

## **ABSTRACT**

*Tiga Dara store is a shop that sells household needs which is located in Klaten City. This store has been established since 2008 with products sold such as stoves, fans, pans, etc. Even though this shop has been around for a long time, there are problems with the business processes that occur in this shop, namely the length of processing time required from the initial service process to the packaging process. These problems are caused by limited human resources, technology, and facilities in stores and not optimally utilized. Thus, it is necessary to improve business processes at the store using the Business Process Improvement (BPI) method which is carried out by analyzing each activity in each business process that occurs so that it can be identified which activities are included in critical activities. Then, the process is simplified by using streamlining tools. By using the BPI method, this store can also determine the performance of the store which can be seen from the efficiency of the cycle time in the business processes that occur. Based on the research that has been done, the total cycle time obtained for the existing business process is 33.85 minutes with a cycle time efficiency of 71.95%. After designing improvements to existing business processes, the total cycle time for the proposed business processes is 20,92 minutes with a cycle time efficiency of 92.73%. This increase indicates that the proposed business process is faster and more efficient.*

***Keywords: Business Process Improvement, Business Process, Cycle Time***