

SUMMARY

SUPRIHARTONO KURNIAWAN. Performance Management System Design-IPB Graduate School with Academic Scorecard Approach Based on ISO 9004: 2009. Supervised by NURMALA KATRINA PANJAITAN and GENDUT SUPRAYITNO.

Graduate School of IPB as units in the Bogor Institute of Agriculture has been certified Quality Management System ISO 9001: 2008. However, in practice from 2011 to 2016, SPs-IPB has never conduct internal audits, surveillance audits and management reviews which is a mandatory procedure in ISO. In addition, the ISO certificate is valid for 3 years, which means starting in June 2014 the certificate of ISO 9001: 2008 obtained SPs-IPB is no longer valid. Improved quality through quality management system that is well run is expected to improve the performance of SPs. Hence the need for SPs to design a performance management system in order to achieve an effective and efficient performance. Rate the performance management system-IPB SPs can use methods Academic Scorecard approach and integration with a standard for improving the performance of organizations such as ISO 9004: 2009.

The problem that happens to be a research foundation to analyze the level of interest among the clauses of QMS ISO 9001: 2008 is applied SPs-IPB. In addition, researchers also analyzed the performance management system SPs-IPB with Academic Scorecard approach based SMK ISO 9004: 2009 in order to design a performance management system in SPs-IPB. In analyzing the level of interest among the clauses of QMS ISO 9001: 2008 using the analytic hierarchy process and comparatif performance index while to analyze the performance management system is quite using analytic hierarchy process.

The results of the analysis of the level of interest among the clauses of QMS ISO 9001: 2008 showed that the clauses of management responsibilities have a level of supreme interest of (43.9%), with the criteria of clauses focus on customers (57.04) and the sub-criteria of responsibility and authority (50.17), which became the priority level of success. The results of the analysis of objective 2 in the academic approach scorecard shows the perspective of academic management (0476) as the priority level of importance, for the purpose improve management / leadership to prioritize the interests of (0661). As for based on ISO 9004: 2009, clause process management is a top priority of importance in designing performance management systems.

Increased clause management responsibility in this regard the increased focus on service to stakeholders SPs-IPB and commitment to carry out the responsibilities and authority of an important priority for the successful implementation of ISO 9001: 2008 in order to address the challenges of globalization in which the ultimate goal is to achieve effectiveness and efficiency of SPs-IPB meet the needs of stakeholders. For system performance management leadership factors that are expected to lead SPs-IPB in terms of improving performance management with overall management of the management system and sustainable and can optimize its resources for the purpose of SPs-IPB can be accomplished.

Designing performance management system by combining the priority factors, the design of the performance management system in-IPB SPs-IPB include the

performance of the leadership, management and improvement of quality management processes to services focused on stakeholder SPs-IPB and implementation responsibilities and authority in the management of SPs-IPB. This design can be implemented with a period of a semester or annual period or to follow the evaluation of the quality management system and will run properly in every factor that got the highest valuation run with high commitment, effective and efficient by all units in SPs-IPB particularly Leaders SPs-IPB.

Keywords: academic scorecard, ISO 9001: 2008, ISO 9004: 2009, performance

