

ABSTRACT

The purpose of this study is to design a supply chain performance measurement system on CV. XYZ which is a pipe distributor. Design of supply chain performance measurement system on CV. XYZ is carried out by identifying Key Performance Indicators (KPIs) that represent each business activity, so that the Company can find out the performance of the supply chain that has been operating to what indicators need evaluation to improve the effectiveness and efficiency of distribution. Performance measurement system mapping using the Supply Chain Operation References (SCOR) approach. From the SCOR approach, a process of identifying relevant indicators or KPIs is carried out based on the main process of CV XYZ because the company has not identified performance indicators that are in line with business processes. The measurement method carried out is the use of AHP to obtain the weight of each process and KPI.

From the design results, there are 22 performance indicators / KPIs which are divided into 5 main processes, namely plan, source, deliver, return and enable. The results of performance measurement and weighting are at an average value of 82.47, which indicates that the supply chain performance is good from April – June 2023. System analysis was carried out using the Traffic Lights System as an indicator visualization to evaluate performance achievement with three colors (red, yellow, and green). From these results, there are 4 KPIs that have yellow indicators and need to be improved periodically, and 2 KPIs with red indicators that require improvement, namely Inventory Days of Supply – Finished Goods, and Cost to Deliver.

Keywords : Supply Chain Performance Measurement, SCOR, AHP