Perancangan Dashboard Monitoring Indikator Kinerja Pada Proses Distribusi Berdasarkan Metrics SCOR Model di Perusahaan Minyak Goreng dan Sabun = Design of Performance Indicator Monitoring Dashboard in Distribution Process Based on SCOR Model Metrics in Cooking Oil and Soap Companies

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Abstrak

Industri Fast Moving Consumer Goods (FMCG) merupakan salah satu industri besar di Indonesia. Asosiasi Logistik Indonesia (ALI) memastikan biaya jasa logistik akan ikut naik seiring dengan penyesuaian harga bahan bakar minyak (BBM) hingga 18,8%. Kenaikan harga BBM juga mempengaruhi harga ekspedisi serta biaya operasional yang lain hingga 60%. Data tersebut mengindikasikan kenaikan biaya pengiriman dapat mempengaruhi biaya produk serta peningkatan pengeluaran perusahaan. Pentingnya memantau kinerja perusahaan sebagai dasar dalam mengambil langkah preventif dalam menghadapi terjadinya kenaikan biaya dengan aspekaspek distribusi yang lain. Namun, di perusahaan minyak goreng dan sabun sampai saat ini belum terdapaat tools yang dapat memonitor kinerja divisi logistik, sehingga menyebabkan lambatnya dalam melakukan penanganan suatu permasalahan. Kondisi tersebut salah satunya diakibatkan oleh tidak adanya sistem yang memusatkan data perusahaan yang menjadi dasar untuk pengukuran kinerja distribusi pada rantai pasok perusahaan, dan diperparah dengan sistem pelaporan yang masih bersifat konvensional (laporan kertas dan file excel) yang tidak rapi serta belum terpusat. Oleh karena itu, perlu adanya sistem untuk memonitor kinerja distribusi secara akurat dan realtime. Penelitian ini bertujuan untuk mengembangkan sistem monitoring distribusi pada salah satu industri FMCG di Jakarta Utara. Sistem dibangun dengan atribut kinerja yang diukur berbasis model Supply Chain Operations Reference (SCOR) menggunakan software perangkat lunak visualisasi data interaktif Power BI. Matriks Key Performance Indicator (KPI) yang diukur sesuai dengan proses bisnis perusahaan dengan objektif reliability, responsiveness, dan cost. Penelitian ini menghasilkan sistem monitor indikator kinerja proses distribusi dengan menyajikan performansi 15 atribut KPI terverifikasi untuk membantu evaluasi KPI demi menerapkan integrasi data secara terpusat dan cepat, serta kemudahan dalam mengakses informasi untuk pelaporan dan pengambilan tindakan.

.....The Fast Moving Consumer Goods (FMCG) industry is one of the big industries in Indonesia. The Indonesian Logistics Association (ALI) ensures that the cost of logistics services will also increase along with the adjustment in the price of fuel oil (BBM) up to 18.8%. The increase in fuel prices also affected the price of expeditions and other operational costs by up to 60%. The data indicates that an increase in shipping costs can affect product costs and increase company expenses. The importance of monitoring company performance as a basis for taking preventive steps in dealing with rising costs with other distribution aspects. However, at the Cooking Oil and Soap Company until now there are no tools that can monitor the performance of the logistics division, resulting in delays in handling a problem. One of these conditions is caused by the absence of a system that centralizes company data which is the basis for measuring distribution performance in the company's supply chain, and is exacerbated by the conventional reporting system (paper reports and excel files) which is not neat and not yet centralized. Therefore, it is necessary to

have a system to monitor distribution performance accurately and in real-time. This study aims to develop a distribution monitoring system for one of the FMCG industries in North Jakarta. The system is built with performance attributes that are measured based on the Supply Chain Operations Reference (SCOR) model using Power BI interactive data visualization software. The Key Performance Indicator (KPI) matrix is measured according to the company's business processes with reliability, responsiveness and cost objectives. This research produced a distribution process performance indicator monitoring system by presenting the performance of 15 verified KPI attributes to assist KPI evaluation in order to implement centralized and fast data integration, as well as ease of accessing information for reporting and taking action.