

LIST OF TABLE

Table I.1 interview gas station owner	3
Table I.2 interview gas station owner	4
Table IV.1 Processing Time Data	27
Table IV.2 Identifying Business Process Activity	29
Table IV.3 Gap identification	32
Table IV.4 business process after improvement	34
Table IV.5 time analysis of process ordering.....	39
Table V.1 advantages and disadvantages.....	41
Table V.2 time for business processes that have been improved.....	42