

ABSTRAK

Persaingan yang kompetitif dan dinamis dalam bisnis manufaktur menyebabkan organisasi atau perusahaan harus menapaki fase perubahan dengan melakukan perbaikan dan perkembangan yang terstruktur dan strategis. Sebagai posko pengaduan keluhan pelanggan untuk tindakan perbaikan produk, PT Maspion Service Center membutuhkan proses pengadaan *spare part* oleh *supplier*. PT Maspion Service Center memiliki permasalahan dalam proses pengadaan yang tidak memiliki metode spesifik dalam melakukan pemesanan *spare part* terutama gear box. Berdasarkan permasalahan tersebut, digunakan metode *Vendor Performance Indicator* (VPI) untuk mengidentifikasi indikator kinerja setiap *supplier* berdasarkan kriteria berkerangka QCDFR yaitu *quality*, *cost*, *delivery*, *flexibility*, dan *responsiveness*. Penggunaan metode *Analytical Hierarchy Process* (AHP) dilakukan untuk melakukan pembobotan dimana nilai tersebut akan dimanfaatkan dalam *scoring system* dan identifikasi VPI yang sebaiknya perlu diawasi berdasarkan *traffic light system*. Hasil dari skor VPI pada setiap *supplier* yaitu *Supplier A* sebesar 93,81% , *Supplier B* sebesar 87,60%, dan *Supplier C* sebesar 92,10%.

Kata Kunci: Pemilihan *supplier*, *Vendor Performance Indicator* (VPI), *Analytical Hierarchy Process* (AHP), *Scoring System*, *Traffic Light*.

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ABSTRACT

As such a dynamic competition in the manufacturing business causes organizations or companies to go through a phase of change by making structured and strategic improvements and developments. As a customer complaint post for product improvement actions, PT Maspion Service Center requires a spare part procurement process by suppliers. PT Maspion Service Center has problems in the procurement process that does not have a specific method in ordering spare parts, especially gear boxes. Based on these problems, the Vendor Performance Indicator (VPI) method is used to identify performance indicators for each supplier based on the QCDJR framework criteria, which are quality, cost, delivery, flexibility, and responsiveness. The use of the Analytical Hierarchy Process (AHP) method is to calculate the priority weight where this value will be used in the scoring system and identification of VPI that should be monitored based on the traffic light system. The results of the supplier score based on scoring system for each supplier are Supplier A (93.81%), Supplier B (87.60%), and Supplier C (92.10%).

Keywords: Supplier Election, Vendor Performance Indicator (VPI), Analytical Hierarchy Process (AHP), Scoring System, Traffic Light.



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