AN IMPLEMENTATION OF BUSINESS PROCESS IMPROVEMENT PROJECT IN EXECUTING, MONITORING & CONTROLLING, AND CLOSING PHASE AT PT. XYZ INDONESIA (A CONTINUATION CASE STUDY OF PT. XYZ INDONESIA)

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ABSTRACT

The purpose of this Business Process Improvement Project is to identify the crucial problem of the business process in the telecommunication industry from execution, monitoring, controlling and closing phase by aligning with the current business strategy and objective of PT. XYZ Indonesia and recognized by the related performing organization, where the company committed to deliver each steps/activities identified in the process. The business process is aligned with the business development to help the organization to be in line with the current business situation and stay focus in their business which is driven by projects. This Project review the existing processes, perform the Gap Analysis based on theoretical guidelines (PMBOK) and best practice in telecommunication industry in Indonesia in gathering information about the business process activities of PT. XYZ Indonesia and propose the improved business process. The improvement business process is constructed into the standardized business process flowchart and validated from PT. XYZ Indonesia and being socialized to the employees. The project has been achieved to provide systematic and enhance the business process as a structured work step across time and place and enable the company to organize the implementation and closing project with the control and monitor during the project.

Keywords: Business Process Improvement, Gap Analysis, Project Management Phase, Best Practice, PMBOK