

ABSTRAK

Selama ini UD. Tahu Sumedang 5 Bersaudara hanya menekankan pada aspek keuangan sebagai tolak ukur pengukuran kinerja, karena lebih mudah diterapkan. Pengukuran kinerja berdasarkan aspek keuangan saja dianggap tidak mampu mengukur aset tidak berwujud yang dimiliki perusahaan seperti sumber daya manusia, tingkat kepuasan pelanggan, kepuasan karyawan. Tujuan penelitian ini untuk memperbaiki kondisi yang seperti itu maka diperlukan metode pengukuran kinerja yang dapat mengidentifikasi kepuasan secara keseluruhan. Untuk mengetahui nilai kinerja pada UD Tahu Sumedang 5 Bersaudara dengan model Supply Chain Operation Reference (SCOR) dan Analytical Hierarchy Process (AHP). Metode yang dapat mengidentifikasi tingkat kinerja. Pengukuran kinerja menggunakan Metode Analytical Hierarchy Process (AHP) Dan Supply Chain Operation Reference (SCOR). Pengukuran kinerja dalam penelitian ini didukung dengan menggunakan metode Analytical Hierarchy Process (AHP) untuk menentukan nilai bobot prioritas perusahaan pada setiap kriteria dan KPI setiap kriteria. Terdapat 15 KPI yang digunakan dalam penelitian ini. Dari hasil pembobotan Skor, diperoleh 3 indikator yang skor normalisasinya dibawah 60 (tidak mencapai target perusahaan) yaitu kehadiran Karyawan , Kebersihan Alat dan Penanganan dari komplain yang di ajukan Konsumen. Pengukuran Keseluruhan Kinerja Perusahaan yang diperoleh Ud Tahu Sumedang 5 Bersaudara yaitu 68,65.

Kata Kunci : Kinerja, Pengukuran Kinerja, KPI, AHP, Supply Chain Operation Reference (SCOR)

ABSTRACT

So far, UD. Tahu Sumedang 5 Bersaudara only emphasizes the financial aspect as a benchmark for measuring performance, because it is easier to implement. Measuring performance based on financial aspects alone is considered unable to measure intangible assets owned by companies such as human resources, customer satisfaction levels, employee satisfaction. The purpose of this research is to improve conditions like that, so we need a performance measurement method that can identify overall satisfaction. To determine the value of performance at UD Tahu Sumedang 5 Bersaudara with the Supply Chain Operation Reference (SCOR) and Analytical Hierarchy Process (AHP) models. Methods that can identify performance levels. Performance measurement uses the Analytical Hierarchy Process (AHP) and Supply Chain Operation Reference (SCOR) methods. Performance measurement in this study is supported by using the Analytical Hierarchy Process (AHP) method to determine the company's priority weight value for each criterion and KPI for each criterion. There are 15 KPIs used in this study. From the results of the Snorm De Boer weighting, 3 indicators were obtained whose normalized scores were below 60 (did not reach the company's target), namely employee performance, equipment cleanliness and handling of complaints submitted by consumers. From the results of the snorm weighting, there are 7 KPIs which (fullfill the target but need a little improvement), namely Planning for Raw Material Requirements, Planning for the Process of Procurement of raw materials for Handling Machine Damage, Accuracy of Payments to Suppliers, Conformity of Raw Materials, Accuracy of Delivery and Timely Delivery. There are 5 KPIs that (have very good performance) Namely Lead Time, Availability of Backup Suppliers, Production Completion on schedule, Cycle Time for Raw Material Fulfillment, and Consumer Satisfaction. The overall measurement of company performance obtained by Ud Tahu Sumedang 5 brothers is 68,65.

Keywords : Performance, Performance Measurement, KPI, AHP, Supply Chain Operation Reference (SCOR)