

**RE-ENGINEERING PERFORMANCE MANAGEMENT SYSTEM OF
INSTRUMENT AND CONTROL DEPARTMENT – MAINTENANCE DIVISION
IN VACCINE MANUFACTURING COMPANY**

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Abstract

An increase in population and high birth rates will directly affect the increase in the need for vaccines as a preventive measure in health care, so the vaccine production company must escalate their production capacity to fulfil the ever-increasing demand. Increasing the production capacity can be carried out by adding production facility lines with the purpose of increasing the amount of production output while still paying attention to the quality aspect so that meets the standard that has been set. The Instrument and Control Department is a work unit in the Engineering and Maintenance Division that is fully responsible for the production machine operation process which plays a very important role in ensuring production machines can operate normally without any interruptions so that production needs can be met without any deficiencies in terms of quantity or quality. The challenges faced by the instrument and control department in meeting production needs are very diverse and crucial where the slightest disturbance that occurs in production line facilities will have the potential to thwart the ongoing production operation process. Therefore, several steps are needed to make improvements to the department's performance so that it can meet the company's needs. Efforts to improve departmental performance can be carried out by assessing and measuring the parameters that affect departmental performance, which in turn can determine the company's success in achieving its goals. This paper's purpose is to identify and formulate key indicators to determine the performance of the instrument and control department by referring to the appropriate Knowledge-Based Performance Management System (KBPMS) to be implemented in the Engineering and Maintenance Division of a vaccine manufacturing company. This KBPMS will be integrated with Maintenance Management to get the most relevant indicators that can be applied to the Performance Management System that will be designed.

Keywords: Vaccine Manufacture Company, Instrument & Control Maintenance, KBPMS & Maintenance Management.
