

TABLE OF CONTENTS

ABSTRAK	i
<i>ABSTRACT</i>	ii
VALIDITY SHEET	iii
ORIGINAL STATEMENT SHEET	iv
FOREWORD	v
Table OF CONTENTS.....	vi
List of picture	ix
List of Table	x
Daftar Lampiran	Error! Bookmark not defined.
GLOSSARY.....	xii
I. CHAPTER I INTRODUCTION.....	1
I.1. Background	1
I.2. Problem Formulation.....	8
I.3. Final Task Purpose	9
I.4. Final Task Limitation	9
I.5. Final Task Benefit	9
I.6. Writing System.....	9
II. CHAPTER II LITERATURE REVIEW.....	11
II.1. Business Process.....	11
II.1.1. Process Definition	11
II.1.2. Business Process	11
II.2. Business Process Improvement	12
II.2.1. Business Process Improvement (BPI) Definition	12
II.2.2. Business Process Improvement.....	13

II.2.3.	Activity Analysis.....	14
II.2.4.	Stages of Business Process Improvement.....	15
II.2.5.	Process Improvement Techniques.....	16
III.	CHAPTER III RESEARCH METHODOLOGY	18
III.1.	Conceptual Model.....	18
III.2.	Problem Solving Systematics	19
III.2.1.	Data Collection and Data Processing Stage	22
III.2.2.	Design and Analysis Stage	23
III.2.3.	Analysis and Verification Stage	23
III.2.4.	Conclusion and Suggestion Stage	23
IV.	CHAPTER IV INTEGRATED SYSTEM DESIGN	24
IV.1.	Data Collection	24
IV.1.1.	Primary Data.....	24
IV.1.2.	The Business Process of Fuel Ordering by the Gas Station Owner 24	
IV.1.3.	Secondary Data.....	26
IV.2.	Data Processing.....	28
IV.2.1.	Identification of Activity Types Based on BPI	28
IV.2.2.	GAP Identification	32
IV.3.	Proposed Improvement of Fuel Ordering Business Process.....	33
IV.2.3.	Business process improvement using the business process improvement method on the fuel ordering business process at FT oil Pulau Baai, Bengkulu.....	34
IV.2.4.	Fuel Ordering Business Process Proposal	38
IV.2.5.	Time Analysis.....	39
V.	CHAPTER V ANALYSIS AND EVALUATION OF DESIGN RESULTS 40	

V.1. Verification Analysis of Design Results	40
V.1.1. Proposed Design Results.....	40
V.1.2. Analysis of Implementation Results	40
V.2. Analysis of Design Advantages and Disadvantages	41
V.3. Sensitivity Analysis.....	42
CHAPTER VI CONCLUSIONS AND SUGGESTIONS	44
VI.1. Conclusions.....	44
VI.2. Suggestions	45
VI.2.1. Suggestion to companies	45
VI.2.2. Suggestions for future researchers	45
BIBLIOGRAPHY	46