

Analisis pelaksanaan perbaikan proses bisnis (Studi kasus aktivitas economic report dissemination pada divisi riset bank xyz) = Analysis of business process improvement implementation (Case study of economic report dissemination in xyz bank's research division) / Afrina Rachmadina Mahendra

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Abstrak

Penelitian ini membahas mengenai penerapan perbaikan proses bisnis pada salah satu divisi riset di Bank XYZ untuk aktivitas penyebarluasan laporan hasil analisis tim atau Economic Report Dissemination. Penulis menerapkan model rekayasa ulang proses bisnis (Business Process Re-Engineering/BPR) dari Muthu, Whitman et al (1999) yang terdiri dari lima tahapan yakni persiapan, pemetaan proses saat ini, perancangan proses baru, implementasi dan perbaikan berkelanjutan. Dalam memetakan proses bisnis, penulis menggunakan alat bantu flowchart dan kerangka perbaikan proses Baltzan (2014) dalam mengidentifikasi masalah dalam proses saat ini.

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This research discuss about the implementation of Business Process Improvement (BPI) in XYZ Bank's research division. The object of this research is their main activity called Economic Report Dissemination (ERD) which is the process to distribute economic report throughout the firm in accordance to its needs. This research followed Muthu, Whitman et al (1999) Business Process Reengineering consolidated model that consist of five steps include preparation, current process mapping, develop new process, implementation and continuous improvement. The current and to-be process was drawn using flowchart. To identify the problem in current process, Baltzan (2014) business process improvement model was used.