

**ANALISIS PENGUKURAN KINERJA *SUPPLY CHAIN MANAGEMENT*
(SCM) MENGGUNAKAN METODE *SUPPLY CHAIN OPERATION
REFERENCE (SCOR) PADA PT. X***

Ditulis Oleh :
Antania Gistie Arifin

Pembimbing :
Deni Hamdani, SE., M.Si

ABSTRAK

Industri perkebunan teh memainkan peranan penting dalam perekonomian Indonesia. Penelitian ini dilakukan di PT. X yang merupakan salah satu Badan Usaha Milik Negara (BUMN) yang bergerak di bidang pengelolaan, pengolahan dan pemasaran hasil Perkebunan. Permasalahan yang akan dibahas dalam penelitian ini yaitu perusahaan memiliki kendala dalam pencapaian produksi yang belum sesuai target dan masih terdapat komplain kandungan *Pyrrolizidine Alkaloids (PA)* dalam teh. Oleh karena itu, dalam penelitian ini dilakukan pengukuran kinerja *Supply Chain Management (SCM)* menggunakan metode SCOR untuk mengidentifikasi kinerja SCM pada PT. X. Metode yang digunakan adalah Deskriptif Kuantitatif dengan pendekatan melalui wawancara dan kuesioner. Hasil analisis data pengukuran kinerja SCM menggunakan 5 proses inti SCOR yaitu *plan, source, make, deliver* dan *return*. Selanjutnya, dilakukan pembobotan terhadap indikator kinerja menggunakan metode *Analytiical Hierarchy Process (AHP)*. Berdasarkan hasil penelitian didapat proses aliran *supply chain* pada PT. X dan dari hasil pengolahan data didapat hasil akhir pengukuran kinerja *Supply Chain Management (SCM)* yaitu 85,08 dengan skala nilai 0 – 100. Maka, nilai performansi kinerja *supply chain* pada PT. X tersebut termasuk dalam skala *good*.

Kata Kunci : Pengukuran Kinerja, *Supply Chain Management (SCM)*, Metode SCOR, *Analytical Hierarchy Process (AHP)*

ANALYSIS OF SUPPLY CHAIN MANAGEMENT (SCM) PERFORMANCE MEASUREMENT USING THE SUPPLY CHAIN OPERATION REFERENCE (SCOR) METHOD AT PT. X

Written by :
Antania Gistie Arifin

Perceptor :
Deni Hamdani, SE., M.Si

ABSTRACT

The tea plantation industry plays an important role in the Indonesian economy. This research was conducted at PT X, which is one of the State-Owned Enterprises (BUMN) engaged in the management, processing and marketing of Plantation products. The problems that will be discussed in this study are that the company has problems in achieving production that has not met the target and there are still complaints about the content of Pyrrolizidine Alkaloids (PA) in tea. Therefore, in this study, the measurement of Supply Chain Management (SCM) performance using the SCOR method was carried out to identify SCM performance at PT. X. The method used is Quantitative Descriptive with an approach through interviews and questionnaires. The results of data analysis of SCM performance measurement using 5 core SCOR processes, namely plan, source, make, deliver and return. Furthermore, the weighting of performance indicators is carried out using the Analytical Hierarchy Process (AHP) method. Based on the results of the research, the supply chain flow process at PT X was obtained and from the results of data processing, the final result of measuring the performance of Supply Chain Management (SCM) was 85.08 with a value scale of 0 - 100. So, the performance value of the supply chain performance at PT. X is included in the good scale.

Keywords : Performance Measurement, Supply Chain Management (SCM), SCOR Method, Analytical Hierarchy Process (AHP)