

INTISARI

PUSPADINA , 2019, EVALUASI PERFORMA *SUPPLY CHAIN MANAGEMENT* PEDAGANG BESAR FARMASI TERHADAP PROSES PENGADAAN DI APOTEK KIMIA FARMA UNIT BISNIS SIDOARJO, TESIS FAKULTAS FARMASI UNIVERSITAS SETIA BUDI, SURAKARTA.

Paradigma pelayanan kefarmasian saat ini telah bergeser dari pelayanan obat (*drug oriented*) menjadi pelayanan pasien (*patient oriented*) dengan mengacu kepada *Pharmaceutical Care* yang mengkedepankan *Patient safety*. Salah satu penunjang tercapainya *patient safety* adalah ketersediaan obat yang dipengaruhi oleh proses *Supply Chain* dari pihak distributor kepada apotek. Tujuan penelitian ini adalah mengetahui bagaimana performa *Supply Chain Management* dari PBF terhadap proses pengadaan di Apotek Kimia Farma Unit Bisnis Sidoarjo.

Rancangan penelitian ini dilakukan dengan mengikuti rancangan penelitian *deskriptif non eksperimental* dengan pengambilan data secara *retrospektif*. Kinerja *supply chain* PBF diukur dengan pendekatan *Supply Chain Operations Reference (SCOR)*. model hirarki awal disesuaikan dengan kondisi perusahaan. Normalisasi *Snorm De Boer* berfungsi untuk menyamakan nilai metrik yang digunakan sebagai indikator pengukuran.

Performa *Supply Chain Management* dari PBF di Apotek Kimia Farma Unit Bisnis Sidoarjo ditinjau dari atribut *Reliability* diperoleh nilai sebesar 45,81 atribut *Responsiveness* diperoleh nilai sebesar 15,24 atribut *Agility* diperoleh nilai sebesar 14,40 atribut *Asset Management* sebesar 5,99. Secara total diperoleh jumlah skor performa PBF sebesar 81,44 dapat dikategorikan baik untuk sebuah sistem *supply chain*.

Kata Kunci : *Supply Chain Management (SCM)*, *SCOR*, Pengadaan apotek , PBF

ABSTRACT

PUSPADINA , 2019, DISTRIBUTION OF PHARMACY SUPPLY CHAIN MANAGEMENT PERFORMANCE EVALUATION TO THE PROCUREMENT PROCESS AT THE KIMIA FARMA PHARMACY SIDOARJO BUSINESS UNIT, THESIS, FACULTY PHARMACY UNIVERSITY OF SETIA BUDI, SURAKARTA.

Based on the pharmaceutical care that emphasizes patient safety, the current pharmaceutical service paradigm has shifted from drug-oriented to patient-oriented. Among the factors to achieve patient safety is drugs availability that affected by the supply chain process from the distributor to the pharmacy. The purpose of this research is to find out how the performance of supply chain management from distributors to the procurement process at the Kimia Farma Pharmacy Sidoarjo Business Unit.

This research using a non-experimental descriptive design that the data collected with prospective way. Distributor supply chain performance is measured by the Supply Chain Operations Reference (SCOR) approach. The initial hierarchical model is adapted to the conditions of the company. Normalization of Snorm De Boer used to equalize the metric values as measurement indicators.

According to supply chain management from distributors at the Kimia Farma Pharmacy Sidoarjo Business Unit attribute gained a value of 45,81 in terms of Reliability, 15,24 in terms of Responsiveness, 14,40 in terms of Agility, and 5,99 in terms of Asset Management. PBF performance score was 81,44 totally. It can be categorized as good for a supply chain system.

Keywords : *Supply Chain Management* (SCM), SCOR, distributor to the pharmacy