

ABSTRAK**PENGUKURAN KINERJA *SUPPLY CHAIN MANAGEMENT*
MENGUNAKAN METODE *SCOR MODEL***

pada Tilasawa Coffee Roaster
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Penelitian ini bertujuan untuk (1) mengetahui struktur manajemen rantai pasokan, (2) mengetahui kinerja rantai pasok jika dianalisis dengan *SCOR model* level 1-3, (3) dan memberikan alternatif-alternatif solusi atas masalah rantai pasokan dari pengukuran kinerja manajemen rantai pasok pada Tilasawa Coffee Roaster. Penelitian ini menggunakan *Supply Chain Operation Reference* level 1-3 sebagai materi penentuan *key performance indicator*. Penelitian ini menggunakan *Analytical Hierarchy Process* untuk menentukan prioritas kegiatan rantai pasok. Hasil penelitian ini menunjukkan bahwa Tilasawa Coffee Roaster memiliki besar nilai kinerja rantai pasok sebesar 88 poin. Atribut kinerja terpenting terdapat pada proses deliver. Setiap proses memiliki atribut prioritas yang berbeda-beda. Proses *plan* memprioritaskan *asset*, untuk *source* memprioritaskan *agility*, untuk *make* memprioritaskan *reliability*, untuk deliver memprioritaskan *reliability*, dan untuk *return* memprioritaskan *reliability*.

Kata Kunci: Pengukuran Kinerja Rantai Pasok, *Supply Chain Operations Reference*, *Analytical Hierarchy Process*

ABSTRACT

MEASUREMENT OF SUPPLY CHAIN MANAGEMENT PERFORMANCE USING SCOR MODEL METHOD

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This research aims to find out (1) the structure of supply chain management in Tilasawa Coffee Roastery (2) to find out this supply chain performance in Tilasawa Coffee Roastery using SCOR method level 1 to 3 (3) to provide alternative solutions to supply chain problems from supply chain performance in Tilasawa Coffee Roastery. Supply Chain Operation Reference level 1 to 3 were used to determine the key performance indicator. Furthermore, the researcher used Analytical Hierarchy Process to determine the priority of supply chain activity. The result of this research found out that Tilasawa Coffee Roaster has a supply chain performance value of 88 points. The most important performance attribute is found in the delivery the delivery process. Each Process has different performance attributes. The plan process prioritizes assets, for source prioritizes agility, for make prioritizes reliability, for deliver prioritizes reliability, and for return prioritizes reliability.

Keywords: Measurement of Supply Chain Performance, Supply Chain Operations Reference, Analytical Hierarchy Process



