

## CHAPTER I. INTRODUCTION

### 1.1. A Brief History

PT Kalbe Milko Indonesia, founded on June 28, 2012, is a toll manufacturing company resulting from a partnership between Kalbe Nutritionals and PT Milko Beverage Industry. This company has a strategic location which provides it with an abundant water source: it sits between Mount Salak and Mount Pangrango in Bogor, Indonesia. The company encompasses a land area of 41,000 square meters, featuring a factory building spanning 13,000 square meters and a warehouse covering 4,000 square meters. This setup allows for an annual production capacity of 14 million liters. The factory space comprises various main facilities, which include storage areas for raw materials and packaging, production areas, packing areas, warehouses for finished products, quality control laboratories, designated prayer rooms, changing room and lockers, wastewater treatment plants, canteen, office spaces, security stations, and generator room. Moreover, in April 2016, PT Kalbe Milko Indonesia cooperated with PT Sanghiang Perkasa to produce their products intended for both national distribution and export. Currently, the products produced by the company have been registered for *Halal Assurance System (HAS)*, *Program Manajemen Risiko (PMR) - Pangan Steril Komersial* and *Cara Produksi Pangan Olahan yang Baik (CPPOB)* by BPOM, *kontrol veteriner (NKV)* as well as FSSC 22000 version 5.1 certifications.

### 1.2. Vision and Mission

PT Kalbe Milko Indonesia aspires to be a leading toll manufacturing company on a global scale. In order to realize their vision, PT Kalbe Milko Indonesia provides exemplary services to facilitate the sustainable advancement of their business associates.

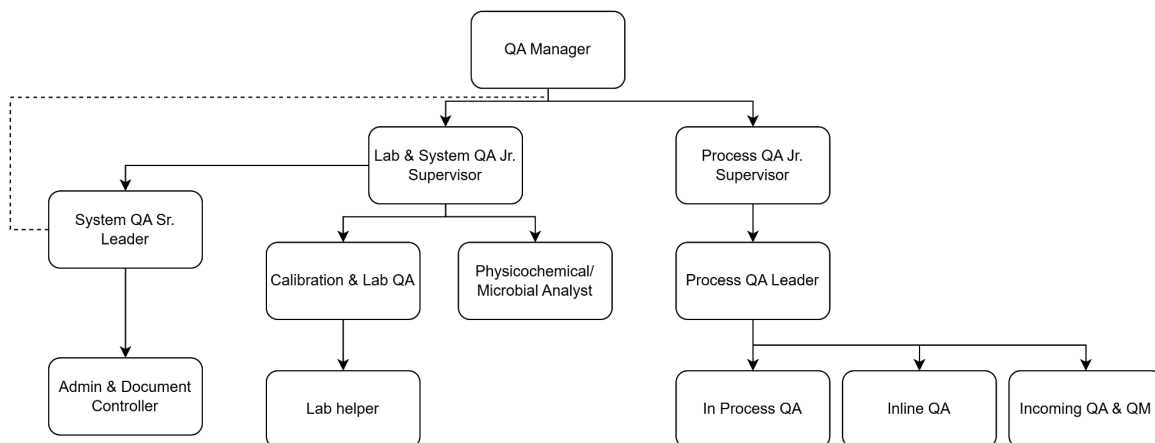
### 1.3. Main Activity

Producing sterilized products using retort technology is the main specialty of PT Kalbe Milko Indonesia. The services offered by this company are to produce and analyze the quality parameters of sterilized liquid products such as sterilized milk for children, fiber drink with juice from 16 fruits and vegetables, and milk containing plant stanol ester for reducing cholesterol. The sterilized milk is produced in chocolate, vanilla, and strawberry variants while the milk for reducing cholesterol are available in lychee, blackcurrant, strawberry, orange, as well as yogurt variants.

### 1.4. Organizational structure

The organizational structure of the QA department of PT Kalbe Milko Indonesia is shown on

**Figure 1.**



**Figure 1.** Organizational Structure of QA Department at PT Kalbe Milko Indonesia

All Quality Assurance (QA) lab, system, and process are managed by QA Manager, Mrs Yoffa Oktavia, which also has a role in ensuring the implementation of the food safety quality system. In the QA laboratory, there is Calibration and Lab QA who is in charge of maintaining the lab's equipment and the availability of lab materials and chemicals. The role is helped by one lab helper. Under the same supervision of Lab and System QA Junior Supervisor, one physicochemical and one microbial analyst work to conduct product analysis while System QA Senior Leader leads Admin and

Document Controller in managing the QA system and regulations. On the other hand, to maintain the quality of the products throughout the production processes, Process QA Leader works under the supervision of Process QA Junior supervisor and with the help of In Process QA, Inline QA, as well as Incoming QA and QM.

### **1.5. The Student's Unit or Department**

During the 20 weeks of internship, the author was assigned to work in the QA Department. This department is divided into four sections in the factory: incoming QA for controlling the raw materials and packaging materials, in process QA for analyzing the semi-finished products after undergoing the pasteurization process, in line QA for analyzing the products after filling and packing processes, and finished goods QA laboratory which divided into physicochemical and microbiology laboratory. The author was specifically placed in the physicochemical laboratory for analyzing the finished products.