

## **ABSTRACT**

*Donorojo Health Center is a health center located in Donorojo District, Pacitan Regency. Donorojo Health Center envisions "An Independent, Healthy, and Prosperous Pacitan Community." This vision is supported by various services, including Maternal and Child Health (KIA) and Family Planning (KB) unit. In 2021, Donorojo Health Center conducted a survey using questionnaires among visitors to measure the quality of service elements. The survey revealed an average service time of 3.01, below the overall average of 3.15. Observations and interviews identified limited human resources and underutilization of technology and facilities as the reasons. Therefore, business process improvement was needed. The improvement used the Business Process Improvement (BPI) method, analyzing each process activity, classified as real-value added (RVA), business-value added (BVA), and non-value added. Problems were identified based on human resources, technology, and facilities, and improvement proposals were made using streamlining tools. The improvements resulted in 12 changed activities, 3 eliminated activities, and 22 remaining activities, reducing the existing cycle time from 181.24 minutes to 65.66 minutes and increasing efficiency from 21.55% to 53.59%. These changes indicate that the proposed business process is more efficient. The proposed design is expected to enhance visitor satisfaction at Donorojo Health Center.*

***Keywords: Health Center, Business Process Improvement, Efficiency, Cycle Time***