

**RISK MANAGEMENT OF TELEPERFORMANCE OFFICE
PROJECT IN PT. DUTA ARYA PRATAMA (PT. DAP)**

A THESIS

**Submitted in Partial Fulfilment of the Requirement for the Degree of
Bachelor of Engineering in Industrial Engineering**



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IDENTIFICATION PAGE

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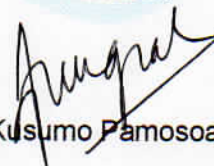
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I certify that the research entitled "Risk Management Of Teleperformance Office Project By Pt. Duta Arya Pratama" in this thesis has not already been submitted for any other degree.

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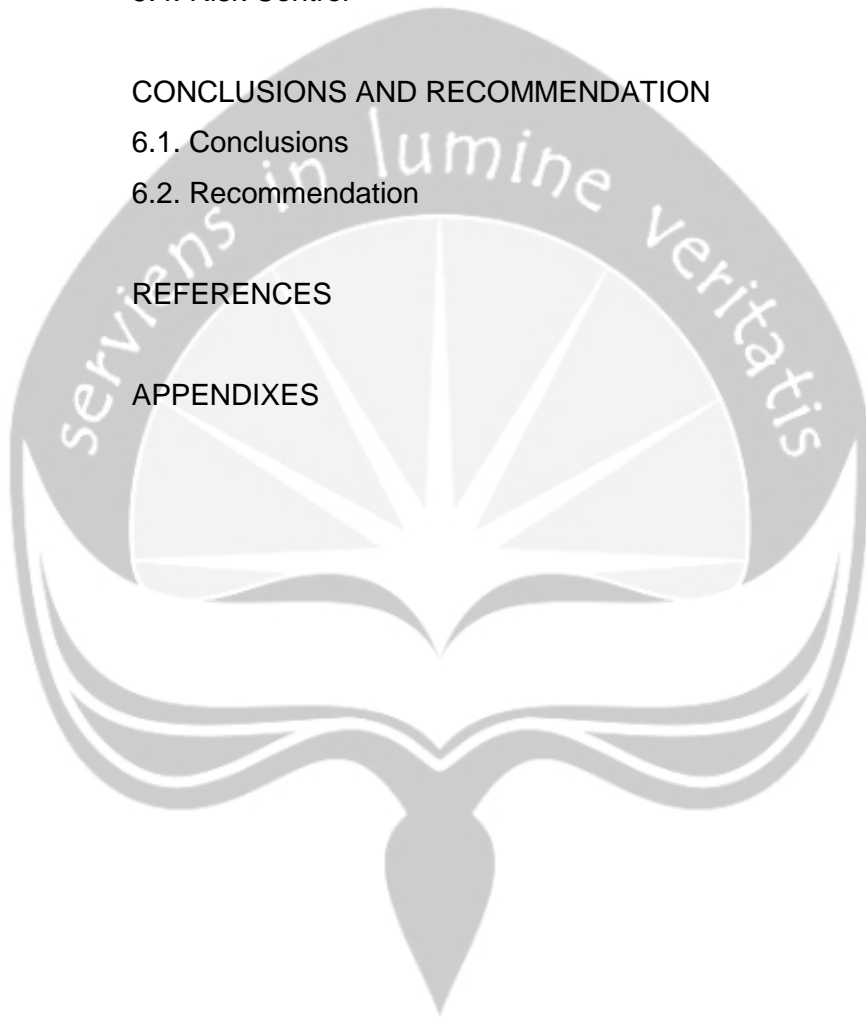
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ABSTRACT

The PT. Duta Arya Pratama is a medium-sized enterprise which has two branches office in other cities in Indonesia. As the company grows, risk management is needed to help the company (former or a new member) to identify, analyze and evaluates the risk that may occur and to provide a strategy to respond and solve the same or not possible risk happens in the future.

The purpose of the research are to identifying the risk that cause delay, prioritizing the major risks that cause the project delay and determining the response actions to anticipate and minimize the major risks that would occur in the future. Risk management process is using in this research. The method using is qualitative analysis method. The tools and techniques using are Expert Judgement and Probability Impact Matrix. Risk Identification is done by doing interview with the experts in the company. The risks identifying during the risk identification process are: design form the owner has nor fixed, material cost exceed budget plan, project location still moist, change order specification, material delay from the supplier, delays on completion of each work activity and progress payment is not made in time by the owner. Risk analysis is done to determine the probability and impact value of the risks and then multiply the probability and impact value to obtain the level of risk/risk score. Risk evaluation is done to compare the value of risk against the probability and impact scale and then set the priorities of the risks to take immediate response. Risk response is done by doing interview with the experts from the company to determine actions needed to response to the risks. The response actions determining by the experts are avoid and reduce the risk. The control risk done by doing the risk reassessment towards the inherent risk after implementing the risk response action which to make sure the response strategy action done by company and its help to reduce or minimize the risk.

Keyword: Risk, project delay, Project Risk management Process