

I. INTRODUCTION

1.1. Institution History

PT. Heinz ABC Indonesia PT. Heinz ABC Indonesia is a company that acts as a food and beverage producer from Indonesia. The company has its head office in Jakarta and is a subsidiary of a US multinational company, namely the Kraft Heinz Company. The products produced at PT. Heinz ABC Indonesia includes soy sauce, chili sauce, traditional chili sauce, tomato sauce, special sauce, sardines, syrup, and RTD (ready-to-drink).

Initially, on October 16, 1975, the company was founded as CV. Central Food Industry Corporation, which is shortened to CV. Central Food, with its first factory located on Jl. Daan Mogot KM. 12, Cengkareng, West Jakarta. Founder CV. Central Food, namely two brothers from Medan, Chu Sam Yak (Chandra Djojonegoro) and Chu Sok Sam. The company's first product was ABC Ketchup with sweet, medium, and salty variants, which was then expanded with ABC Syrup in 1979, ABC Tomato Sauce and Sambal in 1980, and boxed drinks in 1982. The business of the Chu brothers began to become a Limited Liability Company (PT) called PT Aneka Bina Cipta Central Food Industry or PT. ABC Central Food on June 1, 1982. The status of a national private permanent company led by a main director with a deed of granting CV. Central Food to PT. ABC Central Food, which was held on January 16, 1983. Thus all assets and liabilities, permits, and all activities of the CV. Central Food Industry switched to PT. ABC Central Food Industry.

PT ABC Central Food merged with PT. Heinz International in March 1999 because they wanted to further develop opportunities in marketing not only domestically, but also abroad. Then in 1999, the shareholders of PT. ABC Central Food decided to form a partnership with H.J. Heinz of the United States as a strategy to increase production in the Asian region and the name PT. ABC Central Food changed to PT. Heinz ABC Indonesia. Indirectly all of the company's activities have been held by the largest investment, namely PT. Heinz ABC Indonesia.

At this time, PT. Heinz ABC Indonesia has two manufacturing locations, Karawang and Pasuruan, with its head office at Intiland Tower, Jl. Jendral Sudirman No. 32, RT. 03/RW. 02, Karet Tengsin, Tanah Abang, Central Jakarta City, Capital Region of Jakarta, 10220. Currently, fermented soy sauce products are produced at the Karawang and Pasuruan Plant; chili sauce and other sauces are produced at the Karawang Plant; cordial/ syrup products are produced at the Karawang Plant and Pasuruan Plant; and RTD products are produced at the Karawang Plant.

PT. Heinz ABC Indonesia's logo can be seen in **Figure 1**.



Figure 1. Logo of PT. Heinz ABC Indonesia

1.2. Institution Location

PT. Heinz ABC Indonesia Karawang Plant is located at Bendungan Walahar, RT. 007/ RW. 002, Walahar, Kec. Klari, Karawang Regency, West Java 41371.

1.3. Vision and Mission

1.3.1. Vision

A company vision is a simple, internal declaration of the company's aspirations. This is an important milestone, indicating where the company wants to grow as a company, and what KraftHeinz plans to achieve in the coming years. This makes Kraft Heinz's ambitions clear and underlying the concept of growth and development. KraftHeinz intends to grow consistently, driving growth from the top of management to the bottom line. The company will sustainably do this, delivering financial growth year after year, while also doing it correctly by considering the environment and the communities in which we live and work.

By satisfying consumers; making them happy by meeting and exceeding what they need, want, and expect in terms of taste and flavor, KraftHeinz will drive brand equity and loyalty. When more consumers feel this way, the company will be able to increase its brand penetration and sales volume. KraftHeinz plans to do this globally, expanding our product range worldwide and within the KraftHeinz Zone.

1.3.2. Mission

The institution has six values, and each of the company's six values begins with WE because of its employees' commitment to one another and customers worldwide. It is a privilege and an enormous responsibility to be among the world's top food and beverage businesses.

1. We are consumer obsessed
2. We dare to do better every day
3. We champion great people
4. We demand diversity
5. We do the right thing
6. We own it

1.4. The Main Activity

The main activities at PT. Heinz ABC Indonesia Karawang Plant produces local and export quantities of all ABC sauces, syrups, ready-to-drink (RTD), and sweet and salty soy sauces.



Figure 2. Product of PT. Heinz ABC Indonesia

1.5. Organizational structure

The organizational structure used by PT. Heinz ABC Indonesia is a line organization structure. This organizational structure shows that each subordinate is directly responsible for their respective leaders. Karawang Manufacturing is led by a plant manager who oversees the environment, health, and safety (EHS) manager, production manager, continuous improvement (CI) manager, maintenance manager, Food Safety and Quality (FSQ) manager, human resources business partner (HRBP), and costing manager. The diagram of the PT. Heinz ABC Indonesia's organizational structure can be seen in Figure 3.



Figure 3. PT. Heinz ABC Indonesia's organizational structure

In this internship opportunity, the author works on food safety and quality for the RTD and Soy team in the quality system implementation specialist division. In PT. Heinz ABC Indonesia, there is Kraft Heinz Global that can directly contact and discuss with the food safety and quality team in Karawang. The food safety and quality of soy and RTD products at PT. Kraft Heinz's organizational structure diagram can be seen in Figure 4.

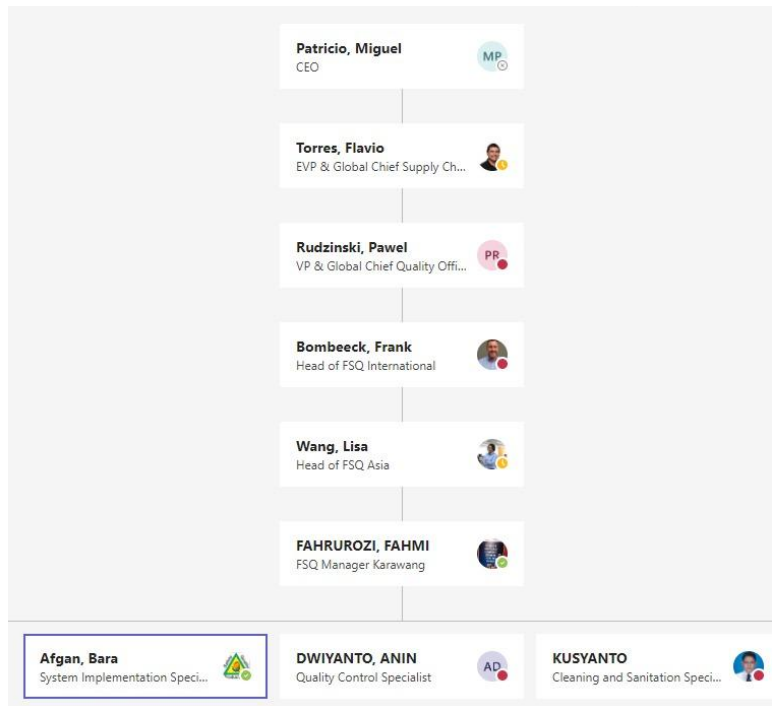


Figure 4. Food Safety and Quality organizational structure

During the internship at PT. Heinz ABC Indonesia, the author works below the food safety and quality for RTD and soy team in the system implementation specialist division, under the supervision of Bara Afgan.

1.6. The student's unit or department

The primary areas of inquiry in food production are food quality and safety. It is a trustworthy method to identify, classify, quantify, and monitor food quality and safety problems. In this department, the author works on food safety and quality for RTD and sweet and salty soy sauces. The main job is establishing a good food safety and quality system. Some systems that the author has made are *Manual Mutu*, HACCP, TACCP, and VACCP. The regularly assigned job descriptions include performing weekly performance monitoring for RTD and soy sauce. The author also conducts proficiency testing for all analysts and sensory testing in this department if there is a complaint, different formulas, and handling.