ABSTRACT

The continued development of technology makes mobile phones become a necessity of its own to society. Seeing at the need for increasingly higher, pushing the Indonesian cellular telecommunication company to compete continuously. PT. Telkomsel, Tbk is still superior to the number of the customer base of 18.130 million customers compared to the cellular industry competitors (Telkomsel, 2012). To keep the customer base, PT. Telkomsel, Tbk also have a strategy that is by developing sales and service which are charged to the Division Sales (Erricson, 2014). Implementation of the company's business strategy is closely related to business process run. One of services that the company's approach is the establishment of facilities provided GraPARI that company to be able to serve the customer needs. When the customer is not satisfied then it will lead to inaccessibility of business objectives. The cause of the activities carried on business processes is a risk which can occur. Therefore, the purpose of this research is to identify the cause of failure risk of each activities in a business process of GraPARI. The identification is researched by fault tree analysis approach to get at the root causes of the problems of each activity and then be processed by the method of Failure Modes And Effects Criticality Analysis (FMECA) that will be established risk mapping and risk mitigation of business processes that will be displayed in the output of risk profile in an excel macro which can be accessed by users implementing Business process GraPARI.

Keywords: Risk Management, Business Process, Risk Mapping, Fault Tree Analysis, FMECA (Failure Modes And Effects Criticality Analysis), Risk Mitigation