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Analisis dan Perancangan Perbaikan Rantai Pasok Menggunakan SCOR Racetrack 14.0 pada CV Samad Power
M Naufal Bariz Abdullah, Prof. Wakhid Slamet Ciptono, MBA., MPM., M.P.U., Ph.D.
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ABSTRAK
ANALISIS DAN PERANCANGAN PERBAIKAN RANTAI PASOK MENGGUNAKAN SCOR *RACETRACK*14.0 PADA CV SAMAD POWER

CV Samad Power merupakan perusahaan manufaktur yang bergerak di bidang industri pengecoran logam dan menghadapi berbagai permasalahan pada proses pemenuhan pesanan pelanggan, seperti keterlambatan pengiriman produk, ketidaksesuaian jumlah pesanan, serta kesalahan lokasi pengiriman. Permasalahan tersebut menunjukkan adanya kendala pada atribut *reliability* yang dapat memengaruhi kualitas pelayanan dan kepuasan pelanggan. Penelitian ini bertujuan untuk menganalisis kondisi rantai pasok, mengidentifikasi faktor penyebab permasalahan, serta merancang proyek perbaikan menggunakan pendekatan *Supply Chain Operations Reference* (SCOR) *Racetrack Digital Standard* versi 14.0. Penelitian menggunakan pendekatan interpretatif kualitatif yang didukung oleh data kuantitatif melalui tahapan *Engage, Define, Analyze, Plan,* dan *Launch*. Hasil analisis menunjukkan bahwa terdapat tiga metrik *reliability* yang mengalami *gap*, yaitu RL.3.2 *Delivery Quantity Accuracy to the Customer*, RL.3.3 *Customer Commit Date Achievement Time Customer Receiving*, dan RL.3.4 *Delivery Customer Location Accuracy*. Analisis akar penyebab menggunakan *fishbone diagram* menunjukkan bahwa permasalahan dipengaruhi oleh pencatatan pesanan yang masih manual, keterlambatan pengadaan bahan baku, keterbatasan kapasitas produksi, penjadwalan produksi yang belum optimal, kesalahan pengemasan, serta kendala distribusi. Berdasarkan hasil analisis tersebut dirancang beberapa proyek perbaikan, yaitu BP.054 *Manufacturing Quality Improvements*, BP.107 *Order Management*, BP.007 *Baseline Inventory Monitoring*, BP.155 *Standard Operating Procedures*, dan BP.249 *Approved Vendor List*. Hasil penelitian menunjukkan bahwa pendekatan SCOR *RacetrackDigital Standard* 14.0 mampu membantu perusahaan dalam mengidentifikasi permasalahan rantai pasok secara sistematis serta merancang proyek perbaikan yang sesuai dengan kondisi operasional perusahaan guna mendukung peningkatan kinerja rantai pasok secara berkelanjutan.

Kata kunci: SCOR *Digital Standard* 14.0. SCOR *Racetrack*, *Reliability*, Manajemen Rantai Pasok, Proyek Perbaikan.

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ABSTRACT
SUPLLY CHAIN ANALYSIS AND IMPROVEMENT DESIGN USING SCOR RACETRACK14.0 AT CV SAMAD POWER

CV Samad Power is manufacturing company operating in metal casting industry and faces various problems in its order fulfillment process, including delivery delays, discrepancies in order quantities, and incorrect delivery locations. These issues indicate problems in the reliability attribute that may affect service quality and customer satisfaction. This study aims to analyze supply chain conditions, identify the root cause of the problems, and design improvement projects using the Supply Chain Operation Reference (SCOR) Racetrack Digital Standard Version 14.0. The research employs a descriptive qualitative approach supported by quantitative data through engage, define, analyze, plan and launch stages. The analysis results indicate that three reliability metrics experience performance gaps, namely RL 3.2 Delivery quantity accuracy to the customer, RL 3.3 Customer Commit Date Achievement Time Customer Receiving, and RL 3.4 Delivery Customer Location Accuracy. Root cause analysis using a fishbone diagram reveals that the problems are influenced by manual order recording, raw material shortages, limited production capacity, suboptimal production scheduling, packaging errors, and distribution constraints. Based on these findings, several improvement projects were proposed, including, BP.054 *Manufacturing Quality Improvements, BP.107 Order Management, BP.007 Baseline Inventory Monitoring, BP.155 Standard Operating Procedures, and BP.249 Approved Vendor List. The results demonstrate that the SCOR RacetrackDigital Standard 14.0 approach is capable of systematically identifying supply chain problems and designing improvement projects that align with the company's operational conditions, thereby supporting continuos supply chain improvement.*

Keywords*: SCOR Digital Standard 14.0, SCOR Racetrack, Reliability, Supply Chain Management, Improvement project*