

## **ABSTRACT**

In modern society, the telecommunication market faces various business situations which consist of new demands and new trade strategies. This is a time of transformation for service providers, enterprises and strategic industries worldwide. The ABC Company stands as a pioneer in applications and services of mobile, IP, fixed, and optic technology. It brings a matchless heritage of ideas that aim toward the recognition of the many possibilities there are in a connected world.

The ABC Company was established by the merging of the two companies. With this merger, it created many different systems and work processes that needed to be used internally in various operation processes, especially in the ordering process from selling units to the eight sourcing units of the Company. As each sourcing unit works independently, it causes excessive and redundant work in the ordering process. Huge paperwork together with work overload of the employees provokes delays in the work process.

A centralized sourcing unit is designed to solve the problem. The “as-is” ordering process is identified, based on the data gathered from the in-depth interviews, observation, and documentation reviews. Then, the “to-be” ordering process is proposed with the design of a centralized sourcing unit.

This study found that the development of centralized sourcing could help to reduce the redundancies in the work process. It also reduces the lead time in placing an order with a sourcing unit. These results can help the ABC Company to develop a centralized sourcing unit, with techniques for improving the effectiveness and efficiency of the ordering process.