

## DAFTAR ISI

PERNYATAAN KEASLIAN .....	2
SURAT KETERANGAN SELESAI TUGAS AKHIR ATAU PENELITIAN.....	3
LEMBAR PENGESAHAN .....	4
HALAMAN PERSEMBAHAN .....	5
MOTTO .....	7
KATA PENGANTAR .....	8
DAFTAR ISI.....	11
DAFTAR TABEL.....	1
DAFTAR GAMBAR .....	3
BAB I.....	4
PENDAHULUAN .....	4
1.1 Latar Belakang .....	4
1.2 Rumusan Masalah .....	6
1.3 Batasan Masalah.....	6
1.4 Tujuan Penelitian.....	7
1.5 Manfaat penelitian.....	7
1.6 Sistematika Penelitian .....	7
BAB II.....	9
KAJIAN LITERATUR.....	9
2.1 Kajian Pustaka.....	9
2.1.1 Supply Chain.....	9
2.1.2 Pengukuran Kinerja Rantai Pasok .....	10
2.1.3 Supply Chain Management.....	11
2.1.4 <i>Supply Chain Operations Reference (SCOR)</i> .....	13
2.1.5 Normalisasi (Snorm).....	16
2.1.6 Industri Kecil Menengah.....	17
2.2 Penelitian Terdahulu .....	18
SCOR model.....	22
BAB III .....	31
METODE PENELITIAN.....	31
3.1 Subyek dan Waktu Penelitian .....	31
3.2 Data dan Instrumen Pengumpulan Data .....	31
3.2.1 Data Primer .....	31
3.2.1 Data Sekunder.....	32
3.3 Tahapan-Tahapan Penelitian .....	32

	12
3.3.1	Pendahuluan.....32
3.3.2	Perumusan Matriks Pengukuran .....33
3.3.3	Pengumpulan Data .....33
3.3.4	Pengolahan Data .....33
3.3.5	Pembahasan.....33
3.3.6	Kesimpulan dan Saran .....33
3.4	Flowchart Penelitian ..... 34
BAB IV	..... 35
PENGUMPULAN DAN PENGOLAHAN DATA	..... 35
4.1	Pengumpulan Data .....35
4.1.1	Profil Perusahaan IKM .....35
4.1.2	Sejarah Berdiri .....36
4.1.3	Struktur Organisasi .....36
4.2	Proses Bisnis .....37
4.3	Pemetaan Proses Bisnis dengan Pendekatan SCOR ( <i>Business Thread Diagram</i> )....44
4.4	Metriks Kinerja Rantai Pasok .....45
4.5	<i>Hierarchy</i> Pengukuran Kinerja Rantai Pasok .....48
4.6	Data atribut SCOR dan Perhitungan .....50
BAB V	..... 77
PEMBAHASAN	..... 77
5.1	Analisa Data .....77
5.1.1	Nilai SCOR Process.....77
5.1.2	Nilai SCOR Performance .....79
5.1.3	Benchmark Proses <i>Return</i> 11 IKM (Bantul ,Sleman).....82
5.1.4	Aplikability SCOR pada Penelitian .....84
5.1.5	Peluang Untuk Penelitian Selanjutnya.....84
BAB VI	..... 85
PENUTUP	..... 85
6.1	Kesimpulan.....85
6.2	Saran.....85
DAFTAR PUSTAKA	..... 87
LAMPIRAN	..... 89

## DAFTAR TABEL

Tabel 1 Atribut Kinerja Performance .....	15
Tabel 2 Indikator Nilai Proses .....	17
Tabel 3 Jurnal.....	18
Tabel 4 Metrics SCOR 12 Plan - Return .....	46
Tabel 5 Metrics SCOR 12 Enable.....	47
Tabel 6 Plan Reliability .....	51
Tabel 7 Plan Responsiveness .....	52
Tabel 8 Plan Final Score .....	52
Tabel 9 Source Reliability .....	56
Tabel 10 Source Responsiveness .....	57
Tabel 11 Source Asset Management AM 3.28 .....	57
Tabel 12 Source Asset Management AM 3.37 .....	58
Tabel 13 Source Asset Management AM 3.16 .....	58
Tabel 14 Source Asset Management AM 3.17 .....	59
Tabel 15 Source Asset Management AM 3.45 .....	59
Tabel 16 Source Asset Management AM 3.44 .....	59
Tabel 17 Source Final Score .....	60
Tabel 18 Make Reliability .....	62
Tabel 19 Make Responsiveness .....	62
Tabel 20 Make Asset Management Raw Material.....	63
Tabel 21 Make Asset Management Human Resource.....	63
Tabel 22 Make Asset Management Machine.....	64
Tabel 23 Make Final Score .....	64
Tabel 24 Deliver Reliability.....	67
Tabel 25 Deliver Cost .....	67
Tabel 26 Deliver Final Score .....	67
Tabel 27 Return Responsiveness .....	68
Tabel 28 Return Cost .....	69
Tabel 29 Return Final Score .....	69
Tabel 30 Enable Final Score .....	70
Tabel 31 Rangkuman Nilai Process .....	72
Tabel 32 Process Final Score .....	76
Tabel 33 Nilai SCOR Process.....	77
Tabel 34 Nilai SCOR Performance.....	79
Tabel 35 Hasil Benchmark.....	82
Tabel 36 Hasil Benchmark dengan Snorm .....	83
Tabel 37 RL. 3.37 Plan Reliability Forecast Accuracy .....	90
Tabel 38 Plan Responsiveness RS. 3.29 Establish Sourcing Plans Cycle Time.....	90
Tabel 39 Source Reliability RL. 3.18 % Orders/ Lines Processed Complete.....	90
Tabel 40 Source Reliability RL. 3.19 % Orders/ Lines Received Defect Free .....	91
Tabel 41 Source Reliability RL. 3.20 % Order/ Lines Received On-Time to Demand .....	91
Tabel 42 Source Reliability RL. 3.21 % Orders/ Lines received with correct content.....	91
Tabel 43 Source Reliability RL 3.23 % Orders/ Lines Received with Correct Shipping.....	91
Tabel 44 Source Reliability RL. 3.24 % Orders/ Lines received damage free.....	91
Tabel 45 Source Reliability RL. 3.25 Product Transferred On-Time to Demand.....	92
Tabel 46 Source Responsiveness RS 3.113 Receiving Product Cycle Time.....	92
Tabel 47 Source Responsiveness RS. 3.8 Authorize Supplier Payment Cycle Time.....	92
Tabel 48 Source Responsiveness RS. 3.10 Average Days per Schedule Change .....	92

Tabel 49 Source Reliability RL. 3.26 % Product Transferred without Transaction Errors.....	93
Tabel 50 Source Reliability RL. 3.27 % Schedules Changed within Supplier's Lead Time .	93
Tabel 51 Make Reliability RL 3.49 Schedule Achievement .....	93
Tabel 52 Make Responsiveness RS 3.142 Package Cycle Time .....	93
Tabel 53 Deliver Reliability RL. 3.33 Delivery Item Accuracy .....	93
Tabel 54 Deliver Cost CO. 3.15 Order Delivery and / or Install Costs .....	94
Tabel 55 Return Responsiveness RS.3.5 Authorized Defective Return Cycle Time .....	94
Tabel 56 Return Cost CO. 3. 16 Cost to Source Return .....	94
Tabel 57 Kuesioner proses Enable.....	94



## DAFTAR GAMBAR

Gambar 1 Basic Supply Chain Model .....	9
Gambar 2 Kerangka Model SCOR 12.0 .....	15
Gambar 3 Alur Penelitian .....	34
Gambar 4 Tampak Depan IKM .....	35
Gambar 5 Struktur Organisasi .....	36
Gambar 6 Business Scope Diagram.....	38
Gambar 7 Plan Process .....	39
Gambar 8 Source Process .....	40
Gambar 9 Make Process .....	41
Gambar 10 Deliver Process .....	42
Gambar 11 Return Process.....	43
Gambar 12 Enable Process .....	44
Gambar 13 Business Thread Diagram .....	45
Gambar 14 Supply Chain Hierarchy.....	49
Gambar 16 Lampiran Gambar 1 .....	89
Gambar 17 Lampiran Gambar 2 .....	89
Gambar 18 Lampiran Gambar 3 .....	90

