ABSTRACT

The compulsory application of SNI in Ministry of Industry gives opportunity to The Certification Body of Products (LS-Pro), one of institutions certifying SPPT SNI. On the other hand, it also poses challenges for the LS-Pro because of the uncertain certification requests and the increasing customer demands accompanied by intense competition among competitors. Therefore, excellent service on the public organization such as LS-Pro is a must. The excellent service of an organization can be realized in the business objectives and service improvements, and customer-oriented services. The achievement of this goal needs to be monitored through the Key Performance Indicator (KPI). Prompt and proper monitoring of KPI requires data and information from the various parties involved in the goals achieving process. The results of monitoring of these KPIs should be able to provide an overview of the current process achievements so that the relevant management can determine what actions should be taken to improve the achievement of goals. But in fact is that the current process of monitoring of the services provided in LS-Pro have not been performed well. Actually, a lot of data from the management review meeting can be used to generate important information for decision making. Management is still experiencing difficulties since the data monitored is sufficiently numerous and scattered in different division, but the information can not be obtained quickly because of the unavailability of tools to process data into information, especially information related to improving service efficiency of certification process. So in this research, The author designs and builds dashboard application which will be examined based on standard of dashboard making. The design results will be measured by giving questionnaires to potential users. If the result of the questionnaires is approved then the dashboard will be developed according to the design, color and layout. So the dashboard will help managerial decision making.

Keywords: Dashboard, KPI, Business Intelligent, Real-time