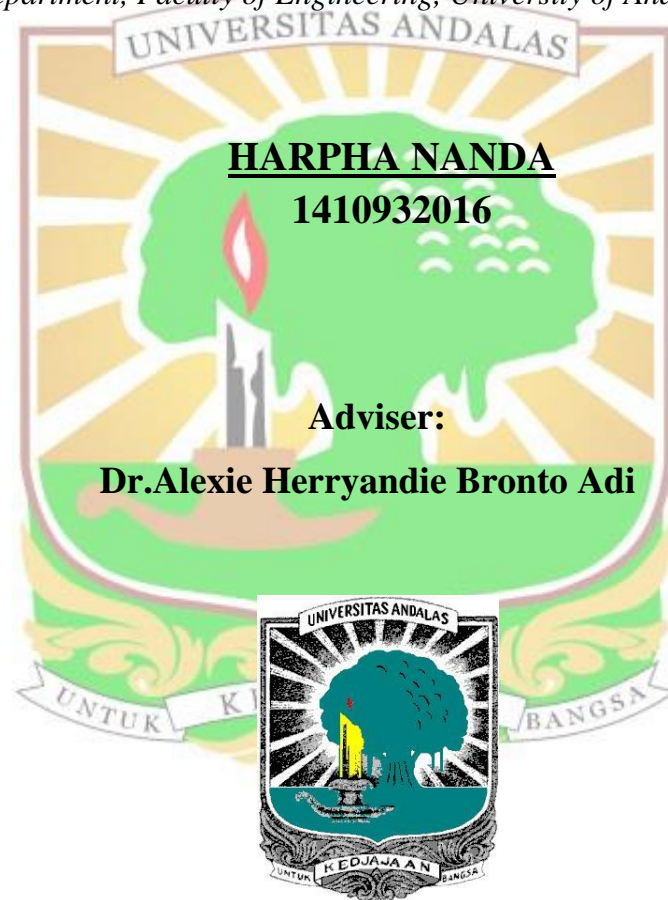


**PERFORMANCE EVALUATION OF
CACAO DOWNSTREAM PROCESSING UNIT
“UNIT PENGOLAHAN HILIR (UPH) BUNGUS AGRO”**

FINAL PROJECT

*As requirement for finishing the Degree Program in Industrial Engineering
Department, Faculty of Engineering, University of Andalas*



**DEPARTMENT OF INDUSTRIAL ENGINEERING
ENGINEERING FACULTY
ANDALAS UNIVERSITY
PADANG
2018**

ABSTRACT

Indonesia is the third largest producer of cacao beans in the world. In year 2010 was applied Minister of Finance Regulation no. 67/PMK.011 / 2010 about Stipulation of Exported Goods Worn by Export Duty and Tarif of Export Duty. This regulation to reduce the export volume of raw cacao beans and increase the grinding volume (processing) of cacao beans as raw materials for domestic industry. After the application of export duty in April 2010, the role of processed cacao production in Indonesia increased to 41% of the total cacao beans production. However, the increasing number of cacao processing companies is not a parameter to the progress of the national cacao industry. This is because the increase of cacao industry is dominated by the role of foreign and multinational companies. Indonesia has only served as a provider of raw materials for cacao downstream industry. West Sumatera is the center of the cacao crop estate in western Indonesia. There are several cacao downstream processing businesses in West Sumatera, one of them is UPH Bungus Agro which is located in Padang. But, since the start of operation of UPH Bungus Agro in 2015 until now, the development of UPH Bungus Agro is slow. This research is directed to obtain an approach to improve cacao processing performance in UPH Bungus Agro in order to obtain the direction improvement plan of this cacao processing business.

Problem solving in this report begins with a company performance measurement. The company performance measurement is done by Performance Prism method. From the formulation of Key Performance Indicator (KPI) stage obtained 34 KPI as an indicator of performance appraisal. Then determination of weight for each KPI was conducted. Furthermore, performance measurement and analysis of the measurement results are performed. The last stage is to formulate the proposed improvement performance by using the House of Quality (HoQ) matrix framework.

Based on the measurement results obtained UPH Bungus Agro performance is 2.35675. These results include in bad performance, so that require improvement or development of UPH Bungus Agro's performance. Through the formulation phase of the proposed improvement, the priority of improvement are establishing cooperation with the chocolate-based food processing industry in Padang City as a supplier of cacao powder and cacao butter, developing UPH Bungus Agro location as central of cacao processor and cacao agro tourism in Padang City, adding retail market in public location, and improvement of promotion in its intensity and its substancy.

Keywords: *Performance Evaluation, Performance Prims, UPH Bungus Agro*