

ABSTRACT

Pharmaceutical companies are the manufacturers of medications and supplements needed by many people. The competition between all the pharmaceutical companies are getting harder and it's push the needs to managing their internal business process to produce their products up to the existing regulations and fulfilling the costumers' expectations to be the dominant company among others. PT. Combiphar is one of the company in the pharmaceutical field. Currently they're using KPI with the model of balanced scorecard. KPI is a set of measured performance measurement and need a set of monitoring tool to make sure it's remain on the optimum conditions to be the performance measurement fitting the company's needs. The company currently use a method to set the weight of their KPI by using operational excellence, they're still relying on the management's decision in order to set it on each periods. This research's goals are to discussing the KPI's weighting method the company currently use, AHP and scoring methods with OMAX and TLS. From this research, there are indications that 42 KPI are in the red category, 36 KPI are in the yellow category and 17 KPI are in the green category.

Keywords: Performance Measurement, KPI, BSC, Operational Excellence, AHP, OMAX, Traffic Light System.