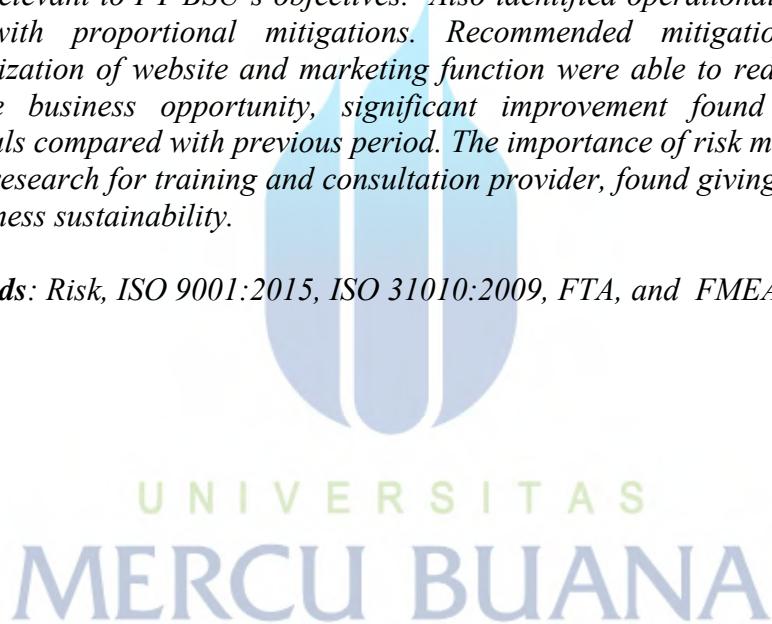


ABSTRACT

The development of industry and as in the effort to win the competition, also effecting to the growth of training and consultation service industry. However, the competition also happen in its industry that giving uncertainty to its business sustainability, there are risks here. This research is aimed to see the implementation of proportional risk management at PT BSU as one of training and consultation provider in order to ensure its business sustainability. The basis applied here was the fifth revision of Quality Management System (QMS) ISO 9001:2015 and risk management techniques in ISO 31010:2009. This qualitative and quantitative research provides framework. Through direct interview and secudary data analysis, the research focused only on identification of operational and financial risks. Through Fault Tree Analysis (FTA) and Failure Mode and Effect Analysis (FMEA), the research has had identified issues, interested parties which relevant to PT BSU's objectives. Also identified operational and financial risks with proportional mitigations. Recommended mitigations, such as optimization of website and marketing function were able to reduce risk, even improve business opportunity, significant improvement found to approved proposals compared with previous period. The importance of risk management, as in this research for training and consultation provider, found giving confidence in its business sustainability.

Keywords: Risk, ISO 9001:2015, ISO 31010:2009, FTA, and FMEA.



ABSTRAK

Perkembangan industri dan dalam upaya pelaku industri memenangkan persaingan, juga berdampak kepada semakin suburnya industri jasa konsultasi dan pelatihan. Namun, persaingan pelaku usaha jasa konsultasi dan pelatihan juga memberikan ketidakpastian akan kelangsungan usahanya, terdapat risiko dalam hal ini. Penelitian ini ditujukan untuk melihat penerapan manajemen risiko yang proporsional di PT BSU sebagai satu diantara perusahaan jasa konsultasi dan pelatihan dalam upaya memastikan kelangsungan usahanya. Basis manajemen risiko yang digunakan adalah revisi ke lima dari persyaratan Sistem Manajemen Mutu (SMM) ISO 9001:2015 serta teknik manajemen risiko pada ISO 31010:2009. Penelitian qualitiatif dan quantitatif ini menyajikan kerangka kerja. Melalui wawancara langsung dan analisis data sekunder, penelitian difokuskan kepada identifikasi risiko operasional dan finansial saja. Dengan menggunakan *Fault Tree Analysis* (FTA) dan *Failure Mode and Effect Analysis* (FMEA), penelitian berhasil mengidentifikasi isu-isu, pihak yang berkepentingan yang relevan dengan sasaran PT BSU. Juga mengidentifikasi risiko operasional dan finansial dengan mitigasi yang proporsional. Rekomendasi mitigasi, diantaranya optimalisasi peran *website* dan Pemasaran mampu mengurangi risiko, sekaligus meningkatkan peluang usaha, terjadi peningkatan signifikan atas proposal yang diterima dibandingkan periode sebelumnya. Pentingnya manajemen risiko, seperti pada penelitian ini bagi usaha jasa konsultasi dan pelatihan, memberikan kepastian kelangsungan usaha.

Kata kunci: Risiko, ISO 9001:2015, ISO 31010:2009, FTA, dan FMEA.

