

**BENCHMARKING WAREHOUSE PERFORMANCE
USING ANALYTIC HIERARCHY PROCESS (AHP)
CASE STUDY AT PT. XYZ**

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

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In today's competitive era, supply chain is the determinant of success or failure of business, and Warehousing performance plays an important role as a point of intersection for all the members of the supply chain especially for mass distributor oriented company like PT. XYZ which is engage in heavy machinery and equipment distribution. The purpose of this research is to evaluate and benchmark the best performers of observed warehouses in PT. XYZ to use in seeking improvements by comparing and ranking each warehouse. Analytic Hierarchy Process methodology approach is used in this research arranges the decision problem into a hierarchy structure. This research adopts warehouse performance measurement as a criteria that correlated with warehouse performance indicator. Improvement area identification is determined by the score differences between warehouses. Prioritize of criteria Quality (61.05%), Productivity (24.30%), and Cost (14.64%). The result of warehouse with highest weight of warehouse performance is E and the lowest is O. Warehouse O needs to improve the overall warehouse performance indicators by increasing quality, productivity and minimize cost expense.

Keywords: Benchmarking, Analytic Hierarchy Process, Warehousing, Warehouse Performance Indicator.



DEDICATION

I dedicate this thesis

To my beloved family who always support and encourage me,

To my teachers for their advice and guidance,

To my friends for their motivation,

To anyone who might benefit from this thesis



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