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BUSINESS PROCESS IMPROVEMENT OF STOCK OPNAME PROCESS AT CIGARETTE MANUFACTURER

A THESIS

Submitted in Partial Fulfilment of the Requirements for the Bachelor Degree of Engineering in Industrial Engineering

PRADISTY HERLINA SETIABUDI

15 14 08610

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IDENTIFICATION PAGE

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BUSINESS PROCESS IMPROVEMENT OF STOCK OPNAME PROCESS AT CIGARETTE MANUFACTURER

Submitted by

Pradisty Herlina Setiabudi

15 14 08610

Was approved on October 15th, 2019

Faculty Supervisor,

Ririn Diar Astanti, M.MT., D.Eng.

Board of Examiners,

Chair,

Ririn Diar Astanti, M.MT., D.Eng.

Member,

Dr. Parama Kartika D. SP., S.T., M.T.

Member,

23 oct 2019

B. Laksito Purnomo, S.T., M.Sc.

Yogyakarta, October 15th, 2019

Universitas Atma Jaya Yogyakarta,

Faculty of Industrial Technology,

Dean,

Dr. A. Teguh Siswantoro, M.Sc

DECLARATION OF ORIGINALITY

I certify that the research entitled “Business Process Improvement of Stock Opname Process at Cigarette Manufacturer” has not already been published or submitted for any other degree.

I certify that to the best of my knowledges 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.*

Signature :

Student Name : Pradisty Herlina Setiabudi

Student ID : 15 14 0610

Date : October 8th, 2019

PREFACE

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The author realizes this research is still far from perfection. The author is amicable for suggestions that boost the motivation for the next research. The author expects that this report will be useful for readers and all parties concerned.

Yogyakarta, October 8th, 2019

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ABSTRACT

One of the process in cigarette manufacturer is stock opname. The purpose of stock opname is to recognize the actual amount of stamps used during certain period. This process will lead to the further discussion and report to the Government. The lack of a holistic methodology for business process of stock opname has resulted in long duration. Team Leader A as a PIC of the process realizes there were non-value-added activities in a form of repetiitve manual activities and uncertainty of events.

The methodology used in this research was using five general phases of business process improvement; initiation, diagnosis, design, implementation, and process management. The non-value-added, following by the five phases, are eliminated with the development of information technology, by creating the activities to be process to be semi-automated.

The improvement of semi-automated process resulted 100% reduction of the motions, 60% reduction of total processes, 75% time to generate the data, and 67% reduction of total duration of stock opname finalization.

Keyword: business process improvement, information technology, non-value-added activities, stock opname