

## Pengintegrasian manajemen risiko dan ISO 9001 : 2015 untuk keberlangsungan ukm = Designing risk management system of small and medium enterprise based on ISO 9001 : 2015

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### Abstrak

[<b>ABSTRAK</b><br>

Usaha Kecil Menengah (UKM) mempunyai peran yang strategis dalam pembangunan ekonomi nasional, karena selain berperan dalam pertumbuhan ekonomi dan penyerapan tenaga kerja juga berperan dalam pendistribusian hasil-hasil pembangunan. Terdapat beberapa aspek yang dapat mempengaruhi keberlangsungan UKM, yaitu sumber daya manusia, finansial, kepuasan konsumen, proses produksi dan infrastruktur UKM. Namun lebih dari 70% usaha kecil dan menengah “mati” dalam waktu lima tahun sejak usaha tersebut didirikan akibatnya kurangnya penerapan sistem manajemen mutu pada UKM.

Sistem manajemen mutu yang populer digunakan adalah ISO 9001. Saat ini akan segera hadir edisi terbaru ISO 9001:2015 yang menekankan pentingnya penerapan manajemen risiko pada bisnis. Sehingga penerapan sistem manajemen mutu untuk UKM berdasarkan ISO 9001:2015 dengan fokus pada manajemen risiko terhadap aspek-aspek yang mempengaruhi keberlangsungan UKM perlu dilakukan untuk mempermudah para pemilik UKM menjaga keberlangsungan bisnisnya. Langkah pertama yang dilakukan adalah penentuan 20 faktor dari kelima aspek yang ada, setelah itu dilakukan validasi faktor sehingga diperoleh 14 faktor yang dianggap memiliki risiko penting terhadap keberlangsungan UKM untuk selanjutnya dibobotkan menggunakan metode multi criteria decision making (AHP) dengan bantuan software Expert Choice. Tahap selanjutnya adalah identifikasi dan analisa risiko dari keempat belas faktor yang dianggap memiliki risiko penting terhadap keberlangsungan UKM, dari hasil analisa diperoleh 6 faktor (keahlian dan keterampilan pegawai, kinerja pegawai, tanggung jawab pegawai, harga yang kompetitif, mutu pelayanan, mutu produk) yang berada pada kategori level risiko tinggi dan tidak dapat diterima.

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<b>ABSTRACT</b><br>

Small and medium enterprises (SME) has a role in a strategic way to national economic development, its role in economic growth, creating job and also participate in distribution of development. There are several aspects that might affect the sustainability of small and medium business like human resources, financial, customer satisfaction, production process and infrastructure of SME. However, more than 70% of SME are “death” within five years since its established as a result a lack of the implementation quality management system (QMS) for SME.

A popular QMS used to implementing in business is ISO 9001. Soon, there will be ISO 9001:2015 as the newest edition of ISO 9001 that emphasizes the importance of risk management implementation for business. Therefore the implementation of QMS for SME based on ISO 9001:2015 with the focus on risk management against the aspect that affect sustainability of SME is necessary to be done to ease the owners of SME in maintaining the sustainability of their business. The first step is determining of 20 factors from the fifth aspects, and then validating the factors so obtained 14 factors considered to have an important risk for the sustainability of SME to be weighting using a multi criteria decision making method (AHP) by

Expert Choice Software. The next step is identifying and analyzing the risk of 14 factors that affecting sustainability of SME, the results is there are 6 factors (skill of employee, performance of employee, responsibility of employee, competitive price, quality of product and quality of service) that affecting sustainability of SME most and unacceptable because it located on a high level of risk .;Small and medium enterprises (SME) has a role in a strategicway to national economic development, its role in economic growth, creating job and also participate in distribution of development. There are several aspects that might affect the sustainability of small and medium business like human resources, financial, customer satisfaction, production process and infrastructure of SME. However, more that 70% of SME are “death” within five years since its established as a result a lack of the implementation quality management system (QMS) for SME.

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