10 activities in the proposed business process. There was also a reduction in the total cycle time from 118 minutes in the existing business process to 74.5 minutes in the proposed business process with an increase in the percentage of the Cycle Time Efficiency from 65.25% in the existing business process to 67.79% in the proposed business process. This shows that the proposed business process is feasible to implement because it is proven to be faster and more efficient.

Keywords—Business Process, Business Process Improvement, Cycle Time