

## CHAPTER III

### OPERATIONAL PLAN

#### 3.1 Location & Facilities

Location selection is one of the most important and important things because it has a big impact on the company's costs and revenues. Meanwhile, it can affect the smooth production and marketing of a company. In addition, production process activities are determined by the presence of support and the presence of suppliers.

The production location for TUGCOM TUGCOM will be available in Pasar Kemis area in Tangerang, Banten. This location is strategic because the ingredients needed to make the product are easy to get just by going to the traditional market of Kotabumi. This location is very supportive of product distribution because it is very close to Lippo Karawaci and Tangerang City.

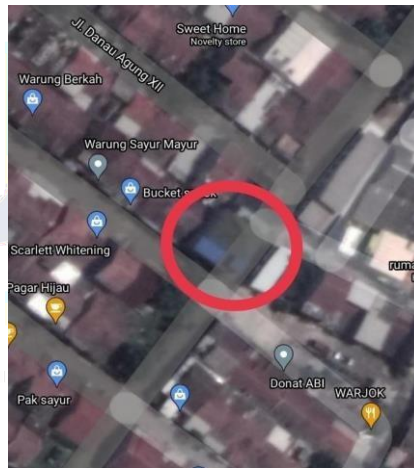


Figure 3.1 VIRETA II housing

The most important thing is that before carrying out production activities, the writer must first make a kitchen. The kitchen is one of the important facilities that must be owned or provided by the company to start a Food and Beverage business. And this is the TUGCOM Kitchen Layout. For now, the layout of the owner's kitchen area separates the cooking area from the packaging area so that food hygiene is maintained. If this business becomes big and successful the owner will provide a bigger and also decent kitchen.

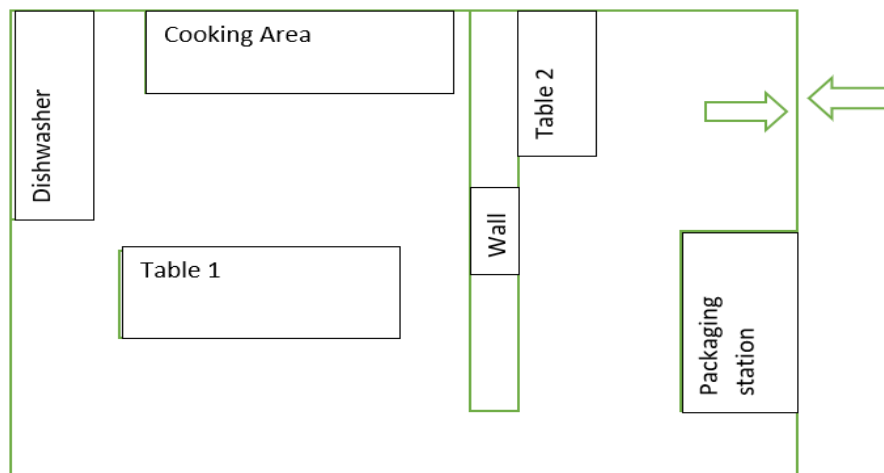


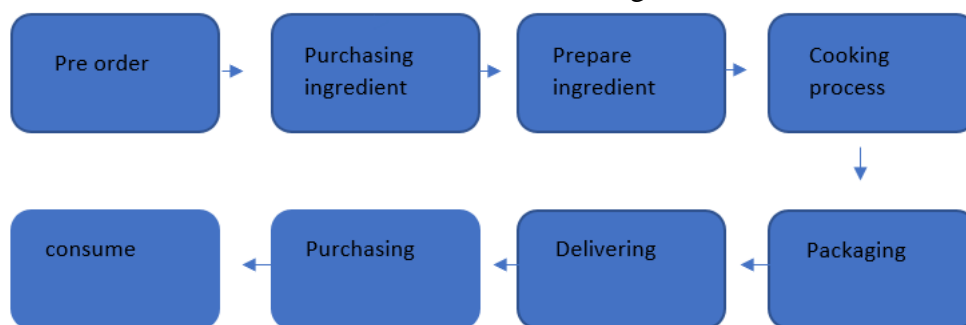
Figure 3.2 Kitchen Layout

The picture above is a TUGCOM Company kitchen layout. Kitchen Layout placements are sorted by first thing when the owner cooks food products. First of all, the raw materials will be stored in the chiller or freezer such as chicken, fish and others. Vegetables such as spices (Shallots, Garlic, lime Leaves and others) will be stored in the chiller only to maintain the freshness of the food ingredients. The cooking area is used to process products such as cooking chicken, fish, and, cooking all seasonings. Table 1 is used for cutting basic spices

and also as a place to put food ingredients before the raw materials are cooked, cut, and put in the chiller. For the cooking area and packaging areas, it is in a different room with a wall barrier to prevent contamination of ingredients that have been prepared with those that have not. After the food is finished cooking then the food goes to the packaging station area to coat the food. For the last stage, the food enters Table 2, where the food will be ready to be recorded and distributed to customers.

### 3.2 Manufacturing/Service Methods

3.3 Chart 3.5 Manufacturing Chart



The manufacturing process for TUGCOM products is carried out very carefully and also maintains product quality. The process of making TUGCOM starts from the Open Pre-order stage on a certain date to find out the number of buyers. Furthermore, buying good quality ingredients to keep the product awake so that buyer satisfaction becomes the main priority, the owner chooses several location suppliers to prepare ingredients for cooking. In the cooking process, our goal is to make the best use of cooking time so that food reaches the customer on time and the packaging is always checked to keep the packaging clean. After everything is done, the next step is delivery to the customer on the date

specified at the time of pre-order. After that the consumer pays. Last, they consume the product.

### 3.3 Supplies and Suppliers

Table 3.5 Equipment and Appliances List

No.	Supply	Qty	Units	Supplier
1.	Chiller	1	Pcs	Shopee @berdjaya_elect ronics
2.	Big bowl	5	Pcs	Shopee @your.homies
3.	Scale	1	Pcs	IKEA
4.	Cutting Board	2	Pcs	IKEA
5.	Pan	4	Pcs	Shopee @ktcmart
6.	Blender	2	Pcs	IKEA
7.	Wooden spatula	4	Pcs	IKEA
8.	Stove	1	Pcs	IKEA
9.	Rice cooker	2	Pcs	Shopee @han_river_offi file
10	Spoon	10	Pcs	Shopee @pisces153
11	Knife	2	Pcs	IKEA
12	Fork	10	Pcs	Shopee @pisces153

11	Oncom	500	Gram	Kota Bumi traditional market
12	Onion	1	Kg	Kota Bumi traditional market
13	Garlic	1	Kg	Kota Bumi traditional market
14	Paper lunch box	1	Pack	Kota Bumi traditional market
15	curly red chilli	1	Kg	Kota Bumi traditional market
16	Seasoning	2	Pcs	Kota Bumi traditional market
17	rice	1	Kg	Kota Bumi traditional market
18	Tempe	500	Gram	Kota Bumi traditional market
19	Tofu	500	Gram	Kota Bumi traditional market
20	oil	1	Litre	Kota Bumi traditional market

### 3.4 Control Procedures

When starting a business, it is not only important to consider external factors, but also internal factors. This is a method of implementing TUGCOM's production operations to help the company's growth, such as the procurement of raw materials, production, distribution, and payment.

#### Purchase raw materials

Companies must buy ingredients based on the best quality and still in a fresh condition. Purchase of ingredients such as raw chicken, oncom, aromatic ginger, shallots, garlic, curly chillies, tempeh and tofu.

### Production

Employees must wear uniforms, gloves, hair hats and face shields. Before employees are in charge, they must wash their hands to maintain cleanliness before cooking. Before starting to process, after all employees must ensure all equipment is hygienic and finish cooking all employees are required to ensure all equipment is hygienic. No smoking is allowed while cooking.

### Distribution

In the distribution of TUGCOM products using the FIFO system to prevent food ingredients from being stored for too long, can also avoid the expiry of foodstuffs that will be used. In addition, it makes it easy to record incoming and outgoing products.

### Payment

For payment methods, TUGCOM uses a cash-on-delivery system to pay suppliers and customers. This method is used to help companies avoid fraud, product delivery errors, and payments that are used more easily.

### **3.5 Staffing**

TUGCOM has 2 employees consisting of two parts of production which are divided into 1 in the production station, and 1 in the packaging section. Then the owner will handle the administration of the online store (Instagram and WhatsApp). All employees are chosen based on the company standards, to support the major aims or targets of the company. The minimum requirements set by TUGCOM are high school or vocational high school graduates, age range 18 years old to 35 years old,

know basic knowledge about safety hygiene and sanitation, know about basic cooking, trustworthy, responsible, can work in the team, on time, hardworking, honest, and loyalty. In chosen employees, the company is not required to have work experience. There are several advantages that the company provides for employees, such as a day off on Saturday and Sunday, and consistent salary.

- a. The company provides regulations and schedules that must be obeyed by every employee. The owner hopes when make existing regulations and schedules, based on the needs and targets of the TUGCOM company. The regulations and the schedule are as follows: Employees must be present on time according to the schedule that has been given.
  - b. Employees must do attendance when entering and leaving work.
  - c. Employees must wear uniforms and other equipment like hand gloves, hair caps, and face shield mouth.
  - d. Employees need to keep the cleanliness of every station
- Employees must follow the SOP that has been given by the company



Table 3.6 Employees Schedule

Position	M	T	W	T	F	S	S
Staff 1	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM
Staff 2	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM	9 AM – 5 PM

Saturday	All employees came to the outlet
Sunday	All employees came to the outlet
Monday	All employees came to the outlet
Tuesday	All employees came to the outlet
Wednesday	Staff 1 in Charge/Staff 2 off day
Thursday	All employees came to the outlet
Friday	Staff 2 in Charge/Staff 1 off day