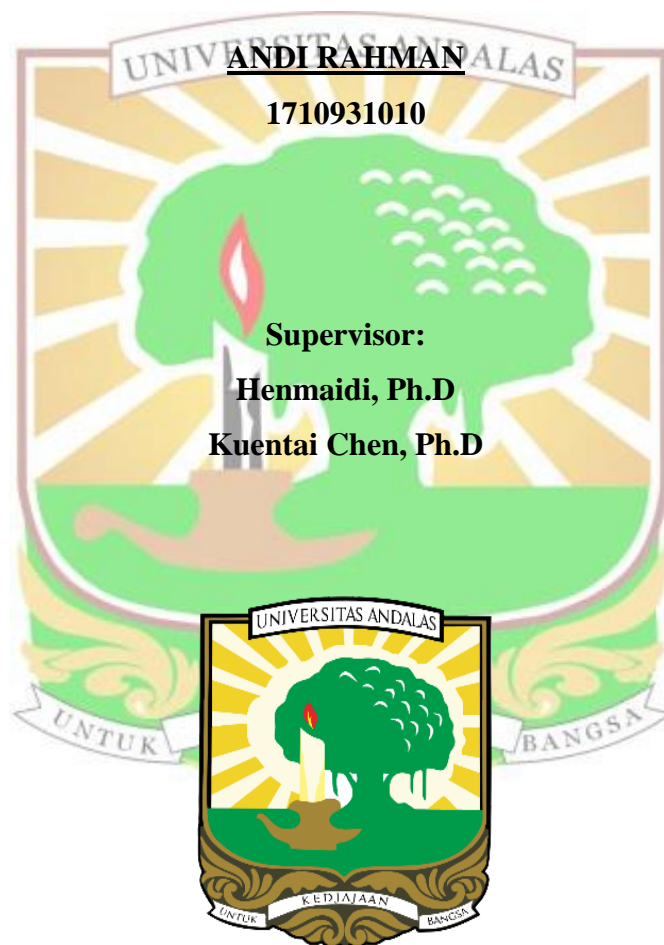


**ENTERPRISE PERFORMANCE MEASUREMENT USING
PERFORMANCE PRISM
(CASE STUDY IN CV. MITRA KARYA LESTARI)**

FINAL PROJECT REPORT



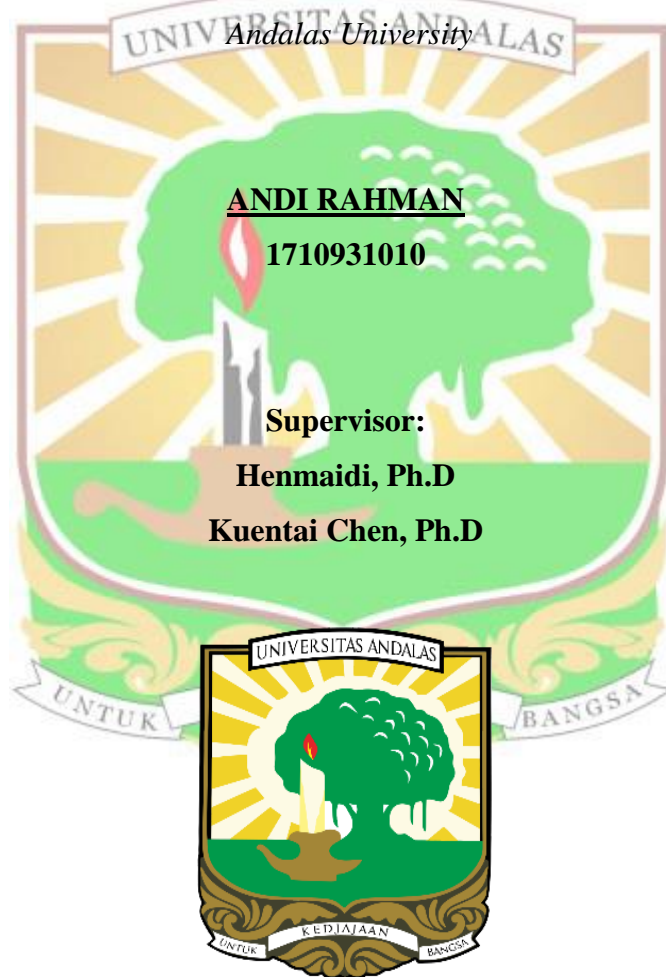
**INDUSTRIAL ENGINEERING DEPARTMENT
FACULTY OF ENGINEERING
ANDALAS UNIVERSITY**

2021

**ENTERPRISE PERFORMANCE MEASUREMENT USING
PERFORMANCE PRISM
(CASE STUDY IN CV. MITRA KARYA LESTARI)**

FINAL PROJECT

*As Requirement for Accomplishing Bachelor Program in Department of
Industrial Engineering, Faculty of Engineering,
Andalas University*



ANDI RAHMAN

1710931010

Supervisor:

Henmaid, Ph.D

Kuentai Chen, Ph.D

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

2021

ABSTRACT

Nowadays, the condition of the business world is increasingly competitive. It requires business entities to make self-improvement continuously. The competition forces companies choose a good strategy so that they survive. In the global market, key factors determine a company's competitiveness, namely product or service quality, cost, and delivery.

Performance measurement is an evaluation done to improve quality, evaluate targets achievement, and should be performed regularly. In general, performance measurements are based on the economic aspect only. However, the financial element is only one of the parameters. All stakeholders, such as the owners, investors, suppliers, customers, employees, government, and the local community, should be included in a company's performance evaluation.

The purpose of this study is to see the performance of the company in the specified year based on the results of performance measurement using the Performance Prism method. The first stage is the identification of Key Performance Indicators (KPI) using the TOPSIS method, followed by compiling a Performance Measurement Record Sheet, then scoring system using the Objective Matrix (OMAX) method and the Traffic Light System.

Based on company data in 2019, it was obtained that there are 25 Key Performance Indicators consisting of: 5 Investor (Owner) KPIs, 5 Customer KPIs, 5 Supplier KPIs, 5 Employee KPIs, and 5 Government and Community KPIs, with an overall total performance value of 4,056.

Keywords : Performance Measurement, Performance Prism, TOPSIS, OMAX, Traffic Light System

