

ABSTRACT

PT. Kidang Kencana Sakti is a company engaged in gas turbine maintenance services. This company employed performs a financial aspect to evaluate the company's performance. However, this company needs better performance measurement. Therefore, it is necessary to create a measurement tool that is in line with the vision and mission of the company. This study aimed to develop a balanced scorecard to measure the company's performance using the analytical hierarchy process. The final result of this final project is to determine the strategies based on the company's vision and mission to determine the performance indicators. The weighting of each indicator for the financial perspective is 31%, the customer perspective is 45%, the internal business process perspective is 15%, the learning and growth perspective is 9%. The highest weighting score is the customer perspective.

Keywords – Balanced Scorecard (BSC), Analytical Hierarchy Process (AHP), Performance Measurement