

## CHAPTER I: INTRODUCTION

### 1.1 Company Profile

Indesso (Indonesian Essential Oils) was founded in 1968 by Robertus H. Gunawan in Baturraden, Purwokerto, Central Java. The primary operation of the first company of Indesso was to distill clove leaf oil and other Indonesian essential oils and distribute them in Indonesia. Over the years, Indesso expanded their product offerings to essential oils (e.g. nutmeg and citronella oil, etc.) and botanical extracts (e.g. cocoa, coffee, tea, vanilla, ginger, red ginger, turmeric, etc.). In 2001, the plant and warehouse of Indesso in Cileungsi, West Java was officially functioning.

Indesso entered the Seasonings and Savory Ingredients segment through Culinaroma which was spun-off as an independent entity PT Indesso Culinaroma Internasional in 2016. Other than this segment, Indesso also has many subsidiaries in Indonesia, they are: PT Indesso Aroma, PT Indesso Niagatama, PT Indesso Primatama, and PT Indesso Sanavia Internasional. Furthermore, Indesso has expanded their location to Singapore, Malaysia, and Tanzania. The golden jubilee of Indesso was celebrated in 2018 and was marked by the introducing of a new logo which can be seen in **Figure 1**.



**Figure 1.** New logo of Indesso

### 1.2 Company's Vision and Mission

Indesso has the vision to be a regional leader in ingredients for the food, flavor and fragrance industry through innovation, efficiency, and sustainable business practices. The mission of Indesso is to create innovative solutions with sustainable natural-based ingredients for life.

### 1.3 Company's Main Activity

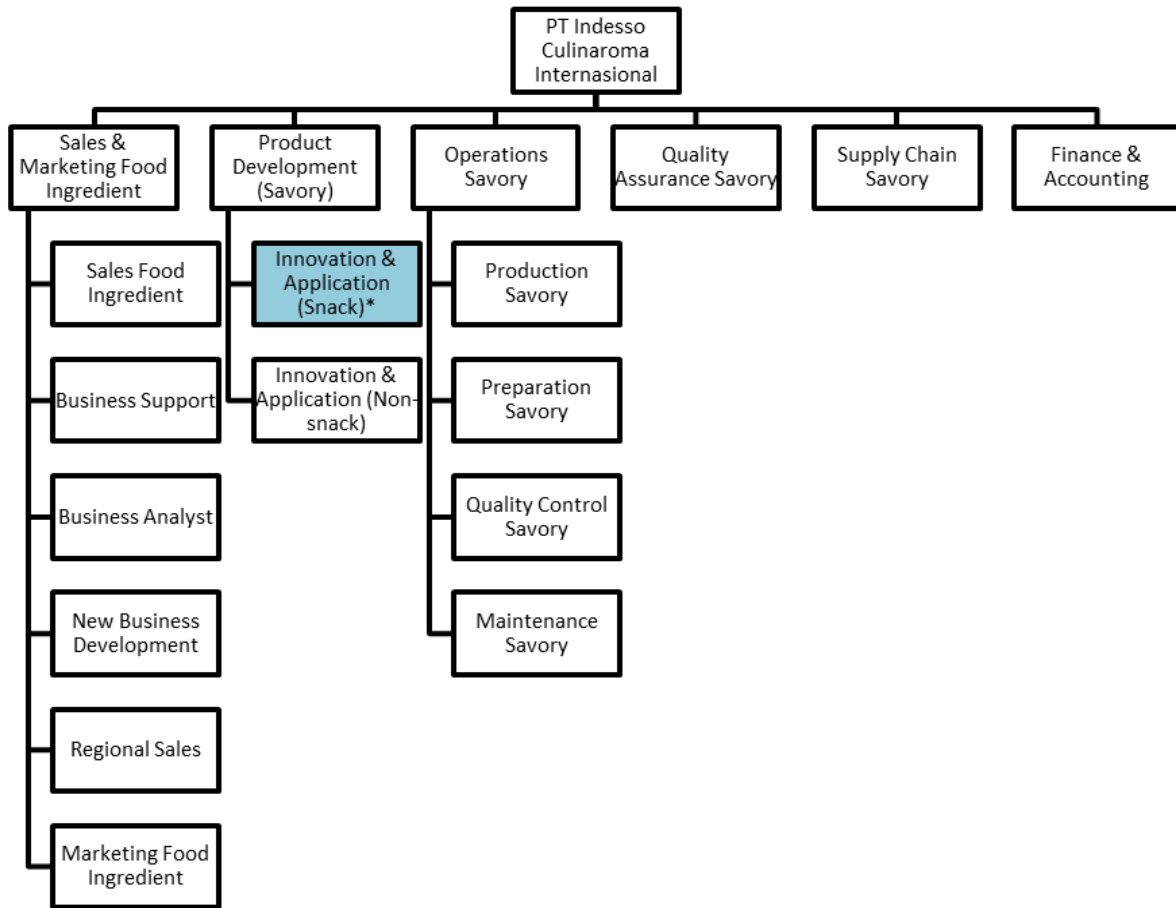
PT Indesso Culinaroma Internasional focuses on the creation and production of halal seasonings and savory ingredients, particularly for snack and non-snack food manufacturers before finished products are sold widely to the consumers. This company provides the products in the form of instant and premix powder, ready-to-use (RTU) sauces, as well as RTU paste for the manufacturers. In addition, Indesso is also the distributor of world-leading companies for Indonesian market, such as Firmenich flavors and perfumery, Ballantyne cheese powders, Nexira hydrocolloid (acacia gums), PureCircle natural sweeteners (stevia), Ottera natural colors, Martin Bauer natural extracts, Döhler juices and purees, Tastecraft syrups, Biospringer yeast extracts, as well as Solutex omega3/EPA/DHA. Indesso has served

many customers and exported their products to over 40 countries around the world, including USA, Canada, UK, Netherland, India, Hong Kong, China, Singapore, Malaysia, and Australia.

#### **1.4 Company's Organizational Structure**

As seen in Figure 2, PT Indesso Culinaroma International has numerous departments. The Sales & Marketing Food Ingredients are based in Jakarta, whereas the other departments are based in Cileungsi, Bogor Regency. The Sales & Marketing Food Ingredients Department is in charge of promoting Indesso to the markets particularly the fast-moving-consumer-goods (FMCG) industries in order to gain clients both nationally and internationally. When there are clients that ask for savory food ingredients, the Sales & Marketing team will forward the requests to the Product Development Department.

Once the client has agreed with the trials, the products are then manufactured in industrial-scale which are done by the Operations Savory Department. The products' formulas from the Product Development Department are sent to the Operations department. The production line and the end-products will be inspected regularly by the Quality Control team. The Quality Assurance Savory Department is responsible for setting quality standards in order to ensure that the production is maintained at such standards as well as compliance to the policies and regulations. Meanwhile, the Supply Chain Savory Department is obliged to manage daily operations that are related to the clients' satisfaction in order to ensure that the clients receive the best service from PT Indesso Culinaroma Internasional. On the other hand, the Finance and Accounting Department are responsible for managing the funds in the company.



**Figure 2.** Organizational Structure of PT Indesso Culinaroma Internasional.

\*The internship was in the unit of Innovation and Application (Snack)

### 1.5 Student's Unit or Department

In the Product Development Department, the clients' requests will be distributed to the respective divisions, which are the snack and non-snack division. The Innovation & Application (Snack) division completes requests to develop Food Ingredients for snack bases, and this was the unit where the internship was held. The innovation was done by the employees, meanwhile most applications were completed by the author. Meanwhile, the Innovation & Application (Non-snack) division are obliged to complete the requests to innovate Food Ingredients for non-snack bases, e.g. sauces, paste, seasonings for noodle and paste, processed meats, and others. Throughout the process, this department works closely with the Sales & Marketing team to evaluate the trials' in terms of sensory profile. Furthermore, the Quality Control unit helped to check the relevant physicochemical properties (e.g. pH, salt content, moisture content, color analysis, flowability properties, viscosity, and others)