

ABSTRACT

The distribution of rice in the Bandung Sub-District Bureau of Logistics was carried out in the absence of performance measurement and monitoring systems. Whereas distribution is one of the supply chain processes, and one of the main fundamental aspects of the supply chain process is performance management and continuous improvement. Therefore, it is necessary to design performance indicators for rice distribution and performance monitoring systems. One method for measuring performance is to use the Supply chain Operation Reference (SCOR).

SCOR is a supplychain reference model for use using stakeholder, objective, and business processes which will then be referenced to the SCOR metric model. The results of the application into the SCOR model are performance indicators that are useful to be used as a measuring tool for sub-district performance in rice distribution. Each indicator is weighted using the AHP method to find out the importance of each indicator. The weighted indicator is then normalized using the Snorm De Boer formula so that performance measurement can be performed. The indicators that have been normalized are implemented into a monitoring system aimed at facilitating the process of evaluation and decision making.

The results of this study are, 13 performance indicators that can measure the performance of rice distribution. The three indicators are divided into three based on their attributes namely reliability, responsiveness, and cost. The indicators are then implemented into a monitoring system that can display the performance value of each indicator, so that it can facilitate the process of evaluating the distribution of rice in the Bandung Sub-District Bureau of Logistics.

Key Words : Distribution, Performance Indicator, Monitoring System, SCOR, AHP