

ABSTRACT

This research addresses a significant material receipt delay, averaging 13.71 days, in the procurement division of PT American Standard Indonesia, which threatens its production strategy. The main objective is to diagnose the root cause of the problem using SCOR Level 3 metrics. The objective was to design and prioritize improvement strategies to improve supplier timeliness and flexibility. This study used the SCOR 12.0 Racetrack method to systematically analyze and design supply chain performance improvements. To prioritize the various improvement solutions, the Analytical Hierarchy Process (AHP) method was used. Data collection was done through a combination of observation, stakeholder interviews, and structured questionnaires. The results identified three key performance metrics that required improvement: timeliness of goods received, flexibility of delivery schedule, and goods received cycle. Through AHP analysis, the project to strengthen the number of vendors was selected as the top priority with a weight of 70% and was considered operationally and financially feasible. The study concluded that the main root cause of the procurement process is the limited number of vendors. Therefore, the main recommendation is to develop a responsive and fast vendor pool as a priority solution. The project is considered a worthy investment and is expected to improve the flexibility, on-time delivery, and efficiency of the company's supply chain.

Keywords: Supply Chain Performance, SCOR 12.0 Racetrack, Analytic Hierarchy Process (AHP), Procurement Strategy, Vendor Development