

ABSTRACT

This study identifies risk management in the dairy supply chain in Bandung, West Indonesia. Using a single case study methodology, semi-structured interviews were conducted with various supply chain agents working in dairy companies. Through interviews and observation, data were collected on the dairy supply chain network, manager's understanding of supply chain risk management, and the risks inherent in the milk supply chain. In general, the company has an awareness of supply chain risks.

With the model House of Risk (HOR), which combines two methods, namely Failure Mode and Effect Analysis the modified (FMEA) and adapting the method Quality Function Deployment (QFD), where the risks identified in the supply chain have been assessed and prioritized. Several recommendations have been made to mitigate high priority risks.

The results of the study found that there were 15 risk events in the company's supply chain process, then found 11 risk agents where 7 of them belong to the priority risk agent category that has a share of 79.55% of the overall risk experienced by the company. To deal with these priority risk agents, the result found 7 risk mitigation actions to minimize the impact that could harm the company.

Keywords: *Supply Chain Management, Risk Management, Dairy Company, House of Risk (HOR)*