

## ABSTRACT

Title : **Workflow Management System Application On Purchasing Order Process In PT.Globalindo Technology**  
Name/NIM : Lilyan / 08320020009  
Major Advisor : Meiliayana, St.,MT  
Co-Advisor : Dipl.-Ing. Liem Lie Wie, MM

Business process is the most important thing to be done correctly since it deals with company's life. Business process can run smoothly if the flow of tasks or documents inside the company can be done well. It is expected that the process of the tasks or documents finished on time because it will improve efficiency and provide better customer service.

In PT.Globalindo Technology, the flow of tasks or documents between departments such as purchasing order process is done manually. Following a customer's order made by phone or through e-mail, TSS department will write it in a form (paper-based) and bring the form to the manager to get approval. If TSS department does not process the purchase order at once and manager does not approve the form at once, the process will be quite long which consequently cause the customer to be tired of waiting.

To provide better services to customers and to make this purchasing order process more efficient, it can be made automatic by making a workflow using Microsoft Exchange Server 2000 to design the flow and Microsoft Outlook 2000 to create the form.

As a conclusion, workflow is a must-have thing in a company as it improves efficiency as well as minimize both time and cost terms in its business process.

(viii + 54 pages : 3 tables, 27 pictures)  
References : 15 (1996-2004)