

ABSTRACT

Food is a basic need for humans to survive as a fulfillment of nutrition for the community. In fulfilling food security, it is also closely related to plants and fertilizers as food for the plants themselves. From this, PT Polowijo Gosari as a fertilizer producer has an indirect connection related to the fulfillment of food security, namely by producing dolomite fertilizer. Despite the decline in agricultural land area, but the production results, especially rice, have continued to increase by the use of fertilizers. This must be considered by the company to maintain or improve its performance in order to survive from the industry. Therefore a measurement is needed to assess the company's performance so that it can know which processes should be carried out for improvement and development.

In this study, performance measurements were carried out using the SCOR and AHP methods. Metrics are arranged based on the SCOR model and weighted with AHP. Then Snorm DeBoer is normalized to determine the final value of each metric.

Measuring performance at PT Polowijo Gosari produces 17 verified metrics and is divided into 4 performance attributes namely 3 metrics in reliability performance attributes, 5 metrics in responsiveness work attributes, 7 metrics in cost performance attributes, and 2 metrics in asset management performance attributes. From the results of normalization, the final result is 52,20931 so that it is included in the average level which illustrates that the production performance is good enough but needs to be improved to obtain better results. After that, a proposal business process design was drawn up using BPI with streaming tools as an illustration for improving the company's production performance.

Keywords: SCOR, AHP, Snorm DeBoer Normalization, Performance Measuremen, BPIt.