ABSTRACT

The success and failure of companies in the railway manufacturing sector are of crucial concern to customers who expect reliable and targeted services. However, sometimes the actual performance of companies does not align with their expectations. Evaluating company performance, especially in meeting customer needs, is an integral aspect of service improvement.

This study emphasizes the importance of using the SCOR Racetrack model as a guide to measure the performance of railway manufacturing companies. Focusing on PT. XYZ, which implements the Engineer-to-Order (ETO) approach, analysis of material procurement data reveals variations in percentage differences that need attention. Integrating SCOR Racetrack and Fuzzy Analytical Hierarchy Process (FAHP) is proposed as a holistic performance measurement strategy.

The results indicate that performance measurement systems, especially in procurement, can help companies achieve strategic goals. The use of SCOR Racetrack and FAHP results in an integrated performance measurement system aligned with business strategies. This enables comprehensive monitoring and evaluation of material procurement performance, with emphasis on critical aspects such as Perfect Order Fulfillment (POF) obtained from delivery item accuracy of 91% and delivery quantity accuracy of 90%.

Companies are recommended to implement a design for procurement performance measurement involving SCOR Racetrack and Fuzzy AHP. Steps such as team training, regular monitoring, and proactive evaluation are expected to improve POF up to 81%, ensuring delivery accuracy and quality, and achieving optimal results in the context of Engineering to Order (ETO) manufacturing.

Keywords—SCOR Racetrack, Fuzzy AHP, Company Performance, Material procurement, Engineer-to-Order.