

ABSTRACT

PT Indosat Tbk (Indosat Ooredoo) is a leading provider of telecommunication network services, telecommunication services, information technology and/or services and informatics and/or convergence technology services in Indonesia. Along with the rapid development of technology, companies are currently faced with competition, in order to stay ahead in the competition in the global business world, companies must develop business process management and technology utilization. Business processes have an important role in providing high quality products and services (Airport et al., 2007). By implementing business processes, companies can improve the effectiveness of their performance. In order to ensure the efficiency and effectiveness of the company, it is necessary to measure the maturity level of the company's business processes. Measurement is the key to improvement. The Business Process Maturity Model (BPMM) is a reference for measuring the maturity level of business processes carried out by the organization with the aim of achieving the highest level of maturity, namely continuous improvement. The assessment is carried out by assessing all levels of maturity based on specific goals and specific practices in the Business Process Maturity Model. The results of the maturity level assessment show that the company is at level 2 with conditions at level 3 almost fulfilled with a score of 89%, so that recommended improvements are made to each specific practice that has not reached the maximum rating.

Keywords —*business process, business process maturity model, maturity level, management, Indosat, measurement*