

# Rekayasa proses logistik freight forwarding pelabuhan berdasarkan analisis scor model = Seaport freight forwarding logistic process reengineering based on supply chain operation reference scor model analysis / Debbie Kemala Sari

Debbie Kemala Sari, author

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## Abstrak

### **ABSTRAK**

Era pasar bebas menuntut kesiapan setiap pelaku pasar untuk responsive, efektif dan efisien dalam memenuhi permintaan pasar. Proses ini memerlukan suatu sistem logistic yang dapat memenuhi dimensi waktu, biaya dan kualitas. Logistik adalah bagian dari supply chain yang menangani arus barang, arus informasi dan arus uang. Kegiatan logistic ini tidak dapat dipisahkan dari peran Freight Forwarder di pelabuhan, sehingga perlu dilakukan perbaikan pada proses logistic di pelabuhan. Metode rekayasa proses pada sistem logistic digunakan unruk mempersingkat waktu dengan terlebih dahulu melakukan penilaian kinerja terhadap proses yang terjadi saat ini sebagai dasar perbaikan proses. SCOR (Supply Chain Operation Reference) Model digunakan untuk melakukan penilaian kinerja supplu chain pada proses logistic. Selanjutnya digunakan metode Business Process Reengineering (BPR) dalam konteks supply chain untuk melakukan perbaikan pada As Is process dan To Be process yang menghasilkan waktu proses terlama 7 hari menjadi 1 hari berdasarkan hasil KPI analysis, problem/opportunity analysis, expectation/constraint analysis dan experiences/communication.

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### **ABSTRACT**

In the current free trade era, all of the actors involved are required to responsive, effective and efficient in fulfilling the demand of the market. In fulfilling the demand of the market, there has to be a logistic system that covers all of the three dimensions of time, cost and quality. Logistic is a part of supply chain that handles the flow of goods, information and money. Seaport Freight Forwarding is considered to be one of very important factors in logistics. Therefore, the logistic activities in seaport have to be reengineered in order to reach an optimal logistic system. The method of reengineering process in logistic system was implemented, first by performance assessment to the current process, which was then used as a base of the reengineering process. This performance assessment utilized the SCOR (Supply Chain Operation Reference) Model in assessing performance in the logistic process. The Business Process Reengineering (BPR) method was then used in the context of supply chain in reengineering the AS IS Process and To Be Process, which according to the results of the KPI analysis, Problem/opportunity analysis, expectation/constraint

analysis and expert experiences/communication, were able to shorten yhe longest process from a 7-days process to a 1-day process.