ABSTRACT

At this moment, MMF have got ISO 9001:2000 certificate. While applying of ISO 9001:2000 standard, continual improvement in all area continuously have to become the main target for a company. Continual improvement done by way of conducting improvement in all area continuously. So that continual improvement can have an optimal result is hence needed an performance measurement to be made for reference in conducting it. During the time, performance measurement in MMF only cover some of company. Therefore needed design of performance measurement which can cover entirely of company performance and all existing element in standard ISO 9001:2000. Step in research of designing the performance measurement is identify the indicator that reflecting performance of MMF as a whole, then conduct wight from every indicators pursuant to it's importance level using analytic network process concept. Afterward measure the performance pursuant to indicator's by using scoring system and traffic light system method. Result of this research is identifying 31 indicators which is divisible become eight clusters. These clusters represent eight principles of quality management. Result from the measurement of performance differentiated become three types that is pursuant to every indicator (KPI), clusters and totally. Performance measurement in this reasearch conducted four times every one month since February 2004 as a mean to know the the track record of MMF's performance, which later on will be used to develop learning curve to be use as base to conduct improvement. The result of performance measurement during the last four months is MMF have succeeded reaching performance until 35,4 points in the first month and them increasing in the second month become 39,2 points. But in April it’s performance decreasing into 38,3 points. And in may, it's reached same value with previous month and that is 38,3 points. This result means MMF performance still less nicely because still not yet reach the goal which have been determined and that is 80 point. This can also means countinoual process improvent in MMF doing less be optimal because only happened a few improvement during last four months.