

ABSTRACT

Aulia Chicken Chicken Slaughterhouse (RPA) is a family business that operates as a supplier and provides slaughtering services for broiler chickens, laying hens, and native chickens. The main problem based on the results of interviews with the owner of RPA Aulia Chicken is that the data collection process often experiences human errors and takes a long time because it is done manually. This makes mistakes in weighing each order and delays in delivery to customers. From these problems solving problems by improving business processes working time and customer service business processes. The method used in improving business processes is Business Process Improvement (BPI), which is a systematic framework built with the aim of assisting companies or organizations in making significant progress related to the implementation of their business processes. The first stage is organizing for improvement which is the process of collecting data and creating work process activity flows to find out the cycle time activity flow of business processes. Then the integrated system design stage is carried out which aims to identify activities that are running clearly or known as understanding the process, namely by identifying business processes to find out their existing cycle times and grouping activities based on RVA, BVA, and NVA accompanied by calculating EWS (Cycle Time Efficiency) of existing business processes. The plan for improvement stage of existing business process activities is carried out by streamlining to standardize processes and eliminate processing time. Then an analysis and validation process is carried out on the proposed business process and a standard excel dashboard is made to carry out bookkeeping automatically. In order to reduce the occurrence of errors in bookkeeping that were previously done manually.

Keywords — Business Process, Business Process Improvement, Cycle Time