

# **ANALISIS PENGUKURAN KINERJA *SUPPLY CHAIN MANAGEMENT* DENGAN METODE *SUPPLY CHAIN OPERATION REFERENCE* (SCOR) DAN *ANALYTICAL HIERARCHY PROCESS* (AHP) PADA INDUSTRI GARMEN DI PT XYZ**

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## **ABSTRAK**

PT XYZ merupakan salah satu perusahaan pada industri garmen yang ada di Indonesia. Sebelumnya perusahaan ini belum pernah melakukan pengukuran kinerja rantai pasok sehingga perusahaan sering mengalami masalah pada proses perencanaan, pengadaan, produksi, hingga pengiriman. Maka dari itu, diperlukannya diadakan evaluasi mengenai kinerja rantai pasok untuk mengetahui performansi rantai pasok dengan menggunakan metode *Supply Chain Operation Reference* (SCOR). Pengukuran dilakukan dengan beberapa tahapan yaitu dengan mengidentifikasi matriks 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 54,86 dengan kategori *Average*. Dengan mengutamakan beberapa indikator kinerja untuk dilakukan perbaikan yaitu ketepatan perencanaan kebutuhan bahan baku, kemampuan supplier dalam memenuhi permintaan bahan baku, jumlah produk cacat, kualitas produk setelah proses pengiriman 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, Rantai Pasok, *Supply Chain Operations Reference*, *Analytical Hierarchy Process*, *Snorm de boer*

**PERFORMANCE MEASUREMENT ANALYSIS OF SUPPLY  
CHAIN MANAGEMENT USING SUPPLY CHAIN OPERATION  
REFERENCE (SCOR) AND ANALYTICAL HIERARCHY  
PROCESS (AHP) METHODS IN THE GARMENT INDUSTRY AT  
PT XYZ**

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**ABSTRACT**

*PT XYZ is a garment company operating in Indonesia. Previously, this company had never conducted supply chain performance measurements, which resulted in frequent problems occurring in the planning, procurement, production, and delivery processes. Therefore, it is necessary to evaluate supply chain performance to determine supply chain performance using the Supply Chain Operations Reference (SCOR) method. Measurements were carried out through several stages, namely the identification of the SCOR matrix, verification of Key Performance Indicators (KPI), weighting using the Analytical Hierarchy Process (AHP) method, and calculating normalized values. Based on the results of the study, the supply chain flow performance value obtained was 54,86 in the average category. Several performance indicators that need to be improved are the accuracy of raw material requirements planning, the ability of suppliers to meet raw material requests, the number of defective products, product quality after the delivery process, and the number of complaints from consumers. Making improvements to these indicators, it is expected to help improve supply chain performance in the company.*

**Keywords:** *Supply Chain, Supply Chain Operations Reference, Analytical Hierarchy Process, Snorm de boer*