

Rekayasa Ulang Proses Bisnis Paket Servis Pada Bengkel Kendaraan Dengan Pendekatan Business Process Reengineering dan AHP-TOPSIS = Business Process Reengineering Service Package at Automobile Workshops with Business Process Reengineering and AHP-TOPSIS Approaches

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Abstrak

Penelitian ini membahas mengenai paket servis yang terdapat pada Bengkel Automobil terhadap proses bisnis yang saat ini dimana ditemukan permasalahan pada kotak suara pelanggan yang mayoritas keluhan berkaitan dengan lamanya waktu proses dan pembayaran yang berbelit. Penelitian ini juga ditujukan untuk mengisi ruang penelitian yang menggunakan Business Process Re-engineering dan Analytical Hierarchy Process dan Technique for Order of Preference by similarity to ideal Solution pada ruang lingkup otomotif, khususnya bengkel kendaraan di Indonesia. Perbaikan proses bisnis dilakukan dengan menggunakan alat Business Process Management Notation (BPMN) yang disimulasikan menggunakan software iGrafx dengan pendekatan Business Process Re-engineering yang menghasilkan 4 strategi perbaikan. Strategi terbaik dibobotkan dan diurutkan dengan metode AHP-TOPSIS dan kriteria dari manajemen resiko. Pada hasil skenario terpilih menghasilkan penurunan waktu sebesar 30,4% terhadap proses saat ini.

.....This study discuss the service packages contained in the Automobile Workshop on current business process where problems are founded in the voice of customers, the majority of the problem are related to the length of processing time and complicated payment. This research is also intended to fill the research gap that uses Business Process Re-engineering and Analytical Hierarchy Process and Technique for Order of Preference by similarity to ideal Solution in the automotive scope, especially workshop in Indonesia. Improvement on business process is carried out using the Business Process Management Notation (BPMN) tool which is simulated using iGrafx software with a Business Process Re-engineering approach that produces 4 strategies. The best strategies are weighted and sorted by the AHP-TOPSIS method and the criteria of risk management. The results of the selected scenario resulted in 30.4% decrease in time against the current process.