ABSTRACT

In the globalisation era nowadays, every company included state companies will observe tougher competition. To survive, a company need a good performance measurement system that could help it to make continuous improvement. On the other hand, the traditional measurement system that has been used in these past decades which measured a company from it's financial perspective only can not longer be implemented because some executives and scientists have the same argument that the traditional measurement system could not answer the real problem anymore. They have opinion that new models of non financial measurement performance, like Integrated Performance Measurement System, Cambridge Model, Balanced Scorecard, etc. is demanded now. In this research, the author is using the Balanced Scorecard framework, the main objective of this research is to implement QMPMS method, which has its own benefit on the measurement tool compare with the previous method.

The work design of this particular performance measurement system is done by transforming the company’s missions, goals and strategies into both tactical and quantitative measurement (Key Performance Indicator). From this point, the author is using AHP (Analytical Hierarchy Process) method in order to find the direct weight and is followed by QMPMS measurement so that the company could understand the priority of improvements must be done better.

Keywords: QMPMS, BSC, AHP, Performance Measurement