

CHAPTER 1

INTRODUCTION

1.1 A brief history

PT. XYZ initially only distilled and exported Clove Leaf oil. PT. XYZ is presently renowned as a manufacturer of a wide range of chemicals. Under the name of PT. XYZ, Robertus Hartanto Gunawan began the company in 1968 in Baturraden, Purwokerto, Central Java. PT. XYZ began producing Clove Oil derivatives in 1992. Following Eugenol, further compounds such as Isoeugenol and Caryophyllene Acetate were created. PT. XYZ now provides a variety of Essential Oils, including Patchouli, Nutmeg, and Citronella oil. PT. XYZ began producing botanical extracts of cocoa, coffee, and tea in 1994. Ginger, Red Ginger, Vanilla, Turmeric, and other flavors are now available as the portfolios. In 1996, PT. XYZ was one of the first businesses in Central Java to receive ISO 9002:1994 certification. The accreditation recognized the Quality Management System, which was later updated to ISO 9001:2008. The company routinely updates the certification to the most recent standard. PT. XYZ commenced operations at its plant in Cileungsi, West Java, in 2001. PT. XYZ has also entered the Seasonings & Savory Ingredients market. Several Primaniyarta awards for Best Exporter Performance have been bestowed for PT. XYZ. Hence, PT. XYZ's expansion has persisted till the present day.

1.2 Vision and mission

1.2.1 Vision

To become a regional leader in the food, flavor, and fragrance industry ingredients through innovation, efficiency, and sustainable business practices.

1.2.2 Mission

To Encourage the development of natural ingredients in Indonesia and Southeast Asia to generate innovative products in the food, flavor, and fragrance industries.

1.3 The main activity

Sustainable business practices are essential to this company is a company that prioritizes research and innovation. Using Indonesian botanicals and other natural ingredients, they produce a wide variety of products that can be used in countless commonplace items and can help solve

problems for their clients. This company worked in 4 categories: Aroma Ingredients, Taste and Wellness, Food and Savory Solution, and Specialty Ingredients Distributor.

This company exists in enterprises that give value to natural ingredients in the Aroma Ingredients category. Natural and nature-based ingredients are provided to create or amplify specific aromas, improve flavor, and bring function through the sense of smell, taste, and general well-being. This company is the global leader in Indonesian essential oils and aroma ingredients. Industries like aromatherapy, cosmetics, personal care, and even pharmaceuticals can all profit from aroma ingredients. The Taste & Wellness industry also features CO2 extracts and plant extracts from Indonesia. Botanical extracts are used in the food and beverage industry to improve flavor, but they also have other uses in the cosmetics, nutrition, pharmaceuticals, agriculture, and even animal feed sectors. Furthermore, this company is prepared to assist clients in adjusting to the expanding market. This company has branched out into the food and beverage industry after years of success in the seasoning and savory ingredient production industries. Spices, extracts of beef, chicken, and seafood, cheese powder, powdered and liquid beverages, dessert premixes, syrups, sauces, batter, breading, and more are just some of the products that can be made. In addition, this company works in conjunction with several famous specialized ingredient producers worldwide to promote and sell their wares in Indonesia. With their innovative spirit and practical experience, PT. XYZ is prepared to assist clients in creating a wide range of product uses.

1.4 Organizational structure

Administrative assistants and sales & marketing food ingredients are in charge of all of the organizations at PT. XYZ holds the highest position (**Figure 1**). These two departments are in responsible for food ingredient sales, business support, food ingredient marketing, sweet innovation and application, business analyst, and new business development. Sweet innovation and application are then divided into four departments: product development which focuses on food service and sweeteners and is also responsible for its product applicator, sweet innovation and application technologist in the bakery, who is also responsible for sampling and its product applicator, innovation and application technologist in cheese powder, product development in the beverage which is also responsible for its product applicator.

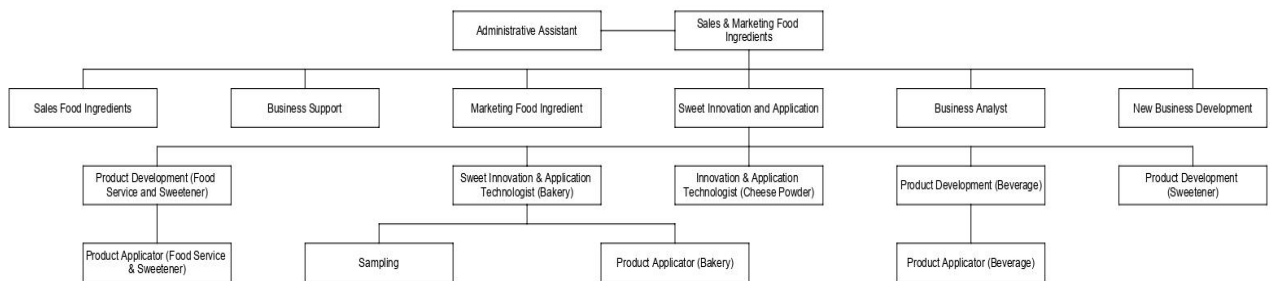


Figure 1. PT. XYZ Organizational Structure

1.5 The student's unit or department

The department allocated from the start of the internship period until the end was the Innovation and Application Technologist focused on the cheese powder. The job description for this department includes product development responsibilities such as flavor matching and generating new products based on client requests. The department's project involved the production of RTU sauces with several flavors, cream filling, cream coating, processed cheese, and seasoning powders. The workers in the lab would be evaluated by the department supervisor after creating prototypes of each required product. Once approved, 100–200 grams of samples would be produced and given to clients.