

## ABSTRAK

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Program Studi : Teknik Industri

Judul : “Pengukuran kinerja perusahaan dengan metode *Integrated Performance Measurement System* (IPMS) dan *Scoring System* (OMAX) (Studi Kasus : PT, Wahana Sumber Trada Tangerang)”.

Pengukuran kinerja sebuah perusahaan sangat penting dilakukan dalam rangka evaluasi perusahaan dalam menjalankan setiap fungsi bisnisnya untuk selanjutnya dapat menilai pencapaian yang didapat oleh sebuah perusahaan apakah kinerja sesuai dengan target – target yang ditetapkan sebelumnya. PT. Wahana Sumber Trada Tangerang bergerak di bidang *retailing* mobil Nissan. PT. Wahana Sumber Trada Tangerang belum pernah melakukan pengukuran kinerja perusahaan secara menyeluruh yang melibatkan *Stakeholder* Perusahaan : Pemilik, Karyawan, Supplier dan *Customers*. Penilaian kinerja hanya dengan melihat jumlah penjualan mobil di tiap tahunnya, laporan keuangan seperti Neraca, Laporan Laba/ Rugi, Laporan Perubahan Ekuitas, dan Laporan Arus Kas. Pengukuran kinerja perusahaan ini dilakukan dengan metode *Integrated Performance Measurement System* yaitu metode pengukuran kinerja yang bertujuan untuk menggambarkan sistem pengukuran kinerja dalam arti yang tepat dalam bentuk integrasi seefektif dan seefisien mungkin, yang terbagi dalam empat level bisnis : Bisnis, Unit bisnis, Proses Bisnis, Keempat level bisnis dalam IPMS kemudian diidentifikasi Key Performance Indicators-nya, berdasarkan *Stakeholder Requirement*, *external monitor*, dan *objective*. Metode AHP sangat mendukung pengukuran kinerja terkait dalam hal penilaian kepentingan dari indikator-indikator kinerja. *Scoring System* diperlukan untuk mengetahui nilai pencapaian terhadap target yang telah ditetapkan untuk setiap indikator kinerja. Salah satu metode *scoring system* yang banyak digunakan adalah Objective Matrix (OMAX). Dari hasil pencapaian 19 key performance indikator yang menjadi interpretasi semua *stakeholder requirement* didapatkan *value* pada OMAX *Scoring System* memiliki nilai performansi 6,8657 yang artinya PT. Wahana Sumber Trada Tangerang dikategorikan taraf kinerja cukup baik atau diatas rata – rata.

Kata kunci: Indikator, Pengukuran, kinerja, *Objective Matrix*.

## **ABSTRACT**

*Name : Aldiyansyah*  
*Study : Industrial Engineering*  
*Title : “ Performance Measurement of Company With Integrated Performance Measurement System (IPMS) Method and Scoring System (OMAX) (Study case: PT, Wahana Sumber Trada Tangerang )”.*

*Measuring the performance of a company is very important in order to evaluate the company in carrying out each of its business functions so that it can then assess the achievements obtained by a company whether the performance is in accordance with the targets previously set. PT. Wahana Sumber Trada Tangerang is engaged in retailing Nissan cars. PT. Wahana Sumber Trada Tangerang has never conducted a comprehensive company performance measurement involving the company's stakeholders: owners, employees, suppliers and customers. Performance appraisal only by looking at the number of car sales each year, financial reports such as balance sheets, profit / loss statements, changes in equity, and cash flow statements. Measurement of company performance is carried out using the Integrated Performance Measurement System method, which is a performance measurement method that aims to describe the performance measurement system in the right sense in the form of integration as effectively and efficiently as possible, which is divided into four business levels: Business, Business Unit, Business Process, Fourth The key performance indicators in the IPMS are then identified, based on stakeholder requirements, external monitors, and objectives. The AHP method is very supportive of related performance measurement in terms of assessing the importance of performance indicators. Scoring System is needed to determine the value of achievement against the targets that have been set for each performance indicator. One method of scoring system that is widely used is Objective Matrix (OMAX). From the results of achieving 19 key performance indicators that are interpreted by all stakeholder requirements, the value obtained in the OMAX Scoring System has a performance value of 6.8657, which means that PT. Wahana Sumber Trada Tangerang is categorized as good enough or above average.*

*Keywords : Indicators, Performance Measurement, Objective Matrix*