

ABSTRAC

This research investigates risk mitigation and supply chain monitoring within the responsiveness attribute at Yayasan Kita Peduli Kemanusiaan (YKPK) using the SCOR 12.0 Racetrack model and FMEA. The primary objective is to improve response time in the humanitarian supply chain managed by YKPK, which frequently faces challenges in inventory management and distribution due to poor coordination and inaccurate resource allocation. The methodology involves collecting primary data through interviews and observations, supplemented by secondary data from the foundation's reports and documentation. Utilizing the SCOR approach, this study maps core processes such as planning, sourcing, making, delivering, and returning, evaluating performance based on responsiveness and reliability attributes.

Findings indicate that the main challenge lies in the "Make Cycle Time" (aid preparation) process, which shows a significant gap from YKPK's internal targets. Root cause identification using a Fishbone Diagram highlights issues such as the absence of Standard Operating Procedures (SOPs) for scheduling, lack of accurate material recording systems, and limited technology for real-time monitoring. FMEA integration then quantifies these risks, with "Errors in scheduling aid preparation activities" (RPN 567) and "Inaccurate planning of aid material needs" (RPN 384) identified as the highest priorities. As an improvement proposal, this research recommends the development of an integrated "YKPK DASHBOARD" for managing stock, beneficiary needs, and distribution/volunteer scheduling. The implementation of this dashboard is expected to enhance the supply chain's effectiveness and speed in meeting the urgent needs of disaster-affected communities, while also contributing to a more adaptive and responsive humanitarian aid management system.

Keywords: SCOR 12.0 Racetrack, FMEA, humanitarian supply chain, response time, aid distribution, risk management.