

## **ABSTRACT**

*This study aims to analyze and improve the performance improvement in the supplier of the supplier's performance shows that the PICPA (Problem Identification Corrective and Preventive Action) / claim and KPI to suppliers of raw material and packaging material is the biggest problem in the production process (the process of manufacturing the battery and packaging process). In addition to knowing the different conditions such as the number of PICPA (Problem Identification Corrective and Preventive Action) / claims against the supplier before and after improvement. The object of research is the supplier's performance evaluation criteria which consists of five stages, namely preparation AHP hierarchy structure, alternative selection criteria, the weighting value criteria and alternative criteria, consistency ratio and define the appropriate criteria for assessing supplier performance . The method used for solving the problem is the method of AHP. The population in this study is a supplier performance measurement criteria. Research results indicate that the necessary improvement of supplier performance that causes problems in the improvement of supplier assessment criteria. The conclusion that the supplier's performance problems can be solved by using AHP to do the weighting matrix pairwise comparison and consistency ratio.*

**Keywords** : AHP, PICPA , performance supplier, Improvement, production process

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## ABSTRAK

Penelitian ini bertujuan untuk menganalisis dan *improvement* dalam meningkatkan kinerja *supplier* dari kinerja *supplier* menunjukkan bahwa PICPA (*Problem Identification Corrective and Preventive Action*) / *claim* dan KPI terhadap *supplier raw material* dan *packaging material* merupakan permasalahan terbesar pada proses produksi (proses pembuatan baterai dan proses *packaging*). Selain itu untuk mengetahui perbedaan kondisi berupa *jumlah* PICPA / *claim* terhadap *supplier* sebelum dan sesudah dilakukan *improvement*. Objek penelitian adalah kriteria penilaian kinerja *supplier* yang terdiri atas lima tahapan, yaitu penyusunan struktur hirarki AHP, pemilihan alternatif kriteria, pembobotan nilai kriteria dan alternatif kriteria, *consistency ratio* dan menentukan kriteria yang tepat untuk penilaian kinerja *supplier*. Metode yang digunakan untuk pemecahan masalahnya adalah metode AHP. Populasi pada penelitian ini adalah kriteria pengukuran kinerja *supplier*. Hasil penelitian menunjukkan bahwa perlu dilakukan perbaikan dari permasalahan penyebab kinerja *supplier* yang berupa perbaikan kriteria penilaian *supplier*. Kesimpulan bahwa permasalahan kinerja *supplier* dapat diselesaikan dengan menggunakan AHP dengan melakukan pembobotan matrix perbandingan berpasangan dan *consistency ratio*.

Kata kunci : AHP, PICPA, kinerja *supplier*, *Improvement*, proses produksi

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