

ABSTRACT

Analysis of Coffee Supply Chain Performance at Warkop Waw in Bandar Lampung City

By

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This study aims to (1) analyze the condition of the coffee supply chain owned by Warkop Waw in Bandar Lampung City, and (2) analyze the performance of the coffee supply chain at Warkop Waw in Bandar Lampung City. This research was conducted at Warkop Waw in Bandar Lampung City. FSCN framework was used to analyse the first objective, while the SCOR model was used to analyse the second objective. The research data was collected from October 2023 to November 2023. Respondents included 10 farmers, 10 consumers, and the owner of Warkop Waw . The results of this study show that the supply chain structure consists of Suppliers, Warkop Waw, consumers. The supply chain targets include the nearest collectors, partner companies, coffee shop, consumers, with a focus on developing management and cooperation among supply chain actors, as well as improving the quality and quantity of raw materials. Supply chain management includes effective government support, transaction systems, partner selection, and contracts. Supply chain resources include several aspects: physical technology, human resources, and capital. Risk, distribution patterns, and trust building are the foundation of supply chain business operations. The research results based on the metrics of Perfect Order Fulfillment (POF), Order Fulfillment Cycle Time (OFCT), Flexibility, and Cash-to-Cash Cycle Time (CTCCT) all fall into the superior category in the supply chain performance assessment, which indicates the highest level of effectiveness on supply chain performance.

Key words: coffee shop, supply chain, performance, agroindustry

ABSTRAK

ANALISIS KINERJA RANTAI PASOK KOPI PADA WARKOP WAW DI KOTA BANDAR LAMPUNG

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Penelitian bertujuan untuk (1) menganalisis kondisi rantai pasok kopi yang dimiliki oleh Warkop Waw di Kota Bandar Lampung, dan (2) menganalisis kinerja rantai pasok kopi pada Warkop Waw di Kota Bandar Lampung. Penelitian ini dilakukan di Warkop Waw Kota Bandar Lampung. Kerangka kerja FSCN digunakan untuk menganalisis tujuan pertama, sementara model SCOR digunakan untuk menganalisis tujuan kedua.. Data penelitian dikumpulkan dari bulan Oktober 2023 hingga November 2023. Responden penelitian ini meliputi 10 orang petani, 10 orang konsumen, dan 1 pemilik Warkop Waw. Hasil penelitian ini menunjukkan bahwa struktur rantai pasok terdiri dari Pemasok, Warkop Waw, konsumen. Sasaran rantai pasok mencakup pengepul terdekat, perusahaan yang bermitra, *coffee shop*, konsumen, dengan fokus pengembangan manajemen dan kerjasama pelaku rantai pasok, serta pengembangan kualitas dan kuantitas bahan baku. Manajemen rantai pasokan mencakup dukungan pemerintah yang efektif, sistem transaksi, pemilihan mitra, dan kontrak. Sumber daya rantai pasok mencakup beberapa aspek yaitu teknologi fisik, sumber daya manusia, dan modal. Risiko, pola distribusi, dan pembangunan kepercayaan adalah fondasi operasi bisnis rantai pasokan. Hasil penelitian berdasarkan Metrik Pemenuhan Pesanan Sempurna (POF), Waktu Siklus Pemenuhan Pesanan (OFCT), Fleksibilitas, dan Waktu Siklus Tunai ke Tunai (CTCCT) semuanya termasuk dalam kategori unggul dalam penilaian kinerja rantai pasokan, yang menunjukkan tingkat efektivitas tertinggi pada kinerja rantai pasok.

Kata kunci : kedai kopi, rantai pasok, kinerja, agroindustri