

1. INTRODUCTION

1.1. Profile of PT Amerta Indah Otsuka

PT Amerta Indah Otsuka is one of the subsidiary companies of Otsuka pharmaceutical Co, Ltd Japan. PT Amerta Indah Otsuka is a company with nutraceutical concepts which comprise the words nutrition and pharmaceuticals. Every product has the goal to provide health benefits and to improve life. It all started in 1921 when Busaburo Otsuka, the son of a farmer, manufactured chemical raw materials in Naruto, Tokushima Prefecture, Japan. In 1946, Licenses obtained to manufacture the following injection solutions. Pocari Sweat started its way to be one of the most famous isotonic drinks in 1973, Based on an idea of Akihiko Otsuka , who wondered if it were possible to make an injection solution into ready to drink beverages. After the development, in 1980 Pocari sweat was officially launched in japan. In 1989, Pocari sweat was introduced into the Indonesian market by PT Otsuka Indonesia. In 1997, Amerta Indah Otsuka was established as the home company for Pocari sweat production in Indonesia. It was first named as PT Kapal Indah Otsuka since it is a joint investment between Otsuka Pharmaceutical Co., Ltd and PT Kapal Api which later changed into PT Amerta Indah Otsuka in 1999. And in 2004, PT Amerta Indah otsuka opened Amerta Indah Otsuka opened its first factory located in Jl. Raya Siliwangi Km 28 Desa Kuta Jaya, Kecamatan Cicurug, Kab Sukabumi 43359, where the author conducted the internship.



Figure 1. Sukabumi factory front view

1.2. Vision and Mission of PT Amerta Indah Otsuka

The vision and mission of PT Amertha Indah Otsuka are mentioned below:

1.2.1. Vision

The Vision of PT Amerta Indah Otsuka is to become a brilliant company by making a significant and trustworthy contribution for consumer and society

1.2.2. Mission

- Develop and retain employees of high quality to produce high quality products.
- Fulfilling the needs and welfare of consumers and society as a top priority.
- Capture opportunities in all aspects appropriately and innovatively for consumer welfare and satisfaction as well development of the company.
- Develop and maintain mutual profitable relationships with business partners.
- Become a trusted company.

1.3. Company Product

PT. Amertha Indah Otsuka focuses on Healthy and beneficial food as its a pharmaceutical company. PT Amertha Indah Otsuka's mainly known products is Pocari Sweat, an ion supply drink containing electrolytes and water which resemble body fluid to replenish body fluid loss during activity especially sports. Pocari Sweat has 2 forms which is Powder in sachet and liquid in various portions such as 330 mL in can, 350 mL in bottle, 500 mL in bottle, 900 mL in bottle and 2 L in bottle. PT Amertha Indah Otsuka also produces ion supply drinks with less sugar to support everyday activities in Pocari Sweat Ion water. It comes in 2 variants which are 350 mL and 500 mL bottles. As a Pharmaceutical company, PT Amerta Indah Otsuka also produces other Beverages such as Oronamin C and Fibe mini which come in glass bottles. Oronamin C are categorized as supplement since it comprise of Vitamin C, Vitamin B^2 , Vitamin B^3 , and Vitamin B^6 . Oronamin C comes in a 120 mL dark glass bottle which may prevent Vitamin C degradation through exposure to light. Fibe mini

present in a pink color which comes in a 100 mL glass bottle. It provides a source of fiber and vitamins which are beneficial for gastrointestinal conditions. In snack industries, PT Amerta Indah Otsuka also produces Soy Joy which are nutritional food made with whole soybean flour, fruits and nuts, containing no wheat. It is rich in fibers, proteins and Isoflavones while low in glycemic index. Soyjoy comes with several varieties of Almond Chocolate, Crispy White Macadamia, Danish Cheese, Lekker & Nuts, Mochachoco Cashew, Raisin Almond, Strawberry, and Tropical cranberries all present as snack bars.

1.4. The main activity

PT Amerta Indah Otsuka has 4 production lines for Pocari Sweat in the Sukabumi factory which operates every day to fulfill the market demand. PT Amerta Indah Otsuka mainly produces Pocari Sweat everyday in 3 line production. There is another line which is a glass bottle line to produce Oronamin C and Fibe mini. Soyjoy does not produce in Sukabumi Factory since Sukabumi factory does not have a snack bar line. Every line has their own mixing, filling and packaging section.

After the production of each product, there is a specialized division of Quality Control (QC) named IPC (in process control) which checks the quality of the product directly in the production line. Outside the production line, QC of Pocari Sweat is mainly divided into 3 labs. The first lab checks the quality of raw material in terms of its physicochemical. The second lab is responsible for checking the packaging. While the third lab is a microbiology laboratory which handles both raw material and finished goods in terms of its microbial.

Differences from the usual company, Research and development department are absent in the structure of the company since the formula is managed by the head corporation in Japan. However, there are some Japanese people who are assigned to supervise the production. He was helped by technical departments which handle monthly sensory checking for the Pocari Sweat.

Sukabumi factory also had several departments which handled other things besides production and QC such as IT and also corporate communication. IT is mostly hired to help the

production department since the machine and all the data is already computerized to ease the data collection and control the production. PT Amertha Indah Otsuka also opened its factory for school and universities to have a factory tour. Students from various schools and universities visited the factory to learn about production in PT Amertha Otsuka.

1.5. Organizational structure

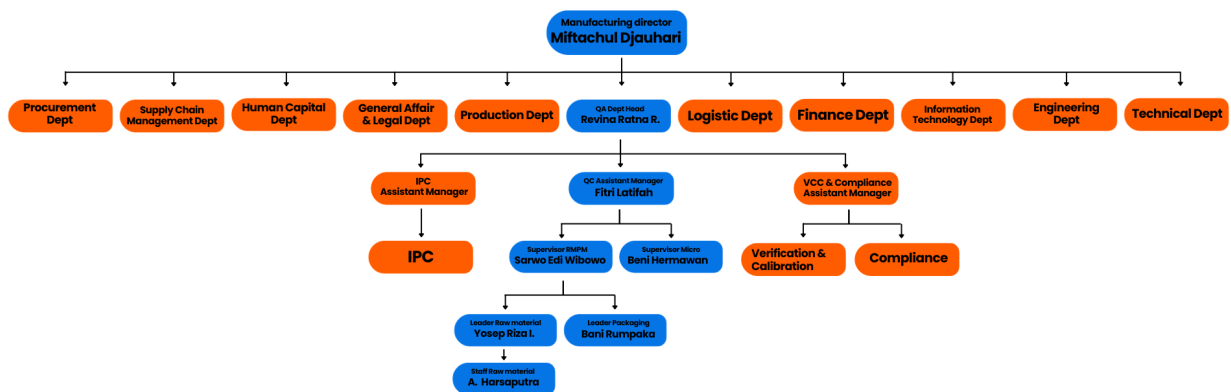


Figure 2. Organizational structure of PT Amertha Indah Otsuka

The blue colored rectangle in the picture symbolizes the department, division, and sub division which the author conducted the internship in. PT amertha indah otsuka has 11 departments under the manufacturing director. QA department was lead by Mrs. Revina Ratna. She is helped by 3 assistant managers who handle different divisions. Mrs. Fitri is the one who is responsible for the QC department. She also helped by Mr. Sarwo Edi for physicochemical Raw materials and Packaging division and Mr. Beni Hermawan for the microbiology division. The author primarily works in raw materials laboratory lead by Mr. Yosep Riza and Mr. Harsaputra. Lastly, the packaging laboratory lead by Mr. Bani Rumpaka

1.6. QA Department of PT Amerta Indah Otsuka

The QC of PT Amerta Indah Otsuka is under the Quality Assurance (QA) department. The QA department consists of IPC division, verification calibration and compliance (VCC) division, and QC division. Different from other divisions, IPC divisions are assigned in each production line aligned with its name which are in process control. They are responsible to check the Finish good in terms of its physicochemical. The VCC is divided into Verification and calibration sub divisions which handle whether a lab instrument needs to be verified and calibrated to assure its accuracy and to minimize measurement uncertainty.

QC division has a separate building which is shown below in **Figure 3**. QC division divided into Physicochemical lab, packaging lab and Microbiology lab. Physicochemical lab member responsible for analysis of all raw material of all products checking. They cover all activities required to quality checking from sampling incoming materials, checking the materials, checking the invoice and approving the materials in the warehouse. Lab instrument and reagent management is also part of their responsibilities. Due to the fact that they have the most complete lab instrument, they also check if there are some parameters which may not be checked by ipc or packaging. Packaging lab members, as it is named, are responsible for sampling packaging vary from its raw materials, primary packaging, secondary, and tertiary packaging. They check it in terms of its physical appearance. Microbiology lab members carry the responsibility to cover all analysis in terms of microbiology. They are the one who does material sampling since they are the one who understood on how to aseptic sampling the most. They also will conduct swab tests inside the production line both daily routine and weekly routine. They also will conduct analysis of both raw materials and finished goods. All of the agar making for the analysis is also their responsibility.

1.7. QC certification of PT Amerta Indah Otsuka

PT Amerta Indah Otsuka have set strict policies to show their commitment to manage the quality of the product from the raw materials, along the production until finished goods. The certificate owned by PT Amerta Indah Otsuka are:

1. Sertifikat penghargaan Sistem Manajemen Keselamatan dan Kesehatan Kerja di tahun 2019
2. Occupational Health and Safety Management System-Requirements (OHSAS) 18001:2007
3. Standar Nasional Indonesia ISO 14001:2015
4. Halal certificate
5. Piagam Bintang Tiga Keamanan Pangan from 2018
6. Quality Management System ISO 9001:2015
7. Food Safety System Certification (FSSC) 22000 for snack bars from soy packaged in aluminum foil.
8. Food Safety System Certification (FSSC) 22000 for aseptic filling process of isotonic and electrolyte drinks inside PET bottle, hot fill process of isotonic and electrolyte drinks inside PET bottle and can, production of isotonic drinks powder inside sachet.



Figure 3. QC department office front view