

## ABSTRACT

PT Binder Engineering, established in 1982, is the region's largest specialist in the design and manufacture of proprietary and custom-built pipe suspension solutions for a broad range of industries. PT Binder Engineering implemented the system that orientation to customer satisfaction by increasing product quality and service quality. In keeping its product quality and facing business competition, PT Binder Engineering has implemented the quality standard. To reach that, is needed effective and efficient company performance, so that the company able to make its source optimally. Therefore this research target is determine goal indicators to evaluate internal business process performance, design measurement tool internal business process performance, measure internal business process performance and give the recommendations for related company result of measuring performance.

Process the internal business process performance of PT Binder Engineering use *Balanced Scorecard* model by Kaplan and Norton. Performance measurement done with the degradation of vision, mission, and company strategy into targets and well-balanced indicator measurement to each process in internal business process, covering innovation process, operation process, and post sell service process. Process the internal business process performance done with the interview, observation, spreading *kuisioner*, identify indicators, discussion, weight indicators then data processing and analyze the result of measurement and also give recommendation.

Evaluation internal process business of PT Binder Engineering yielded twenty four key indicators where each indicator has influence to Binder Engineering Performance. Level influence of key indicator determined by weight of each indicator. Measurement of internal business process performance Binder Engineering yielded the value **4.253** and included in **Good** category.

**Kata kunci : *Balance Scorecard*, Internal Business Process, Weighing, AHP (*Analitical Hierarchyi Process*).**