VI. CONCLUSION AND RECOMMENDATION

A. CONCLUSION

During observations at Panjang factory can be concluded that PT. Nestlé Indonesia has had a good system to ensure quality of the product. However there are some sectors that should be improved to increase the product quality and reduce the number of losses that were caused by the bad product. One way to determine effective corrective action is to analyze the cost related to quality.

In Nestlé there are two types of cost related to quality, which is quality cost and quality lost. Quality cost is the cost that has been spent to ensure the products comply with the specifications. While quality lost is the cost that has been spent due to products or processes do not comply with the customer and company specification.

Based on the analysis performed, there were many cost components that contribute to the quality cost and quality lost. Components that have big contribution to the quality cost are monitoring analysis for finished product, raw material, environment, and investigation. For the non-quality cost category, components that have big contribution are delayed released finished product, raw material, and packaging material. Monitoring analysis conducted by the Panjang Factory was necessary because it aims for compliance to existing standards. The number of analysis performed also accordance with the schedule.

Priority action is needed to improve the quality and reduce the cost related to quality. Efficiency in quality related cost doesn’t always mean that all cost components must be reduced. Sometimes the number of certain cost components must be maintained or even added to reduce or prevent the other costs. In this case, the number of monitoring analysis performed is effective. If the cost is reduced, it will decrease the quality of the products that result increased in quality lost. Delayed release raw material and packaging material has the greatest value. But if observed further; it doesn’t have significant influence to the operation since released time still under the Stock Cover Policy (SCP). This indicated that the priority action is better focused on the delayed release of finished product. Based on the existing data the main reason of delayed released finished product is microbiology issue, first and second batch of production, and late result of microbiological analysis.

B. RECOMMENDATION

The recommendations can be given to PT. Nestlé Indonesia based on the results of this study are:

1. Management could consider to increase the number of hours of training, especially training that aim to increase employee awareness.
2. Management could consider construction of the microbiology laboratory for pathogenic bacteria. There is a laboratory in the factory can speed up analysis time and reducing errors that often occur.