ABSTRAK

Sistem *Enterprise Resource Planning* (ERP) Odoo dengan 4 modul *basic* (*Sales*, *Manufacturing*, *Purchase*, *Inventory*) sudah diimplementasikan dalam sebuah perusahaan UMKM pada tahap pertama implementasi sistem ERP selama 1 tahun dengan rata-rata penggunaan ERP sebesar 76.41%. Dalam menjalankan sistem tersebut perusahaan UMKM memiliki target implementasi sistem ERP sebesar 90%. Namun, perusahaan ini belum memiliki metode dalam mengukur atau melakukan *scoring* terhadap implementasi sistem ERP tahap pertama selama 1 tahun sehingga perusahaan belum tau mereka sudah mencapai target atau belum. Maka dari itu, pada penelitian ini akan ditentukan metode dalam melakukan pembobotan dan *scoring* kinerja yang cocok pada perusahaan. Didapatkan bahwa pembobotan dengan metode *Analytical Hierarchy Process* merupakan pilihan terbaik dengan nilai bobot *Management* 29%, *Process* 12%, *Technology* 19%, *Data* 17%, *People* 24%. Dalam menentukan *scoring* kinerja didapatkan bahwa metode *Critical Success Factor* dengan 5 poin dan 16 atribut yang telah disesuaikan merupakan metode yang tepat bagi perusahaan. Metode CSF menghasilkan *scoring* kinerja *Management* 23.65%, *Process* 10.71%, *Technology* 15.35%, *Data* 12.61%, *People* 19.45% dengan total *scoring* kinerja sebesar 81.78%. Hal ini berarti bahwa metode AHP sebagai pembobotan dengan CSF dapat melakukan *scoring* kinerja perusahaan UMKM Kosmetik dalam implementasi sistem ERP tahap pertama.

Kata kunci: ERP, CSF, AHP, RCA, Perusahaan UMKM Kosmetik

ABSTRACT

Odoo's Enterprise Resource Planning (ERP) system with 4 basic modules (Sales, Manufacturing, Purchase, Inventory) has been implemented in an MSME company in the first stage of ERP system implementation for 1 year with an average ERP usage of 76.41%. In running this system, MSME companies have an ERP system implementation target of 90%. However, this company does not yet have a method for measuring or scoring the implementation of the first stage of the ERP system for 1 year so the company does not know if they have reached their target or not. Therefore, this research will determine the method of weighting and scoring performance that is suitable for the company. It was found that weighting with the Analytical Hierarchy Process method was the best choice with a weighting value of Management 29%, Process 12%, Technology 19%, Data 17%, People 24%. In determining performance scoring, it is found that the Critical Success Factor method with 5 points and 16 adjusted attributes is the right method for companies. The CSF method yields a Management performance score of 23.65%, Process 10.71%, Technology 15.35%, Data 12.61%, People 19.45% with a total performance score of 81.78%. This means that the AHP method as weighting with CSF can score the performance of Cosmetic MSME companies in the first stage of the ERP system implementation.

Keywords: ERP, CSF, AHP, RCA, MSME Cosmetic Company