CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

5.1. Conclusions

As a result of redesign new business process, BII compressed the time for customer opening new account (included facilities - ATM, Supercall, Internet Banking) and also productivity shop up to be one-stop services and BII was able to reduce queue time especially at main office. The redesigned opening new account process and facilities now only takes 1-day service. Prior to this, opening new account process and facilities required more than 7 days.

Impact of new business process will reduce human resources significantly especially front liner officer that management responsible will be allocated potential resource worked more productive also professional.

BII service target performance in one stop services especially opening new saving account with facilities ATM and Internet Banking is 10 minutes can not be achieved on because of security reason. To improve this condition, the process need people more than one and need more time.

Some benefits of one-stop services are that customer does not have to queue at teller counter so customer will be more convenient and with integrated system customer service has more confident in doing her/his job.

5.2. Recommendations

The best business processes alone will not guarantee success. Therefore, to make BPR work business processes must be aligned with the strategic as follows:

1. Vision of a company

   Top management has a good vision in customer service improvement then they must provide support and encouragement from the redesigning to implementation phase.

2. Training and motivation

   Organizations also need to train and motivate people to implement new process the right way. They need to be informed as to what is expected of them and what changes are likely to occur. Goals, benefits and the priority of the reengineering efforts need to be communicated to allow people to feel involved and prepare themselves for change.

3. Being in the industry

   To remain competitive, business must be flexible, innovative, focused on customer needs and responsive to rapid change.