**Abstract**

Airline industry in Indonesia has shown a rapid growth in the last decade. One of the indicators is the increasing demand of air transportation services. This condition opens an opportunity for MRO (maintenance, repair, and overhaul) industry to develop their business. Based on a survey conducted by an international MRO company, it is predicted that up to 2014, the international market potential for MRO is still very high. PT. Garuda Maintenance Facility AeroAsia (PT. GMF AA) as one of the largest MRO companies in Indonesia targets to become a World-Class MRO which is preferred by the consumer in 2012.

PT. GMF AA business operation involves a revenue cycle business processes. Revenue cycle is a combination of several processes: the process of preparing an airplane maintenance (pre-maintenance), the maintenance itself, and the process that takes into account after the maintenance process (post-maintenance) and the process when the company received payments from the customer (cash in). This business processes has some potential risks that may slow or stop the achievement of company goals, and to cope with that risk this research aims to hinder and impede the company targets to be achieved. For that purpose in this study was to assess the potential risks that may exist so that can be recommended for the company to take sufficient measurement and anticipation for the future.
The steps in this research starts with the identification of revenue cycle’s critical process. By using Analytical Hierarchy Process (AHP) methods, there are 3 critical process which is maintenance process, billing-invoice, payment. Then a risk management model AS/ NZS 4360 is used to maps the risk occurred. The research result shows that the highest risk value lies on the material shortage and this risk even classified as an extreme risk. There are basically two ways to of mitigation process that can be done to minimize the impact material shortage. The first one is to avoid the risk and the second is to transfer the impact to another sector

**Key Words:** Risk, AS/NZS 4360, Risk mapping, Business process, Revenue Cycle, MRO industry, AHP.