

ABSTRAK

IDENTIFIKASI DAN MITIGASI RESIKO OPERASIONAL PADA INDUSTRI KATERING DI PT. SALIH BERKAH REZEKI

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Industri katering merupakan sektor dengan rantai pasok yang kompleks, fluktuasi permintaan, serta standar kualitas tinggi yang dapat memicu berbagai risiko operasional yang berdampak pada kelancaran produksi maupun distribusi. PT. Salih Berkah Rezeki sebagai penyedia jasa katering menghadapi permasalahan nyata berupa kekurangan bahan baku akibat lemahnya sistem persediaan dan tidak adanya jadwal perawatan kendaraan yang menimbulkan keterlambatan pengiriman. Penelitian ini bertujuan mengidentifikasi serta merancang strategi mitigasi risiko dengan menggunakan metode House of Risk (HOR). Penelitian dilakukan dengan pendekatan kualitatif melalui studi kasus pada bagian produksi dan delivery, menggunakan wawancara, observasi, serta kuesioner sebagai teknik pengumpulan data. HOR fase I digunakan untuk menentukan *risk event* dan *risk agent* kemudian menghitung prioritas dengan *Aggregate Risk Potential (ARP)*, sedangkan HOR fase II dirancang untuk menyusun tindakan mitigasi berdasarkan rasio *Effectiveness to Difficulty (ETD)*. Hasil penelitian menunjukkan terdapat 10 *risk event* dan 11 *risk agent* yang memengaruhi operasional perusahaan. Analisis lebih lanjut menghasilkan empat belas tindakan pencegahan prioritas, antara lain pelatihan dan sosialisasi SOP, pemeriksaan penggunaan APD, briefing rutin, penambahan pemasok alternatif, penjadwalan perawatan armada, serta penggunaan pendingin untuk menjaga kualitas bahan baku. Kesimpulannya, penerapan HOR terbukti efektif dalam memetakan risiko dominan dan merumuskan mitigasi yang sistematis guna meningkatkan keandalan proses, mengurangi potensi kerugian, serta mendukung keberlanjutan usaha.

Kata Kunci: Manajemen Risiko, *House of Risk* (HOR), Mitigasi Risiko

ABSTRACT

IDENTIFICATION AND MITIGATION OF OPERATIONAL RISKS IN THE KATERING INDUSTRY AT PT. SALIH BERKAH REZEKI

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The catering industry is a sector with a complex supply chain, fluctuating demand, and high-quality standards that can trigger various operational risks that impact the smooth running of production and distribution. PT. Salih Berkah Rezeki, as a catering service provider, faces real problems in the form of raw material shortages due to a weak inventory system and the absence of a vehicle maintenance schedule, which causes delivery delays. This study aims to identify and design risk mitigation strategies using the House of Risk (HOR) method. The research was conducted using a qualitative approach through case studies in the production and delivery departments, using interviews, observations, and questionnaires as data collection techniques. HOR phase I was used to determine risk events and risk agents, then calculate priorities using Aggregate Risk Potential (ARP), while HOR phase II was designed to develop mitigation measures based on the Effectiveness to Difficulty (ETD) ratio. The results showed that there were 10 risk events and 11 risk agents affecting the company's operations. Further analysis resulted in fourteen priority preventive measures, including training and dissemination of SOPs, inspection of PPE use, routine briefings, addition of alternative suppliers, fleet maintenance scheduling, and use of coolers to maintain raw material quality. The implementation of HOR proved effective in mapping dominant risks and formulating systematic mitigation measures to improve process reliability, reduce potential losses, and support business sustainability

Keyword: *Risk Management, House of Risk (HOR), Risk Mitigation*