

ABSTRACT

PT. Radja Telcon Utama, as an internet service provider, faces potential disruptions and uncertainties in its supply chain that can lead to service failures. Such instabilities present significant risks that may negatively affect customer satisfaction, damage trust, and threaten operational continuity. This research aims to analyze and develop a risk mitigation plan to minimize or eliminate their impact.

The mapping and analysis of the company's supply chain activities are conducted using the Supply Chain Operations Reference (SCOR) model, which encompasses Plan, Source, Make, Deliver, Return, and Enable processes. Following the identification of supply chain activities, a structured risk analysis is performed using the House of Risk (HOR) methodology. HOR approach is implemented in two stages: identifying and prioritizing risk agents stage and formulating effective mitigation strategies stage.

Primary data were collected through in-depth interviews with business actors. The qualitative data obtained were analyzed using data reduction, data display and conclusion drawing techniques. The validity of the data was ensured using triangulation method.

This research identifies a total of 27 risk events, originating from 29 risk agents. Of all these agents, 14 risk agents were prioritized for mitigation. Based on assessment results of mitigation strategies in relation to the identified risk agents, a total of 16 risk mitigation actions were formulated.

This research produces a mitigation plan designed for responding to various forms of risk in the company's supply chain. There are 4 first priority mitigation steps, namely having two or more NAPs, implementing SOPs, providing HR training and maintaining the availability of spare parts; 4 second priority mitigation steps, namely 24/7 network monitoring, implementing additional bandwidth based on traffic patterns, preparing 24-hour standby personnel and configuring firewalls; and 8 third priority mitigation steps, namely having a main device backup stock, maintaining and monitoring device conditions, providing UPS and generator, conducting routine work tool maintenance, implementing HR management system, conducting network simulations, conducting routine calibration of measuring instruments, and implementing Enterprise Resource Planning system. With these recommendations, company is expected to be able to determine the right strategies and steps in maintaining service stability and supporting the achievement of business goals.

Keywords: risk management, internet service provider, supply chain