

ABSTRAK

EVALUASI DAN PRIORITAS PENINGKATAN KINERJA RANTAI PASOKAN MENGGUNAKAN SCOR DAN AHP STUDI PADA PT XYZ

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Penelitian ini bertujuan untuk menganalisis kinerja rantai pasokan dan menentukan prioritas peningkatan kinerja rantai pasokan pada PT XYZ, salah satu perusahaan produsen bijih nikel di Indonesia yang beroperasi di Pulau Sulawesi. Fokus utama dari penelitian ini adalah untuk mendukung perusahaan dalam meningkatkan kinerja operasional serta kepuasan pelanggan dalam menghadapi kondisi pasar nikel yang terus menurun sejak awal tahun 2023. Mengingat tantangan pasar yang fluktuatif, efisiensi dalam rantai pasok menjadi faktor krusial bagi kelangsungan perusahaan. Metode penelitian ini menggunakan pendekatan *Supply Chain Operation Reference* (SCOR) versi 12.0, *Analytical Hierarchy Process* (AHP), dan *Objective Matrix* (OMAX) dalam mengukur kinerja rantai pasokan dan menentukan prioritas peningkatan kinerja. Terdapat 24 KPI teridentifikasi yang mewakili empat proses bisnis utama perusahaan (*Plan, Make, Deliver, dan Enable*). Hasil penelitian menunjukkan bahwa kinerja rantai pasokan PT XYZ termasuk ke dalam kategori *acceptable* dengan nilai 3,55 dari 10. Terdapat 12 prioritas KPI yaitu *forecast accuracy, current make volume, capacity utilization, %faultless invoice, deliver and/or install cycle, %in-stock, manage MAKE information cycle time, asset turns, indirect production cost, orders delivered defect free conformance, schedule achievement, dan current delivery volume*.

Kata kunci: pengukuran kinerja rantai pasokan, SCOR 12.0, AHP, OMAX

ABSTRACT

EVALUATION AND PRIORITIZATION OF SUPPLY CHAIN PERFORMANCE IMPROVEMENT USING SCOR DAN AHP CASE STUDY AT PT XYZ

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This study aims to analyze the supply chain performance and determine the priority areas for performance improvement at PT XYZ, a nickel ore producer based in Sulawesi, Indonesia. The main focus of this research is to support the company in enhancing operational performance and customer satisfaction in response to the declining nickel market conditions since early 2023. Given the fluctuating market challenges, supply chain efficiency has become a critical factor for the company's sustainability. This research employs the Supply Chain Operations Reference (SCOR) model version 12.0, Analytical Hierarchy Process (AHP), and Objective Matrix (OMAX) to measure supply chain performance and identify improvement priorities. A total of 24 KPIs were identified, representing the company's four main business processes (Plan, Make, Deliver, and Enable). The results indicate that PT XYZ's supply chain performance falls under the average or acceptable category, with a score of 3,55 out of 10. Twelve KPI priorities were identified: forecast accuracy, current make volume, capacity utilization, %faultless invoice, deliver and/or install cycle time, %in-stock, manage MAKE information cycle time, asset turns, indirect production cost, orders delivered defect free conformance, schedule achievement, and current delivery volume

Keywords: *supply chain performance measurement, SCOR 12.0, AHP, OMAX*