

ABSTRAK

PT. AETRA adalah perusahaan yang bergerak di bidang instalasi pengolahan air bersih di Jakarta dengan produk akhir air bersih yang berkualitas. Penelitian ini membahas pengukuran kinerja SCM dengan pendekatan Supply Chain Operation Reference (SCOR) dan Analytical Hierarchy Process (AHP) di PT AETRA Air Jakarta. Penelitian ini diawali dengan membuat hirarki awal berdasarkan proses di SCOR, yaitu Perencanaan, Sumber, Pengambilan, Pengiriman, dan Pengembalian dengan atribut, yaitu Reliability, Responsiveness, Fleksibilitas, Biaya, dan Aset. Kemudian hirarki awal disesuaikan dengan kondisi perusahaan yang kemudian dilakukan untuk mengukur bobot kinerja SCM perusahaan dengan Analytical Hierarchy Process (AHP). Identifikasi Key Performance Indicators (KPI) adalah patokan dalam pengukuran kinerja sementara normalisasi Snorm De Boer berfungsi untuk menyamakan nilai KPI. Analytical Hierarchy Process (AHP) dilakukan lebih lanjut untuk membantu menentukan prioritas dari kriteria yang ada. Tujuan penelitian ini adalah menghasilkan nilai kinerja tertinggi yang terdapat dalam proses Make dengan nilai kinerja 22,28, sedangkan nilai terendah adalah Return dengan nilai performance sebesar 11,92. sementara hasil kinerja SCM perusahaan diperoleh pada 89,04. Nilai ini menunjukkan bahwa pencapaian kinerja SCM perusahaan tergolong Baik.

Kata kunci:

Supply Chain Operation Reference, Performance, and Analytical Hierarchy Process.

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ABSTRACT

PT. AETRA is a company engaged in the field of clean water treatment plants in Jakarta with end products of quality clean water. This study discusses the measurement of SCM performance with the approach of Supply Chain Operation Reference (SCOR) and Analytical Hierarchy Process (AHP) at PT AETRA Air Jakarta. This research begins with making an initial hierarchy based on the process in SCOR, namely Plan, Source, Make, Delivery, and Return with attributes, namely Reliability, Responsiveness, Flexibility, Cost, and Asset. Then the initial hierarchy is adjusted to the condition of the company which is then carried out to measure the weight of the company's SCM performance with Analytical Hierarchy Process (AHP). Identification of Key Performance Indicators (KPI) is a benchmark in performance measurement while the normalization of Snorm De Boer serves to equalize the KPI value. Analytical Hierarchy Process (AHP) is carried out further to assist in determining the priorities of the existing criteria. The purpose of this study was to produce the highest performance value contained in the Make process with a performance value of 22.28, while the lowest value was Return with a performance value of 11.92. while the results of the company's SCM performance were obtained at 89.04. This value indicates that the achievement of the company's SCM performance is classified as Good.

Keywords:

Supply Chain Operation Reference, Performance, and Analytical Hierarchy Process.



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