Chapter 1

Introduction

1.1 History of the Placement Company

PT. Kalbe Farma Tbk. was established in 1966 and has since developed into one of Indonesia's leading health product manufacturers. It focused on 4 business divisions including: prescription pharmaceutical division, consumer health division, nutritionals division, and lastly distribution and logistics divisions. The placement was specifically in a Cikarang branch located in the industrial area of Jl. M.H. Thamrin No. 1, Bekasi. The branch was specifically established as a facility for the production of unbranded or generic pharmaceutical drugs as well as the development of new drug formulations. During the internship, this facility served as the main center for formulation work, where research activities directly supported the company's commitment to innovation, product quality, and improving global health. Over the years, the company has broadened its operations throughout Southeast Asia and expanded into several African regions, including Nigeria and South Africa, further strengthening its presence in the pharmaceutical industry.

1.2 Vision and Mission

The company's vision was to become the best Indonesian Health Product Company operating on an international scale, supported by strong brands, innovation, and excellent management practices. Its mission aimed to improve health for a better life, emphasizing Kalbe Farma's commitment to societal well-being. The company's motto, "Innovation for a Better Life," reflected its dedication to continuous improvement and the creation of pharmaceutical products that could contribute to higher standards of public health.

1.3 Core Activities of the Company

The company is structured into several key units, including research and development laboratories, pilot-scale production facilities, and full active commercial manufacturing areas. One of the marketed Kalbe products that was produced in PT. Kalbe Cikarang is Xon-Ce, a chewable supplements tablet containing 500 mg of Vitamin C. Furthermore, this setup allows for a wide range of activities, starting from small lab scale formulation work in the laboratory, progressing to pilot-scale batches for process verification, and ultimately transitioning into commercial production for market release. These operations are further supported by departments such as analytical laboratories, quality control, and other technical teams that provide essential oversight and ensure that each development stage meets the required quality and regulatory standards.

1.4 Organizational Structure

The internship placement was within the Research and Development (R&D) division, which comprises several interconnected units responsible for formulation development, analytical testing, and regulatory compliance. The figure below illustrates the organizational structure of the R&D department at PT Kalbe Farma.

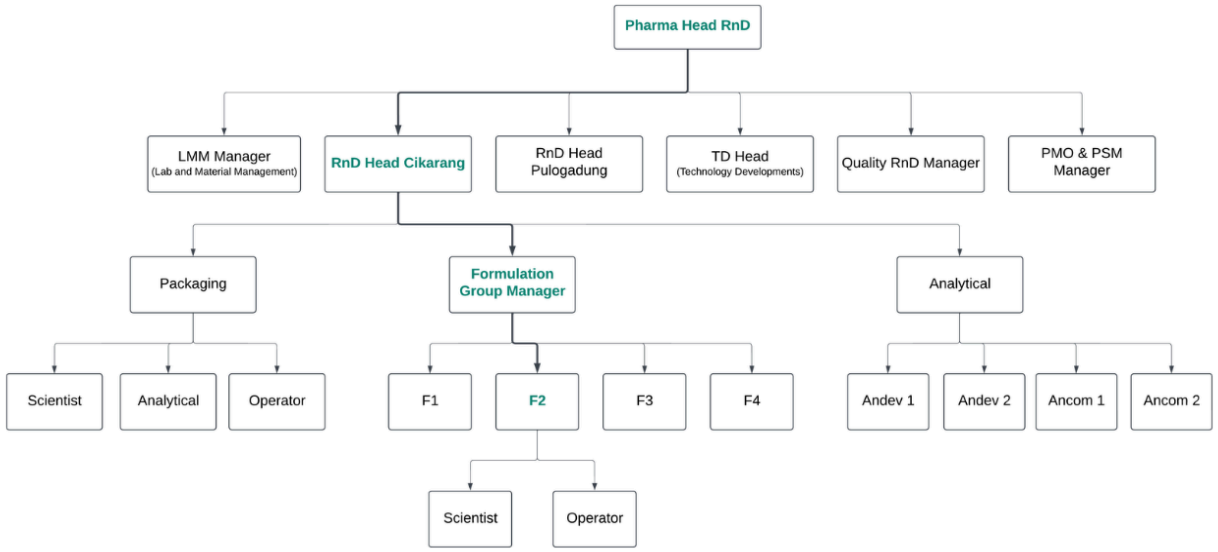

Figure 1. Structural organization of PT. Kalbe Farma specifically in the R&D Departments

The division maintained a structured workflow that facilitated communication between its departments, ensuring that all formulation activities were carried out systematically and in alignment with regulatory expectations. The R&D Department is structured into several interconnected units, each with a specific role in supporting the formulation and development of pharmaceutical products. At the center of the division is the Formulation Group Manager, who oversees multiple formulation teams: F1, F2, F3, and F4. Each team consists of one manager, scientists and operators, working together to develop both new drugs and reformulating existing drugs.

Other than the formulation divisions, there were other divisions including a packaging division that consists of scientists, analytical staff, and operators to handle packaging-related development activities, ensuring that products meet stability, compatibility, and regulatory requirements. On the other side, the analytical division is furtherly divided into several groups, including Analytical Development (Andev) and Analytical Compliance (Ancom). These divisions have 2 teams each that are responsible for method development, analytical testing, and supporting formulation teams by providing reliable data for product evaluation.

Overall, the R&D Department operates as a collaborative ecosystem where formulation scientists, analytical teams, operators, and supporting units work closely together. This structure enables efficient product development from early laboratory trials to pilot batches and eventual transition to commercial production while ensuring that all processes meet quality, safety, and regulatory standards.

1.5 Student's Assigned Department

The internship was done in the R&D Formulation Department-Formulation Team 2, a division responsible for the development, refinement, and evaluation of drug formulations. The department operated under the leadership of the formulation manager, Mrs. Lia Susanti, who oversaw all formulation activities, validated and approved technical documents, and coordinated workflows between the formulation, analytical, and regulatory teams. Her role ensured that every formulation project progressed according to schedule and complied with both internal standards and external regulatory requirements.

The formulation scientists within the department were responsible for preparing and reviewing formulation-related documentation, verifying laboratory data, and ensuring the accuracy and compliance of all information with applicable regulatory guidelines. Their responsibilities also included supporting trial formulations and contributing to the improvement of product development processes whenever required. The scientific workflow in this unit emphasized precision, data integrity, and adherence to established formulation and regulatory standards.

In addition to the scientific staff, the department's operators played a crucial role in the daily execution of formulation activities. They were responsible for conducting hands-on procedures such as weighing raw materials, preparing mixtures, performing physical evaluations, and recording experimental results. They also handled packaging tasks for retention and stability samples and were involved in preparing and organizing samples for analytical testing. During the internship, the student gained exposure to these operational activities, which provided insight into the practical and technical aspects of pharmaceutical formulation.

The R&D Formulation Department offered a comprehensive and structured learning environment where the student was able to observe the integration of scientific theory with practical laboratory work.