

## **ABSTRACT**

*Order fulfillment is a process that involves several activities performed by different sections as well as the interdependence between tasks, resources and parties involved in the process. The order fulfillment company's performance in January to December 2016 not achieve optimally. Indication non-fulfillment of orders is insufficient raw materials at the right time and the high uncollectible accounts receivable resulting cash flow uninterrupted. The purpose of this study is to map out the order fulfillment business processes that are currently running (as is), order fulfillment business process redesign (to be) and analyze the important criteria the selection of IT software / ERP to support integration between the parts involved in the order fulfillment process. The method used in this study is the business process redesign for supply chain integration and analysis software selection criteria for IT / ERP with Analytic Heirarcy Process (AHP). Order fulfillment process time before redesign (as is) 18 working days after redesign business process 11 working days. The five main criteria for consideration in selecting software company IT / ERP is an annual software maintenance fees (annual cost), the cost of increasing software (upgrade), considerations in preparing the software capabilities (reporting), easy to use and training & documentation.*

*Keywords: Business process redesign, order fulfillment process improvement, AHP, ERP selection.*

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