

ABSTRACT

PT. Indonesia Nippon Seiki Supply Chain Performance related to supplying Passthrough good, based on three categories, the quantity, ontime delivery and quality, the performance can not reach 100% performance. Management said that to reach perfect performance PT. INS must take high cost consequences. There are too many factor that must be considered, so three point of view are not enough to describe the performance of the supply chain of the Passthrough goods. In this research, the writer tries to propose some Key performance indicator (KPI) based on Balanced Scorecard approach related to Supply Chain issues. All of these KPI's will be choosen by some management of INS as the questionnaire respondent, using Analitical Hirarchy Process (AHP) and then after the proper KPI have determined the performance will be calculated and will be sumarized using Objective Matric Weighting, to get an objective analysis of the performance of Passthrough good Supply chain in PT. INS. The result of the research, there are 22 KPIs that are used to calculate the perfomace of Passthrough good Supply chain in PT. INS based on Balanced Scorecard approach. The research shows that the performance of Passthrough good Supply chain year 2012 is low but in 2013, the performance tend to be increase. PT. INS must concern to resolve the customer complaint because this KPI tend to be not good. But in generally the performance is growing better and have a lot of chances for improvement.

Keywords: Performance, supply chain, Key Performance Indicator, Balanced Scorecard

ABSTRAK

Kinerja rantai pasok PT. Indonesia Nippon Seiki terkait barang passthrough ini tidak mencapai kinerja 100% . Manajemen PT. INS mengatakan bahwa untuk mencapai kinerja 100%, akan memakan banyak biaya yang tinggi. Untuk itu harus banyak indikator yang digunakan untuk mengukur kinerja rantai pasok barang passthrough agar lebih jelas dan terinci. Dalam penelitian ini penulis mengusulkan beberapa *Key Performance Indicator* (KPI) dengan menggunakan pendekatan *Balanced Scorecard* yang terkait dengan rantai pasok. Semua KPI dipilih oleh Manajemen PT. INS dengan menggunakan *Analytical Hierarchy Process* (AHP). Dan setelah KI yang cocok sudah diperoleh, kinerja rantai pasok barang Passthrough PT. INS di ukur dan di simpulkan dengan pembobotan *Objective Matrix* agar mendapatkan analisa kinerja rantai pasok barang passthrough yang objektif. Hasilnya adalah diperoleh 22 KPI berdasarkan pendekatan *Balanced Scorecard*, yang bisa digunakan untuk mengukur kinerja rantai pasok barang passthrough di PT. INS. Pengukuran menunjukan kinerja rantai pasok barang passthrough PT. INS dari tahun 2012 ke 2013 cenderung mengalami peningkatan. Namun PT. INS harus lebih memerhatikan indikator yang malah menunjukan kinerja yang menurun. Namun secara umum Kinerja rantai Pasok sudah baik namun banyak peluang untuk perbaikan.

Kata Kunci: Kinerja, rantai pasok, Key Performance Indicator, balanced scorecard.

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