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DESIGN OF BUSINESS CONTINUITY MANAGEMENT SYSTEM AT PT PUPUK SRIWIDJAJA PALEMBANG USING ISO 22301: 2019 FRAMEWORK

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Abstract

As a fertilizer company that is responsible for implementing the production and distribution of subsidized fertilizers to support national food program, the business continuity of PT Pupuk Sriwidjaja Palembang (PSP) is important for Indonesia's food security. In this era of uncertainty and disruption, a problem that has been identified is that PSP does not yet have a Business Continuity Management System (BCMS) that establishes protocols, creates a recovery system, and helps the company to continue operating in the event of a disruption. This problem is solved by designing Business Continuity Management System using ISO 22301: 2019 framework. The scope of the research is the core of ISO 22301: 2019 Clause 8: Operation which consists of Business Impact Analysis, Risk Assessment, and Business Continuity Strategy (BCS) Formulation. The primary data is extracted by interviewing PSP's head of divisions, departments, and sections. the research finds that there are 66 business functions at PSP with 26 (39.4%) are Critical Business Functions, 26 (39.4%) Important Support Function, and 14 (21.2%) are Non-Critical Functions. The research also finds that there are 15 high or disaster risks to CBF. BCS is formulated for disaster risks with the distribution of 5 (33.3%) defer/postpone strategy, 9 (60.0%) alternate backup facility/personnel/vendor, and 1 (6.7%) recover by own business unit.

Keywords: Business Continuity Management, Clause 8: Operation, Fertilizer Company, ISO 22301: 2019 Framework.