

CHAPTER VI

CONCLUSION

This chapter contains about conclusion and recommendation for further research based on the result. This conclusion will be written based on the final project's objectives, which later can be taken into consideration for supply chain digitalization to measure performance.

6.1 Conclusion

Based on result calculations and analysis that were done in previous chapter, the conclusion in this final project are:

1. Based on the result of total weight, there are 24 Key Performance Indicators (KPIs) in supply chain digitalization at PT X grouped into each process using SCOR model approach based on validated data. Plan process has 7 KPIs classified into the attribute such as plan reliability namely forecasting accuracy automation (0.192), planning data integration (0.047), planning process reinforcement (0.131), relevant information (0.034), and plan responsiveness namely strategy supply (0.065), efficiency production schedule (0.038), source production time (0.008). Source process has 4 KPIs classified into the attribute such as source reliability namely source fill rate (0.015) and supplier reliability (0.079), and source responsiveness namely order cycle time (0.014) and Purchase Order analysis (0.009). Make process has 4 KPIs classified into the attribute such as make reliability namely machine performance (0.035) and vendor performance (0.022) and make flexibility namely system flexibility (0.004) and volume change flexibility (0.014). Deliver process has 5 KPI classified into the attribute such as deliver reliability namely On Time in Full Delivery or OTIF (0.303), delivery tacking (0.356), and number of shipping error (0.327) and deliver responsiveness namely supplier relation (0.012),

number of shipping error (0.007). Return process has 4 KPIs classified into the attribute such as return reliability namely number of customer complaints (0.131) and customer service level (0.212), return responsiveness namely supplier replacement time (0.117) and time to solve complaints (0.103).

2. Overall, there are nine KPIs with the highest priority above the average weight value are mostly on plan and source process such as forecasting accuracy automation, planning process reinforcement, supplier reliability, strategy supply, and planning data integration, efficiency production schedule, machine performance, delivery lead time and relevant information. These indicators were a major challenge for company to measure them by educate the employee about the relevance of each indicator and develop system or procedure to capture the performance measures. According to supply chain performance report in PT X has a good performance for 2020 until 2021, therefore PT X is required to make the procedure or system to measure supply chain performance digitalization to achieve the goal and generate good performance by using digitalization platform.

6.2 Recommendation

Recommendations that can be given for further research are:

1. For company, it can be tested the evaluation framework for measuring supply chain performance digitalization at PT X. It can evaluate company's performance and can improve company's performance in the future.
2. Research on the formulation and prioritization of KPIs can be carried out in other industries and develop framework from different perspective.