ABSTRAK

UKM Ar-rahma merupakan sebuah usaha kecil menengah yang bergerak dalam bidang konveksi. Sama seperti usaha skala kecil lainnya, UKM ini juga mengalami permasalahan yang terjadi yaitu UKM belum mempunyai perencanaan yang matang dari proses pengadaan bahan baku sampai pada proses produksinya, sering terjadinya *miss* komunikasi baik antara *owner* dengan *supplier,* owner dengan pegawai maupun *owner* dengan konsumen. Penelitian ini bertujuan untuk merancang sistem pengukuran kinerja *supply chain* di UKM Ar-Rahma.

Supply Chain Operation References (SCOR) versi 11.0 merupakan metode pendekatan yang digunakan pada penelitian ini. Pengukuran kinerja dengan metode SCOR dilakukan berdasarkan 5 proses inti (*plan, source, make, deliver,* dan *return*), dan beberapa dimensi (*reliability, responsiveness, Agility, cost,* dan *Asset management*). Dimensi tersebut akan didekomposisi dalam *Key Performance Indikator* (KPI). Selain itu juga dilakukan pembobotan tiap proses inti, dimensi dan KPI dengan menggunakan *Analytical Hierarchy Process*. Sedangakan normalisasi *snorm de bour* digunakan untuk menyamakan nilai KPI.

Hasil pengukuran kinerja produksi baju wisuda di UKM Ar-rahma ini diperoleh 23 KPI. Pegukuran kinerja dilakukan pada tahun 2017 dan 2018. Adapun nilai kinerja produksi baju wisuda di UKM Ar-rahma pada tahun 2017 sebesar 52,976 (*average*) dan pada tahun 2018 sebesar 63,701 (*average*). Penelitian ini diharapkan dapat embantu meningkatkan kinerja UKM dengan melakukan strategi perbaikan pada ruang lingkup tersebut.

Kata Kunci : Usaha Kecil Mennegah (UKM), Pengukuran Kinerja *Supply Chain*, *Supply Chain Operation References* (SCOR), *Key Performance Indicator* (KPI), *Analytical Hierarchy Process* (AHP)

ABSTRACT

Ar-rahma UKM is a small and medium business which is engaged in convection. Just like other small-scale businesses, this UKM also experiences problems that occur that UKM does not yet have a careful planning from the process of procurement of raw materials to the production process, often miss communication between the owner and supplier, owner and employee and owner and consumer. This study aims to design a supply chain performance measurement system in Ar-Rahma UKM.

Supply Chain Operation References (SCOR) version 11.0 is the method of approach used in this study. Performance measurement using the SCOR method is based on 5 core processes (plan, source, make, deliver, and return), and several dimensions (reliability, responsiveness, Agility, cost, and Asset management). These dimensions will be decomposed in Key Performance Indicators (KPI). It also weighs each core process, dimension and KPI by using the Analytical Hierarchy Process. While normalizing snorm de bour is used to equalize KPI values.

The results of performance measurement of graduation clothes at Ar-rahma UKM were obtained by 23 KPI. Performance measurement is carried out in 2017 and 2018. The value of the graduation suit production performance in Ar-rahma UKM in 2017 is 52.976 (average) and in 2018 it is 63.701 (average). This research is expected to be able to help improve the performance of SMEs by carrying out improvement strategies in that scope.

Keywords: Preventing Small Business (SMEs), Supply Chain Performance Measurement, Supply Chain Operation References (SCOR), Key Performance Indicators (KPI), Analytical Hierarchy Process (AHP)