

ABSTRACT

In Indonesia, food security describes as three pillars of food security, which are availability, stability, and accessability. Keeping the balance of those three aspect is under the jurisdiction of Indonesia Bureau of Logistics (Bulog). Keeping food availability, stability, and accessability in a growing and fluctiative state can be hard. For this reason, Bulog need tool to aid in fulfilling the responsibilities that carried with the company. Monitoring and evaluating performance is proven to be useful tools when it comes to controlling performances of an organization or company on track. Therefore, keeping performance on track aids organizations reach their objectives. Without performance monitoring, evaluating performance become impossible, since performance is relatively quality derived activities. Thus management have to forumlate the keys performance indicator so that every performances can be measured using formulated KPI.

The approach that used in this research is combining two performace measurement tools which are BSC and SCOR to formulating all the Key Performance Indicator (KPI) correlated with the object in this research which is Bulog Subdivre Bandung. Using BSC as an approach to reach a balanced formulas to measure performance from different perspecives. Since in BSC enable a company to monitor and evaluate from four different equally impotent perspectives, i.e. finacial, costumer, internal process business, and also learning and growth perspetive. Meanwhile SCOR as an approach to benchmark with the best practices around the world to find the right KPIs for supply chain related activities. Every supply chain process are being taken into consideration meticulously with SCOR, starts with planning every activities, resources needed, deliver the plan, and other requirements required during supply chain process. By combining those performance measurement tools may cover as much as factors, decision level, and contextualisation as possible. After generating metrics from SCOR, those metrics are grouped into three indicators from Global Food Security Index (GFSI). In which those indicators then arranged based on the level of interest using AHP. Which resulted as important KPI for supply chain related activities.

The result of formulating the KPIs using the two models is expected to be a set of metrics that enable Bulog to monitoring and controlling their performance from four different perspectives that covers from strategic level down into operational level, in order to maitaing food security within their territorial jurisdiction. And after generating the set of measurement metrics, those metrics then turned into an infomative dashboard to present the measuring performance data between the measurement period.

Key words : Key Performance Indicator, BSC, SCOR, AHP