

## ABSTRAK

Departemen Teknik Industri Universitas Diponegoro terdapat peningkatan jumlah penerimaan mahasiswa baru setiap tahunnya yang menjadikan pengelola Departemen Teknik Industri dituntut selalu beroperasi efektif, efisien, dan dapat menyesuaikan perubahan proses bisnis yang dinamis. Setelah dilakukan studi pendahuluan kegiatan non akademik ditemukan kegiatan yang mayoritas bersifat manual, prosedur tidak lengkap, dan waktu yang panjang sehingga proses akan rentan adanya kesalahan penyaluran informasi dan memiliki waktu proses yang lama. Tindakan yang dapat dilakukan adalah dengan meninjau, mengevaluasi, dan mengembangkan proses bisnis menggunakan metode *Business Process Improvement* (BPI) agar proses menjadi efektif, efisien, dan adaptif. Pada peninjauan identifikasi proses bisnis non akademik terdapat 17 proses bisnis sehingga hasil evaluasi dari peninjauan didapatkan visualisasi seluruh kegiatan proses bisnis *existing*, terdapat masalah kritis pada 5 proses bisnis, dan aktivitas seluruh proses bisnis didapatkan 71 *real value added* (RVA), 42 *business value added* (BVA), dan 16 *non value added* (NVA). Dari evaluasi ini didapatkan 16 dari 17 proses bisnis untuk dilakukan pengembangan yang akan diperbaiki menggunakan 12 *tools streamlining*. Pengembangan proses bisnis dilakukan simulasi menggunakan aplikasi Bizagi dengan membandingkan proses bisnis *existing* dan proses bisnis usulan pada tiga level yang hasilnya valid serta proses bisnis usulan lebih baik dari proses bisnis *existing* sehingga proses bisnis usulan dapat dilakukan pengembangan *Standard Operating Procedure* (SOP) yang berjumlah 16 SOP.

**Kata kunci:** *proses bisnis; business process improvement; SOP*

## ABSTRACT

*In the Department of Industrial Engineering Diponegoro University there is an increased number of new student admissions every year which makes the managers of the Department of Industrial Engineering required to always operate effectively, efficiently, and able to adapt to changes in dynamic business processes. After conducting a preliminary study of non-academic activities, there was a majority of activities done manually, procedures were incomplete, and it took a long time so that the process would be an error in the distribution of information and it has a long processing time. What can be done is to review, evaluate, and develop a business process using the Business Process Improvement (BPI) method so the processes become effective, efficient, and adaptive. In reviewing the identification of non-academic business processes can be found 17 business processes being mapped using the Business Process Model and Notation (BPMN), analyzed the problem using Cause and Effect Diagrams, and analyzed the activity using Value Added Analysis. Evaluation from the review resulted in the visualization of all existing business process activities, there were critical problems in 5 business processes, and all the business processes obtained 71 real value-added (RVA), 42 business value-added (BVA), and 16 non value-added (NVA) so that the result from the evaluation, there were 16 out of 17 business processes been developed which would be improved using 12 streaming tools. The results from the new business processes were simulated first using the Bizagi application by comparing the existing business processes and the proposed business processes at three levels, which were Process Validation, Time Analysis, and Resource Analysis. The results of the three levels of the simulation were valid and the proposed business processes were better than the existing business process so that the proposed business process can be done by developing a new proposed Standard Operating Procedure (SOP), which consists of 16 SOPs.*

**Keywords:** *business process; business process improvement; SOP*