

ABSTRACT

Supply chain plays an important role in the healthcare sector, especially in the hospital pharmacy environment, where the management of medicines and pharmaceutical products is the main focus. Accuracy and efficiency in the pharmaceutical supply chain play a crucial role in ensuring optimal patient care and service delivery. This study aims to measure and improve pharmaceutical supply chain performance with a focus on the Hospital Pharmacy Installation of RSUD 45 Kuningan. Problems in pharmaceutical supply chain management, such as expired drugs, control card discrepancies, and limited comprehensive performance measurement, triggered the need for a more effective solution.

In this research framework, the Supply Chain Operations Reference (SCOR) model is used to design holistic and integral performance metrics, which include 16 performance attributes. Through the Analytic Hierarchy Process (AHP) method, the weights of the performance metrics were determined based on their priority, enabling a more effective focus of improvement.

The results of this study revealed satisfactory performance achievements in several indicators, such as the percentage of drugs stored in order of receipt (FIFO/FEFO) and Percentage of adequately labeled. However, metrics that still need improvement include the percentage of expired drugs (50.00), procurement frequency of each drug item (50.00), number of workers trained (3.03) and others. The performance categorization analysis concluded that the total performance score of all metrics was 72.07, indicating a medium performance category.

Business process improvement, drug management optimization, improved service quality, and better decision-making are positive implications of implementing more comprehensive performance metrics. This study also provides valuable guidance for future researchers in developing research related to pharmaceutical supply chain performance measurement.

Keywords: *Supply Chain Performance Measurement, Hospital Pharmacy Installation, Supply Chain Operations Reference, Analytical Hierarchy Process.*