

ABSTRACT

PT. Mitra Solusi Telematika is a company engaged in IT services and consulting. Supply chain management is a business process that is not contained in the company's strategy, whereas the good performance of the supply chain is one of the determining factors for the company to be competitive in globalization era. This research aims to measure supply chain performance in PT. MST, an evaluation of the current supply chain system and propose fixes to problems later known from the research. In this research was conducted supply chain performance measurement method with approach of Supply Chain Operations Reference (SCOR). Performance measurement indicators used are the attributes of Reliability with metric used is the Perfect Order Fulfillment, Cost attribute with the metric used is the Supply Chain Management Cost (SCMC) and the Cost of Good Sold and Asset attributes with the metric used is the Return on Fixed Assets. Distributing questionnaires made to strengthen SCOR analysis method from the customer perspective. SCOR dimensions questionnaire used is Perfect Order Fulfillment. PT. MST supply chain performance measurement of the results of the questionnaire for reliability attribute delivery performance to customer commits date matrix and reliability attribute documentation accuracy metrics shows that the performance of the supply chain from the customer's perspective is considered quite satisfactory. While the reliability attribute orders delivered in a full matrix shows that from perspective customer perceived need to be increased. From the research and secondary data processing company known that supply chain performance measurement PT. MST for delivery attribute reliability performance metric only achieve parity targets compared with the target of similar firms. While orders deliver in full metric, cost attributes for supply chain management cost (SCMC) metric, cost of goods sold metric and asset attributes for metric return on fixed assets can achieve advantage target compared with of similar companies target. From the analysis of supply chain performance assessment using SCOR approaches method, the position of the company (PT.MST) against its peers is in parity to the advantage. The proposal suggested improvements to the supply chain department PT. MST to improve its performance is to evaluate Logistic Service Provider vendor selection based SLAs that have been established, conduct cooperation with the supplier vendor, evaluating and controlling cost of outsourcing, do forecast, classifying product movement and finally implement TPM and 5S program in the company's environment

Keywords: *supply chain management, scor, supply chain performance*

ABSTRAK

PT. Mitra Solusi Telematika merupakan perusahaan yang bergerak dibidang jasa dan konsultan IT. *Supply chain management* merupakan proses bisnis yang tidak terdapat dalam strategi perusahaan, padahal kinerja *supply chain* yang baik merupakan salah satu faktor penentu bagi perusahaan agar dapat bersaing di era globalisasi sekarang ini. Penelitian ini bertujuan untuk mengukur kinerja *supply chain* di PT. MST, melakukan evaluasi terhadap sistem *supply chain* saat ini dan memberikan usulan perbaikan terhadap masalah yang kemudian diketahui dari hasil penelitian. Dalam penelitian ini dilakukan pengukuran kinerja *supply chain* dengan pendekatan metode *Supply Chain Operations Reference* (SCOR). Indikator pengukuran kinerja yang dipakai adalah atribut *Reliability* dengan metrik yang dipakai adalah *Perfect Order Fulfillment*, atribut *Cost* dengan metrik yang dipakai adalah *Supply Chain Management Cost* (SCMC) dan *Cost of Good Sold* serta atribut *Asset* dengan metrik yang digunakan adalah *Return on Fixed Assets*. Penyebaran kuesioner dilakukan untuk memperkuat analisa metode SCOR dari perspektif pelanggan. Dimensi SCOR kuesioner yang digunakan adalah *Perfect Order Fulfillment*. Pengukuran kinerja *supply chain* PT.MST dari hasil kuesioner untuk atribut *reliability* metrik *delivery performance to customer commit date* dan atribut *reliability* metrik *documentation accuracy* menunjukkan bahwa kinerja *supply chain* dari perspektif pelanggan dirasa cukup memuaskan, sedangkan atribut *reliability* metrik *order delivered in full* menunjukkan bahwa dari perspektif pelanggan metrik ini dirasakan perlu ditingkatkan kembali. Dari hasil penelitian dan pengolahan data sekunder perusahaan diketahui bahwa pengukuran kinerja *supply chain* PT. MST untuk atribut *reliability* metrik *delivery performance* hanya mencapai target *parity* dibandingkan dengan target dari perusahaan sejenis. Sedangkan metrik *order deliver in full*, atribut *cost* untuk metrik *supply chain management cost* (SCMC), metrik *cost of goods sold* dan atribut *asset* untuk metrik *return on fixed asset* dapat mencapai target *advantage* dibandingkan dengan target dari perusahaan sejenis. Dari hasil analisa penilaian kinerja *supply chain* menggunakan pendekatan metoda SCOR ini, posisi perusahaan (PT.MST) terhadap perusahaan sejenis adalah di *parity* menuju *advantage*. Usulan perbaikan yang disarankan kepada departemen *supply chain* PT. MST dalam meningkatkan kinerjanya adalah melakukan evaluasi pemilihan vendor *Logistic Service Provider* berdasarkan SLA yang telah ditetapkan, melakukan kerjasama dengan vendor pemasok perangkat, melakukan evaluasi dan mengontrol biaya *outsource*, melakukan *forecast*, melakukan pengklasifikasian *product movement* serta melaksanakan program TPM dan 5S dilingkungan internal perusahaan.

Kata kunci : *supply chain management, scor, kinerja supply chain*