

## ***ABSTRACT***

The Berkah Bersama LPG base is one of the LPG bases located in Rokan Hilir, Riau. This base was founded by a married couple, Susyanto and Marwiyah, who have been operating since 2019. LPG 3Kg is the product sold by this base. The business processes in this business are still not optimal, especially in the data collection process and data storage, which are still done manually, so it takes quite a long time to implement and sometimes experiences human errors. The way to overcome these problems is by making improvements to the business processes.

In designing proposals for business processes to overcome existing problems, researchers use the Business Process Improvement (BPI) method. BPI is a theory used in providing development solutions from a business perspective. Business Process Improvement aims to eliminate errors and provide a competitive advantage to businesses by improving business processes. The initial stage starts with mapping the existing business processes using a flowchart to find out the details of the implementation flow of each cycle-time activity. Then, it is continued with the design stage, which aims to determine the value of cycle time efficiency in existing business processes by grouping each activity based on RVA, BVA, and NVA. Furthermore, a streamlining process is carried out that aims to simplify activities in existing business processes, which will later be carried out to design proposed business processes to determine the efficiency of the cycle time. Then, carry out the validation process to ensure that the proposed stimulus is in accordance with the requirements of the Berkah Bersama base by using the proposed Google spreadsheet application. Then, proceed with carrying out the stages of measurements and controls by calculating the efficiency of the proposed cycle time. After carrying out the BPI process, carry out the information system design process to assist the ordering process and data recapitulation process

Based on the research results that have been obtained, it is possible to reduce some of the existing activities from 22 activities in the existing business process to 20 activities in the proposed business process. Then, there was a decrease in the total cycle time, which was initially 318.47 minutes, to 126.17 minutes in the proposed business processes, with an increase in the percentage of cycle time efficiency

(EWS) from 22.54% to 28.38% in the proposed business processes. This shows that the proposed business process is feasible to implement because it is proven to be faster and more efficient.

**Keywords— [Business Process, Cycle Time, Business Process Improvement]**