

## ABSTRAK

PT. Ravana Jaya merupakan perusahaan yang bergerak dibidang *general contractor*. Perusahaan yang menerapkan system *make to order* ini memproduksi berbagai macam olahan baja. Dalam menjalankan aktivitas rantai pasoknya, PT. Ravana Jaya sering mengalami masalah. Pada proses pengadaan, perusahaan ini sering mengalami keterlambatan *raw material* sehingga berpengaruh pada keterlambatan penyelesaian *order* sesuai dengan jadwal yang telah ditentukan. Selain itu juga belum adanya indikator-indikator penilaian kinerja rantai pasok yang disajikan dalam *Key Performance Indicator* (KPI) di PT. Ravana Jaya. Oleh karena itu, penelitian ini dilakukan untuk merancang system pengukuran kinerja *supply chain* menggunakan *Supply Chain Operation References* (SCOR).

Dalam penelitian ini dibahas mengenai pengukuran kinerja *supply chain* menggunakan *Supply Chain Operation Referece* (SCOR). Pengukuran dilakukan berdasarkan 5 proses inti (*plan, source, make, deliver, dan return*), dan beberapa dimensi (*reliability, responsiveness, flexibility, coet, dan Asset*). Beberapa dimensi tersebut akan didekomposisi dalam beberapa *Key Performance Indikator* (KPI). Selain itu juga dilakukan pembobotan tiap proses inti, dimensi dan KPI dengan menggunakan *Analytical Hierarchy Process*. Sedangkan normalisasi *snorm de bour* digunakan untuk menyamakan nilai KPI.

Pengukuran kinerja *supply chain* di PT. Ravana Jaya ini diperoleh 24 KPI. Pengukuran kinerja dilakukan pada setiap *project* yang ditangani PT. Ravana Jaya pada tahun 2016, 2017 dan 2018 dengan total 12 *project*. Adapun nilai kinerja *supply chain* perusahaan di tahun 2018 pada *project* 1 adalah 61,91 (*average*), *project* 2 sebesar 61,21 (*average*), *project* 3 sebesar 54,09 (*average*), dan pada *project* 4 sebesar 75,62 (*good*).

**Kata Kunci** : Pengukuran Kinerja, *Supply Chain Operation References* (SCOR), *Analytical Hierarchy Process* (AHP), *Snorm De Bour*.

## ABSTRACT

*PT. Ravana Jaya is a company engaged in the general contractor. Companies that implement the make to order system produce various kinds of processed steel. In carrying out its supply chain activities, PT. Ravana Jaya often experiences problems. In the procurement process, this company often experiences raw material delays so that it affects the late completion of orders in accordance with a predetermined schedule. In addition, there are also no indicators of supply chain performance assessment presented in the Key Performance Indicator (KPI) at PT. Ravana Jaya. Therefore, this study was conducted to design a supply chain performance measurement system using Supply Chain Operation References (SCOR).*

*In this study discussed supply chain performance measurement using Supply Chain Operation Reference (SCOR). Measurements are made based on 5 core processes (plan, source, make, deliver, and return), and several dimensions (reliability, responsiveness, flexibility, cost, and assets). Some of these dimensions will be decomposed in several Key Performance Indicators (KPI). Besides that, we also weighted each core process, dimension and KPI using the Analytical Hierarchy Process. While snorm de bour normalization is used to equalize KPI values.*

*Supply chain performance measurement at PT. Ravana Jaya obtained 24 KPIs. Performance measurement is carried out on each project handled by PT. Ravana Jaya in 2016, 2017 and 2018 with a total of 12 projects. The value of the company's supply chain performance in 2018 on project 1 is 61.91 (average), project 2 is 61.21 (average), project 3 is 54.09 (average), and project 4 is 75.62 (good).*

**Keywords :** *Performance measurement, Supply Chain Operation References (SCOR), Analytical Hierarchy Process (AHP), Snorm De Bour.*