

ABSTRACT

In an era of increasingly fierce business competition, effective supply chain management has become a critical necessity for manufacturing companies, including PT Liza Christina Garment Industry. This study focuses on measuring the performance of the company's production processes using the SCOR (Supply Chain Operations Reference) Model with the scope of the SP3 (Plan-Make) process. The prioritized performance attributes are Reliability and Responsiveness, which reflect the company's reliability and speed in achieving production targets.

The research process includes mapping production activities, identifying relevant metrics, and designing Key Performance Indicators (KPIs) based on SCOR to measure performance. 7 main KPIs were designed to assess the effectiveness of production processes, such as the accuracy of planning, production cycle time, and product quality. The results show that implementing this model helps the company identify supply chain obstacles, such as discrepancies between planning and production realization, as well as the timeliness of raw material delivery. Moreover, the design of the performance dashboard enables more effective monitoring to support strategic decision-making.

With this measurement system, PT Liza Christina is expected to enhance production efficiency, minimize waste, and ensure more optimal achievement of production targets. This study provides a significant contribution to the development of performance measurement methods in the garment industry, which can be adapted by other companies with similar needs.

Keywords : Supply Chain Operation Reference (SCOR), Analytical Hierarchy Process (AHP), Key Performance Indicator (KPI).