

ABSTRACT

PT. Deco Mandiri Sejahtera is a project-based product and installation service company in the field of waste-water treatment and chemicals. It is necessary to continue to develop project operations to benefit from project revenues to compete with competing companies. This final project describes the performance management system at PT. Deco Mandiri Sejahtera with the Performance Prism method aims to design a performance appraisal using KPI based on the formulation of strategies, processes, and capabilities after being validated by the company that hopes on meeting stakeholder demands through identification of stakeholder satisfactions and contributions. All KPIs obtained are weighted using AHP. Obtaining the results of this Final Project formulates 34 KPIs consisting of 7 management KPIs, 9 employee KPIs, 7 supplier KPIs, 6 customer KPIs, and 5 community KPIs that were selected 10 KPIs as key indicators based on the highest weighted value, which will be useful for companies in evaluating performance and determine performance improvement strategies

Keywords: Performance Appraisal, Performance Prism, KPI, AHP