IV. METHODOLOGY

Before starting the internship program at PT. Nestlé Indonesia Head Office Jakarta, the Corporate Quality Management on Quality System and Training introduced the trainee to each key department head and contact point of the related program. The intern must be known by each key person on Corporate Quality Management team, MSD and Regulatory Affairs team, Corporate SHE team, Corporate Pack Service Department, and Corporate Human Resources. The intern must understand safety rules at the Factory and Head Office.

The intern had acquaintance with the quality management system after being introduced to each key department head and contact point of the related program and knowing the rules. The familiarity was related to the regulations and standards (both international and national) and internal Nestlé quality management system. Nestlé quality management system includes Supplier Quality Assurance, Food Safety, Competitive Quality & Consumer, and Nestlé Quality Management System & Quality Training.

4.1 Information Collection

Information was collected from Quality Management department. It was collected in the form of document of Nestlé Internal Instruction. This Nestlé Internal Instruction includes the instructions of Supplier Quality Assurance, Food Safety, Competitive Quality & Consumer, and Nestlé Quality Management System & Quality Training.

4.2 Analysis and Evaluation

Information collected was analyzed and evaluated. Analysis of the information based on the standards and regulations which can be obtained through the respected Authority Body’s website as softcopy form. Evaluation of Nestlé Internal Instructions related to quality management system was done to know how it complied with both of the standards and regulations. This evaluation was also conducted to find gap analysis between Nestlé Internal Instructions and the related standards & regulations.

The standards and regulations which were used as a compliance requirements such as The International Organization for Standardization (ISO), The Codex Alimentarius, The European Food Safety Authority, The National Agency of Drug and Food Control, and Indonesian Council of Ulema. The ISO documents can be obtained from the International Organization for Standardization website with the address of http://www.iso.org. The Codex documents can be obtained from the Codex Alimentarius Commission website with the address of http://www.codexalimentarius.net, while the European Union Food Regulation website is http://www.efsa.europa.eu and http://ec.europa.eu. The National Agency of Drug and Food Control website can be accessed on http://www.pom.go.id and Indonesian Council of Ulema on http://www.halalmui.org.
Nestlé Internal Instructions then were converted into assessment sheet on compliance status in form of Excel checklist and module development in form of Power Point Presentation. Conversion into Excel checklist and module development were related into each Supplier Quality Assurance, Food Safety, Competitive Quality & Consumer, and Nestlé Quality Management System and Quality Training documents. After assessment sheet on compliance status to the Nestlé Instructions were developed, standard routine related compliance program on each Supplier Quality Assurance, Food Safety, Competitive Quality & Consumer, and Nestlé Quality Management System and Quality Training were also developed.