

## ABSTRAK

Penelitian ini dilatarbelakangi oleh *supplier* tidak mampu memenuhi kebutuhan permintaan Usaha Tahu Pak Amin serta tingkat pengembalian tahu di Usaha Tahu Pak Amin masih tinggi. Tujuan penelitian menentukan pengukuran kinerja *supply chain management* menggunakan metode *Supply Chain Operations Reference* dan *Analytic Hierarchy Process* dan usulan perbaikan setelah pengukuran kinerja *Supply Chain Management* pada Usaha Tahu Pak Amin yang mempunyai nilai rendah. Jenis penelitian yang digunakan dalam penelitian ini adalah berjenis penelitian kuantitatif. Jenis data dalam penelitian ini yaitu data primer. Data primer dalam penelitian ini yaitu, data yang diperoleh dari pengisian kuesioner penilaian kinerja dan data *Key Performance Indicator*. Hasil penelitian menunjukkan nilai total akhir kinerja *Supply Chain Management* menggunakan metode SCOR sebesar 36,80%. Nilai 36,80% pada tingkat indikator kinerja termasuk kategori buruk.

Kata kunci: SCM, SCOR, AHP, KPI, Kinerja

## **ABSTRACT**

*This research is motivated by the inability of suppliers to meet the demand needs of Tofu Business Pak Amin, and the high return rate of tofu at Tofu Business Pak Amin. The purpose of the research is to determine the measurement of supply chain management performance using the Supply Chain Operations Reference and Analytic Hierarchy Process methods, and to propose improvements after measuring the Supply Chain Management performance at Tofu Business Pak Amin, which has low values. The type of research used in this study is quantitative research. The type of data in this study is primary data. The primary data in this study is obtained from the performance evaluation questionnaire and Key Performance Indicator data. The results of the study showed that the final total value of Supply Chain Management performance using the SCOR method was 36.80%. The value of 36.80% at the performance indicator level is included in the poor category.*

*Keywords: SCM, SCOR, AHP, KPI, Performance*