

ABSTRACTION

PT Telkom is the biggest Telecommunication Services Provider in Indonesia. With its vision "To Become a Leading InfoCom Player in the Region", PT Telkom always try to provide the best services to Indonesian people. One of its services is Internet access service, Telkom Speedy. Telkom Speedy is a broadband internet access which use ADSL (Asymmetric Digital Subscriber Line). By using Telkom Speedy, customer's PSTN network capability will be enhanced into high speed digital network, so the customer will be able to access the internet beside communicate by using voice. With Telkom Speedy, PT TELKOM could introduce new product for its customers. However, there are still many complaints from the customers about the performance of Telkom Speedy. Besides, the cycle time for Telkom Speedy services is taking too much time. Therefore, evaluation and improvement for the existing Service Process should be performed, so the service process will be performed more effectively and efficiently.

The Evaluation and Redesign Process for the existing Service Process was done by using Business Process Improvement (BPI) method. Basically, the Business Process of Telkom Speedy Service is consists of three core process, which are New Subscriber, Troubleshooting, and Billing. By using BPI method, those core processes will be identified on its activities and its inputs and outputs. Then the measurement of process time and cycle time will be performed. And the customer's perception and expectation, and also the company's capability will be identified too. From the identification of existing Business Process, analysis about the major cause which make the cycle time take too much time, and the customer's complaints and problems will be performed. And based on the analysis, the Business Process Improvement will be created.

From the result of nalysis and Business Process Improvement, the cycle time has been decreased. The comparison between existing and recommended cycle time are as follows :

Process	Existing	Recommendation
Total Time for New Subscriber	4225,2 minutes	1328,2 minutes
Total Time for Troubleshooting	2490,5 minutes	2008,4 minutes
Total Time for Billing	2746 minutes	1339,4 minutes
New Subscriber Process Efficiency	30,7%	84,9%
Troubleshooting Process Efficiency	67,7%	78,5%
Billing Process Efficiency	38,4%	78,8%

It can be concluded from the recommendation of Business Process Improvement for Telkom Speedy Services, the efficiency of the cycle time has been increased for each process. This fact have shown that there are improvements in basic system which done to humans, technology facilities, and company decision. By having continuous improvements, the efficiency will be increased continuously and services given to customers will be getting better too.