THE DESIGN OF PERFORMANCE MEASUREMENT SYSTEM AND RISK PROFILE MAPPING (CASE STUDY: PT. POS INDONESIA GRESIK)

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ABSTRACT

In the process of performance measurement, the PT. Pos Indonesia (Persero) is still conducting a traditional method of measurement which only measure the company performance only from the financial aspect which no longer capable to answer the real problem in the company.

In this research the performance measurement system is designed with the Balanced Scorecard method, that consist of four perspectives, such as financial perspective, customer perspective, internal business process perspective, and growth and learning perspective. Then the objective strategy of each perspective is defined and the risk is identified for each perspective that may failing the company target.

The result of this research is each perspective scoring and key performance indicator where the entire company performance is already reached 98.06%. As for the risk identification the mitigation is generated for the risk at the high level and extreme risk.

Key Words: Performance measurement, Balanced Scorecard, Risk Management, Interest Level and Risk Mitigation.