

ABSTRACT

IMPROVING PERFORMANCE SME'S YOSEPH BASED BUSINESS PROCESS REENGINEERING TO IMPROVE PRODUCTIVITY

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13.12.007

SME's Yoseph is a small business that is engaged in the beverage which is a milky juice of green beans. In direct observations conducted on SME's Yoseph and based on the results of interviews is known that the work process is not going well and causing productivity levels to be low. Known level of performance for the production/ sales currently only amounted to 33.95%. Meanwhile for performance in terms of working hours the average performance of 4 workers amounted to 40.79%. In Total Quality Management (TQM) there are methods of Business Process Reengineering (BPR) which can be used for performance improvement. In BPR will be reengineering process of the overall performance of pre-existing. BPR will also consider the level of customer satisfaction as repair considerations. Implementation of the improvements made are implemented Quality Management System SNI ISO 9001: 2008 and undertake the development of the SME's one with the legality of SME's and designing the product to better provide attraction for the public. After implementation, the increase of performance sales (quality) increased by 21.61% (comparison of weeks I and II in October 2016 with 2 weeks of implementation) and 25.15% (comparison of weeks III and IV in October 2016 with 2 weeks of implementation). The increase also occurred in performance of working hours (quality) amounted to 29.32%. The performance cost provides cost reduction by 12.1%, then in terms of performance delivery increased by 28.57%, in terms of service already provided one outlet, and in terms of delivery performance increased by comparison before and after the implementation of 1: 500. Performance increase in the impact on SME's Yoseph with an increase of 24,09% compared to the productivity level before implementation.

Keywords: Performance, Productivity, Business Process Reengineering (BPR), Quality Management System SNI ISO 9001: 2008