

ABSTRACT

The rapid advancement of technology has contributed to an increase in the level of business competition by enhancing the performance of the supply chain management system. PT X is a heavy equipment distribution company with a network across Indonesia. One of the key success factors in heavy equipment sales is the provision of after-sales support, including the supply of spare parts for the repair and maintenance of customers' heavy equipment. PT X faces several issues that have led to the ineffectiveness of the supply chain performance within the company. PT X encounters several problems, including delays in Scania product deliveries compared to the targets set by PT X. Furthermore, an inefficient flow of the supply chain process has resulted in the company's sales performance falling short of its targets. PT X is required to identify key performance indicators (KPIs) for measuring supply chain performance. This research aims to identify the priority weights of KPIs and contribute to the analysis framework of each KPI based on priority weights for future supply chain performance using the Supply Chain Operation Reference (SCOR) model. Data collection was obtained through interviews and questionnaires administered to experts. Overall, the company's performance is considered quite good, with an aggregate achievement rate of 51.25%. There are 8 KPIs marked in red, 6 in yellow, and 5 in green based on the range of achievement values in the predefined traffic light system.

Keywords: *Key Performance Indicators (KPIs), Supply Chain Management, Supply Chain Operations Reference (SCOR) Model, Performance Measurement System*