

ABSTRACT

The Tarakan Regional General Hospital (RSUD) strives to always provide the best and quality service to the entire community through improving human resource skills, increasing the use of technology, improving facilities and infrastructure as well as increasing patient safety and comfort. With the efforts to be achieved at the local general hospital (RSUD) Tarakan, in this study the authors conducted an analysis of business processes in pharmaceutical services using the PDCA (Plan-Do-Check-Act) stage for the problem solving process with four systematic steps that were structured and used in quality control and assessment in the analysis using the capability model from COBIT 5 to identify the capability level process and apply the next process to be upgraded to the capability level process. After the analysis, the KPI (Key Performance Indicator) design is carried out using the Balanced Scorecard to create alignment with the company's goals and the use of technology used and become a performance benchmark as an ingredient to improve performance. Balanced Scorecard is a tool to measure performance with four perspectives, namely: financial domain, customer domain, internal business process domain, growth and development domain.

Keywords— *Plan-do-Check-Act (PDCA), Capability Model COBIT 5, KPI (Key Performance Indicator), Balanced Scorecard*