

ABSTRACT

The growth of SMEs in Indonesia which is increasing every year shows that the increasingly strong business competition which of course makes every business owner try to maintain quality and even improve the quality of its products in order to remain competitive in the market. Maggot Clothing dan Maxi Konveksi & Maxi Conveksi is a medium-scale SME that manufactures clothing. Maggot Clothing dan Maxi Konveksi & Maxi Convection in running its business has several problems, namely the absence of a monitoring process on company performance, which makes it difficult for companies to identify the cause of errors that occur in Maggot Clothing dan Maxi Konveksi & Maxi Convection, some problems include the absence of a monitoring sistem on supply chain performance in the production planning, procurement of raw materials, production, delivery and return of defective products by consumers. This is needed to measure future decision making so that the company can continue to compete and improve its performance. It is important for companies to achieve performance standards that can be used effectively to measure and monitor company performance. To achieve this, two methods are integrated, namely BSC and SCOR. These two methods provide results in the form of metrics or KPIs that can be used to measure and evaluate company performance. This study aims to design the performance measures needed by Maggot Clothing dan Maxi Konveksi and Maxi Convection in supporting decision making to improve the performance of the company's supply chain. The monitoring process uses a web-based monitoring sistem. This monitoring sistem is used for the basis of decision making so that the company can achieve maximum profits by optimizing its supply chain performance. From the results of the study found 35 metrics, divided into 10 financial perspective metrics, 3 customer perspectives, 19 internal business process perspective metrics and 3 Learning & Growth perspective metrics.

Key words: Performance measurement, Supply Chain Management, ANP, BSC-SCOR, Monitoring sistem