**Business Process Modeling for Loan Origination (MIS Context)**

* **Objective**: Streamline loan origination at BPR Bank to reduce processing time and improve customer satisfaction.
* **Goals**:
  + **2-hour** processing target for loan applications.
  + Increase **Customer Satisfaction Index (CSI)** to **80%**.
  + Optimize MIS workflow for quicker approvals and precise tracking.
* **Key Entities**:
  + **Customers**: Initiate applications, submit documents, receive status updates.
  + **Loan Applications**: Track from submission to approval within MIS.
  + **Loans**: Approved funding products, managed through origination and funding stages.
  + **Application Processing**: Full workflow including verification, credit checks, and quality control.
  + **Branches**: Provide in-person support and participate in quality control.
  + **Credit Checks**: Assess creditworthiness, integrated within MIS.
  + **Feedback/CSI Scores**: Post-processing satisfaction metrics to evaluate service quality.