

ABSTRAK

PT. BBI merupakan perusahaan nasional yang bergerak di bidang manufaktur dengan hasil produksi bahan bangunan dengan basis fiber semen. Perusahaan memiliki banyak *stakeholder* dan sulit mengatur rantai pasokannya, sehingga mempengaruhi efektifitas dan efisiensi rantai pasok perusahaan. Penelitian dilakukan untuk mengukur kinerja rantai pasok (*supply chain*) perusahaan dengan menggunakan metode *Supply Chain Operation References* (SCOR). Model hierarki awal pengukuran kinerja tersebut disesuaikan dengan kondisi perusahaan untuk mengukur kinerja rantai pasoknya, sedangkan normalisasi *Snorm De Boer* berfungsi untuk menyamakan nilai matriks yang digunakan sebagai indikator pengukuran. Tingkat kepentingan atribut kinerja diukur berdasar pembobotan dengan kuesioner subjectif. Nilai atribut kinerja diperoleh *reliability* 10,82, *responsiveness* 12,68, *agility* 15,24, dan *asset management* 17,65. Nilai total kinerja sebesar 56,38. Nilai ini menunjukkan bahwa kinerja *supply chain* perusahaan berada pada posisi rata-rata (*average*).

Kata kunci: Matriks SCOR, pengukuran kinerja, rantai pasok, *Supply Chain Operation References* (SCOR), atribut kinerja

ABSTRACT

PT. BBI is a national company engaged in production with the production of building materials with fiber cement base. The company has many stakeholders and it is difficult to manage its supply chain, thereby affecting the efficiency and efficiency of the supply chain. This study was conducted to measure the performance of supply chain companies using the Supply Chain Operational Reference (SCOR) method. The initial hierarchy model of performance measurement is tailored to the company's condition to measure its supply chain performance, while the normalization of Snorm De Boer works to equate the value of the matrix used as a measurement indicator. The importance level of performance attributes is measured by considering the subjective questionnaire. Performance attribute value obtained reliability 10.82, responsiveness 12.68, agility 15.24, and asset management 17.65. Total performance score of 56.38. This value indicates that the company's supply chain performance is in average position.

Keywords : *SCOR metrics, performance measurement, supply chain, Supply Chain Operations Reference (SCOR), performance attributes*