

ABSTRAK

PT. Mitra Bali Sukses sebagai perusahaan pengolahan dan distribusi bahan baku pangan menghadapi tantangan dalam pengelolaan pemasok, terutama terkait keterlambatan pengiriman, ketidaksesuaian kualitas bahan baku, serta ketidakstabilan harga yang berdampak pada kelancaran operasional perusahaan. Evaluasi pemasok yang dilakukan selama ini belum terukur dan belum menggunakan metode kuantitatif sehingga keputusan pemilihan pemasok berpotensi bersifat subjektif. Penelitian ini bertujuan untuk mengevaluasi kinerja pemasok menggunakan metode *Supplier Performance Index* (SPI) sebagai pendekatan objektif dalam menentukan pemasok terbaik. Penelitian dilakukan terhadap sembilan pemasok bahan baku utama, yaitu ayam fillet, udang kupas, dan tahu, dengan lima kriteria penilaian: kualitas, ketepatan waktu pengiriman, harga, fleksibilitas, dan respon pemasok. Data penelitian diperoleh melalui observasi lapangan, dokumentasi internal perusahaan, serta studi literatur. Hasil penelitian menunjukkan bahwa pada kategori ayam fillet, Supplier C memperoleh nilai SPI tertinggi, pada kategori udang kupas, Supplier X menjadi pemasok terbaik meskipun memiliki nilai harga yang kurang stabil, sedangkan pada kategori tahu, Supplier I dan Supplier V menunjukkan kinerja paling unggul. Faktor kualitas dan ketepatan pengiriman terbukti menjadi indikator paling berpengaruh terhadap kinerja pemasok. Penelitian ini merekomendasikan penerapan evaluasi SPI secara berkala sebagai dasar pembinaan pemasok dan penyusunan strategi pengadaan agar stabilitas rantai pasok dan kualitas layanan perusahaan tetap terjaga.

Kata Kunci: Supplier, *Supplier Performance Index* (SPI), Evaluasi Kinerja Pemasok, Rantai Pasok.

ABSTRACT

PT. Mitra Bali Sukses, a company engaged in the processing and distribution of raw food materials, faces several challenges in supplier management, particularly related to delivery delays, inconsistent product quality, and unstable pricing, which disrupt operational continuity. Previous supplier evaluations were not supported by a quantitative measurement system, resulting in decisions that were potentially subjective. This study aims to evaluate supplier performance using the Supplier Performance Index (SPI) as an objective and structured approach to determine the most reliable suppliers. The study involved nine suppliers of three primary raw materials—chicken fillet, peeled shrimp, and tofu—assessed based on five criteria: quality, delivery accuracy, cost, flexibility, and responsiveness. Data were collected through field observation, company documentation, and literature review. The results indicate that Supplier C obtained the highest SPI score in the chicken fillet category, Supplier X demonstrated the best performance in the peeled shrimp category despite price fluctuations, and Supplier I and Supplier V were the top performers for tofu. Quality and delivery punctuality were identified as the most influential indicators affecting supplier performance. The study recommends implementing periodic evaluations using the SPI method to support data-based decision-making for supplier development, contract renewal, and procurement strategies, thereby ensuring supply chain stability and maintaining service quality.

Keywords: Supplier, Supplier Performance Index (SPI), Supplier Performance Evaluation, Supply Chain.