STUDY ON NESTLÉ INTERNAL INSTRUCTIONS: A GOOD PRACTICE FOR EXCELLENCE IN COMPLIANCE AT PT. NESTLÉ INDONESIA

JAKARTA

Sally Wiedjarnarko, Aman Wirakartakusumah, and Nana Sudiana
Department of Food Science and Technology, Faculty of Agricultural Technology, Bogor Agricultural University, IPB Dramaga Campus, PO BOX 220, Bogor, West Java, Indonesia
Phone: +62 81703705995, e-mail: sallywiedjarnarko@gmail.com

ABSTRACT

Nestlé Internal Instruction is the internal procedure of Nestlé in place to ensure full compliance with the regulatory requirements and to give implementation guidelines on company policy. Nestlé has already established its Nestlé Internal Instructions related to Quality Management which consist of instructions on Supplier Quality Assurance, Food Safety, Competitive Quality & Consumer, and Nestlé Quality Management System & Quality Training. The objective of this study during internship program as a final project is to identify and mapped Nestlé Internal Instruction as hard copy form related to Quality Management Department for excellence in compliance. The information was collected and evaluated based on the standards and regulations which can be obtained through the respected Authority Body’s website as softcopy form. Nestlé Internal Instructions related to Quality Management have already complied as a good practice for excellence in compliance. These Internal Instructions are also compliant with national or international regulations and standards. In some cases, Nestlé Internal Instructions are higher and stricter than regulations and standards depend on where the product is sold.

Keywords: Nestlé Internal Instruction, quality management, compliance