

I. INTRODUCTION

1.1. PT. Multi Bintang Indonesia

1.1.1. Brief History

PT Multi Bintang Indonesia Tbk, is a multinational level company that is specialised in beer production, it was first established in Surabaya on 21 November 1931 with named of Naderlandsch-Indische Bierbrouwerijen with their first product being *Java Bier* (the origin of Beer Bintang) (PT Multi Bintang Indonesia, 2021).

In 1936, the company was renamed to Heineken Indische Blerbrouwerijen Maatchhappij as Heineken group become the company's majority shareholder. Continuously, in 1949 after World War II, Heineken® beer was introduced to the market. However, in 1965 the company was taken over by Indonesia government and in 1967 Heineken® regained the ownership and renamed the company into Bintang Baru (PT Multi Bintang Indonesia, 2021).

After several years, in 1972 the company was renamed to PT Perusahaan Bir Indonesia, and a year after that, in 1973 Tangerang brewery was open. Later in 1981, the company for the first time listed on the Jakarta Stock Exchange and Surabaya Stock Exchange as PT Multi Bintang Indonesia Tbk (PT Multi Bintang Indonesia, 2021).

In the meantime, PT Multi Bintang Indonesia have 2 active brewery that located in Tangerang and Sampang Agung with total of 403 employees consist of 104 female and 299 male (PT Multi Bintang Indonesia, 2021).

1.1.2. Purpose and Value

PT Multi Bintang Indonesia Tbk has a purpose to brew the joy of true togetherness to inspire a better world along with some values such as passion for consumers & customers, courage dream & pioneer, care for people & planet, and enjoyment of life until it becomes the world's class brewery organization (PT Multi Bintang Indonesia, 2021).

1.1.3. The Main Activity

PT Multi Bintang Indonesia Tbk has two brewery that located in Tangerang and Sampang Agung (PT Multi Bintang Indonesia, 2021). In Tangerang Brewery they not only focus on producing Beer Bintang, they produce Heineken, Radler, Bintang Anggur Merah, and Beer Crystal in various types of packaging and variants. Bintang Beer (Figure 1) is a pilsner beer that produced by PT Multi Bintang Indonesia as their most famous products. It is packaged in green bottle glass that comes in two different sizes 620 ml (Bremer) and 330 ml (Pint). Other than that, there is also a product that is packaged in a Can that also comes in two different sizes (500 ml and 320 ml) (PT Multi Bintang Indonesia, 2021). Crystal Beer (Figure 2) is a new product that launched in 2021 as a lighter version of Beer Bintang. It is packed in a clear glass bottle in a Bremmer (620), Pint (330 ml) and Can (500 ml and 320 ml) (PT Multi Bintang Indonesia, 2021).



Figure 1. Bintang beer



Figure 2. Crystal beer



Figure 3. Heineken beer

Other than Bintang products, Heineken Beer (Figure 3) is also produced by PT Multi Bintang Indonesia. Heineken Beer is an international premium class beer that made from 100% premium malt. Heineken Beer is packaged in a green coloured glass bottle in a two different size named Quartz (640 ml) and Pint (330 ml), and also in a Can of 500 ml and 320 ml (PT Multi Bintang Indonesia, 2021). Bintang Radler (Figure 4) is a flavoured beer that uses a natural lemon flavouring compound that is packed in a green glass bottle and can with content of 330 ml (Pint) and 320 ml (Can) (PT Multi Bintang Indonesia, 2021). Bintang Anggur Merah (Figure 5) is a new product from PT Multi Bintang Indonesia that is launched in 2023 and has a grape flavor that is sweet but still has a bitter taste of the beer that packed in a green glass bottle with size of 620 ml (Bremmer) and 330 ml (Pint).



Figure 4. Bintang radler beer



Figure 5. Bintang anggur merah beer

1.1.4. Organizational Structure

The internship took place at PT Multi Bintang Indonesia Tbk under supervision of Quality Control and Quality Assurance that is located at Tangerang brewery. The organizational structure of the QC and QA Department is shown in Figure 6.

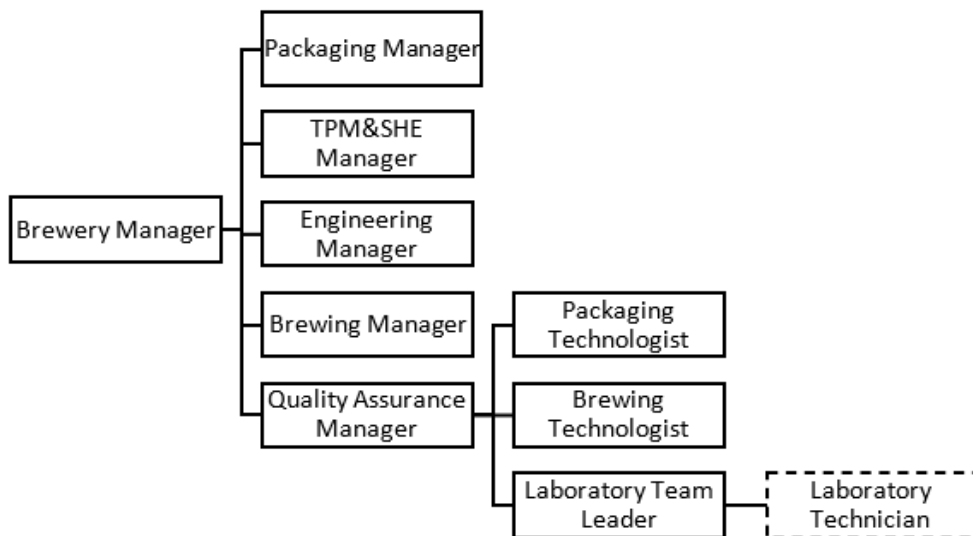


Figure 6. The organizational structure of the Brewery Department

1.1.5. Student's Unit and Department

In PT Multi Bintang Indonesia Tbk, QC and QA department are under same department. This department are responsible for controlling and analysing not only the products but also the yeast, wort, water, and malt that are used in beer making. Regular quality control analysis including physicochemical, sensory, and microbiological analysis were within the supervision of this department. Other than those tasks, this department also has a task in receiving and checking the products if there is a complaint from customers. In controlling the products, to ensure the product's quality to meet the standard criteria, the products are not only analysed as finished products but also on the fermentation and storage stage.