

ABSTRACT

The supply chain is a very important stage in a manufacturing company. The company used in this present research is PT . Misaja Mitra. In 2012, PT . Misaja Mitras did not achieve the set targets for their supply of raw materials. This study aims to control and monitor all supply chains in relation to PT . Misaja Mitra, by using a Balanced Scorecard. This process will ensure that in future the company can monitor and repair the supply chain system.

The method used in this study is to determine the company's strategy map, then secondly define the performance indicators associated with supply chain activities within the company. After this step the performance indicators are grouped into four balanced scorecard perspectives. The last stage of creating a table balanced scorecard analysis is to assess the performance of the chain supply in the company PT . Misaja Mitra .

The study found that the main cause that led to the supply of raw materials at PT . Misaja Mitra being delayed was the occurrence of extreme weather. This resulted in the unavailability of raw materials being distributed. Therefore consumers are affected due to the lack of distribution. In conclusion, steps should be taken to resolve these issues by using a balanced scorecard which can assist in controlling for these problems. When a balanced score card is used it can make it easier for companies to identify where problems are arising so that the company can quickly prevent further issues and rectify the problems in the future .

Keywords : supply chain , the development of a balanced scorecard