

ABSTRACT

This study was conducted to identify and analyze the risks that affect the work performance of the inbound warehouse in the wholesale department of PT XYZ. Performance problems are indicated by the high number of damaged goods and late deliveries, which potentially stem from operational inefficiencies and weak human resource performance. This research uses Sink's Seven Performance Criteria method to measure key performance indicators, as well as the House of Risk (HOR) method to identify risks and develop mitigation strategies. Risk prioritization is done by weighting Key Performance Indicators (KPIs) using the Analytical Hierarchy Process (AHP) method, which then becomes the basis for identifying risk events and risk agents. The results showed that the dominant risks came from human factors and work methods, such as lack of training, low understanding of SOPs, and uneven division of tasks. Seven risk management strategies were developed to reduce the impact of risks on work performance, taking into account the difficulty of implementation. This research is expected to be a reference in improving the work system and increasing the effectiveness of warehouse operations.

Keywords : *Work performance, inbound warehouse, operational risk, house of risk, sink's seven performance criteria, key performance indicator, Analytical hierarchy process*