ABSTRACT

The existing performance management business processes have a performance management timeline that is always run backwards. In addition, the process of monitoring and controlling the execution strategy is done manually where it takes longer to monitor, causing the performance monitoring process can't be implemented in all aspects of the field. In this final project, a business process reengineering is carried out to get the right management business process improvement so that it can run in the same direction as supporting the company's strategy and also designing a dashboard to support the company's operational activities.

The method used in this final project uses the Business Process Reengineering (BPR) method which consists of 3 stages. First, identify the need to carry out the reengineering process (preparation for reengineering). Next, mapping and analysis of existing business processes is carried out (mapping and analyzing the process as it is). The last stage is to make a new business process proposal (design to-be process). In this business process proposal, a monitoring dashboard of performance management will be designed using the Goal Directed Design (GDD) method which consists of 6 stages. The first stage is to identify high-level scenarios (research), the second stage is to identify the types and users of monitoring dashboards (modeling), the third stage is to identify the needs of each user (requirements definition), the fourth stage is the design and layout design (design refinement), and the last stage is the dashboard. monitoring evaluation (support development).

The use of BPR for business process reengineering offers new performance management business process and designing monitoring dashboard to assist the performance management process, so that there are 71.42% of activities in new business processes that are assisted by technology in the process.

Keywords: Business Process, Performance Management, Business Process Reengineering, Monitoring Dashboard, Goal Directed Design.