

ABSTRACT

KPSBU Lembang has experienced an increase in demand for processed cow's milk products, specifically pasteurized milk and yogurt. However, KPSBU Lembang has been unable to meet this increased demand, resulting in lost sales. This situation indicates that KPSBU Lembang is not prepared to capitalize on the rising demand for processed cow's milk. The lack of anticipation for potential demand growth has led to the risk of lost revenue opportunities. Although KPSBU Lembang aims to meet the increased demand, they are aware that this growth could drive unsustainable practices. This research aims to design risk mitigation strategies for the processed cow's milk supply chain to achieve sustainability. The method used in this study is the house of risk, employing a supply chain operation reference (SCOR) approach and sustainability aspects. Data collection techniques included interviews, observations, and questionnaires. Risk assessment and risk formulation involved expert practitioners. The results of the study identified 29 risk events. Seventeen risk events were identified using the SCOR model, and 12 risk events were identified using sustainability aspects. These risk events originate from 32 identified risk agents. Eighteen risk agents were identified using the SCOR model, and 14 risk agents were identified using sustainability aspects. Based on the results of the risk mitigation action planning (preventive action), 18 risk mitigation actions were identified to achieve sustainability.

Keywords: Processed Dairy Products, Supply Chain, Risk Mitigation, Sustainability.