

## ABSTRAK

### ANALISIS KINERJA RANTAI PASOK MENGGUNAKAN METODE SCOR

(Studi Kasus: Produk Tepung Tapioka PT Budi Starch & Sweetener Tbk  
Lampung Timur)

Oleh

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Era globalisasi saat ini mengharuskan perusahaan untuk memenuhi tuntutan pasar agar mendapatkan taktis ataupun strategi yang tepat. Penelitian ini dilakukan pada PT. Budi Starch & Sweetener yang memiliki beberapa kendala dalam menjalankan aktivitas rantai pasoknya seperti keterlambatan pengiriman, ketidakpastian pasokan, dan kendala pada proses produksi. Maka, pengukuran kinerja *Supply Chain* sangat penting untuk dilakukan agar perusahaan dapat mengetahui sejauh mana performansi *Supply Chain* yang dicapai perusahaan tersebut. Pengukuran kinerja *supply chain* dilakukan dengan metode *Supply Chain Operations Reference (SCOR)* dengan fase validasi *Key Performance Indicator (KPI)*, perhitungan nilai aktual KPI, dan pembobotan metrik tiap level dengan metode *Analytical Hierarchy Process (AHP)*. Setelah dilakukan pengolahan data, hasilnya terdapat 16 indikator kinerja yang terpilih dari total 36 indikator kinerja. Untuk mengetahui kriteria dan prioritas utama, dilakukan pembobotan terhadap indikator kinerja menggunakan metode AHP. Hasil perhitungan nilai total kinerja sebesar 76,41, maka pengukuran kinerja pada PT. Budi Starch & Sweetener Tbk termasuk dalam skala Baik. Namun, hasil pengolahan data nilai aktual yang kemudian dinormalisasi *snorm de boer* masih terdapat 5 indikator yang menunjukkan nilai kurang dari 90 dan memerlukan perbaikan, yaitu *Forecast accuracy*, *Raw Material Planning*, *Timely delivery performance by supplier*, *Adherence to production schedule*, dan *Number of trouble machines*. Diharapkan agar perusahaan dapat mengevaluasi kebijakan yang tepat dalam kelima indikator kinerja tersebut, sehingga tingkat pencapaian terhadap target *Supply Chain Management (SCM)* pada perusahaan dapat ditingkatkan lagi.

**Kata Kunci:** Pengukuran Kinerja, *Supply Chain*, SCOR, Normalisasi, AHP

## **ABSTRACT**

### **ANALYSIS OF SUPPLY CHAIN PERFORMANCE USING THE SCOR METHOD (Case Study: Tapioca Flour Products PT Budi Starch & Sweetener Tbk East Lampung)**

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The current era of globalization requires companies to meet market demands in order to get the right tactics or strategy. This research was conducted at PT. Budi Starch & Sweetener has several obstacles in carrying out its supply chain activities such as delivery delays, supply uncertainty and problems in the production process. So, measuring Supply Chain performance is very important so that companies can know the extent of Supply Chain performance achieved by the company. Supply chain performance measurement is carried out using the Supply Chain Operations Reference (SCOR) method with the Key Performance Indicator (KPI) validation phase, calculation of actual KPI values, and weighting of metrics for each level using the Analytical Hierarchy Process (AHP) method. After processing the data, the result was that 16 performance indicators were selected from a total of 36 performance indicators. To determine the main criteria and priorities, performance indicators are weighted using the AHP method. The calculation result of the total performance value is 76,41, so the performance measurement at PT. Budi Starch & Sweetener Tbk is included in the good scale. However, the results of data processing of actual values which were then normalized to Snorm De Boer still contained 5 indicators which showed a value of less than 90 and required improvement, namely accuracy of estimates, raw material planning, on-time delivery performance by suppliers, compliance with production schedules, and number of problems. machine. It is hoped that companies can issue appropriate policies regarding of these five performance indicators, so that the level of achievement of Supply Chain Management (SCM) targets in companies can be further increased.

**Keywords: Performance Measurement, Supply Chain, SCOR, Normalization, AHP**