ABSTRACT

Supply chain performance needs to be measured. However, performance measures are not easy to be used as a control mechanism for the management. As a result of this, there is a need to develop a way that can lead management to monitor supply chain performance continuously and also obtaining an information about when performance is need to be cared.

This research is an attempt to develop a mechanism for controlling supply chain performance based on supply chain event management concept that is to determine control limits for performance metrics. The object of the research is PT. Abadi Adimulia Surabaya. This research consists of several steps such as identifying performance metrics, positioning historical supply chain performance of the company, designing control mechanism using control chart, and ultimately analyzing processes capabilities of performance metrics.

The final result of this research is a design of control mechanism of supply chain performance which developed for four SCOR model perspectives: plan, source, make, deliver. Those four perspectives are developed to 28 performance metrics: 1 metrics for perspective plan, 4 metrics for perspective source, 19 metrics for perspective make, and another 4 metrics for perspective deliver. Control chart can be effective to control supply chain performance because it has an ability to accommodate control limits as performance metrics controller. Thus, the performance position of the company can be recognized in a short time so they can processes their business activities better.

Keywords: supply chain event management, performance metric, control chart, control limit, capability process