

**MEASURING THE PERFORMANCE OF SUPPLY CHAIN
MANAGEMENT USING THE SUPPLY CHAIN OPERATION
REFERENCE AT PT OTSUKA INDONESIA**
Zakinah Mutiara Syahfarini¹, Teguh Oktiarso²
Universitas Ma Chung

Abstrak

Supply chain management is one of the studies in the industrial sector that focuses on the efficiency and effectiveness of material flow, information, and money flow that occurs evenly. It is important to measure performance to determine the extent of a company's management capabilities. Research was conducted at PT Otsuka Indonesia during the internship by conducting observations and interviews. Then, KPI design was carried out, including the accuracy of raw material usage design, accuracy of production level planning, intensity of changes or revisions to the production plan, source cycle time, quality of finished products, make cycle time, delivery cycle time, accuracy of delay in delivery of finished good, and, return finished good. The KPI is then calculated using snorm de boer normalization so that the performance results of each KPI are generated. In determining the final performance, weighting is carried out using the Analytical Hierarchy Process (AHP) method to determine the level of importance of each KPI. After data processing, it is found that the indicator that has the lowest value is the finished product quality indicator. Then, a design of improvement proposals was made using the FMEA method which in the end made an improvement proposal in the form of a warning sticker design for cleaning the machine, a warning sticker for using complete PPE, and a warning sticker for rechecking the scales.

Kata Kunci: *Supply Chain Performance; Supply Chain Operation Reference; Normalisasi SNORM; Analytical Hierarchy Process; FMEA*