

Chapter 1

Introduction

1.1 . PT Phapros TBK

PT Phapros, is one of the largest Pharmaceutical Companies in Indonesia that is owned and operated by PT Kimia Farma TBK. Currently, Kimia Farma holds 56.7% ownership of the affiliated company, while the remaining shares are evenly distributed to the public and the company's employees. PT Phapros was founded in 1954 by NV Pharmaceutical Processing Industries as a component of business expansion from Oei Tiong Ham Concern Trading company (Phapros, 2023).

PT Phapros holds a vision "to become a leading pharmaceutical company that produces the finest healthcare products in order to enhance the quality of life for the community". In order to uphold this vision, Phapros strives to fulfill a mission by providing products and services with the highest quality or even sustainable innovation and enhancing the competence and professionalism of employees for improved business processes based on Good Corporate Governance principles.

Despite being fostered by an international company, Phapros continues to adhere and implement current Good Herbal Manufacturing Practices (cHGMP), current Good Manufacturing Practices (cGMP) and to commit in evolving quality standards for producing Pharmaceutical products. At present, Phapros has produced at most 250 types of drugs, out of which a notable amount of these drugs are developed in-house. Among all these drugs, Antimo stands out as the most popular drug and is widely consumed by individuals today. Majority of the drugs sold in Phapros are Over the Counter (OTC) drugs such as Antimo, Livron, Becafort or Noza. However, Phapros also manufactures and sells generic prescription drugs such as Kolkatriol, Dexamine, Primaquine, Amlodipine, or even Pantoprazole sodium that are approved for coverage by BPJS, Indonesia's national healthcare agency. Besides OTC or prescribed drugs, Phapros also sells medical devices/surgical equipment such as

Bonefill ortho and FB PS system that is used in orthopedic surgery to stabilize and improve the function of the knee joint during joint replacement surgery (Phapros, 2023).

Every personnel present in Phapros must uphold the company's cherished values referred to as AKHLAK BUMN. The core values of State-Owned Enterprises (BUMN) are Amanah (Trustworthy), Kompeten (Competent), Harmonis (Harmonious), Loyal, Adaptif (Adaptive), and Kolaboratif (Collaborative). All the employees must follow these principles to ensure ethical, safe, and responsible practices in distributing and producing medicines that directly impact public health.

1.2 Department Description

The complete depiction for the organizational structure in Phapros can be observed in Appendix 1. To summarize, the highest position within Phapros is held by the Chief Executive Officer (CEO). Below the CEO, there are three directors overseeing distinct divisions: the Chief Financial Officer, the Director of Marketing, and the Director of Production. Each director is responsible for the management of their respective division, overseeing it through General Managers. The Chief Financial Officer's purview includes accounting, finance, human resources, and general affairs. The Director of Marketing is responsible for areas such as over-the-counter products, ethical branded products, business development, and generic marketing. Lastly, the Director of Production supervises production planning & inventory control, production processes, engineering, quality operations, research and development, and procurement. The Research and Development (R&D) department is organized into three main sectors: Product Development, Registration & Pharmacovigilance, and Technical Support. In Product Development, there are three divisions: Formulation, Analytical, and Packaging Development. The Analytical Development division's main focus is to develop methods for analyzing products and raw materials, conduct Analytical Method Validation and Verification, perform Stability testing, and assess products using methods like Bioequivalence (BE) and Comparative Dissolution Test, all while following the guidelines provided by BPOM (Phapros, 2023).