

A PROPOSED DESIGN OF AN INTEGRATED PERFORMANCE MANAGEMENT SYSTEM IN THE PHARMACEUTICAL SUPPLY CHAIN

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Abstract

In the post-pandemic supply chain, pharmaceutical companies face an increasingly uncertain future where resilience is critical. The environmental changes themselves can cause new measurements for performance management systems in the pharmaceutical supply chain. Integrated Performance Management System (IPMS) and COBIT Framework approach can help organizations to mitigate changes in organization and business processes. This research focuses on the design of performance management systems by identifying critical variables and indicators as well as which critical organization function is involved by analyzing existing performance variables and indicators of current organization, performance linkage, and performance variable assessment. As found, 20 variables and 45 indicators over multiple organizations is formulated into 3 perspectives and 10 aspects using the IPMS framework including which organization function contributed most in an organization. Additionally, this research is limited to performance variables and indicators in the design stage of IPMS to determine KPI and Cascade KPI, target, weight, and organization function by involving 3 business value streams in the pharmaceutical industry with multiple industries, they are manufacturer, distributor, and retailer. However, the implementation plan requires a 12 months implementation from the alignment of the new performance management system across the organization until it is implemented using an end-to-end application (vertical and horizontal in the organization) and dashboard for real-time monitoring.

Keywords: Supply Chain, Integrated Performance Management System (IPMS) & COBIT Framework.
