

CHAPTER I : INTRODUCTION

1. 1 Brief history

DSM-Firmenich AG is a Swiss-Dutch company with more than 83 affiliates across regions including America, Asia & Pacific, Europe & Africa branches and a 30,000 worldwide team. With the contribution of the company's employees' exceptional abilities based on more than a century of advanced research, DSM-Firmenich will be a leader in the reinvention, manufacture, and blending of essential nutrients, flavors, and perfumes. Firmenich is a business-to-business corporation that specializes in the research, development, production, and manufacture of perfumes, flavors, and ingredients. The company is well-known for its research and sustainability image; it provides diverse components, innovative formulations, and technologies to customers.

In the beginning of Firmenich, the company was established on Charles Firmenich's property in Geneva in 1895 by scientist Philippe Chuit and businessman Martin Naef. While Frédéric Firmenich, son of Charles Firmenich became the salesman and entrepreneur of Chuit, Naef & C company. The company decided to change its name to Firmenich & Co. in 1934. Until now, Firmenich has remained independent and capitalized on its original business and pioneering spirit. In the Asia Pacific zone, especially Indonesia, Firmenich is known for its abbreviation “Firjava,” which has the headquarters office in Jakarta with two factory plants: PT Firmenich Aromatics located in Karawang, and PT Firmenich Indonesia in Cileungsi. PT Firmenich Indonesia was established on 1 July 1994 and officially inaugurated on 14 March 1997 by Charles R. Firmenich.

On the other hand, the Dutch government founded DSM in 1902 to extract the coal reserves in the province of Limburg with the company's original name, *De Nederlandse Staatsmijne*, which means more relevant to our people: Doing Something Meaningful. DSM introduced the first-ever large-scale production of yeast and enzymes in the late 19th century to the first chemical synthesis of vitamins in the 1930s. In Indonesia, the headquarters office of DSM is located in TB Simatupang with a production factory plant in Pasuruan, Jawa Timur.

As a newly merged organization, DSM-Firmenich is sustainability-oriented and working together in pursuing the sustainability goals set out by our two companies initially. They are determined to keep making a positive impact – on the essentials of people, climate, and nature. DSM-Firmenich has four business complementary units consisting of Perfumery & Beauty; Taste, Texture & Health; Health, Nutrition & Care; and Animal Nutrition and health. The following business units aim to fulfill consumer necessities and want to help our customers realize their ambitions and bring progress to life.

1. 2 Vision and mission

DSM-Firmenich has a purpose of bringing progress by integrating the essential, the desirable, and the sustainable into life with an aim to make a positive difference for the planet and enhance the lives of millions. The company is helping its consumers to deliver what they want, what they need, and what the planet needs. As a part of a family business, the company's priority strategy is to create a positive contribution to the communities through sustainability with the newest taste solutions and investments in renewable energy.

“Bring Progress into Life” is the purpose of the DSM-Firmenich in making positive emotions to enhance well-being. In implementing their purpose, the company utilizes the potential to advance nutrition by adding taste to healthier foods; and find opportunities to accelerate wellness worldwide by exposing fragrance as a pleasurable smell.

1. 3 Main activity

PT Firmenich Indonesia has been supplying goods to Asia regions (Indonesia, Malaysia, Singapore, Thailand, Vietnam, Philippines, and Korea), Australia, New Zealand, and Pakistan. The company operates in two business unit divisions; Taste, Texture, and Health (TTH) and Perfumery and beauty (P&B). Taste, Texture, and Health manufacture ingredients and flavorings to help brands develop products that are delicious to eat and drink, healthy for our bodies and planet, and

affordable. Furthermore, PT Firmenich Indonesia is a house manufacturing for perfumery and beauty (P&B), fragrances are produced from a palette of clean, renewable, and biodegradable ingredients. The company also applied liquid perfume technology.

1. 4 Organizational structure

PT Firmenich Indonesia is led by the manufacturing director and Quality Regional Director,. The manufacturing director is responsible for overall operational activities. At PT Firmenich Indonesia, the purpose of the quality assurance team is to guarantee that all production processes in every area are aligned with standard procedures whilst the quality control team is responsible for investigating the raw ingredients and finished product from the manufacturing in the company.

1. 5 Student's unit or department

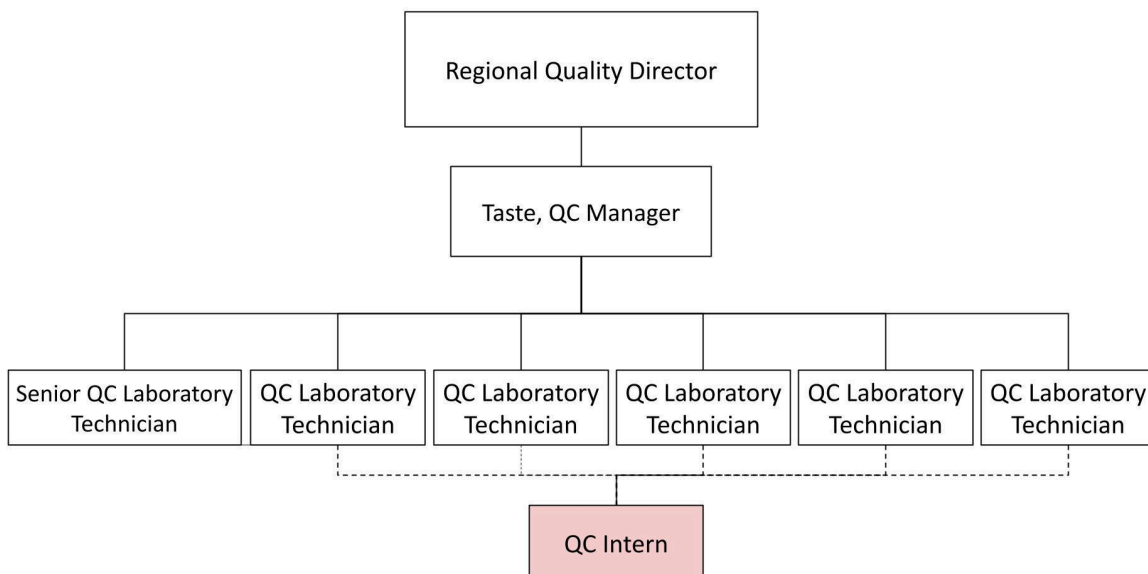


Figure 1. Structure organization of Quality Control at PT Firmenich Indonesia

The quality control division has a main responsibility to check as well as inspect incoming samples to make sure that they meet quality and in-specification range. The quality control department at PT Firmenich Indonesia consisted of a manager, 5 laboratory technicians (including

one senior laboratory technician and 5 junior laboratory technicians). Facilities provided in quality control departments are analytical laboratory and sensory lab. The analytical instruments used for samples are gas chromatography, robotic automatization analytical instruments, density meter, refractometer, auto titrator, pH meter, and melting point meter.