

ABSTRACT

Risk is an uncertainty that can impact an organization either negatively or positively. In small and medium enterprises (SMEs) like Anak Singkong, which produces cassava chips, risks pose a serious threat to operational continuity. Without proper risk management, risks can lead to significant losses. Anak Singkong has not yet implemented a structured risk management approach, making it difficult to evaluate the effectiveness of risk handling measures. ISO 9001:2015 includes Clause 6.1, which addresses the identification and treatment of risks and opportunities. The risk assessment process involves stages of risk identification, risk analysis, risk evaluation, and risk treatment, which can help prevent the recurrence of risks and capitalize on opportunities using ISO 31000 as a risk management guideline. During the risk identification stage, through interviews and observations, 8 opportunities and 14 risks were identified. In the risk evaluation stage, based on likelihood and severity criteria, it was found that there was 1 risk at the Very High level, 2 risks at the High level, 1 risk at the Medium level, and 10 risks at the Low level. On the other hand, there were 2 opportunities at the Very High level and 6 opportunities at the High level. Next, in the risk treatment stage, various action options were proposed and evaluated to determine the most appropriate choice. Additionally, in line with ISO 31000:2018, internal and external issues need to be considered to align the risk management process with the company's conditions. To meet the requirements of ISO 9001:2015 Clause 6.1, an evaluation of the effectiveness of the proposed actions is also necessary. With a continuous improvement approach, the fulfillment of this clause is designed in the form of an interactive dashboard created with Visual Basic for Application (VBA). This dashboard allows for the evaluation of the effectiveness of actions, as well as the integration of new risk and opportunity data with existing data. Thus, risk management at Anak Singkong can be carried out sustainably, enabling the company to effectively prevent risky events and capitalize on emerging opportunities.

Keywords: ISO 9001:2015, ISO 31000:2018, Risk Assessment, Visual Basic for Application.