

ABSTRACT

PT Telkom Satelit Indonesia (Telkomsat) is a company engaged in the field of satellite business, from Sabang to Merauke. PT Telkosmat's business performance is influenced by business partners or suppliers. To achieve the appropriate business performance expected and experience a significant increase, the company must be observant in conducting the assessment, selection, and selection of business partners, where the performance of business partners will greatly affect the company's business performance. The need for an effective and efficient evaluation system and selection of business partners as well as objectives in the assessment and selection of business partners, but the assessment system applied (existing) by the company, is ineffective and tends to be subjective, therefore the need for a redesign and development of the company's business partner assessment system . This redesign and development was carried out using the alliance scorecard model and method, in order to clarify and further clarify the perspectives and indicators of each assessment perspective. The selection and design of these perspectives and indicators was carried out by a literature study of previous international journals, then continued with focus group discussions (FGD) with subject matter experts (SMEs) who were directly involved and competent in the assessment and selection of business partners. The calculation of priority priority weights and indicators is carried out using the analytic hierarchy process method. The four perspectives are quality, cost, delivery, and customer support with priority weights of 33%, 28%, 23%, and 16% respectively. The simulation was carried out by sampling three local business partners, namely AMK, Selindo Alfa, and Aditech Matra, the three best local business partners.

Keywords : Business Partner Performance Measurement, Alliance Scorecard, Key Performance Indicators