BINUS UNIVERSITY

Major Information Systems
Sarjana Komputer Thesis
Semester [ODD] year 2008

ANALYSIS AND OPTIMIZATION OF E-KLAIM MBU SYSTEM IN STOLEN DIVISION AT PT. ASURANSI SINAR MAS

Sudarsono 0900827622

Abstract

The objectives of this thesis are to analyze the current system of e-klaim system in stolen division at PT. Asuransi Sinar Mas and find ways to optimize the current system. Another aim is to design a proposed optimized system to help PT. Asuransi Sinar Mas in order to eliminate bottleneck processes that are identified in their business process during their daily operations.

The current system is analyzed upon direct observation to the current system. Afterwards, the business process will be explained in context diagram and data flow diagram and also to analyze the problems. The proposed optimized system, the proposed context diagram and proposed data flow diagram that have been simplified will also be explained.

To summarize, the proposed optimized system is aiming to increases the effectiveness and efficiency of customer service in term of claim processing through several new modules and upgraded modules. This proposed optimized system should also be able to reduce response time needed to process a claim and simplify MBU staff’s daily tasks.

Keywords:

*Information Systems, System analysis and design, Context Diagram, Data Flow Diagram, Insurance Business, Website*