

ABSTRACT

PT. XYZ is a company engaged in the manufacturing industry sector by managing raw materials into finished goods that has been running for almost 20 years. Some of the work carried out by PT. XYZ is a job in making products based on consumer demand, so it can be said that the entire product produced is engineer to order. To increase customer trust, the company follows ISO 9001: 2008 certification. Currently, the company is working on repairing chopsticks and experiencing problems in the form of delays in the procurement process. That way the company needs to improve the processes related to its procurement but the company does not yet have a reference that can be used in determining which processes need to be improved. Therefore, companies need what criteria can be used to improve the processes used and create a performance measurement system so that companies can monitor supply chain activities in their procurement and continue to make improvements.

In this study, the supply chain performance measurement system is used to measure the company's procurement process and this system is designed using the Supply chain operation reference (SCOR) and Fuzzy AHP methods. Criteria and sub-criteria are arranged based on the SCOR model and are given a weight rating based on their importance using Fuzzy AHP. Normalization is done to generalize the different scales on the measurement results between criteria and sub-criteria. The system design uses Microsoft Excel to make it easier for the company. The criteria obtained based on the company's objectives are 5 performance criteria, namely reliability, responsiveness, agility, asset management and cost. With 17 performance sub-criteria used by the company. The ISO 9001 used is ISO 9001: 2015 sub-clause 4.4.1 (d) regarding the design of material purchases and clause 8.1 regarding requirements related to products and services.

Keywords— performance measurement system, SCOR, Fuzzy AHP, ISO 9001