

**BUSINESS PROCESS REENGINEERING BY SAP BEST PRACTICE (MAKE TO ORDER): CASE STUDY PROCESS OF SALES FOR INDUSTRIAL PRODUCTION OF COPPER**

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**ABSTRACT**

The problems of the sales process for this case study of Industrial Production of Copper are that sales processes are duplicated and use a lot of paper within the customer and sales department. Therefore, Industrial Production of Copper would like to implement the SAP system to fix the problem of the sales process. However the SAP system is costly to implement. Therefore, Industrial Production of Copper would like to redesign the business process of sales using BPR (Business Process Reengineering) first to improve the working steps before implementing the SAP system. The research methodology was to study the sales process (As-Is) and SAP Best Practice (Make to Order) and then design a new sales process (To-Be). An evaluation of the new sales process was done by SAP experts using an evaluation form to ensure that this process can be applied during implementation of the SAP system.

The new sales process has been evaluated by SAP exports and the result is good. Therefore, the new sale process can be applied during implementation of the SAP system, but SAP experts suggest that it should be required for other departments, not only the sales department, to ensure that it will fix the problems of all departments within Industrial Production of Copper.

**KEY WORDS: BUSINESS PROCESS REENGINEERING/SAP/As-Is/To-Be/Best  
Practice**

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