ABSTRACT

Nowadays development atsiri nilam oil business has been spreading at almost many area in Indonesia, before that this business only concentrated especially at Sumatera Utara and Aceh. In order many people interested to join this business, a strategic plan is needed, so when running the business process can be calculated wisely.

The using of information technology is one of many ways to support the development of this atsiri nilam oil business process, so the business process that running can be optimalized. Beside that, an efektivity and efficiency business process is measured in order to realizing purpose and target that has been made before.

The making of strategic map can be done by Balance Scorecard and analyzing capital information. So application’s portofolio that been used can be produced. In this Final Project, optimalizing business process on koperasi duta mandiri are used as the case study.

Keywords: nilam, Balanced Scorecard, strategic map