“X” BUILD PLAN BUSINESS PROCESS IMPROVEMENT AT ELECTRONIC DEVICE MANUFACTURER

A THESIS

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IDENTIFICATION PAGE

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DECLARATION OF ORIGINALITY OF THESIS

I certify that the research entitled ""X" Build Plan Business Process Improvement at Electronic Device Manufacturer" in this thesis has not already been submitted for any other degree.

I certify that to the best of my knowledge and belief, this thesis which I wrote does not contain the works of parts of the works of other people, except those cited in the quotations and bibliography, as a scientific paper should.

In addition, I certify that I understand and abide the rule stated by the Ministry of Education and Culture of The Republic of Indonesia, subject to the provisions of Peraturan Menteri Pendidikan Nasional Republik Indonesia Nomor 17 Tahun 2010 tentang Pencegahan dan Penanggulangan Plagiat di Perguruan Tinggi.

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ABSTRACT

This research with the title of “X” Build Plan Business Process Improvement was conducted in Production Control Department in a multinational electronic device manufacturer. The research was started when the planner for “X” realized that there were non-value-added activities in a form of repetitive manual works. This leads to the increase of processing time that can delay the entire process. The methodology used in the research was using five general phases of business process improvement: initiation, diagnosis, design, implementation, and process management. Following the five phases, the non-value-added activities in “X” build plan are eliminated with the help of information technology by making the activities to be semi-automated. With the improvements, there is a 92% reduction in the number of manual activities, 90% in reduction of the time needed to generate the data, and 60% in reduction of the time needed to finish one build.

Keywords: business process improvement, information technology, production control, non-value-added activities

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