

**PENGUKURAN DAN PENGENDALIAN KINERJA SUPPLY
CHAIN MANAGEMENT DENGAN METODE SUPPLY CHAIN
OPERATION REFERENCE (SCOR) DAN ANALYTICAL
HIERARCHY PROCESS (AHP) DI PT.XYZ**

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ABSTRAK

PT. XYZ merupakan perusahaan manufaktur yang memproduksi elemen-elemen pemanas elektrik. Perusahaan ini belum pernah melakukan pengukuran kinerja secara menyeluruh sehingga perusahaan sering mengalami masalah pada proses perencanaan, pengadaan, produksi, hingga pengiriman. Oleh karena itu dibutuhkan evaluasi mengenai kinerja untuk mengetahui performansi rantai pasok dengan menggunakan metode *Supply Chain Operation Reference* (SCOR). Pengukuran dilakukan dengan beberapa tahapan yaitu identifikasi matrik SCOR, verifikasi *Key Performance Indicator* (KPI), pembobotan menggunakan metode *Analytical Hierarchy Process* (AHP) dan perhitungan nilai normalisasi. Menurut hasil penelitian, Nilai kinerja aliran *supply chain* yang didapatkan adalah 74,12 dengan kategori *good*. Namun masih terdapat beberapa indikator kinerja yang menjadi prioritas untuk dilakukan perbaikan yaitu ketepatan perencanaan kebutuhan bahan baku, kemampuan supplier dalam memenuhi permintaan bahan baku, jumlah produk cacat dan jumlah komplain dari konsumen. Dengan melakukan perbaikan pada indikator-indikator tersebut diharapkan dapat membantu meningkatkan performansi *supply chain* pada perusahaan.

Kata kunci : Pengukuran Kinerja, *Supply Chain Operations Reference* (SCOR), *Analytical Hierarchy Process* (AHP).

***SUPPLY CHAIN MANAGEMENT PERFORMANCE
MEASUREMENT AND CONTROL WITH SUPPLY CHAIN
OPERATION REFERENCE (SCOR) AND ANALYTICAL
HIERARCHY PROCESS (AHP) METHODS IN PT.XYZ***

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ABSTRACT

PT. XYZ is a manufacturing company that produces electric heating elements. This company has never carried out a comprehensive performance measurement so that the company often experiences problems in the planning, procurement, production, and delivery processes. Therefore, it is necessary to evaluate the performance to determine the performance of the supply chain by using the Supply chain operation reference (SCOR) method. The measurement is carried out in several stages, namely identification of the SCOR matrix, verification of Key Performance Indicators (KPI), weighting using the Analytical Hierarchy Process (AHP) method and calculation of normalized values. According to the results of the study, the supply chain flow performance value obtained was 74.12 in the good category. However, there are still several performance indicators that are a priority for improvement, that is the accuracy of planning raw material requirements, the ability of suppliers to meet demand for raw materials, the number of defective products and the number of complaints from consumers. By making improvements to these indicators, it is expected to help improve supply chain performance in the company.

Keywords: Performance Measurement Supply Chain Operations Reference (SCOR), Analytical Hierarchy Process (AHP).