

## CHAPTER 1. INTRODUCTION

### 1.1. Company History

The company was first established and developed on 6 March 2014 by pastry experts who were passionate about producing the best pastry products. In 2017, the company became the subsidiary company of Sari Roti and then in 2019, it joined Djarum Group. Currently, the company has 2 active factories in Cikarang which are Prima Top Boga 1 and Prima Top Boga 2. The first one focuses on production for business clients located at Jalan Inti I Block C 1 No. 7, South Cikarang while the second factory that is located at Jalan Trembesi No 74, Central Cikarang focuses on production for general commercial. It was set up in only a year where in November 2018 the construction started, then continued to factory commissioning in June 2019, and at last in December 2019, they launched the production of “5 Days Croissant” to the market.

### 1.2. The Main Activity

PT Prima Top Boga is in the bakery business that provides frozen dough and Ready to Eat products using advanced technology that is accessible for consumption and is convenient for all customers. It follows ISO 22000:2018 that is an international standard that regulates requirements for food safety management systems and SQMS (Scottish Quality Management System) standard. The company has also gained certification that has been recognized by Global Food Safety Initiative (GFSI) that is FSSC 22000, which means that it has not only met the global management standard but also technical standards. It also follows SMK3 for work conduct safety. Other than that, all of the launched products from the company both business to business and business to consumers have had halal assurance and certificate from the MUI (Majelis Ulama Indonesia) and BPJH (Badan Penyelenggara Jaminan Produk Halal). Several commercialized products from PT Prima Top Boga that are available in the markets are shown below in **Figure 1** and **Figure 2**.



**Figure 1.** RTE products of PT Prima Top Boga



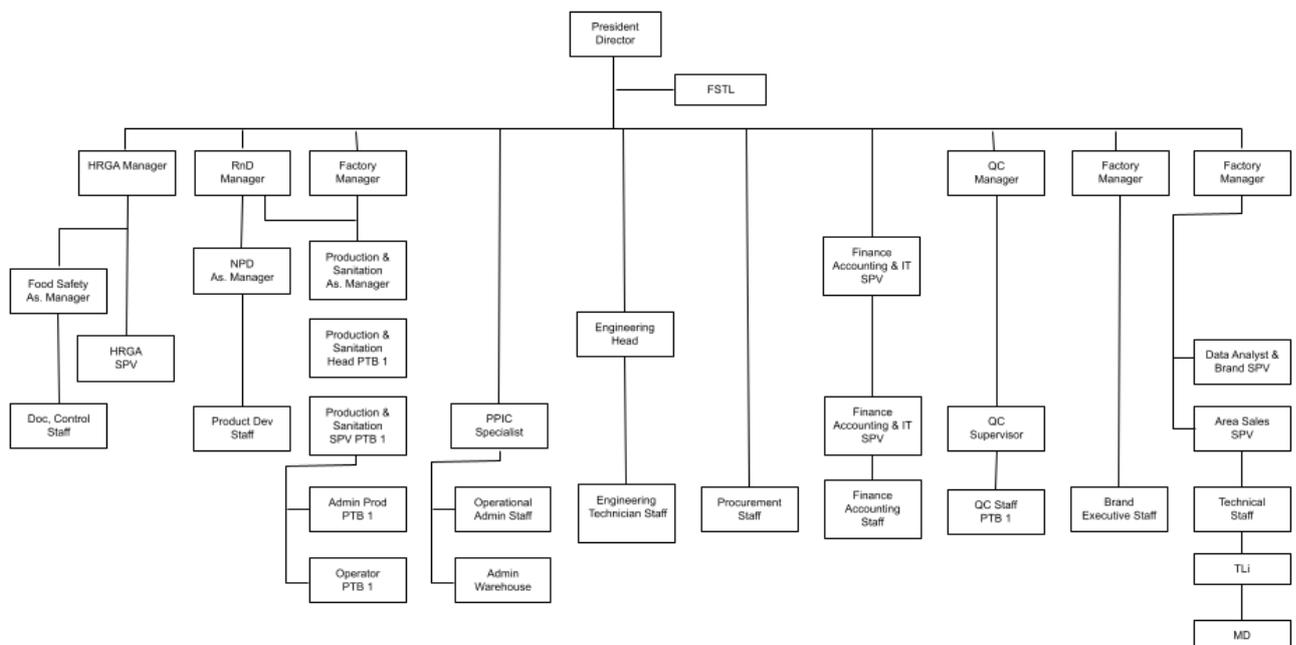
**Figure 2.** Frozen dough products of PT Prima Top Boga

**1.3. Vision and Mission**

The vision of the company is to be the number one pastry manufacturer in Indonesia by conducting their mission that is to focus on customer service, product innovation and quality. The company also holds values called InCreDiBle to be the foundation of the work conduct, those are integrity, creative, diligent, and blending. PT Prima Top Boga also commits to produce high quality safe products with competitive prices while applying a safety management system and Halal assurance system. The company also fulfills the law and regulation in addition to customer requirements that have been agreed on. The company also works to reach their goals, context, and organizational strategic direction.

**1.4. Organizational Structure**

PT Prima Top Boga develops their factory into 1 and 2 where the first factory focuses mainly on the production of business to business products and the frozen dough products whereas the second factory focuses on business to consumer products which are different variations of “5 Days Croissant.” In the first factory, the divisions are divided into Research and Development, Production and Sanitation, Human Resources General Affair, PPIC specialist, Engineering, Finance Accounting and IT, Quality Control, Marketing, and Sales. The more detailed structure can be found in **Figure 3** below.



**Figure 3.** Organizational structure of PT Prima Top Boga

**1.5. Internship Unit or Department**

In this internship, the author was placed as an intern in the Research and Development department located at the first factory (Prima Top Boga 1) Cikarang Technopark building on the fifth floor. One of the main job descriptions in this department is formulation which includes developing new products and improving existing products. Furthermore, the department also prepares premixes for the production team to make the company products. Some document works are also part of the department tasks such as product costing, updating raw materials stocks, constructing flow process when there is a handover from the RnD to the production department, and handling necessary documents for sample or other products shipment to the branch company or to clients.