

ABSTRACT

Improving the fulfillment of logistical and equipment needs during emergency disasters is the primary focus of disaster management efforts. In this context, the establishment of the Regional Disaster Management Agency (BPBD) in West Java Province aims to ensure that disaster management can be carried out systematically, comprehensively, and coordinately in this disaster-prone area. The aim of this study is to design a suitable performance measurement system. The research method involves observing the BPBD in West Java Province and analyzing various related documents, referring to regulations, relevant literature, and previous research findings. The observation results indicate that the BPBD in West Java Province utilizes Cascading Performance as a framework for measuring supply chain performance, with the primary goal of improving the fulfillment of logistical and equipment needs during emergency disasters. Although there is one main indicator and eight sub-indicators in this framework, the current performance measurement only focuses on reliability criteria. Therefore, this study designs additional Key Performance Indicators (KPIs) that include responsiveness, agility, and cost criteria, which have been verified through questionnaires to relevant stakeholders. The proposed supply chain performance measurement system covers the planning, procurement, distribution, and storage processes.

Keywords: West Java Provincial Disaster Management Agency (BPBD), Performance Measurement, Supply Chain Operation Reference (SCOR), Key Performance Indicator (KPI), Criteria