ABSTRAK

PENGUKURAN KINERJA *SUPPLY CHAIN MANAGEMENT* (SCM) MENGGUNAKAN METODE *SUPPLY CHAIN OPERATION REFERENCE* (SCOR) DAN *ANALYTICAL NETWORK PROCESS* (ANP) DI PT. HEXING TECHNOLOGY

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Supply Chain Management (SCM) merupakan elemen krusial dalam menjaga kelancaran operasional perusahaan, terutama di tengah persaingan bisnis yang semakin kompetitif. Penelitian ini bertujuan untuk mengevaluasi kinerja SCM di PT Hexing Technology dengan menggunakan metode *Supply Chain Operation Reference* (SCOR) dan *Analytical Network Process* (ANP), serta memberikan rekomendasi peningkatan. Evaluasi dilakukan terhadap 17 indikator kinerja, mencakup lima proses utama SCM: *PLAN, SOURCE, MAKE, DELIVER*, dan *RETURN*. Hasil pembobotan menunjukkan bahwa proses PLAN memiliki bobot tertinggi sebesar 0,442, menekankan pentingnya perencanaan dalam rantai pasok. Dari hasil perhitungan ANP, indikator *Forecast Accuracy* dan Proses *Plan* memperoleh bobot terbesar, yaitu 0,098 dan 0,237, menandakan bahwa akurasi dalam peramalan permintaan menjadi faktor kunci keberhasilan dalam proses perencanaan Supply Chain, dan perencanaan memiliki peran yang sangat krusial dalam menjamin kelancaran dan efisiensi keseluruhan rantai pasok. Tiga indikator—*Timely Delivery Performance by Supplier, Number of Trouble Machines*, dan *Percentage of Solid Waste Recycling*—memerlukan perhatian karena nilainya di bawah 90. Secara keseluruhan, kinerja SCM perusahaan tergolong baik dengan nilai 95,66. Namun, peningkatan sistem monitoring, preventive maintenance, dan efisiensi daur ulang limbah padat direkomendasikan untuk optimalisasi lebih lanjut.

Kata Kunci: ANP, SCOR, *Supply Chain Management* (SCM)

ABSTRACT

Performance Measurement of Supply Chain Management (SCM) Using the Supply Chain Operation Reference (SCOR) and Analytical Network Process (ANP) Methode at PT. HEXING TECHNOLOGY

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Supply Chain Management (SCM) plays a critical role in ensuring smooth company operations amid increasing business competition. This study aims to evaluate the SCM performance of PT Hexing Technology using the Supply Chain Operation Reference (SCOR) model and the Analytical Network Process (ANP), while also providing recommendations for improvement. The evaluation covers 17 performance indicators across five key SCM processes: PLAN, SOURCE, MAKE, DELIVER, and RETURN. The results show that the PLAN process holds the highest weight at 0.442, highlighting the importance of planning in overall supply chain performance. From the results of the ANP calculation, the Forecast Accuracy and Plan Process indicators obtained the largest weights, namely 0.098 and 0.237, indicating that accuracy in demand forecasting is a key factor for success in the Supply Chain planning process, and planning has a very crucial role in ensuring the smoothness and efficiency of the entire supply chain. Three indicators—Timely Delivery Performance by Supplier, Number of Trouble Machines, and Percentage of Solid Waste Recycling—require improvement, as their values fall below 90. Overall, the company's SCM performance is above average, with a score of 95.66. Nonetheless, improvements are recommended in delivery monitoring systems, implementation of preventive maintenance, and development of more efficient solid waste recycling programs to achieve better optimization.

Keywords: *ANP, SCOR*, *Supply Chain Management* (SCM)