

ABSTRACT

Micro, Small, and Medium Enterprises (MSMEs) in Indonesia continue to grow. Even though a crisis hit Indonesia in 1997, MSMEs proved to be able to survive. However, MSMEs have several disadvantages. One of the disadvantages is the difficulty to develop its business. Therefore, a performance measurement system is needed to be able to see the performance of the business unit. The existence of a performance measurement system can help see MSMEs working well and can make improvements. In this study, the performance measurement system was designed based on SCOR-BSC. The measurement system that was intended later became a *monitoring* system. The results of designing a performance measurement system produce 35 key performance index (KPI) from 4 perspectives. The *monitoring* system designed can provide information about performance as a whole as well as from every perspective.

Keywords: supply chain, monitoring system, SME, performance measurement system SCOR-BSC, AHP