

ABSTRAK

Menurut data Gaikindo (Gabungan Industri Kendaraan Bermotor Indonesia) penjualan truk pada Januari – September 2019 sebanyak 65.832 unit melambat 22 persen jika dibandingkan tahun lalu. Salah satu industri karoseri adalah PT. ABC yang berlokasi di Surabaya. Pemenuhan kebutuhan konsumen berhubungan dengan proses *supply chain*. Namun, ketika proses *supply chain* berjalan akan muncul risiko – risiko yang berpotensi mengganggu jalannya aktivitas *supply chain*. Oleh karena itu dibutuhkan sebuah pendekatan untuk mengelola risiko yang ada. Salah satunya dengan *supply chain operations reference* (SCOR) untuk identifikasi proses *supply chain* yang berjalan. *Supply chain risk identification system* (SCRIS) untuk mengidentifikasi risiko yang muncul. Serta menggunakan standar AS/NZS 4360:2004 untuk melakukan analisa dan pemetaan risiko. Identifikasi proses yang dilakukan, mendapatkan total 67 proses yang berjalan pada *supply chain* PT.ABC. Total 67 proses yang ditemukan terbagi kedalam lima proses inti, yaitu plan, source, make, deliver, dan return. Risiko yang ada pada proses plan berjumlah 13, pada proses source berjumlah 11, pada proses make berjumlah 13, pada proses deliver berjumlah 14, dan pada proses return terdapat 16 proses.

Kata kunci: *Supply chain, Supply chain operations reference, Supply chain risk management*

ABSTRACT

Based on Indonesian Motor Vehicle Association, on January-september 2019 occurred a decrease of sales on truck, the decrease of sales is 22%. One of coach builder industry is PT. ABC located on Surabaya. Fulfillment of customer needs related with supply chain process. But, when supply chain process is running, it will appear risks which is potentially disturbing supply chain process. Otherwise, needed a approach to manage risks. One of approach to identify supply chain process is Supply Chain Operations Reference (SCOR). Then to know what kind of risk will appear on each process one by one, we can use Supply Chain Risk Identification System (SCRIS). After we knew each risk on each process, we will do the analysis and mapping the risks use Australian and New Zealand Standard 4360:2004. The result of the identification process, there are 67 risks on supply chain process in PT. ABC. A total of 67 risks were found, divided into five processes, there are plan, source, make, deliver, and return. There are 13 risks in the plan process, 11 risks in the source process, 13 risks in the make process, 14 risks in the deliver process, and 16 risks in the return process.

Keywords: *Supply chain, supply chain operations reference, supply chain risk management*