

ABSTRACT

PT. Denso Indonesia is a company engaged in the field of automotive components. In the existing condition of the company performance measurement on the aspect of employees as a benchmark performance improvement by the name of Performance Evaluation. However, performance measurement in this aspect can not control the operational processes that exist in the company, customers and finance. Therefore, performance measurements that cover a broader line and can be aligned with the company's strategy to achieve the company's vision and mission. This study aims to develop appropriate performance indicators as performance measures for each Balanced Scorecard perspective and determine priority weights in four perspectives. Stages of completion is done to determine the strategy based on vision and mission after that get the performance indicators. Then do weighting to know which indicator is more important. After weighting is obtained that financial perspective get value 35.40%, customer perspective 26.50%, internal business process perspective 17.20%, learning and growth perspective 20.90%. The financial perspective that has the highest meanings is that the financial perspective is more important than other perspectives.

Keywords : PT. Denso Indonesia, Balanced Scorecard, Performance Indicator and Weighting