

## CHAPTER VI

### CLOSING

This chapter contains the conclusions obtained from the study of risk management at Kerta Gaya Pusaka and suggestions for further research.

#### 6.1 CONCLUSION

The conclusions obtained based on the research on risk management at Kerta Gaya Pusaka are:

1. The risks in the goods delivery process at Kerta Gaya Pusaka consist of three potential risks in the pick-up process, 21 potential risks found in the delivery process, and two potential risks in the acceptance process.
2. These risks are evaluated with the FMEA (Failure Mode and Effect Analysis) method resulting in two very high-level risks, three high-level risks, five medium risks, one low-level risk, and 15 very low-level risks that are obtained through questionnaires and interviews with the workers at Kerta Gaya Pusaka.
3. Based on the RPN (Risk Priority Number) value of the potential risk, the risks in the category very high-level and high are considered the company's priority to mitigate. The recommendations given to reduce the value of RPN (Risk Priority Number) of these risks are:
  1. Avoid shaking the package to check the goods' content.
  2. Install a metal detector/small x-ray machine to detect the content.
  3. Insuring the goods.
  4. Use wrapping/bubble wrap.
  5. Double/triple check the goods in each pick-up stop and transfer stop
  6. Install camera at the pick-up car.
  7. Avoid giving long and hard explanations regarding the regulations.
  8. Print out the regulations and put them in the reception where the customers can see them.

## 6.2 SUGGESTION

The suggestions given based on the result study on risk management at Kerta Gaya Pusaka are:

1. This research focuses on the risk to the expedition company. Further research can use risk management in other companies specialized in others.
2. This research only focuses on the delivery process. Further research can develop risk management for other company parts, such as the financial process.
3. This research uses the FMEA (Failure Mode and Effect Analysis) method. Further research can use other methods to evaluate the risks.

