

ABSTRACT

PT NTP is a service company founded since 1998 and has repair process specialization, heavy repair and testing various plane engine and industrial gas turbine. Being the only trusted company which takes care and maintains all the planes so PT NTP should give qualified service and emphasizes the best performance by measuring and evaluating internal company business process periodically. Therefore, the purpose of the research is to identify the measurement of success which enable to represent internal company business process performance using Balanced Scorecard approach and to evaluate or analyze the result of internal company business process scorecard of PT NTP.

The measurement of internal business process performance of PT NTP. adapts Balanced Scorecard model by carrying out an approach to simplify the vision and mission and the company strategy into goals and the measurements of balanced indicators for every process of innovation, operation and the ultimate selling service. The measurement of PT NTP performance is carried out in several stages such as : introduction, interview, identification, standardizing, discussion, and standard qualification, and the analysis of the result of measurement.

The performance evaluation of PT NTP internal business process produces 28 indicators of success which influence the internal company business process performance. The extent of the indicators of influence depends on the extent of the qualification of indicators. The indicators of every dimension as well as the qualification are as follows :

- The dimension of ultimate selling service process (25.57%) : percentage of customer complaint(13.86%), the duration of complaint solution (6.72%). The percentage of the second complaint to product defect (5.15%), the punctuality of duration of the implementation of control to the suitable end of fiscal year 2005 as scheduled (15.91%), the punctuality of duration of RKAP transfer and periodical report of the company as scheduled (10.78%), Collection Period (45.57%).
- The dimension of operation process (65.30%) : punctuality of approval AMO Manual by DNV (23.69%), Turn Around Time (TAT) engine (8.46%), the percentage of repair duration (3.29%), the total of RTS engine (5.18%), the total of Part Repair (1.35%), the percentage of Final Dispo Engine (2.71%), the percentage of Final Dispo Part Accessories (1.42%), the percentage of component repair process finishing (2.05%), the percentage of the fulfillment of the need of Parts for the engine (18.51%), Service Level of Engineering (1,49%), Service Level Consumable Material (1.275), The degree of readiness of Turboprop and Turbojet Cell (3.04%), the percentage of the goods defect because of improper packaging (6.20%), the percentage of the goods defect because of improper delivery procedure (8.16%), the percentage of punctual delivery (5.53%), The total of local goods contract with the supplier (7.65%).
- The dimension of Innovation Process (9.13%) : The total of QI in SBU Trading (5.86%), The total of QI in SMA Department (3.10%), The total of reduced QSOP Aero (11.92%), The total of the new data base application (19.51%), The total of transaction application innovation (11.59%), The total of the increased repair process capability component (48.02%).

The measurement of the whole internal business performance is carried out by calculating the performance of each dimension. The result of the performance calculation of each dimension is as follows :

Dimension	Performance Value	Criteria
Ultimate Selling Service Process	4,798	Excellent
Operation Process	4,466	Good
Innovation Process	5	Excellent

The value of PT NTP internal business process performance as a whole in 2005 is 4.60 with good criteria.