

# **IMPLEMENTATION OF BALANCED SCORECARD AS THE PERFORMANCE MEASUREMENT TOOLS AT PT. MITSUI LEASING CAPITAL INDONESIA**

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## ***ABSTRACT***

*This research was about the implementation of Balanced Scorecard as the performance measurement tools at PT. Mitsui Leasing Capital Indonesia .*

*In this research author uses descriptive method. This method aims to analyze and evaluate the performance measurement at PT. Mitsui Leasing Capital Indonesia not only from Financial perspective but also three other perspectives such as: customer perspective, internal business process perspective, and learning and growth perspective. Field research and literature has been conducted to measure overall performance of PT. Mitsui Leasing Capital Indonesia.*

*The results of this research will be showing the performance measurements of PT. Mitsui Leasing Capital Indonesia especially branch Kelapa Gading based on its financial statements, questioners that were filled by its internal business (employee) and its customer.*

*Keywords : implementation, balanced scorecard, performance measurement, financial perspective, internal process perspective, growth and learning perspective, customer perspective.*