

ABSTRAK

Selada baby romaine merupakan salah satu komoditas hortikultura hidroponik yang memiliki tingkat permintaan cukup tinggi, namun dalam proses rantai pasoknya terdapat berbagai potensi risiko yang dapat menimbulkan kerugian maupun food loss. Penelitian ini bertujuan untuk mengidentifikasi risiko yang terjadi dalam rantai pasok, menentukan tingkat prioritas risiko, serta merumuskan strategi mitigasi risiko pada rantai pasok selada baby romaine di Kebun Sayur Surabaya. Metode yang diterapkan meliputi Supply Chain Operations Reference (SCOR) untuk memetakan aktivitas rantai pasok serta House of Risk (HOR) untuk menganalisis prioritas risiko dan menentukan strategi mitigasi yang sesuai. Pengumpulan data dilakukan melalui observasi, wawancara, penyebaran kuesioner, dan dokumentasi kepada responden yang terdiri atas manajer serta beberapa divisi operasional perusahaan. Hasil penelitian menunjukkan bahwa terdapat 34 risk event dan 26 risk agent dalam aktivitas rantai pasok selada baby romaine. Berdasarkan perhitungan Aggregate Risk Potential (ARP), risk agent yang menjadi prioritas utama adalah gangguan pada sistem pengatur suhu dan keterbatasan kapasitas kulkas penyimpanan karena memiliki tingkat risiko tertinggi yang berdampak signifikan terhadap kualitas produk. Selain itu, beberapa risk agent lain yang termasuk prioritas meliputi penjadwalan bahan baku yang belum dievaluasi secara berkala, belum tersedianya SOP penyortiran, human error pada proses penghitungan persediaan dan pengemasan, lemahnya pengendalian kualitas dari pihak pemasok, keterbatasan supplier alternatif, serta kendala distribusi seperti kemacetan dan kesalahan input data. Strategi mitigasi yang direkomendasikan antara lain penyusunan SOP penyortiran secara tertulis, penerapan standar kualitas bagi supplier, pembentukan tim Quality Control, pengecekan ulang data pesanan sebelum proses pengiriman, penambahan kapasitas kulkas penyimpanan, penerapan dokumen Service Level Agreement (SLA) dengan pemasok, serta pelaksanaan pelatihan karyawan secara rutin. Penerapan strategi mitigasi tersebut diharapkan dapat meminimalkan potensi kerugian sekaligus meningkatkan efektivitas rantai pasok di Kebun Sayur Surabaya.

Kata kunci: Kebun Sayur Surabaya, Manajemen Risiko, *Supply Chain Operational Reference* (SCOR), *House of Risk* (HOR), Risk Event, Risk Agent, Diagram Pareto

ABSTRACT

Baby romaine lettuce is a hydroponic horticultural commodity with a high demand, but its supply chain carries various potential risks that can lead to losses and food loss. This study aims to identify risks in the supply chain, determine risk priority levels, and formulate risk mitigation strategies in the baby romaine lettuce supply chain at Kebun Sayur Surabaya. The methods applied include the Supply Chain Operations Reference (SCOR) to map supply chain activities and the House of Risk (HOR) to analyze risk priorities and determine appropriate mitigation strategies. Data collection was carried out through observation, interviews, questionnaires, and documentation to respondents consisting of managers and several operational divisions of the company. The results showed that there were 34 risk events and 26 risk agents in the baby romaine lettuce supply chain activities. Based on the Aggregate Risk Potential (ARP) calculation, the risk agents that were prioritized were disruptions to the temperature control system and limited storage refrigerator capacity because they had the highest risk levels that significantly impacted product quality. In addition, several other risk agents that are prioritized include raw material scheduling that has not been evaluated regularly, the lack of a sorting SOP, human error in the inventory counting and packaging process, weak quality control from suppliers, limited alternative suppliers, and distribution constraints such as congestion and data input errors. Recommended mitigation strategies include the preparation of a written sorting SOP, the implementation of quality standards for suppliers, the formation of a Quality Control team, rechecking order data before the shipping process, increasing the capacity of storage refrigerators, implementing a Service Level Agreement (SLA) document with suppliers, and conducting regular employee training. The implementation of these mitigation strategies is expected to minimize potential losses while increasing the effectiveness of the supply chain at Kebun Sayur Surabaya.

Keywords: Kebun Sayur Surabaya, Risk Management, Supply Chain Operational Reference (SCOR), House of Risk (HOR), Risk Event, Risk Agent, Diagram Pareto