

CHAPTER III

OPERATIONAL PLAN

3.1 Location & Facilities

Hanapier Box located in Poris Paradise 3 BA 12 NO 28, Cipondoh, Tangerang. Hanapier Box has a strategic location and close access to several schools, shops, housing, terminals, stations, transportation, hotels, and toll access. Besides that, there are many students, college students, housewives, workers, and others, this business's product will be easier to reach the target market. The facilities that the owner provides such as computer, WIFI, and working table that are comfortable for staff to do order from customer. Because of the Covid-19, Hanapier Box will follow the rules for health protocol and provide masks and hand sanitizer for staff.



Figure 3.1 Hanapier Box Location

3.2 Manufacturing / Service Methods

The production process of Hanapier Box is the first owner must order the ingredients and packing supplies for the Hampers. Then when a customer orders the product through an online website or offline store, the owner will check the payment method and if it is valid, the owner and staff will prepare the box based on the package type. Next, the owner will collect the product

purchased by the customer and ship or deliver the Hampers to the customer. The process of making the body & hair care and snack package only takes 15-30 minutes, and the scented candle package takes 1 – 2 hours. The customer can order the product anytime through the online website and will be delivered immediately.

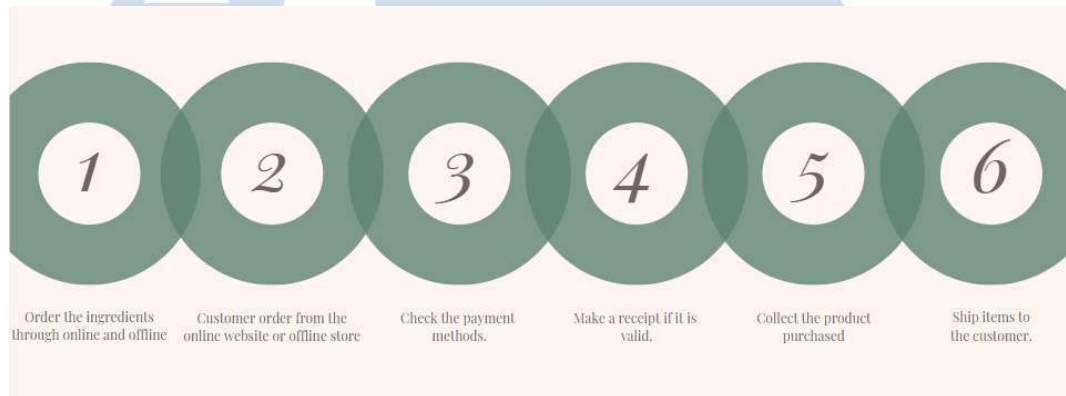


Figure 3.2 Service Methods

3.3 Supplies and Suppliers

Table 3.1 Equipment & Supplies List

No.	Supply	Qty	Units	Supplier
Equipment List				
1.	Sauce Pan	1	Pcs	Pasar Poris
2.	Stainless Glass	1	Pcs	Pasar Poris
3.	Stove	1	Pcs	Shopee
4.	Scales	1	Pcs	Pasar Poris
5.	Ladle	1	Pcs	Pasar Poris
Supplies List				
1.	Box (20x20x10 cm)	10	pcs	Shopee
2.	Jar	10	pcs	
3.	Candle Wick	10	pcs	
4.	Essential Oil	20	ml	
5.	Palm Wax	1	kg	

6.	Shredded Paper	225	gr	
7.	Dried Flower	6	stem	
8.	Ribbon	1	roll	Foto Copy Atk
9.	Bubble Wrap (10x30 cm)	4	roll	Shopee
10.	Chuba	3	pcs	
11.	Zeky Snack Jadul	3	pcs	
12.	Jari – Jari Jagung Bakar	3	pcs	
13.	Permen Susu Panda Putih	10	pcs	
14.	Hair band	50	pcs	
15.	Body scrub (30 ml)	1	pcs	
16.	Body mist	1	pcs	
17.	Hair Vitamin	20	pcs	

3.4 Control Procedures

The SOP of Hanapier Box:

1. Purchasing

Staff will manage the inventory is complete and available such as equipment and supplies. Have vendor selection and relationship development with suppliers.

2. Receiving

Check the materials and supplies to ensure that are not damaged and that the delivery has arrived at the correct location by comparing the specifications.

3. Storage

Materials and supplies must be stored in a secure place until they are produced and sold to customers.

4. Production

Ensure that a product is following the production plan and customer demand, besides that in the production process, it must maintain cleanliness and hygiene so that it is safe for consumption by customers.

5. Packaging

The packaging must use double thick bubble wrap and check the shipping sign according to the address given so that the product arrives safely and on time to the customer.

6. Delivery

In the process of delivery, the staff must do the documentation product and provide information that the product has been prepared and is in the process of being shipped to the customer.

7. Presentation and Sales.

Ensure that the product or service offered fulfills the expectations of the customer

3.5 Staffing

Hanapier Box has 5 staff such as owner, production & packaging, admin, marketing & finance, and purchasing. The owner is responsible for all the continuity of the company's activities. Production & packaging is to prepare the customer product, do packaging and send the product to courier. Admin is answering the chat of potential buyers, processing orders, and handling complaints. Marketing & finance is responsible for promoting the products, preparing product sales plans, controlling the company's financial activities and transactions, and making payments to suppliers. Purchasing is maintaining inventory also identifying and evaluating the company's best supplier.

No.	Position	Salary/month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1.	Owner	2.500.000	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	10.00-15.00	10.00-15.00
2.	Production and Packaging	1.250.000	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	10.00-15.00	10.00-15.00
3.	Administration Staff	1.500.000	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	10.00-15.00	10.00-15.00
4.	Marketing and Finance	1.250.000	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	10.00-15.00	10.00-15.00
5.	Purchasing	1.250.000	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	10.00-15.00	10.00-15.00

Table 3.2 Staff Schedule & Salary

1. Skill / Education Requirements for Production and Packaging Staff:

Minimal SMA/SMK

Skill:

- Able to do the product production
- Able to do package design and product development
- Able to do custom packaging and displays.

2. Skill / Education Requirements for Administration Staff:

Minimal SMA/SMK

Skill:

- Answering the chat of potential buyers and doing follow-up if needed
- Processing orders
- Order packing
- Send goods to the courier
- Handling buyers complaints

3. Skill / Education Requirements for Marketing and Finance Staff:

Minimal SMA/SMK

Skill:

- Assisting with the budgeting process
- Keeping track of records and receipts
- Keep an eye on the market trends
- Keeping up with the daily, monthly, and yearly transactions

4. Skill / Education Requirements for Purchasing Staff:

Minimal SMA/SMK

Skill:

- Maintains an understanding of the company's requirements.
- Searching for high-quality goods