

## **ABSTRACT**

*This thesis describes the results of research on the design of a performance measurement system at the document printing company, Citra Document Solution (CIDO), using Performance Prism method. The design of performance measurement in this study was also supported by other methods, which is weighting with Analytic Hierarchy Process (AHP) to determine the scale of the priority value of each KPI.*

*All this time, Citra Document Solution (CIDO) always want to satisfy the needs of its customers so there is an imbalance between the cost to satisfy the needs of the consumer with the income which cause lower net income. Therefore, it is necessary to measure the performance using Performance Prism method, because this method is aligning all aspects of an enterprise and related stakeholders in a balanced manner to maximize the fulfillment of the needs of all stakeholders. So the future development effort of Citra Document Solution (CIDO) will not only satisfy the needs of the consumer stakeholders, but also the needs of other stakeholders.*

*This research was conducted in four phases: initial research, the design phase of performance measurement, KPI weighting stage, and the stage of interpretation and analysis of results.*

*The design of the new performance measurement showed consumer, workers, owners or investors, suppliers, and government as the stakeholder of Citra Document Solution (CIDO). This design of performance measurement resulted in 10 Key Performance Indicators ( KPI ). 10 KPIs generated will be consisting of 6 KPI on stakeholder perspective of consumers, one KPI on stakeholder perspective of workers, one KPI on stakeholder perspectives of owner or investor, one KPI on stakeholder perspectives of supplier and one KPI on stakeholder perspective of government. The weighting results indicate that the company will be able to improve the overall performance with more focus on three KPI with large weights such as the percentage reduction in operating costs that illustrate the effectiveness and efficiency of company operations; percentage increase in employment or salary adjustments that may affect the performance of the workers; and the percentage number of on-time payments on suppliers which is one way to keep the suppliers remain loyal and willing to provide quality products for the company. In other words, companies need to be more focused on activities related to the company's owners or investors, workers, and suppliers.*

**Keywords** :*Performance Measurement Design, Performance Prism, Stakeholder, Key Performance Indicators (KPI), Analytic Hierarchy Process (AHP)*