

## **ABSTRACT**

*Comes with a new look in 2022. PesenKuy helps students to meet needs such as daily needs (food, gallon water, groceries), laundry and shoe washing, PesenKuy also has seasonal projects at certain times such as uniform services and PKKMB equipment as well as sahur and iftar packages. PesenKuy is still not optimal in serving consumers, where the results of the order waiting time questionnaire scored below 40%, namely 36.67%, where the results of this questionnaire show that consumers do not like the waiting time for orders at PesenKuy because of the long waiting time for orders. Consumers want a maximum order waiting time of 40 minutes obtained from the questionnaire results, but the actual PesenKuy process time is 71 minutes, where from this PesenKuy has not been able to meet customer expectations, causing some customers to want a refund. In this problem, the problem that will be discussed in this study is how to improve order processing performance with business process improvements at the PesenKuy startup.*

*In this research, there are several related theories used, such as the SCOR Model, Lean, Lean Logistics, Logistics Waste, Value Stream Mapping and Process Activity Mapping. This theory is used as a foundation in conducting this research to get the output of the objectives in this study. The inputs used in the framework in this study are the service process, service time and the results of the PesenKuy questionnaire, then from the results of these inputs a process is carried out to get the desired output. The first process carried out is related to the SCOR model, namely by identifying to obtain performance metrics in accordance with PesenKuy, then calculating each performance that has been identified. In the results of the performance calculations that have been carried out, the lowest performance will be improved using Lean Logistics and streamlining tools for activities that will be improved. After the process is carried out, there will be the desired output, namely process improvement with the aim of improving the lowest performance.*

*Based on research that has been conducted at PesenKuy, research results are obtained where from the calculation of performance with the SCOR Model there are 3 performance metrics with unfavorable conditions, namely Receive, Configure, Enter & Validate Order Cycle Time with a performance score of 60 (average), the Receive Product From Source Cycle Time metric with a performance score of 33 (poor), and finally the Ship Product Cycle Time metric with a performance score of 50 (marginal). Then before making business process improvements to improve the third performance, waste identification is carried out with the results that there are still 27% VA activities, 40% NVA activities and 33% NNVA activities with a cycle time efficiency of 28% and the type of waste is time waste. In this type of time waste, identification is carried out to find out the activities that cause waste so that the three performances do not reach good conditions. Then from these results obtained 9 activities that cause waste, these activities are improved by simplifying the process because PesenKuy wants improvements that can be implemented immediately in the near future. From the results of these improvements, the total business process time is 42 minutes, which is close to consumer expectations, which is a maximum of 40 minutes and the result of cycle time efficiency after improvement is 40%, which has increased by 12%. So the results of this business process can improve the condition of the three performances to be excellent.*

*So that from the results of the research that has been done, there are benefits for the PesenKuy startup company, which can be input for PesenKuy so that it can pay attention to various things that can cause waste in the company which makes performance decrease and also from this research it is hoped that it can increase customer satisfaction who use PesenKuy services and also be able to improve the performance of PesenKuy.*

**Keywords: SCOR Model, Lean Logistics, Business Process**