

ABSTRACT

This research aims to analyze and compare operational risk management in two PT Telkom Access branch offices, namely the Gladak Branch and the Kerten Branch. The problems faced include operational risks such as system failures, lack of human resources, and technical obstacles that can affect the quality of customer service. The research uses the Failure Mode and Effects Analysis (FMEA) method to evaluate the level of risk in business processes in both branches. Data is obtained through questionnaires and analyzed quantitatively to produce a Risk Priority Number (RPN). The difference test (t-test) is used to determine significant differences between the two branches. The results show that the Gladak Branch has better operational risk management than the Kerten Branch, characterized by lower RPN values and more stable service performance. Factors such as infrastructure maintenance and employee training contribute to the operational stability of the Gladak Branch. On the other hand, technical obstacles and limited resources are the main obstacles in the Kerten Branch. This research suggests optimizing infrastructure maintenance and employee training as an effort to improve operational risk management in both branches.

Keyword : *Operational Risk, Failure Mode and Effects Analysis (FMEA), PT Telkom Access, Risk Management, Service Quality.*