

## CHAPTER 1

### INTRODUCTION

#### 1.1 Brief History

PT Sinar Sosro is one of the the ready-to-drink (RTD) tea company in Indonesia. It was officially registered on July 17, 1974, by Mr. Soegiharto Sosrodjojo and is located in Medan Satria Bekasi. The Sosrodjojo family started their business in Slawi, Central Java, in 1940, producing and selling brewed tea under the brand name "Teh Cap Botol." In the 1960s, Soegiharto Sosrodjojo and his family moved to Jakarta to expand their family business and cater to the people of Jakarta. In 1965, they introduced the concept of "Cicip Rasa," which involved visiting crowded places like markets to cook and brew tea on the spot. However, this approach was not very successful. Eventually, they stopped brewing tea directly at the markets and started transporting it in large pots using open trucks. Unfortunately, most of the tea spilled during the journey from the office to the markets. By chance, they came up with the idea of brewing the tea at the office and packaging it in cleaned soy sauce or lemon bottles. In 1969, the concept of selling ready-to-drink tea in bottles was realized by introducing "Tehbotol Sosro." The name combined the brewed tea concept of "Teh Cap Botol" with the family name "Sosrodjojo." The design underwent three revisions: the first version in 1969, the second in 1972, and the third in 1974.

Tehbotol Sosro only uses natural and authentic ingredients. The tea leaves are picked from their own plantations and processed into aromatic tea by blending green tea with jasmine and gambir flowers. This unique combination ensures a distinctive and high-quality taste. Moreover, Tehbotol Sosro is famously known for not having preservatives in its beverages. Currently, PT Sinar Sosro has 12 factories located throughout Indonesia, including Medan, Palembang, Jakarta, Tambun, Cibitung, Ungaran, Gresik, Mojokerto, and Gianyar. Cibitung factory started operation in 2001. With an area of nearly 8.5 hectares,

making this plant as the largest factory owned by Sosro. PT Sinar Sosro also has specific factories for producing Prim-A mineral water in Sentul, Purbalingga, and Pandaan as of 2021.

In terms of business expansion, PT Sinar Sosro distributes its products nationwide through sales branches across Indonesia. They have also entered international markets by exporting their one-way packaging/non-returnable bottles to various countries in Asia, America, Europe, Africa, Australia, and the Pacific Islands. Currently, their product range includes Tehbotol Sosro, Fruit Tea Sosro, S-Tee, TEBS, Country Choice, and Prim-A mineral water. Since November 27, 2004, PT Sinar Sosro has been subsidiary of a holding company called PT. Anggada Putra Rekso Mulia or Rekso Group.

## **1.2 Vision & Mission**

### **1.2.1 Vision**

The vision of PT Sinar Sosro is to become a world-class beverage company that meets consumer needs anytime, anywhere, and provides value for all stakeholders. Their constant innovation aims to make them a respected host in their own country (*"The Indonesia World Class Beverage Company"*).

### **1.2.2 Mission**

The mission of Sosro company is to Build the SOSRO brand as a natural, quality, and superior tea brand. Develop and innovate new brands and products both tea and non-tea based and put them in their respective categories. Led the national distribution network and international distribution network. Build human resources and leadership in accordance with the values – the main value of the company. Providing satisfaction to consumers and customers. Lastly, contributes to the country's foreign exchange earnings.

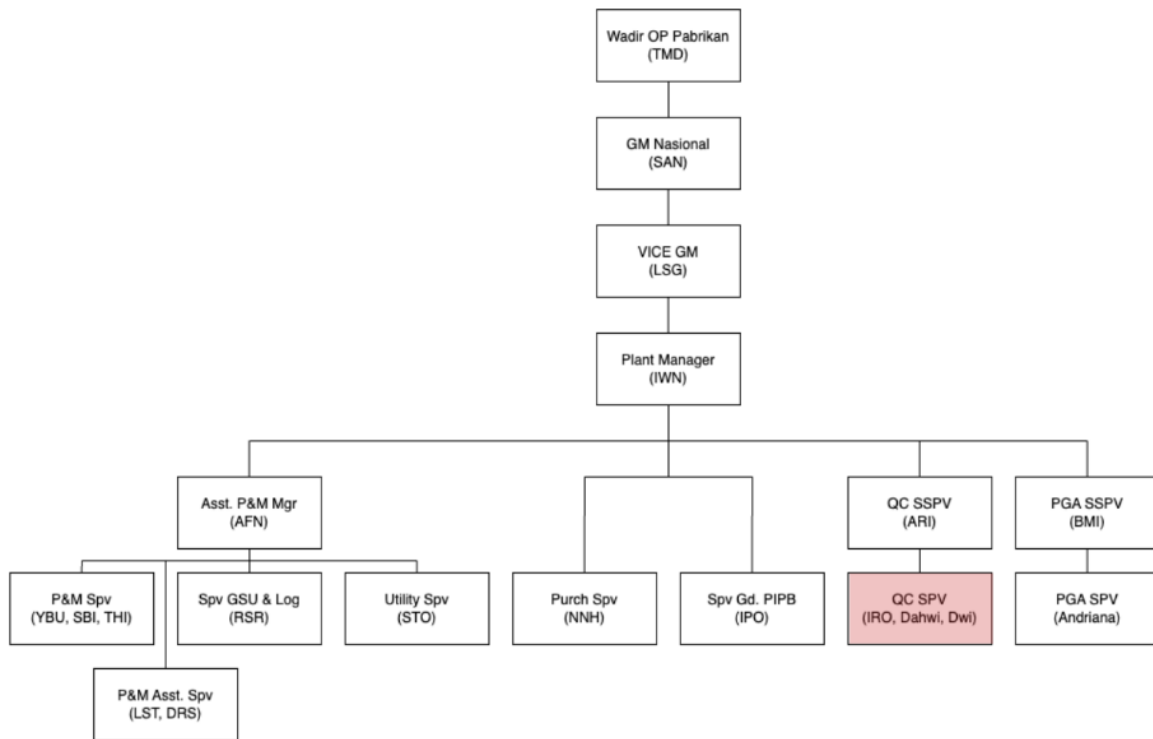
### **1.3 The Main Activity**

The main activity as an intern at PT Sinar Sosro KPB Cibitung at the Quality Control (QC) department included inspecting the quality of Tehbotol Sosro by regularly checking its physicochemical properties such as pH, brix, tannin, and color, ensuring that the product met quality standards and company standards, conducting pack Integrity testing, and conducting physicochemical analysis of finished products by documenting and analyzing the Sosro beverages products such as TehBotol Sosro, and S-Tee in the laboratory regarding the physicochemical properties data of the Sosro's beverages product. The pack integrity testing includes longitudinal sealing evaluation, conductivity test, and red ink test, these tests are conducted to detect the microscopic leakage on Tetra Pak packaging. Moreover, the internship research project assigned focused on assessing the quality variation of different production batches of Tehbotol Sosro by analyzing its physicochemical properties. The objectives of this internship research project were to observe the final product of TehBotol Sosro in Tetra Pak 200 ml in different batch production in terms of Physicochemical properties (pH, brix, tannin, and color), determine whether the products are consistent from batch to batch, meet the quality standards based on SNI regulations and company specifications, identify any significant variations or trends on the TehBotol Sosro sample and lastly, identify potential areas for improvement in the production process.

### **1.4 Organizational Structure**

PT Sinar Sosro is led by a Vice General Manager who directly oversees the managers. These managers, in turn, manage several divisions according to their respective tasks. The organizational structure of PT Sinar Sosro will be presented. The workforce system in PT Sinar Sosro KPB Cibitung is divided into two main categories which are contract workers and permanent employees. The contract workers are employees who are still under a contract period of 2 years, which may be extended for another year. On the other hand, permanent employees, are workers who have successfully completed their contract period and have demonstrated achievements, dedication, and other qualifications in the

employee recruitment procedure. The organigram PT Sinar Sosro Cibitung is presented in **Figure 1**. The tasks of various positions at PT Sinar Sosro is explained as follows:



**Figure 1.** Organigram of PT Sinar Sosro KPB Cibitung

The management team at PT Sinar Sosro KPB Cibitung plays a vital role in ensuring the smooth and efficient operation of the factory and the production of high-quality products. The team consists of the following key members: Vice General Manager assists the operations director in ensuring the smooth and efficient operation of the factory. This includes activities such as Production and Maintenance, Purchasing, Quality Control (QC), Personnel General Affairs (administration), and PIPB warehouse to achieve the company's vision and mission. P & M Manager assists the General Manager in ensuring the effective and efficient implementation of production operations, machine maintenance, and ensuring the smooth supply of water and electricity to achieve the set production targets. Quality Control Manager assists the General Manager in ensuring that production operations consistently meet the specified specifications and quality standards within the assigned unit or responsibility. Responsible for the

techniques and operational activities used to meet quality requirements. The personal General Affairs (PGA) Manager manages the activities of the Human Resources and General Affairs Department, ensures smooth labor activities, handles industrial relations, and resolves arising issues. PIPB Warehouse Supervisor ensures controlled warehousing of packaging materials (PB) and finished products (PI) and lastly, the Purchasing Supervisor assists the General Manager in coordinating and controlling the procurement of goods and raw materials for operational purposes, as well as other supporting materials, based on purchase requests (BPP) and set timelines to support the smooth operation of the company.

### **1.5 The Students Unit/ Department**

During the internship period at PT Sinar Sosro, the assignment was under the supervision of the Quality Control (QC) department (**Figure 1**). The QC department in PT Sinar Sosro is responsible for ensuring their beverage products meet the quality standards and specifications of the company from the requirements of the adopted regulations. The consistency of product quality is maintained throughout the production process, from the incoming materials to the final product (Nielsen, 2010). The quality control personnel in PT Sinar Sosro are responsible for conducting various tests, inspections, and analyses in order to meet the required parameters. The deviations or defects and corrective actions may be identified. The main task of Quality Control is carrying out the preparation for chemical analysis in accordance with SOP. The physical and chemical analysis of the Water and Boiler water treatment, Bottle Washer ensures that each set parameter meets the standards according to SOP Analyst, reports, and provides suggestions for improvements to the operator concerned. Carry out analysis of the quality of processed Kitchen products according to the SOP analyst, provide reports, and assist calculations/suggestions for improvement to Kitchen Operators in the event of deviations from the set quality standards. Carry out Physical Chemical and Organoleptic Analysis on finished products after the incubation period according to the SOP Analyst. The report of each activity in accordance with the available report format according to the SOP analyst is submitted with the correct placement of order.

The cleanliness of the environment and equipment used are maintained. Handover of duties and responsibilities to the team or formation before and after. Lastly, carry out the work in accordance with SOP in order to support the implementation of ISO 9001:2015, 5R work attitude, and HACCP system.