Peningkatan kinerja rantai pasok perusahaan makanan dan minuman kesehatan dengan metode Model SCOR dan Importance-Performance Analysis (IPA) = Improving the performance of the food and beverage health supply chain using SCOR Model evaluation method and Importance -Performance Analysis (IPA)

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Abstrak

Penelitian ini dilakukan untuk mengukur kinerja rangkaian rantai pasok industri makanan dan minuman kesehatan untuk mengetahui kondisi rantai pasok dari suatu perusahaan periode 2023. Metode yang digunakan adalah Supply Chain Operations Reference (SCOR). Perbaikan yang dilakukan pada penelitian ini berkaitan dengan permasalahan yang terjadi pada divisi rantai pasok. Tingkat kepentingan atribut kinerja diukur berdasar pembobotan dengan kuesioner perbandingan berpasangan oleh expert. Terdapat 25 indikator kinerja yang diukur dan terbagi ke dalam atribut model SCOR. Dari hasil pengukuran didapatkan kinerja rantai pasok sebesar 68.16% yang menunjukkan kategori average pada Traffic Light System Monitoring. Indikator kemudian dipetakan ke dalam kuadran Importance Performance Analysis (IPA) untuk mendapatkan indikator prioritas berupa KPI dengan performa rendah dan kepentingan tinggi. Didapatkan 5 indikator prioritas, yaitu finished goods inventory level, raw material inventory level, labor cost, delivery performance to customer commit date, dan delivery fill rate. Rekomendasi yang diajukan untuk perbaikan adalah penerapan sistem Sistem Enterprise Resource Planning (ERP) secara end-to-end dan pengaplikasian Radio Frequency Identification (RFID)- Internet of Things (IoT).

.....This research is conducted to measure the performance of the food and beverage health supply chain to understand the supply chain condition of a company for the period of 2023. The method used is the Supply Chain Operations Reference (SCOR). Improvements made in this research are related to the issues occurring in the supply chain division. The importance level of performance attributes is measured based on weighting with a paired comparison questionnaire by experts. There are 25 performance indicators measured and divided into SCOR model attributes. From the measurement results, the supply chain performance is obtained at 68.16%, indicating an average category on the Traffic Light System Monitoring. The indicators are then mapped into the Importance Performance Analysis (IPA) quadrant to obtain priority indicators in the form of Key Performance Indicators (KPIs) with low performance and high importance. Five priority indicators are identified: finished goods inventory level, raw material inventory level, labor cost, delivery performance to customer commit date, and delivery fill rate. The recommended improvements include the implementation of an end-to-end Enterprise Resource Planning (ERP) system and the application of Radio Frequency Identification (RFID)-Internet of Things (IoT).