ABSTRACT

Noah's Barn Coffee and Resto is a restaurand in Bandung wich was established in April 2012 under the auspices of PT. DAM Utama Sakti Prima. This restaurant still uses conventional techniques as a benchmark in evaluating overall company performance, based on financial aspects. Then this research was conducted to design and measure restaurant performance management system using the Balanced Scorecard method wich consist of 4 perspective, namely Financial, Costumer, Internal Business Process, and Learning and Growth. Based on research that has been done, there are 13 KPIs that have been successfully formulated. To determine the traffic light system on the KPI, 7 KPIs were marked with green, 5 KPIs marked with yellow, and 1 KPI marked with red. Then the score from each perspective has been calculated at 83% for the Financial, 73% for Cusomer, 48% for Internal Business Process, and 77% for Learning and Growth. Then the company's overall performance score is 72%. The result of the measurement and design of a performance management system can be used as a benchmark for the Compan in conducting evaluation and improvement processes to improve performance for the achievement of the vision and mission of Noah's Barn Coffee and Resto.