

Designing Process Improvement of Order Fulfillment in an Indonesian Lubricant Company Using Business Process Reengineering Method

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Abstract

Order fulfillment is one of the core competencies which required by lubricant company. High coordination in order fulfilment, complexity of product portofolio, market and distribution, with limited resource in production and planning resulting company has not been able to meet the costumer demand for lubricants. This indicated by low performance of in full on time delivery in 2012 up to 2014. To improved order fulfilment performance, flow of internal information need to improved to be more effective & efisien. The focus of the study is to design process improvement order fulfillment process using Business Process Reengineering method. In the study, six scenario improvements are built using Oracle BPM software. From all scenarios, scenario numer six showing the best result, this scenario reduces order fulfillment time by 44% to 5 days and 17 hours, with performance increasing from 61% to 97%.

Keywords

Business Process Reengineering, Information Systems, Business Process Simulation, Supply Chain Management, Order Fulfillment.