



*The 1<sup>st</sup> Dynasty International  
Conference on Digital Business and  
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## Letter of Acceptance and Invitation DICDBM 2020, Bandung-Indonesia

**Date: February 1<sup>st</sup>, 2020**

**No: 251/Letter of Acceptance/DICDBM-2020**

To:

1. **Yessica Anggraini Sutanto**, Universitas Surabaya, Indonesia
2. **Erna Andajani**, Universitas Surabaya, Indonesia

Email: [Yessica.anggraini.sutanto@gmail.com](mailto:Yessica.anggraini.sutanto@gmail.com)

Congratulations! I am pleased to inform you that your abstract submission to the **1<sup>st</sup> Dinasti International Conference on Digital Business and Management – (DICDBM 2020)**, February 20<sup>th</sup> 2020, in Bandung-Indonesia, has been **accepted** for presentation at the conference.

Paper Title: **“DESIGN, DEVELOPMENT AND IMPLEMENTATION STANDARD OPERATION PROCEDURE (SPO) WITH SERVICE BLUEPRINT, K PHARMACY IN SURABAYA”** Paper No. DICDBM-251.

At this time, please make sure that you take care of the following detail:

- Payment has to reach us no later than 10<sup>th</sup> February 2020, otherwise, it will be regarded as withdrawn automatically.
- Presentation Material Submission due on 6<sup>th</sup> February 2020
- Full Paper Submission Deadline on 15<sup>th</sup> February 2020
- Conference Day on 20<sup>th</sup> February 2020
- Additional Payment Deadline (For Scopus and WoS index journal) on 15<sup>th</sup> March 2020

If you require any further information, please do not hesitate to contact us or visit our website at <https://www.dicdbm.com/>. We look forward to seeing you at the conference.

Regards,

**Dr. Zikri Muhammad**  
DICDBM 2020 – Chief Editor

*Ps: This Letter of Acceptance can be used for Visa Application.*

**PERANCANGAN, PENGEMBANGAN DAN IMPLEMENTASI STANDAR  
PROSEDUR OPERASIONAL (SPO) DENGAN *SERVICE BLUEPRINT*,  
PADA APOTEK KUTISARI DI SURABAYA**

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**Abstrak**

Latar belakang penelitian ini disebabkan tidak adanya standar prosedur operasional (SPO), sehingga terjadi kekacauan operasional. Penyelesaian permasalahan tersebut dapat dilakukan dengan menggunakan *service blueprint*, untuk mengetahui adanya kesalahan proses. Penelitian ini tidak hanya merancang, melainkan juga mengembangkan serta mengimplementasi Standar Prosedur Operasional (SPO) dan *Service Blueprint*. Jenis penelitian ini adalah *applied research* dengan metode kualitatif deskriptif. Hasil dari penelitian ini adalah perlu menerapkan sistem rekam medik elektronik saat memberikan *assessment*, menerapkan *system management inventory*, memberikan nomor urut antrian pelanggan, serta menerapkan sistem kasi elektronik.

**Abstract**

*Background of this study is due to the absence Standard Operation Procedure (SPO) in Kutisari Pharmacy, can operational chaos. Solving these problems can be done by using the service blueprint, to find out the error process. This research not only designed, but also developed and implemented Standart Operation Procedure (SPO) and Service Blueprint. This type of research is applied research with descriptive qualitative methods. The result of this study are need to implement an electronic medical record system when doing assessments, implementing an inventory management system, providing a queue serial number of customers, and implementing an electronic cash register system.*

Keywords: *Service Development, Service Design, Service Blueprint, Standard Operational Procedure (SOP)*

**1. Latar Belakang**

Pemberian kualitas pelayanan kefarmasian yang terbaik di apotek membutuhkan suatu standar pelayanan kefarmasian, sebagai tolak ukur yang dipergunakan sebagai pedoman tenaga kefarmasian dalam menyelenggarakan pelayanan kefarmasian. Pelaksanaan standar pelayanan kefarmasian merupakan suatu keharusan untuk dijalankan. Tanpa adanya standar pelayanan kefarmasian,