

ABSTRACT

PT XYZ is a company that sells heavy equipment products in Indonesia. PT XYZ is facing challenges in reaching its sales targets for Tadano spare parts due to unmet delivery schedules, compounded by the involvement of too many teams in the supply chain process of the company. The research aims to compile supply chain performance through KPI planning and priority weighing of the company's supplier chain activities. Thus, it can be identified which activities require improvement in the supply chain process by using the Supply Chain Operation Reference (SCOR) method and the Analytical Hierarchy Process (AHP). SCOR is a standard model for measuring supply chain performance. KPI is a key indicator for measuring the success of achieving strategic goals. AHP is a method for complex decision-making using a hierarchy. This research proposes the use of the SCOR and AHP methods. SCOR will be used to assess the overall performance of the company's supply chain, while AHP will be used to determine the priority weights at each stage established in SCOR. This research identifies 21 KPIs for the spare parts supply chain of Tadano products at PT XYZ using the SCOR model. The results of the analysis using AHP indicate that there are 5 KPIs with the highest priority weights concentrated in the Plan and Deliver processes. Dashboard using LookerStudio to monitor performance based on those KPIs.

Keywords: Supply Chain Operation Reference (SCOR), Analytical Hierarchy Process (AHP), Key Performance Indicators (KPI).