

ABSTRACT

PT Krenusa Integritas Servis has problems with non-standardized business processes and manual activities, causing long bureaucracy and inefficiency. This study aims to map the inspection business process at PT Krenusa Integritas Servis, design improvements using business process improvement, and evaluate whether a website-based information system can reduce internal problems. The business process improvement method is used to eliminate redundant activities, support relationships between activities in the business process, and maximize tools that can be used by the Company, and make tool proposals by creating a web-based information system mockup with a waterfall approach. Documents and signatures have been digitized by using the website in filling out documents, the business process has been carried out duplication elimination to eliminate redundant activities, bureaucracy elimination to shorten bureaucracy in inspection management procedures, and upgrading to maximize activities in business processes. The design of a website-based information system is carried out using the waterfall method to identify the design that will be implemented in the inspection management procedure. Identification is needed to show the needs of the activities to be carried out in the inspection. The final design results in a website mockup and proposed business process that can be used as a reference by the director of PT Krenusa Integritas Servis.

Keywords: *PT Krenusa Integritas Servis, Business Process Improvement, Mockup Website, Waterfall.*