

## ABSTRAKSI

CV Argina Technology adalah perusahaan manufaktur yang terutama bergerak dalam usaha pembuatan spare part mesin berdasarkan pemesanan. Selain itu, CV Argina Technology juga menyediakan jasa dalam hal *Engineering Design, Tooling Engineering, Precision Machine Parts, Processing Machinery, dan CNC Machine Tool Service*. CV Argina Technology berdiri pada tanggal 23 November 2000. Tujuan dari penelitian ini adalah mengidentifikasi ukuran keberhasilan yang mampu merepresentasikan performansi proses bisnis perusahaan dan mengukur performansi proses bisnis tersebut.

Metoda pengukuran performansi proses bisnis perusahaan yang digunakan dalam penelitian ini adalah metode pendekatan *Balanced Scorecard*. *Balanced Scorecard* mampu menterjemahkan visi, misi dan strategi organisasi ke dalam tujuan pengukuran indikator yang seimbang. Pengukuran performansi proses bisnis internal CV Argina Technology dilakukan setelah sistem pengukurannya dirancang terlebih dahulu. Proses perancangan ini melalui tahapan, yaitu : wawancara, diskusi, identifikasi ukuran keberhasilan, dan pembobotan ukuran keberhasilan, kemudian analisa hasil pengukuran.

Evaluasi performansi proses bisnis internal CV Argina Technology menghasilkan 30 indikator keberhasilan yang berpengaruh terhadap performansi proses bisnis internal perusahaan. Besarnya pengaruh indikator tersebut bergantung pada besarnya bobot indikator tersebut. Indikator tiap proses beserta bobotnya adalah sebagai berikut :

- **Proses Inovasi (41,04%)** : Ketepatan data-data ukuran dan proses untuk setiap operasi (3,03%), Mekanisme sistem terkoordinasi dengan baik (10,79%), Ketepatan Data dari Bagian Engineering (12,66%), Ketepatan Data dari Bagian PPC (15,17%), Ketepatan Data dari Bagian Tool (16,43%), Waktu penyelesaian pembuatan kontrak kerja setelah terjadi kesepakatan (18,00%), Ketepatan Data dari Bagian Produksi (23,93%)
- **Proses Operasi (36,42%)** : Prosentase penyelesaian proses repair produk (1,13%), Prosentase produk repair (1,17%), Tingkat kesiapan mesin (1,20%), Prosentase produk reject (1,23%), Service level consumable sparepart mesin (1,53%), Prosentase penyimpangan tool setter & programmer (1,55%), Prosentase penyimpangan actual dimensi produk (1,73%), Service level permesinan (1,95%), Waktu pelaksanaan On job training operator yang dijadwalkan (2,21%), Prosentase bahan sesuai waktu standart produksi (Pra produksi) (2,93%), Turn around time produksi (3,48%), Prosentase kerusakan produk saat pengiriman (3,93%), Prosentase pengiriman tepat waktu (6,39%), Prosentase kebutuhan tools & fixture untuk produksi (11,09%), Ketepatan waktu Plan Progress Produksi (57,88%)
- **Proses Layanan Purna Jual (22,54%)** : Jumlah complaint customer ke-2 kalinya (2,80%), Jumlah complaint customer (5,82%), Waktu penanganan complaint (8,39%), Ketepatan waktu penyerahan laporan periodik sesuai kontrak (17,52%), Ketepatan waktu pembayaran (57,06%).

Pengukuran kinerja keseluruhan dilakukan dengan menghitung kinerja masing-masing proses. Hasil perhitungan kinerja tiap proses adalah sebagai berikut :

Proses	Nilai Performansi	Kriteria
Proses Inovasi	4.520	Baik
Proses Operasi	4.786	Baik
Proses Layanan Purna Jual	4.767	Sangat Baik

Nilai performansi Proses Bisnis Internal CV Argina Technology secara keseluruhan Januari 2006 – Juli 2006 adalah **4,673** dengan kategori **sangat baik**.

## ABSTRAKSI

CV Argina Technology is a manufacturer company and make machine spare part based on ordering. Besides that, CV Argina Technology is also providing services in *Engineering Design, Tooling Engineering, Precision Machine Parts, Processing Machinery, and CNC Machine Tool Service*. CV Argina Technology was founded at November 23<sup>th</sup> 2000. The objectives of this research are to identify measurement indicator which able to describe the company performance and measure the company performance.

Business Process performance measurement method using in this research is Balanced Scorecard method which can translate vision, mission and organizational strategy into targets and well-balanced indicator measurements.. The performance measurement of CV Argina Technology conducted after the measurement system designed. Designing process through some stage, which are : interview, discussion, identification of measurement indicators, and weighting of measurement indicators, then analysis of measurement results..

CV Argina Technology performance evaluation perform 30 success indicators which are influence the internal business process performance of the company. The indicators influencing degree depend on weight of each indicator. The indicators are :

- **Inovation Process (41,04%)** : data measurement accuracy and the process for each operation(3,03%), good coordination system mechanism (10,79%), data output accuracy from Engineering department (12,66%), data output accuracy from PPC department, (15,17%), data output accuracy from tool department (16,43%), to make job contract time of after the aggrement (18,00%), data output accuracy from Production department (23,93%)
- **Operation Process (36,42%)** : the Procentage of product repair finishing process (1,13%), product repair Procentage (1,17%), machine readiness degree (1,20%), product reject procentage (1,23%), machine sparepart service level consumable (1,53%), Tool setter & programmer deviation procentage (1,55%), Deviation of product actual dimention procentage(1,73%), machine service level (1,95%), On job training operator time execution scheduled (2,21%), substance procentage depend on production time standart i (Pra production) (2,93%), Production turn around time (3,48%), Prosentase product reject procentage when delivery time on (3,93%), On time delivery procentage (6,39%), tools need procentage & fixture for productin (11,09%),Plan Progress Production accuracy (57,88%)
- **Ultimate Selling Service Process (22,54%)** : Sum of the customer complaint for the second time (2,80%), Sum of the customer complaint (5,82%), Complaint handling time (8,39%), time accuracy of periodicly report based on contract (17,52%), Payment time accuracy (57,06%).

Performance measurement totally be conducted by measuring each of performance perspective .The result of performance measurement of each is as follow :

Proses	Nilai Performansi	Kriteria
Inovation Process	4.520	Good
Operation Process	4.786	Excelent
Ultimate Selling Service Process	4.767	Excelent

The performance of CV Argina Technology for January 2006 – July 2006 totally is **4,673** and included in Excelent category.