

Rancang bangun pengukuran kinerja manajemen pemeliharaan dengan metode maintenance scorecard pada departemen maintenance di perusahaan komponen mobil = Performance design maintenance management using maintenance scorecard method in maintenance department company car auto component

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Abstrak

Didalam dunia bisnis terdapat kebutuhan terhadap sebuah strategi yang didefinisikan dengan baik. Tingkat kecepatan perubahan dan tekanan yang dihadapi menuntut organisasi harus mampu merencanakan dan menjelaskan bagaimana mendapatkan keuntungan kompetitif yang merupakan esensi dari strategi. Maintenance Scorecard (MSC) digunakan untuk mengukur kinerja sekaligus menerjemahkan tujuan perusahaan ke dalam berbagai ukuran atau indikator-indikator yang tersusun dalam enam perspektif: productivity perspective, cost effectiveness perspective, safety perspective, quality perspective, learning perspective, dan environmental perspective. Sebagai sebuah metodologi yang berdasarkan pengukuran kinerja, MSC dibangun dalam penggunaan indikator manajemen yang dikenal sebagai Key Performance Indicator (KPI) untuk menuju pada pengembangan dan implementasi strategi.

Penelitian dilaksanakan bertujuan untuk merancang maintenance scorecard di departemen maintenance PT IGP sebagai perusahaan pembuat komponen mobil. Dari hasil proses perancangan maintenance scorecard pada level strategic dan functional diperoleh 32 KPI yang direkomendasikan, yaitu 6 KPI pada productivity perspective, 6 KPI pada cost effectiveness perspective, 10 KPI pada quality perspective dan 4 KPI pada learning perspective, 3 KPI pada safety perspective, 3 KPI pada environmental perspective.

.....In the business world there is a need for a well-defined strategy. The rate of changes and pressures that should be faced by companies have urged them to be able to plan and describe how to gain the competitive advantages, which is the essential meaning of strategy. Maintenance Scorecard (MSC) is applied to measure the performance, interpretation the company goal into several dimensions or indicators that are arranged in six perspectives; productivity perspective, cost effectiveness perspective, safety perspective, quality perspective, learning perspective, and environmental perspective. As a performance measurementbased methodology, MSC is built with the application of management indicators, known as Key Performance Indicators (KPI) towards the development and implementation of strategy.

The application research is conducted in order to design the implementation of maintenance scorecard in maintenance department PT IGP is expected able to describe the vision, mission, and strategy in a clear and measurable work-frame, so we can measure the rate of achievement of strategy implemented. From the result of MSC design process at the corporate, strategic and functional level, there are 32 KPI's recommended, where 6 KPI at productivity perspective, 6 KPI at cost effectiveness perspective, 10 KPI at quality perspective, 4 KPI at learning perspective, 3 KPI at safety perspective and 3 KPI at environmental.