

ANALYSIS PROCESS AND DESIGN OF SUPPLY CHAIN PERFORMANCE INDICATORS IN CONSTRUCTION COMPANIES

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ABSTRACT

This research aims to analyze the process and measure the performance of the construction services industry. This study takes the problem of construction supply chain in a major construction company in Indonesia. Supply chain performance measurement is carried out using the Supply Chain Operation Reference (SCOR) Model. We developed performance metrics and measure the performance of over 40 construction projects handled by this company. The performance we compared against the target. The results show that the gap in the range of 21% to 26%. The general recommendation were to institutionalize supply chain management principles in the construction services to support business growth that include more effective dan efficient procurement process, improve synergy with business partners, SCM digital transformation, SCM talents competency coaching to support future supply chain management business processes.

Keywords: performance measurement, performance improvement, benchmark process, SCOR Model, gap analysis.