

Perancangan perbaikan proses bisnis berdasarkan customer incident report untuk peningkatan kualitas pelayanan pada sektor perbankan = Design of business process improvement based on customer incident report for quality improvement in banking sector / Aldila Pratama

Aldila Pratama, author

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Abstrak

**ABSTRAK**  
Penelitian ini bertujuan untuk mencari usulan perbaikan proses bisnis dari Penanganan Incident yang berdampak online, dan berkaitan dengan sistem Teknologi Informasi agar dapat mengurangi problem downtime, dengan mengklasifikasikan critical incident berdampak online yang sering terjadi dan lebih diprioritaskan untuk dicari solusinya dengan menggunakan pendekatan DMAIC, serta merancang perbaikan proses bisnis dengan pemodelan IDEF0 dan Process Flow Diagram untuk mengurangi Incident downtime. Berdasarkan pengolahan data dan analisisnya dalam penelitian ini, peneliti berhasil mengklasifikasikan incident yang berdampak online berdasarkan intensitas terjadinya, serta menemukan akar penyebab masalah tingginya waktu penanganan incident H2H dengan pendekatan DMAIC menggunakan beberapa quality tools, lalu merancang bisnis proses usulan yang dapat menekan incident downtime yang paling banyak terjadi pada transaksi e-channel H2H, dengan metode pemodelan Process Flow Diagram dan IDEF0.

**ABSTRACT**  
This research is aimed to explore the proposed improvement of business processes incident handling that have online impact and are associated with the information technology system in order to reduce downtime problem, by classifying critical incidents that have online impact frequent and more priority to be addressed by using the DMAIC approach, as well as designing business process improvement with IDEF0 modelling and Process Flow Diagram for incident reduce downtime. Based on the data processing and analysis in this study, the researcher succeeded in classifying incidents that online impact by intensity of occurrence, as well as finding the root cause of the problem of high H2H with incident handling time using several quality tools and business processes to design proposals that can suppress downtime incidents are the most common among e-channel H2H transactions, the modeling method Process Flow Diagram and IDEF0.