



Pertemuan 3

Fungsi Bisnis dan Proses Bisnis

KA2113 Enterprise Resource Planning Dasar
Semester Ganjil 2014/2015

Disampaikan oleh:

<<Nama>>

<<email>>

"Hanya dipergunakan untuk kepentingan pengajaran di lingkungan Telkom University"

Disusun oleh:

Magdalena Karismariyanti, S.T., M.B.A
magdalena@tass.telkomuniversity.ac.id

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dac.telkomuniversity.ac.id

Agenda

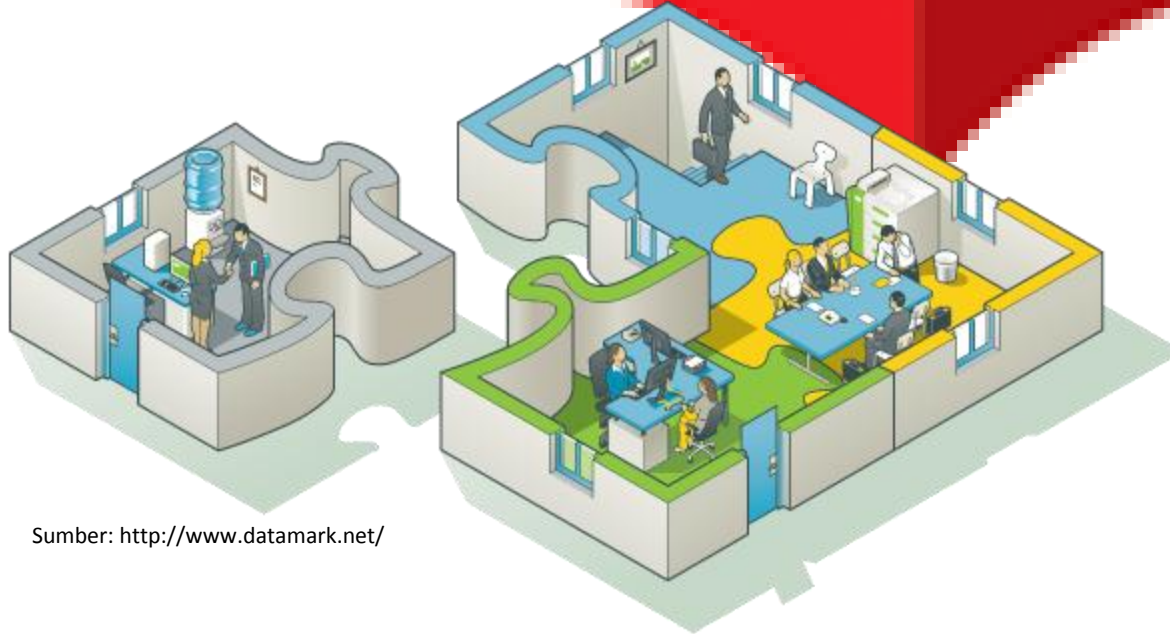
- Bisnis Proses
- Fungsi Bisnis
- Contoh Bisnis Proses
- Proses Bisnis Pengadaan (*Procurement*)
- Proses Bisnis Penjualan (*sales*)
- Proses Bisnis Perencanaan dan proses produksi (*production*)
- Proses Bisnis Sumber Daya Manusia (*human capital management*)

Reference:

Davenport, Thomas (1993), *Process Innovation: Reengineering work through information technology*, Harvard Business School Press, Boston

Monk, E. F., & Wagner, B. J. (2013). *Concept in Enterprise Resource Planning 4Ed.* Mason.

SAP. (2006). SAP01: SAP Overview. SAP AG.



Sumber: <http://www.datamark.net/>

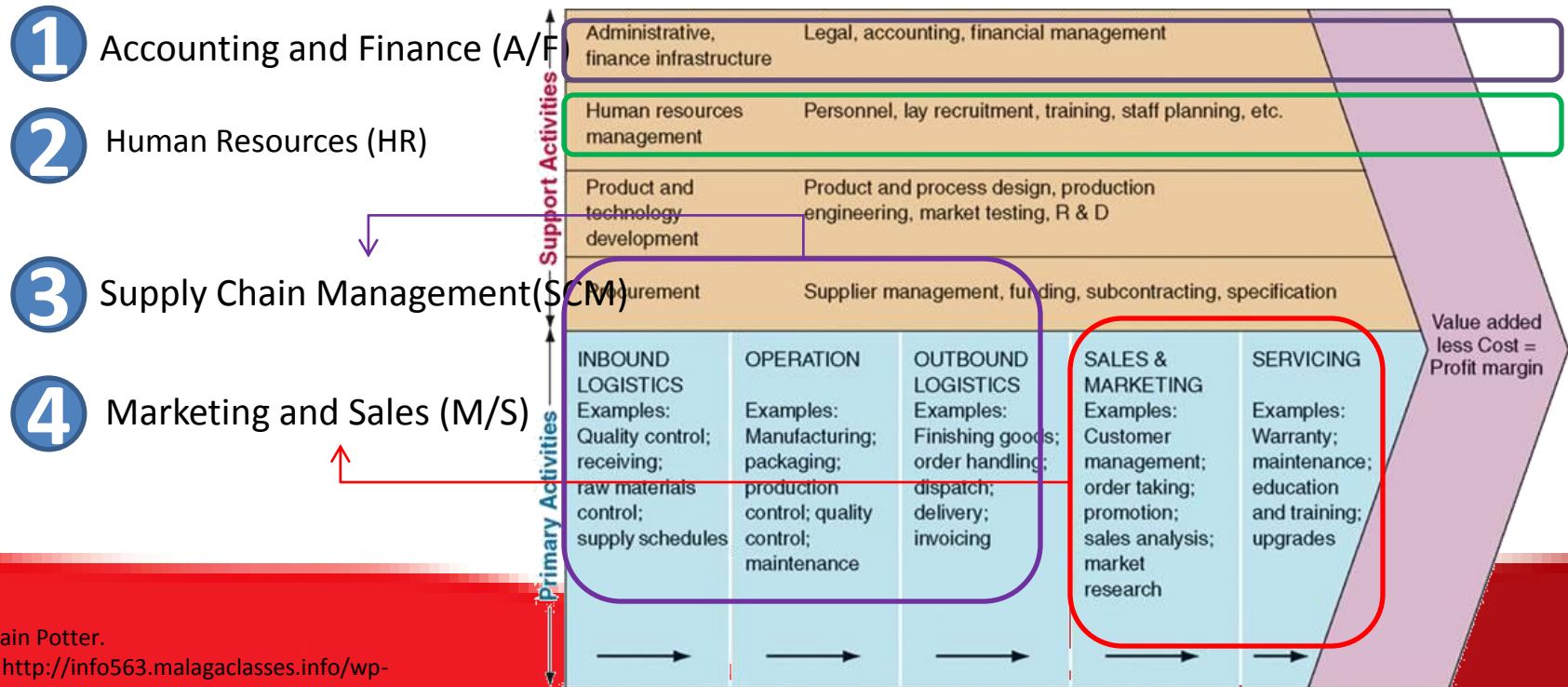
Definisi Bisnis Proses (*Business Process*)

- Bisnis Proses adalah sekumpulan **aktivitas** yang menerima satu atau lebih masukan (input) dan menghasilkan keluaran (**output**) yang bernilai bagi pelanggan. (Monk, 2009)
- Bisnis Proses adalah **aktivitas** yang terukur dan terstruktur untuk memproduksi **output** tertentu untuk kalangan pelanggan tertentu. (Davenport, 1993)

Fungsi bisnis adalah aktivitas yang khusus dilakukan didalam satu *functional area of operation*.

4 *functional area of operation* utama di perusahaan, yaitu:

Definisi Fungsi Bisnis (Business Function)



1 Accounting and Finance (A/F)

2 Human Resources (HR)

3 Supply Chain Management (SCM)

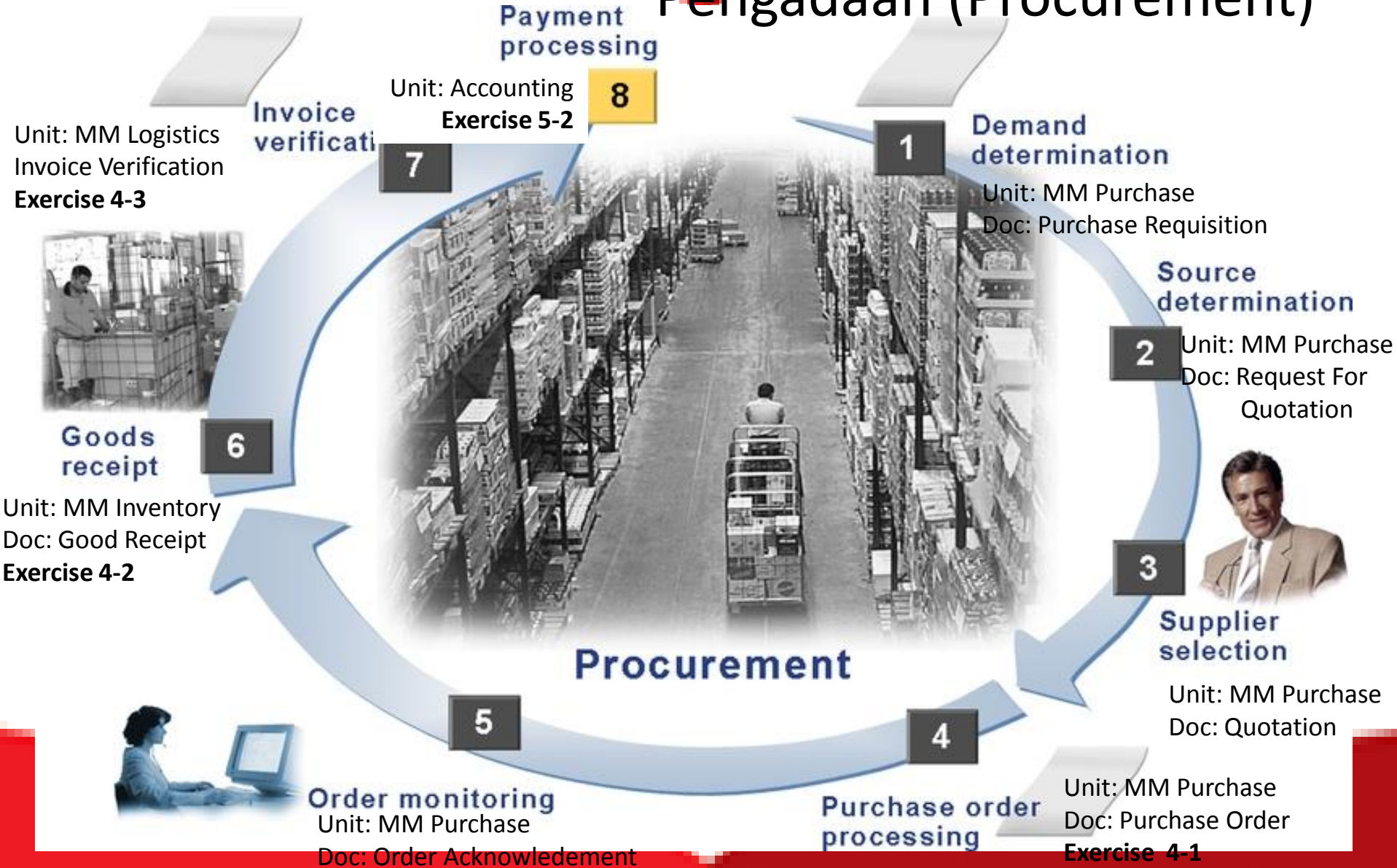
4 Marketing and Sales (M/S)

Contoh Bisnis Proses: Penjualan Personal Computer (PC)

Input	Functional area responsible for input	Process	Output
Request to purchase computer	Marketing and Sales	Sales order	Order is generated
Financial help for purchase	Accounting and Finance	Arranging financing in-house	Customer finances through the computer company
Technical support	Marketing and Sales	24-hour help line available	Customer's technical query is resolved
Fulfillment of order	Supply Chain Management	Shipping and delivery	Customer receives computer

FIGURE 1-2 Sample business processes related to the sale of a personal computer

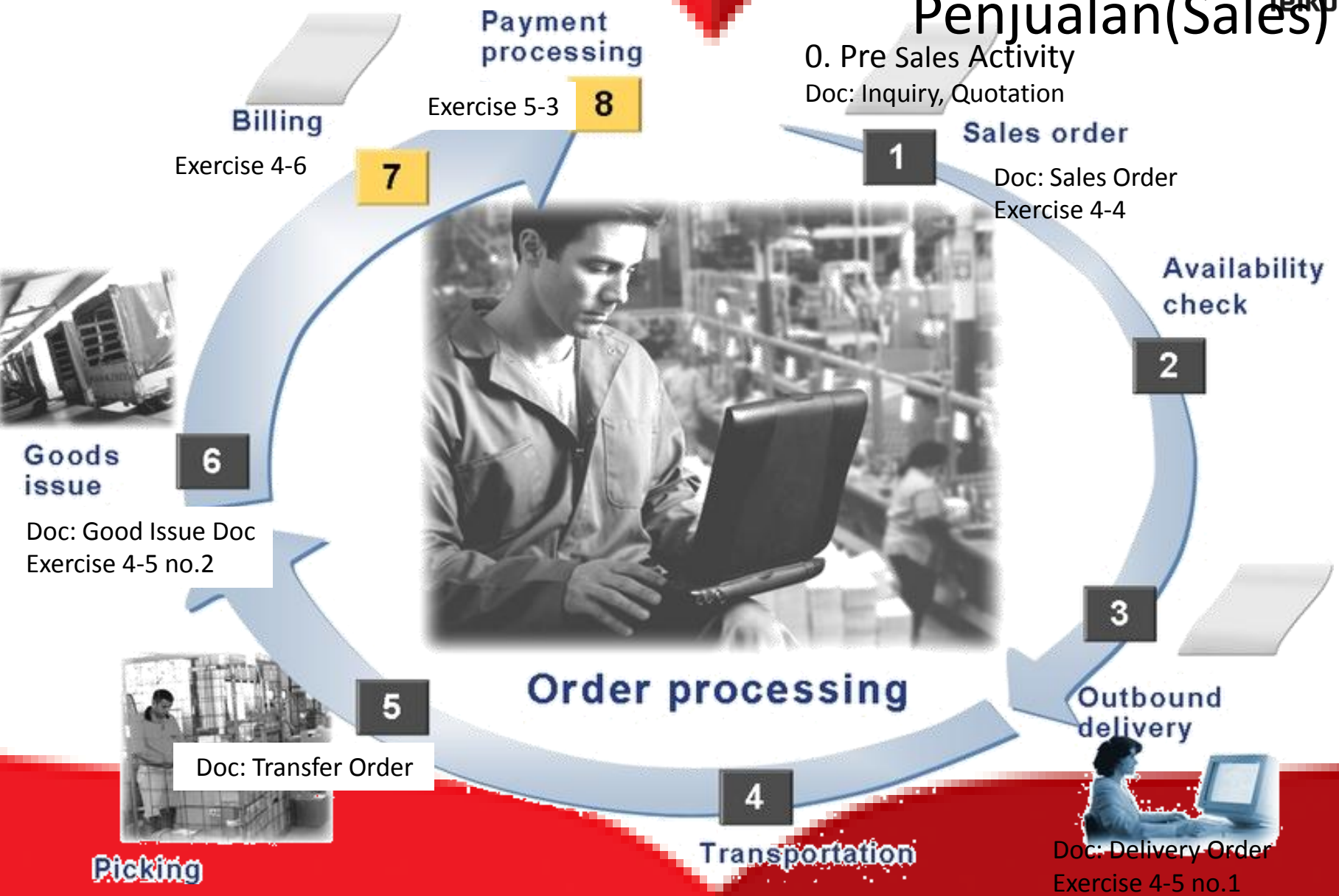
Bisnis Proses: Pengadaan (Procurement)



Identifikasi Bisnis Proses: Pengadaan Barang (Procurement)

Input	Functional Area of Responsibility	Proses	Output
	Supply Chain Management (SCM): MM Purchase	Demand Determination	Doc: Purchase Requisition
Doc: Purchase Requisition	SCM: MM Purchase	Source Determination	Doc: Request for Quotation
Doc: Request for Quotation	SCM: MM Purchase	Supplier Selection	Doc: Quotation
Doc: Quotation	SCM: MM Purchase	Purchase Order Processing	Doc: Purchase Order
Doc: Purchase Order	SCM: MM Purchase	Order Monitoring	Doc: Order Acknowledgement
Doc: Order Acknowledgement	SCM: MM Inventory	Goods Receipt	Doc: Good Receipt
Doc: Good Receipt	SCM: MM Logistics	Invoice Verification	Doc: Billing
Doc: Billing	Accounting Finance (AF)	Payment Processing	Accounting Doc

Bisnis Proses: Penjualan(Sales)



Identifikasi Bisnis Proses:

Penjualan(Sales)

Input	Functional Area of Responsibility	Proses	Output
		Pre Sales Activity	
		Sales Order	
		Availability Check	
		Outbound Delivery	
		Transportation	
		Picking	
		Goods Issue	
		Billing	
		Payment Processing	

Bisnis Proses: Perencanaan Produksi

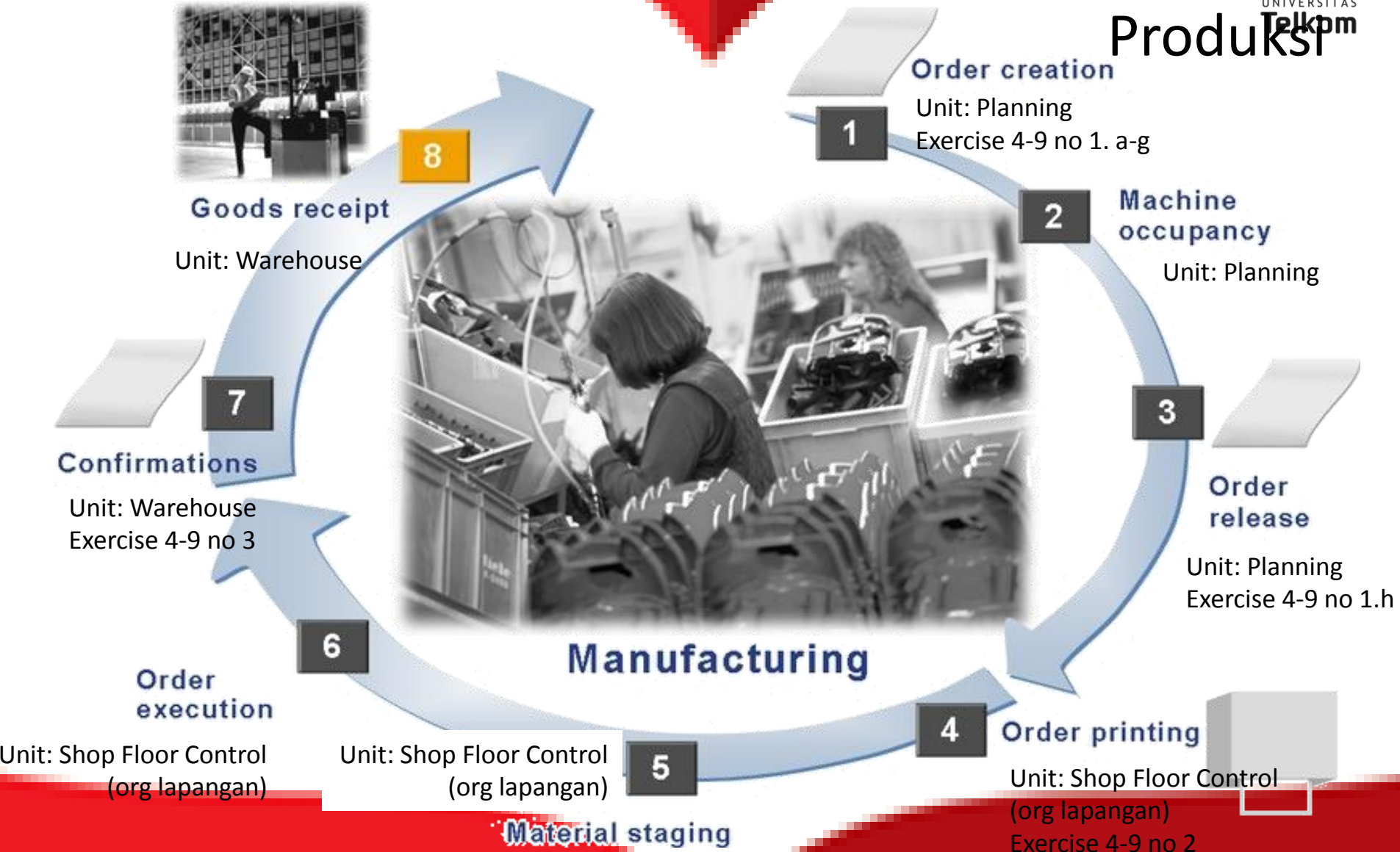


Identifikasi Bisnis Proses:

Perencanaan Produksi

Input	Functional Area of Responsibility	Proses	Output
		Sales Planning	
		Operation Planning	
		Demand Management	
		MPS	
		MRP	

Bisnis Proses: Produk



Identifikasi Bisnis Proses:

Produk

Input	Functional Area of Responsibility	Proses	Output
		Order Creation	
		Machine Occupancy	
		Order Release	
		Order Printing	
		Material Staging	
		Order Execution	
		Confirmations	
		Goods Receipt	

Bisnis Proses: Sumber Daya Manusia



Identifikasi Bisnis Proses:

Sumber Daya Manusia

Input	Functional Area of Responsibility	Proses	Output
		Organization Management	
		Applicant Data	
		Personnel Management	
		Personel Development	
		Traning and Event Management	
		Time Management	
		Appraisal	
		Payroll	
		Personel Cost Planning	

End of This Session

