

**PENGUKURAN KINERJA *SUPPLY CHAIN MANAGEMENT* (SCM)
MENGUNAKAN METODE *SUPPLY CHAIN OPERATION REFERENCE* (SCOR)
DAN *ANALYTICAL HIERARCHY PROCESS* (AHP) DI PT KANISIUS**

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ABSTRAK

PT Kanisius adalah perusahaan yang bergerak dalam bidang industri manufaktur percetakan yang memproduksi bahan baku kertas menjadi produk media cetak. Akibat hanya terlalu fokus meningkatkan produksi jumlah pesanan, memengaruhi kinerja proses inti yang lain. Oleh karena itu dilakukan pengukuran kinerja dengan menggunakan metode *Supply Chain Operation Reference* (SCOR) dan *Analytical Hierarchy Process* (AHP). Parameter pengukuran produktivitas SCM menggunakan 5 proses inti SCOR yaitu *plan*, *source*, *make*, *deliver*, dan *return*. Setelah dilakukan pengolahan data dihasilkan ada 9 indikator kinerja yang terpilih dan prioritas aribut utama yaitu *reliability*, *responsiveness*, dan *agility* untuk mengetahui kriteria dan prioritas utama maka dilakukan pembobotan terhadap indikator kinerja menggunakan metode AHP. Berdasarkan hasil pengolahan data nilai aktual kemudian di normalisasi *snorm de boer*, maka diketahui indikator kinerja yang memiliki nilai < 90 (*Excellent*). Hasil tersebut menunjukkan terdapat 4 indikator kinerja yang perlu dilakukan perbaikan. Hasil dari perhitungan diperoleh nilai total kinerja sebesar 94,07, maka pengukuran kinerja pada PT. Kanisius tersebut termasuk dalam skala diatas rata-rata.

Kata kunci: Pengukuran Kinerja, Manajemen Rantai Pasok, SCOR, AHP

MEASURING SUPPLY CHAIN MANAGEMENT (SCM) PERFORMANCE USING SUPPLY CHAIN OPERATION REFERENCE (SCOR) AND ANALYTICAL HIERARCHY PROCESS (AHP) METHODS AT PT KANISIUS

ABSTRACT

PT Kanisius is a company engaged in the printing manufacturing industry, specializing in transforming raw paper materials into printed media products. However, an excessive focus on increasing production volume has negatively impacted the performance of other core processes. Performance measurements are conducted using the Supply Chain Operation Reference (SCOR) and Analytical Hierarchy Process (AHP) methods to address this issue. The parameters for measuring supply chain management (SCM) productivity are based on the five core SCOR processes: plan, source, make, deliver, and return. After processing the data, nine performance indicators were selected, with the main attributes prioritized as reliability, responsiveness, and agility. To establish the primary criteria and priorities, performance indicators were weighed using the AHP method. The data processing results revealed that the actual values were normalized using the de Boer norm, indicating that the performance indicators scored below 90 (Excellent). These findings suggest that four performance indicators require improvement. The overall performance calculation yielded a total performance value of 94.07, placing PT Kanisius above the average scale in terms of performance measurement.

Keywords: Performance Measurement, Supply Chain Management, SCOR, AHP

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