

DAFTAR ISI

Bab I	PENDAHULUAN.....	1
1.1	Latar Belakang	1
1.2	Perumusan Masalah.....	6
1.3	Tujuan Penelitian.....	7
1.4	Batasan Penelitian	7
1.5	Manfaat Penelitian.....	8
Bab II	TINJAUAN PUSTAKA.....	9
2.1	Penelitian Terdahulu.....	9
2.2	Objek Penelitian	21
2.3	Penelitian Kualitatif.....	22
2.3.1	Pengumpulan Data	22
2.3.2	Reduksi Data	22
2.3.3	Penyajian Data	22
2.3.4	Triangulasi.....	23
2.3.5	Penarikan Kesimpulan	23
2.4	<i>Business Process</i>	24
2.5	<i>Business Process Reengineering</i>	24
2.5.1	Tahapan <i>Business Process Reengineering</i>	24
2.6	<i>Business Process Improvement</i>	27
2.7	Perbandingan BPR dan BPI.....	27
2.8	Transformasi Pengelolaan Palet di PT Semen Indonesia Logistik dengan Metode <i>Business Process Reengineering</i> (BPR).....	28
2.9	Pendekatan <i>Multi-Level</i>	29
2.10	Proses Bisnis <i>As-Is</i>	30

2.11	Proses Bisnis <i>To-Be</i>	30
2.12	Analisis <i>Value chain</i>	30
2.13	Dekomposisi Diagram.....	31
2.14	Konteks Diagram	32
2.15	<i>Root-Cause Analysis</i>	33
2.16	Metode <i>Fishbone</i> (<i>Ishikawa Diagram</i>).....	33
2.17	<i>Issue Register</i>	34
2.18	<i>GAP Analysis</i>	34
2.19	<i>Value-Added Analysis</i>	35
2.20	<i>Business Process Model and Notation</i> (BPMN).....	36
2.21	<i>Bizagi Modeler</i>	38
2.22	Uji NPE.....	38
Bab III	Metodologi Penelitian.....	39
3.1	Alur Penelitian.....	39
3.1.1	<i>Prepare For BPR</i>	41
3.1.2	<i>Map & Analyze As-Is Process</i>	41
3.1.3	<i>Design To-Be Process</i>	42
3.1.4	<i>Implement Re-Engineered</i>	42
3.1.5	<i>Improve Continously</i>	42
3.1.6	Tabel Pengerjaan.....	43
Bab IV	HASIL DAN Pengerjaan	45
4.1	<i>Prepare For BPR</i>	45
4.1.1	<i>Identify Customer Driven Objective</i>	45
4.1.2	<i>Develop Strategic Purpose</i>	77
4.2	<i>Map And Analyze As Is Process</i>	78
4.2.1	<i>Create Activity Models</i>	78

4.2.2	<i>Create Process Models, Simulate & Perform ABC (Activity-Based Costing)</i>	86
4.2.3	<i>Identify Disconnections And Value Adding Process</i>	116
4.3	<i>Design To-Be Processes</i>	149
4.3.1	<i>Desain proses To-Be</i>	149
4.3.2	<i>Validate To-Be Process</i>	164
4.4	<i>Implement Reengineered</i>	164
4.4.1	<i>Prototype & Simulate Transition Plan</i>	164
4.5	<i>Improve Continuously</i>	183
4.5.1	<i>Review Performance Againsts Target</i>	183
Bab V	<i>Hasil DAN PEMBAHASAN</i>	186
5.1	<i>Analisis Hasil GAP</i>	186
Bab VI	<i>Kesimpulan dan saran</i>	190
6.1	<i>Kesimpulan</i>	190
6.2	<i>Saran</i>	190
	<i>Daftar Pustaka</i>	193
	<i>Lampiran</i>	199