

ABSTRACT

A grocery store is a building that is used to do business by selling daily necessities. As the years go by, the number of grocery stores is increasing. This causes the need to improve the quality of service at grocery stores, both from the products sold and the business processes carried out. Improving quality is currently a matter of concern for Sudarko Mart. Toko Sudarko is a grocery store that has been established since 1999. Sudarko Mart is located at Belitung street No. 50, RT. 04, RW. 02, Kel. Gunung Ibul, Kec. East Prabumulih, Prabumulih City, South Sumatera. In the beginning, this store was not a grocery store but a store that sell agricultural equipment and animal husbandry tools. This product was been bergain because most of the people around the store were farmers and cattlemans. However, the professions had been abandoned. This made Toko Sudarko decide to switch to selling daily necessities. Selling daily needs is not an easy thing, there are many challenges that must be overcome, for example there are stores that already famous and there are store that sell product more cheaper than standard market prices.

There are constraints on activities in business processes which consist of product checking activities, product packaging, and customer service activities. These activities are part of the business processes that are carried out at the Sudarko Mart. Problems that occur can be resolved by redesigning business processes and rearranging activities at the Sudarko Store. This design is in the form of business process improvement proposals that can be carried out using the Business Process Improvement method. This method is carried out by analyzing existing business processes and then making improvements to the required business processes. After knowing the business processes that need to be improved, a solution design process is carried out. The proposed integrated solution is in the form of creating a simple *Microsoft Excel* application, combining activities in business processes and eliminating activities in business processes. The improvements made resulted in a change in cycle time efficiency from 26.36% to 42.33%.

Keywords: *Toko, Activity, Process, Repair, Cycle Time*