

ABSTRAK

CV. Jaya Buring Nusantara merupakan perusahaan yang bergerak di bidang bumbu dapur cepat saji yang memproduksi lada bubuk yang berlokasi di desa Mejoyo, Kabupaten Mojokerto. CV. Jaya Buring Nusantara membutuhkan bahan baku lada kurang lebih sebanyak 1 ton. Berdasarkan hasil wawancara dengan penanggung jawab produksi diketahui perusahaan sering kali mendapat permasalahan mengenai kerusakan bahan baku yang didapat dari supplier hingga keterlambatan pengiriman. Berdasarkan hasil wawancara dengan pemilik perusahaan diketahui bahwa perusahaan tidak mengetahui letak penyebab terjadinya kerusakan bahan baku sedangkan menurut salah satu pekerja pada bagian produksi penyebab kerusakan bahan baku lada bubuk dapat terjadi mulai pada proses *packaging* dan proses pengiriman dari supplier ke perusahaan. Berdasarkan hal tersebut maka dibutuhkan suatu analisis risiko pada proses bisnis dalam rantai pasok lada bubuk sehingga kemudian dapat dibuat tindakan mitigasi untuk meminimalisir risiko menggunakan metode *House Of Risk (HOR)*. Hasil identifikasi risiko didapat 20 kejadian risiko (*risk event*) dan 17 penyebab risiko (*risk agent*). Berdasarkan hasil pengolahan data pada *HOR* fase pertama didapat nilai *Aggregate Risk Potential (ARP)* yang kemudian di-input ke dalam diagram pareto sehingga didapat enam *risk agent* prioritas, yaitu kurangnya SOP dalam proses produksi (A7), kerusakan bahan baku saat proses pengiriman (A6), kurangnya disiplin perawatan mesin *packaging* (A12), adanya benturan antar produk saat pengiriman (A15), tidak adanya prosedur pengecekan saat pengiriman (A17), dan adanya kerusakan mesin *packaging* (A11) dengan nilai presentase *ARP* berturut-turut sebesar 18%, 13%, 13%, 13%, 11%, dan 10%. *HOR* fase kedua dilakukan identifikasi tindakan mitigasi terhadap masing-masing *risk agent* prioritas dan didapat 11 tindakan mitigasi. Hasil perhitungan *Effectiveness to Difficulty (ETD)* pada masing-masing tindakan mitigasi kemudian di-input ke dalam diagram pareto sehingga diketahui enam tindakan mitigasi yang menjadi prioritas, yaitu membuat SOP dalam proses produksi (PA1), membuat kebijakan ganti rugi terhadap supplier (PA3), melakukan penjadwalan perawatan mesin *packaging* (PA4), memilih material *packaging* yang kuat (PA6), melakukan pengawasan pada saat bongkar muat (PA9), dan melakukan proses penyusunan atau penempatan barang yang baik (PA7) dengan nilai presentase *ETD* berturut-turut sebesar 18%, 13%, 13%, 13%, 11% dan 9%. Proses bisnis yang membutuhkan penerapan terhadap tindakan mitigasi terdiri dari 13 proses bisnis.

Kata kunci: proses bisnis, kejadian risiko (*risk event*), penyebab risiko (*risk agent*), *Aggregate Risk Potential (ARP)*, tindakan mitigasi, *Effectiveness to Difficulty (ETD)*

ABSTRACT

CV. Jaya Buring Nusantara is a company engaged in fast food seasoning that produces ground pepper located in Mejoyo village, Mojokerto Regency. CV. Jaya Buring Nusantara requires approximately 1 ton of pepper as raw material. Based on the results of interviews with the person in charge of production, it is known that the company often gets problems regarding damage to raw materials obtained from suppliers to delays in delivery. Based on the results of interviews with the owner of the company, it is known that the company does not know the location of the cause of the damage to raw materials, while according to one of the workers in the production section the cause of damage to raw pepper powder can occur starting in the packaging process and the delivery process from the supplier to the company. Based on this, a risk analysis is needed in the business process in the pepper powder supply chain so that mitigation actions can then be made to minimize risk using the House Of Risk (HOR) method. The results of risk identification obtained 20 risk events and 17 risk agents. Based on the results of data processing in the first phase of HOR, the Aggregate Risk Potential (ARP) value is obtained which is then inputted into the Pareto diagram so that six priority risk agents are obtained, namely the lack of SOPs in the production process (A7), damage to raw materials during the shipping process (A6), lack of discipline in packaging machine maintenance (A12), collisions between products during delivery (A15), no checking procedures during delivery (A17), and damage to packaging machines (A11) with an ARP percentage value of 18% in a row, 13%, 13%, 13%, 11%, and 10%. In the second phase of HOR, mitigation actions were identified for each priority risk agent and 11 mitigation actions were obtained. The results of the Effectiveness to Difficulty (ETD) calculation for each mitigation action are then inputted into a Pareto diagram so that six priority mitigation actions are known, namely making SOPs in the production process (PA1), making compensation policies for suppliers (PA3) , scheduling maintenance of packaging machines (PA4), choosing strong packaging materials (PA6), supervising loading and unloading (PA9), and carrying out the process of arranging or placing good goods (PA7) with a successive ETD percentage value of 18 %, 13%, 13%, 13%, 11% and 9%. Business processes that require implementation of mitigation actions consist of 13 business processes.

Keywords: business process, risk event, risk agent, Aggregate Risk Potential (ARP), mitigation action, Effectiveness to Difficulty (ETD)