

ANALISIS RISIKO MUTU RANTAI PASOK “COKELAT MOJOPAHIT” MENGUNAKAN ISO 31000:2018

INTISARI

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Cokelat Susu Kovertur merupakan produk olahan kakao yang berpotensi mengalami perubahan mutu di sepanjang rantai pasok akibat perbedaan kondisi lingkungan, penanganan bahan, serta proses produksi dan distribusi. Penelitian ini bertujuan untuk mengetahui alur rantai pasok, mengidentifikasi risiko mutu pada setiap tier rantai pasok, serta merumuskan strategi mitigasi berdasarkan prioritas penanganannya di Cokelat Mojopahit. Analisis risiko dilakukan menggunakan kerangka ISO 31000:2018 melalui tahap identifikasi, analisis, dan evaluasi risiko. Data dikumpulkan melalui observasi dan wawancara mendalam (*in-depth interview*) dengan *risk owner* pada tier petani, Kelompok Tani Mulyo Jati, dan pengecer. Risiko dianalisis menggunakan matriks 5×5 berdasarkan *severity* dan *likelihood*, lalu diklasifikasikan ke dalam strategi *avoid*, *transfer*, *manage*, dan *accept risk*. Hasil menunjukkan bahwa risiko mutu terdapat pada seluruh tier rantai pasok dengan karakteristik berbeda, meliputi hama dan penyakit pada pemasok, proses produksi dan distribusi pada Kelompok Tani Mulyo Jati, serta penanganan produk di pengecer yang berpotensi menimbulkan cacat seperti kerusakan fisik dan *sugar bloom*. Tier petani memiliki tingkat risiko tertinggi. Strategi mitigasi dirumuskan sesuai kategori risiko dengan mempertimbangkan kemampuan tiap pelaku, sehingga penerapan ISO 31000:2018 diharapkan meningkatkan konsistensi mutu dan mendukung pengambilan keputusan berbasis prioritas.

Kata kunci: cokelat susu kovertur, manajemen risiko mutu, ISO 31000:2018

ANALYSIS OF QUALITY RISKS IN THE “COKELAT MOJOPAHIT” SUPPLY CHAIN BASED ON ISO 31000:2018

ABSTRACT

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Milk Chocolate Couverture is a cocoa-based product that is prone to quality deterioration along the supply chain due to variations in environmental conditions, material handling, and production and distribution processes. This study aims to determine the supply chain flow, identify quality risks at each supply chain tier, and formulate risk mitigation strategies based on priority levels at Cokelat Mojopahit. Quality risk analysis was conducted using the ISO 31000:2018 framework through risk identification, analysis, and evaluation stages. Data were collected through observation and in-depth interviews with risk owners at the farmer, Kelompok Tani Mulyo Jati, and retailer tiers. Risks were analyzed using a 5×5 matrix based on *severity* and *likelihood*, and classified into *avoid*, *transfer*, *manage*, and *accept* strategies. The results show that quality risks exist across all supply chain tiers with different characteristics, including pests and diseases at the supplier level, production and distribution processes at Kelompok Tani Mulyo Jati, and product handling at the retailer level, which may lead to defects such as physical damage and *sugar bloom*. The farmer tier has the highest risk level. Risk mitigation strategies were formulated according to risk categories by considering each actor's control capacity, and the implementation of ISO 31000:2018 is expected to improve product quality consistency and support priority-based decision-making in supply chain risk management.

Keywords: milk chocolate couverture, quality risk management, ISO 31000:2018