

ABSTRACT

Logistics service outsourcing company engaged in storage, especially 3PL warehouse. At present, the condition of the 3PL warehouse from year to year will increase and it is estimated that in 2022 the global market will reach 8 million USD. This condition indicates that business competition will be more competitive and companies will be led to have an advantage in order to compete in the industrial world. PT XYZ is one of the large-scale companies in Indonesia, which is a subsidiary of a state-owned company engaged in the service sector as a Third Party Logistic (3PL) warehouse business actor. Currently, PT XYZ does not have a monitoring process for emotional performance which causes difficulty in identifying the causes of problems at PT XYZ, including the lack of monitoring in planning storage areas, maintenance tools, handling of stored products, as well as delivery and return of products by consumers. In order to survive from other competitors and create an advantage, PT XYZ needs to know the company's performance achievements in order to improve the company's performance in a sustainable manner. Therefore, achieving performance standards that can be measured and monitored flexibly and in real time is essential for companies to be able to compete. Based on these problems, this study designed a monitoring system that uses a formulation with the objective of measuring and monitoring warehouse performance. The SCOR model is used as a model for the identification of warehouse performance activities, which will be weighted using the AHP method on each criterion and measured the level of productivity using OMAX and identified the level of productivity of company performance using the TLS approach. The monitoring process in this study uses a web-based monitoring system to support decision making in improving performance. With the right decision making, PT XYZ can achieve its goal of becoming a leading company in the 3PL warehouse services industry. Based on the research that has been done, the design of a green warehouse performance measurement system produces 6 criteria with a total of 28 KPIs. The KPI is divided into 3 plan criteria, 2 source criteria, 15 make criteria, 2 deliver criteria, 2 return criteria, and 4 green criteria.

Keyword : Warehouse , 3PL, Supply Chain Operation Reference, Analytical Hierarchy Process, Objective Matrix, Traffic Light System, *Information System*.