

ABSTRACT

Sulawesi is an important market Toyota indonesia in the east. In January to August 2012 in Sulawesi Toyota sales grew 14.1% to 16 415 units compared to the same period last year amounted to 14 387 units. With that number, 63.5% Toyota dominate the car market in Sulawesi, with the main dealer PT. Hadji Kalla. As the development of auto sales increase, the need for spare parts is also increasing rapidly.

Based on the data obtained from the Unit Depot Center Part PT. Hadji Kalla Makassar, so far the company has never done work unit performance measurement in Part Depot Center. Therefore, the authors used this company as research material in measuring the performance of supply chain in the unit Depo Part Center PT. Hadji Kalla using the Balanced Scorecard. one method that can measure the performance of the company by integrating all aspects of the management process of the size of the company either financial or non-financial is a Balanced Scorecard. Balanced Scorecard method can solve the problems of performance measurement company that is not involved aspects that exist by measuring the company's performance on the four perspectives. Testing methods research instrument used is testing validity and reliability testing. As for the method of analysis the authors use qualitative methods (for analysis not with numbers) and quantitative methods (for analysis using the figures) that the value of the performance Depot Center Part PT. Hadji Kalla through four Balanced Scorecard perspectives, namely SCM Goals SCM Improvement, Financial Benefit, and Customer Benefit.

The results of data processing using AHP gained 21 attributes indicators of success. One indicator of service rate is the highest weight of all the success indicators of 0.6101. Furthermore, the four perspectives of balanced scorecard which has the highest weight SCM Improvement by weight 30.13%, the second highest weighting Financial Benefit with 26.92%, followed by 22.06% SCM Goals and Customer Benefit at 20.89% and the value of perspective each perspective is SCM Goals of 4.4960 has good criterion, Customer Benefit at 4.5848 has very good darting criteria, financial benefi

From the calculation of 4.6937 has a very good criteria and the smallest is the SCM Improvement of 2.2509 has very criteria less processing of the data obtained further acquired company's value criteria of 4.0973 so that the conclusions adopted supply chain Depo Part Center PT. Hadji Kalla got a good criterion.

Keywords: Supply chain performance, Depo Part Center PT. Hadji Kalla, Balanced Scorecard, AHP