

CHAPTER III

OPERATIONAL PLAN

3.1 Location & Facilities

PIGBY Pork Noodles which is non-halal food will be placed in the China town PIK culinary center so that when consumers are looking for non-halal food it will be easy to find it. PIGBY Pork Noodles Place is also close to other entertainment such as Cove At Batavia, then PIK Avenue, and Laviera PIK then the Golf Course and the Beach as entertainment centers that people often visit. Not only close to the Entertainment Center, PIGBY Pork Noodles is also surrounded by offices, schools and hospitals. Starting from the Indomaret Tower office, then Tzu Chi Hospital and School, St. Nicholas School and many more. Therefore, Pantjoran China Town PIK is a very strategic location to be accessed and visited and suitable for people aged (16-50 years) to visit.

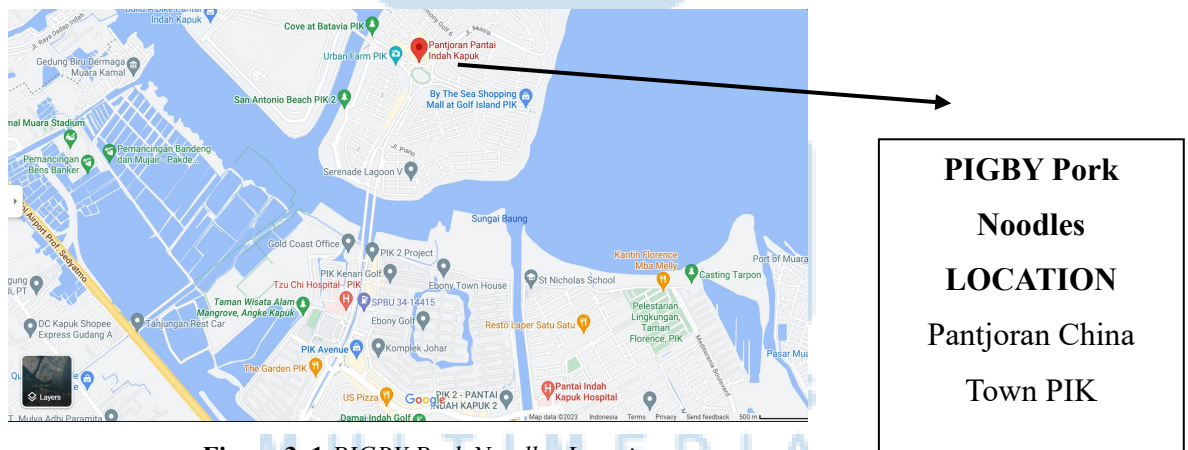


Figure 3. 1 PIGBY Pork Noodles Location

To be more specific, PIGBY Pork Noodles location is in China Town, Pantjoran PIK. PIGBY' Pork Noodles uses the concept of a noodle shop like a street tent ramen shop, by using a small shop that has 4 chairs that uses a table that is attached to the shop by facing the seller. There is no need to worry about a shortage of seats because Pantjoran china Town PIK has plenty of chairs and tables provided for consumers to enjoy their food. PIGBY Pork Noodles shop also provides cooling fans to make customers comfortable because of the heat in Jakarta.



Figure 3. 2 PIGBY Noodle Shop
(Source: Pinterest)

3.2 Manufacturing/Service Methods

3.2.1 Manufacturing

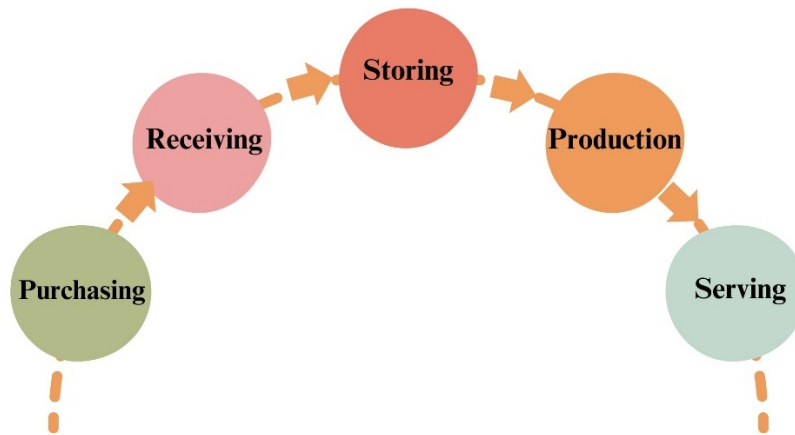


Figure 3. 3 Manufacturing Process
(Source: Writer's data)

The process of purchasing raw materials for pork noodle products begins with identifying the necessary ingredients, such as noodles, pork, vegetables, and spices, from suppliers. Once the raw materials arrive at the restaurant, a receiving stage is carried out to check the quality. Any ingredients that do not meet the standards are rejected. The raw materials are then stored in accordance with food

safety standards, taking into consideration factors such as storage temperature to prevent damage or contamination. Next, the production process begins by cooking the pork and noodles with other spices according to a predetermined recipe, while maintaining food hygiene and safety. Once the pork noodles are produced, they are served to customers in a neat and orderly manner, meeting quality standards. The waiter also interacts with the customers, providing additional information about the dish and answering any questions they may have. Each stage in this process plays a crucial role in ensuring the quality and safety of the product, as well as customer satisfaction.

3.2.2 Manufacturing and Packaging SOPs

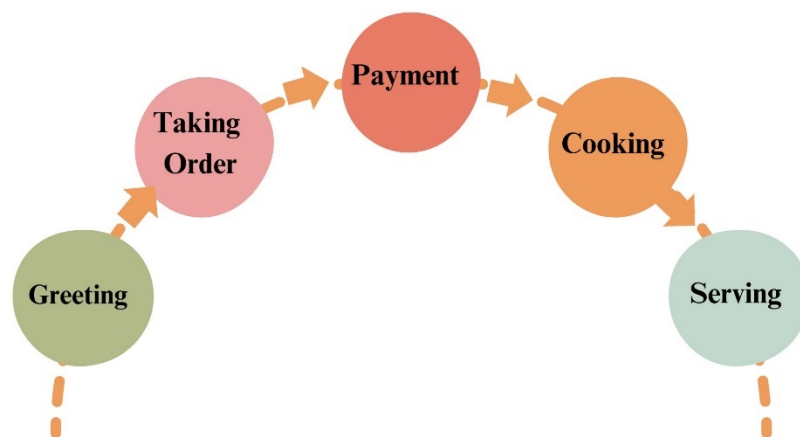


Figure 3. 4 *Service Method*
(Source: Writer's data)

At the noodle shop, the process begins with a warm welcome to customers as they enter the shop. Friendly waiters welcome and assist customers in choosing a seat. Once seated, customers give their order to the waiter, who carefully notes it down to ensure accuracy. Additionally, the payment process is carried out quickly and efficiently once an order has been selected. Depending on the restaurant's policy, customers can pay in advance or after their food is served. After payment is completed, the kitchen begins the cooking process. Noodles and other ingredients are carefully prepared according to customer orders, ensuring the quality and freshness of the food. Once cooked, the delicious dishes are served to customers with great attention by the waiter. The waiter ensures that the dishes are served

neatly and according to the customer's order. Therefore, each stage in this process is crucial in providing a satisfying dining experience for customers at the pork noodle shop.

Orders will be made Via Offline where there is an ordering and distribution flow, namely

1. Customers will see the menu listed on the table
2. Customers can order directly at the cashier
3. Payment will be made immediately after ordering
4. The customer will receive a note containing the bill and queue number.
5. When the food is ready, the customer will be called on the queue number.
6. After that the staff will confirm again.

Orders that will be made Via Online have different distribution and ordering channels, namely

1. Customers will order through available applications, namely Shopee Food and Grab Food
2. The customer pays within the app and orders it
3. Orders will be received and made immediately
4. The courier will come and confirm the order and take the order
5. The courier will send it to the customer and reconfirm into the application that the food has been received and arrived properly without any errors.

3.3 Supply and Suppliers

Table 3. 1 Appliances and Supplier

Categories	Specification	Supplier
Appliances		
Stove	RINNAI RI-302S,202S	Galeri Elektronik
Pan	Carote Essential Woody 7PCS	Caroteofficial.id
Wooden Spatula	Mahoni Rapat	Batavia Market
Soup Spoon	Jib Silicon	Jib.official
Knife Set	Happy Family	Happy Family
Bowl	Pine Fiber	Prumu.com
Strainer	Stainless, 18 cm	bhadrasuja

Cutleries	Ecentio Set	ecentioofficial
Napkin	Napkin, 50x50cm	bhadrasuja
Cutting Board	PE, 36x27x1cm	Laris
Furniture		
Table	Custom 160x40x75cm	Ihome8888
Chair	IH, wooden Chair	Ihome8888
Pad	Realme Pad Mini	realme
Packaging		
Paper Bowl	360ml	gudangacdepok
Chopstick	Wooden chopsteak	gudangacdepok
Stickers	A3 Paper Sticker	Twindigitalprinting
Plastic cup Glass	12 Oz	gudangplastiksip
Straw Plastic	6mmx20cm	gudangplastiksip
Raw Materials		
Pork	-	Haochi
Pork Oil	-	Haochi
Soy Sauce	Djoe Hoa Cap Ikan Merah	Paramount Market
Garlic	-	Paramount Market
Red Onion	-	Paramount Market
Pepper	Ladaku	Paramount Market
Salt	Dolpin	Paramount Market
Flavoring	Ajinomoto	Paramount Market
Noodles	Indomilk	Bakemart Gading Serpong
Misoa	Sau Tao	W.Jaya Store
Kwetiau	KAF	W.Jaya Store
Dumpling Skin	-	Tb.Amannah
Minced Chicken	-	Paramount Store
Carrot	-	Paramount Store
Baby Pakcoy	-	Paramount Store
Spring Onion	-	Paramount Store
Lo Han Kuo	Lo Han Kuo	W.Jaya Store
WinterMelon	818	W.Jaya Store
Crstanthenum	Dali	W.Jaya Store

(Source : Author Data)

3.4 Control Procedure

To ensure hygiene and sanitation, PIGBY Pork Noodles has storage standards for storing goods. Storage is done to see also usage on that day. Storage will also be stored in the refrigerator to keep the product fresh.

The manufacturing and packaging procedures require proper SOPs for good hygiene and sanitation. To limit handlers, food will be packed by 1 to 2 people to reduce contamination.

1. Operational Protocols

- a. Staff are required to wear aprons and hats to minimize dirt
- b. Staff are required to wash hands with soap before manufacturing.
- c. staff are required to wash the tools used
- d. Employees who are leaving the shop are expected to remove their aprons and hats.
- e. ready-to-eat food should be served as quickly as possible to avoid contamination.

2. Packaging Procedures

- a. The product must be directly put into the packaging when it is made and is intended to be served
- b. The product is immediately closed using a packaging cover to avoid contamination when the product is given to the customer.

PIGBY Pork Noodles also prepares SOPs or Standard Operating Procedures for how to handle complaints both online and offline.

Online:

1. Customers can directly visit Instagram PIGBY Pork Noodles @pig.by
2. The customer opens Highlights
3. Customers can scan the barcode to submit suggestions and complaints directly to Whatsapp PIGBY Pork Noodles
4. If the complaint is urgent, the customer can directly contact the number listed on PIGBY Pork Noodles Instagram bio.
5. Staff must respond politely and resolve any issues.

Offline

1. Customers can directly complain about PIGBY Pork Noodles
2. Or customers can scan the barcode in the shop to fill in suggestions and comments directly to Whatsapp PIGBY Pork Noodles
3. Staff must respond politely and kindly and solve problems properly.

Product Type : Jineng Noodles

Table 3. 2 *Inventory Control Form*

IN				OUT			
Date	Unit	Activity	By	Date	Unit	Activity	By
20/05/2023	25	Storing	Stevia	21/05/2023	5	Use	Stevia

Source : Author Data

In order to achieve good quality standards to achieve customer satisfaction, PIGBY Pork Noodles uses simple analysis charts and safety procedures to keep food ingredients fit for use and prevent quality degradation.



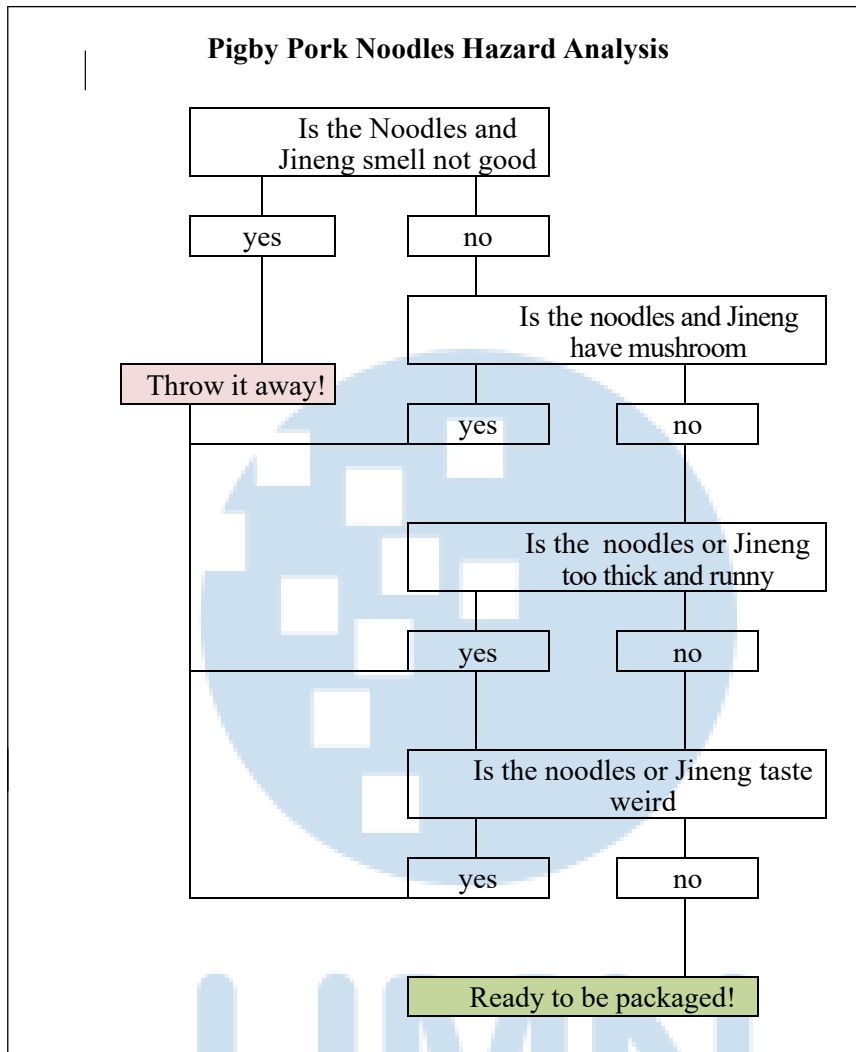


Figure 2. 2 Hazard Analysis Card
Source : Author Data

To keep the materials good, PIGBY Pork Noodles will store the materials with Plastic wrap and give a date according to the purchase.

Table 3. 3 Invoice Control Form

Date : May 2023

Order Date	Name	Contact Number	Address	Type	QTY	Invoice Number	Payment Transfer	Delivery Receipt	Package Arrival	Follow Up
1/5/2023	Stevia	123	123 st	NDD	5	123		JNE 132	2/5/2023	Good

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Source : Author Data

3.5 Staffing

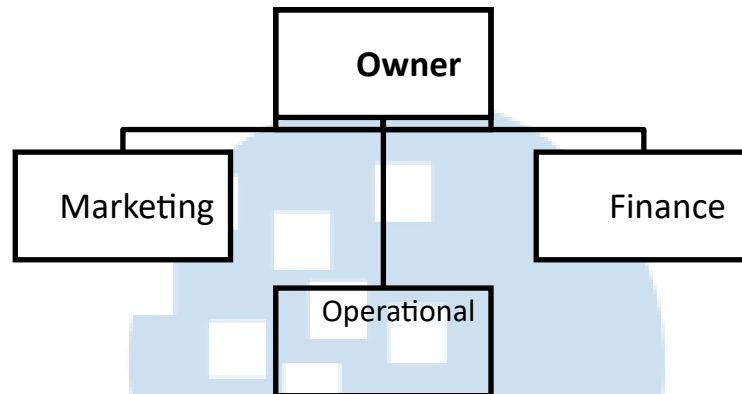


Figure 3. 5 *PIGBY Pork Noodles Organizational Diagram*
Source: Author Data

PIGBY Pork Noodles will start a business with a small team and hope to grow in the future. PIGBY Pork Noodles will employ marketing and finance staff to help the company achieve its goals. Because of that the owner will full time employe for operations consisting of 4 people.

3.6.1 Staff Requirements

A. Finance Staff

- 1) have a minimum education of D3 or Community College majoring in accountancy
- 2) Female, Age 20 - 30
- 3) able to work well as a team
- 4) willing to do cross work
- 5) Prioritize Cleanliness and protocol
- 6) Honest and Discipline

B. Marketing Staff

- 1) have a minimum education D4 or Community college majoring in Marketing or communication.

- 2) Female, age 20 - 30
- 3) Active on social media
- 4) keep up with the times
- 5) creative
- 6) willing to do cross work
- 7) Honest and friendly
- 8) able to work together in a team

C. Operations Staff

- 1) have a SMA/K equivalent degree
- 2) have experience in the field of cooking
- 3) female/male, ages 18 - 28
- 4) Willing to follow the work shift
- 5) Able to work in a team
- 6) prioritizing cleanliness and protocol
- 7) Honest, friendly, and Discipline

3.6.2 Job Description

A. Finance Staff

- 1) Handle Transactions and invoices
- 2) keep track of financial flows both income and expenses
- 3) Capable of financial operations (opening and closing)
- 4) Analysis of weekly financial reports
- 5) cooperate with marketing and operational staff.
- 6) handle online and offline orders

B. Marketing staff

- 1) Creating content and creative media
- 2) updating social media
- 3) analyzing promotions
- 4) create a new concept

C. Operations staff

- 1) Product handling
- 2) manufacture the product (cooking and clean the area)

- 3) sorting product packaging
- 4) update the deposit form
- 5) Preparation and closing

3.6.3 Salary

Using a standard salary, PIGBY Pork Noodles will use the UMR (regional minimum wage) per region.

A. Finance, Marketing and Operations staff

Based in North Jakarta, PIGBY Pork Noodles will follow the UMR, which is IDR 4,901,798 per month. Based on loyalty and good work PIGBY' Pork Noodles will increase salary along with progress and bonuses.

B. Staf Operational

In this case PIGBY Pork Noodles requires full time staff and will open vacancies to anyone interested in becoming a full time staff. Following the laws and regulations, hourly wages will be calculated based on the formula:

1	x	Umr of Region
173		

Figure 3. 6 *Hourly Wage Formula*

Source: Article 8 Paragraph (2) Keputusan Menteri Ketenagakerjaan

Umr North Jakarta = Rp. 4.901.798

Hourly Wage = IDR 28.334

As per working hours, full time staff will work for 10 to 12 hours a day from 10 AM to 10 PM and are required to work 3 times a week.