

ABSTRAK

Industri mebel atau furniture menjadi salah satu industri prioritas di Indonesia, salah satu industri pendukung di bidang furniture di kabupaten Tuban adalah UD Muria Abadi. Usaha Dagang ini telah berdiri sejak tahun 2013 tetapi hingga saat ini perusahaan tidak mengalami peningkatan kinerja atau cenderung stagnan. Oleh sebab itu peneliti menjawab fenomena tersebut dengan melakukan perancangan pengukuran kinerja menggunakan metode *Supply Chain Operation Reference* (SCOR) yang tujuannya sebagai pengukuran kinerja dan bahan evaluasi perusahaan agar dapat mengembangkan usahanya. Dalam metode ini terdapat indikator kinerja dari enam aktivitas *supply chain* yang terjadi pada proses produksi perusahaan yaitu, *plan*, *source*, *make*, *deliver*, *return*, *enable*. Dari ke enam aktivitas tersebut memiliki atribut kinerjanya masing-masing yakni, *reliability*, *responsiveness*, *flexibility*, *cost*, dan *asset*.

Rancangan dan identifikasi *Key Performance Indicator* (KPI) menghasilkan 30 indikator kinerja. Yang terdiri dari 5 indikator kinerja proses *Plan*, 6 indikator kinerja proses *Source*, 7 indikator kinerja proses *Make*, 7 indikator kinerja proses *Deliver*, 4 indikator kinerja proses *Return*, proses *Enable* terdiri dari 1 indikator kinerja. Dalam melakukan pembobotan masing-masing KPI menggunakan metode *Analytic Hierarchy Process* (AHP) dengan menggunakan *software Expert Choice 11.0*.

Kata Kunci: *Supply Chain*, Pengukuran Kinerja, *Supply Chain Operation Reference* (SCOR), *Key Performance Indicator* (KPI), *Analytic Hierarchy Process* (AHP).

ABSTRACT

The furniture industry is one of the priority industries in Indonesia, one of the supporting industries in the furniture sector in Tuban district is UD Muria Abadi. This Trading Business has been established since 2013 but until now the company has not experienced an increase in performance or tends to stagnate. Therefore, researchers answer this phenomenon by designing performance measurements using the Supply Chain Operation Reference (SCOR) method whose purpose is to measure performance and evaluate the company's material in order to develop its business. In this method there are performance indicators of six supply chain activities that occur in the company's production process, namely plan, source, make, deliver, return, enable. Each of the six activities has its own performance attributes, namely reliability, responsiveness, flexibility, cost, and assets.

The design and identification of Key Performance Indicators (KPI) resulted in 30 performance indicators. Which consists of 5 performance indicators of the Plan process, 6 performance indicators of the Source process, 7 performance indicators of the Make process, 7 performance indicators of the Deliver process, 4 performance indicators of the Return process, the Enable process consists of 1 performance indicator. In weighting each KPI using the Analytic Hierarchy Process (AHP) method using Expert Choice 11.0 software.

Keywords: Supply Chain, Performance Measurement, Supply Chain Operation Reference (SCOR), Key Performance Indicator (KPI), Analytic Hierarchy Process (AHP).