LIST OF PICTURE

Figure I.1 SMS data that does not enter the MS2 system	3
Figure I.2 fuel queue by consumers at gas stations	5
Figure I.3 Fishbone diagram of SMS app didn't received message	7
Figure II.1 Process Improvement Techniques	16
Figure III.1 Conceptual model of BPI for BBM ordering process	18
Figure III.2 Problem Solving process for fuel ordering process	20
Figure III.3 Android-Based Application for Ordering Pertamina BBM	22
Figure IV.1 Business Process of BBM Ordering Process before Improevement	:25
Figure IV.2 structure orgazination of FT baai island, Bengkulu	26
Figure IV.3 process ordering fuel	28
Figure IV.4 business process of bbm ordering process after improvement	38
Figure V.1 Implementation the design result	41