

ABSTRAK

Buah pemikiran penelitian muncul dikarenakan adanya fenomena yang terjadi yaitu mengenai keterlambatan proses produksi pakaian jadi yang berasal dari tidak konsistennya jadwal yang diberikan perusahaan kepada penjahit yang menyebabkan tidak adanya target pakaian jadi yang dihasilkan perhari pada CV Java Fashion Indonesia Surabaya. Maka dari itu untuk menjawab fenomena tersebut diusulkanlah sebuah perancangan kinerja dalam satu proses *supply chain* perusahaan dengan menggunakan SCOR (*Supply Chain Operations Reference*) Model yang telah dikembangkan oleh *Supply Chain Council*. Terdapat indikator kinerja dalam model ini yang dikembangkan berdasarkan keenam aktivitas *supply chain* yang terjadi pada proses produksi pakaian jadi perusahaan yaitu *plan*, *source*, *make*, *deliver*, *return*, dan *enable*. Dan dari keenam aktivitas yang terdapat perusahaan tersebut masing-masing memiliki atribut kinerjanya yaitu, *reliability*, *flexibility*, *responsiveness*, *cost*, dan *assets*.

Rancangan dan identifikasi *key performance indicator* menghasilkan 21 buah indikator kinerja. Yang terdiri dari 4 indikator kinerja aktivitas *plan*, 3 indikator kinerja aktivitas *source*, 8 indikator kinerja aktivitas *make*, 3 indikator kinerja aktivitas *deliver*, 2 indikator kinerja aktivitas *return*, dan 1 indikator kinerja aktivitas *enable*. Dalam melakukan pembobotan pada masing-masing *key performance indicator* menggunakan metode *Analytical Hierarchy Process* (AHP) yang mana menggunakan *software Expert Choice 11*. Hasil dari pembobotan ditemukan tingkat kepentingan mulai dari aktivitas yang tertinggi ke yang rendah yaitu, aktivitas *make* (0.379), aktivitas *return* (0.311), aktivitas *deliver* (0.147), aktivitas *plan* (0.067), aktivitas *enable* (0.055), aktivitas *source* (0.040). Langkah selanjutnya dilakukan *scoring system* dengan metode *larger is better* dan *traffic light system* dengan nilai agregasi sebesar 81% yang maknanya berada pada posisi warna hijau.

Kata Kunci: Perancangan kinerja *supply chain*, *Supply Chain*, *Supply Chain Operations Reference* (SCOR), *key performance indicator* (KPI), *Analytical Hierarchy Process* (AHP), dan *Traffic Light System*.

ABSTRACT

The main research idea arises because of the of the phenomenon that occurs, namely the delay in the production process of apparel that comes from the inconsistency of the schedule given by the company to the tailor which causes the absence of ready-to-wear targets per day. Therefore to answer this phenomenon a performance design is proposed in a company's supply chain process using the SCOR (Supply Chain Operations Reference) model that has been developed by the Supply Chain Council. There are performance indicators in this model that are developed based on the six supply chain activities that occur in the company's apparel production process, namely plan, source, make, deliver, return, and enable. And of the six activities that the company has, each has its performance attributes, namely, reliability, flexibility, responsiveness, cost, and assets.

The result of design and identification of key performance indicators was found 21 performance indicators. Which consists of 4 activity plan performance indicators, 3 source activity performance indicators, 8 make activity activity indicators, 3 deliver activity performance indicators, 2 return activity performance indicators, and 1 enabling activity performance indicator. When the valuation occurs, each key performance indicator using the Analytical Hierarchy Process (AHP) method which uses Expert Choice 11 software. The results of valuation are the level of importance and ranging from the highest to the low activity, namely make activity (0.379), return activity (0.311), deliver activity (0.147), activity plan (0.067), enable activity (0.055), source activity (0.040). The next step is scoring the system with the larger is better method and traffic light system with an aggregation value of 81% which meaning is in a green position.

Keywords: Performance Measurement Supply Chain, Supply Chain, Supply Chain Operations Reference (SCOR), key performance indicator (KPI), Analytical Hierarchy Process (AHP), dan Traffic Light System.