I. INTRODUCTION

1.1 Background

Food is one of the most basic human needs. However, nowadays people no longer see food as just a basic human need, but rather as a part of their lifestyle. People are keener in taking control of the food they consume, demanding better safety and nutritional value – especially in light of the increasing frequency of food poisoning cases in dairy products such as airings, milk poisoning in elementary schools, and *Enterobacter sakazakii* contamination in infant formula.

The need for food safety is present in all aspects, starting from the production, creation, handling, and provision of food. Food suppliers must be able to show sufficient evidence to identify and control hazards that could impact food safety. Thus, the food industry has made numerous attempts to follow consumers request by ensuring the quality of its product.

The food industry aims to produce food that meets the safety and quality that the consumers demand. One of the important criteria of product acceptance in the food industry is quality. Because of the risk on human lives, the food industry and its products are tightly regulated both within the industry itself and by the government (in the case of Indonesia, BPOM is the main regulator).

With the increasing demands for collateral efficacy, safety, and product quality, the concept of “Quality Control” which is still widely used in the food industry is becoming inadequate. This concept is based on the idea of defect detection, which means using a surveillance system that can detect the occurrence of errors/deviations that has already occurred. Of course, in the midst of the current wave of globalization, a concept that is already woefully inadequate will not be able to provide the warranty of efficacy, safety, and quality of a product. Such a warranty can only be provided if there is a system that proactively prevents the occurrence of errors and irregularities in the process of manufacture. This new concept is referred to as “Quality Assurance”. Assurance can only be implemented if there are systems that manage all the elements in the food industry so that the quality objectives can be met. This system is often called the Quality Management System.

PT. Nestlé Indonesia is one of the world’s leading food company that supply more than 10 million food products to the market annually. PT. Nestlé, which carries the motto “Good Food, Good Life” has made the commitment to produce items that are healthy, of quality, and meets safety and nutrition standards in order for consumers to realize a better life. This is evident through many certificates of recognition that shows both maturity and fulfillment of quality and safety standards for consumer satisfaction.

In production activities, PT. Nestlé Indonesia consistently minimizes failures in multiple areas of production, from the receipt of raw materials to the delivery of food products to consumers. Still, production process often runs into problems related to the quality of the product, which may arise internally during the production process or externally until the products reach consumers. In order to keep problems to a minimum across all the systems, it needs an internal program as a good practice in excellence for compliance which can be maintained until the final product is delivered to consumers. Nestlé has already established its Nestlé Internal Instructions related to Quality Management which
1.2 **Objective**

The objective of this study, as a part of the internship program was to identify and mapped Nestlé Internal Instructions for excellence in compliance related to Quality Management Department.