

**CHAPTER XI**

**CONCLUSIONS**



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P.T. Unilever Indonesia, Tbk. is a company which produces many kinds of products, such as washing soap, sunlight and vim powder, margarine, tea, cooking spices, ice cream, baby care, washing fragrance, shampoo, hair cream, deodorant, ketchup, toilet soap, liquid soap, tooth paste, and lotion. These products have been marketed widely in Indonesia and some other countries in the world. These products were produced in some factories, such as Cikarang Factory, Subang Factory, and Rungkut Factory.

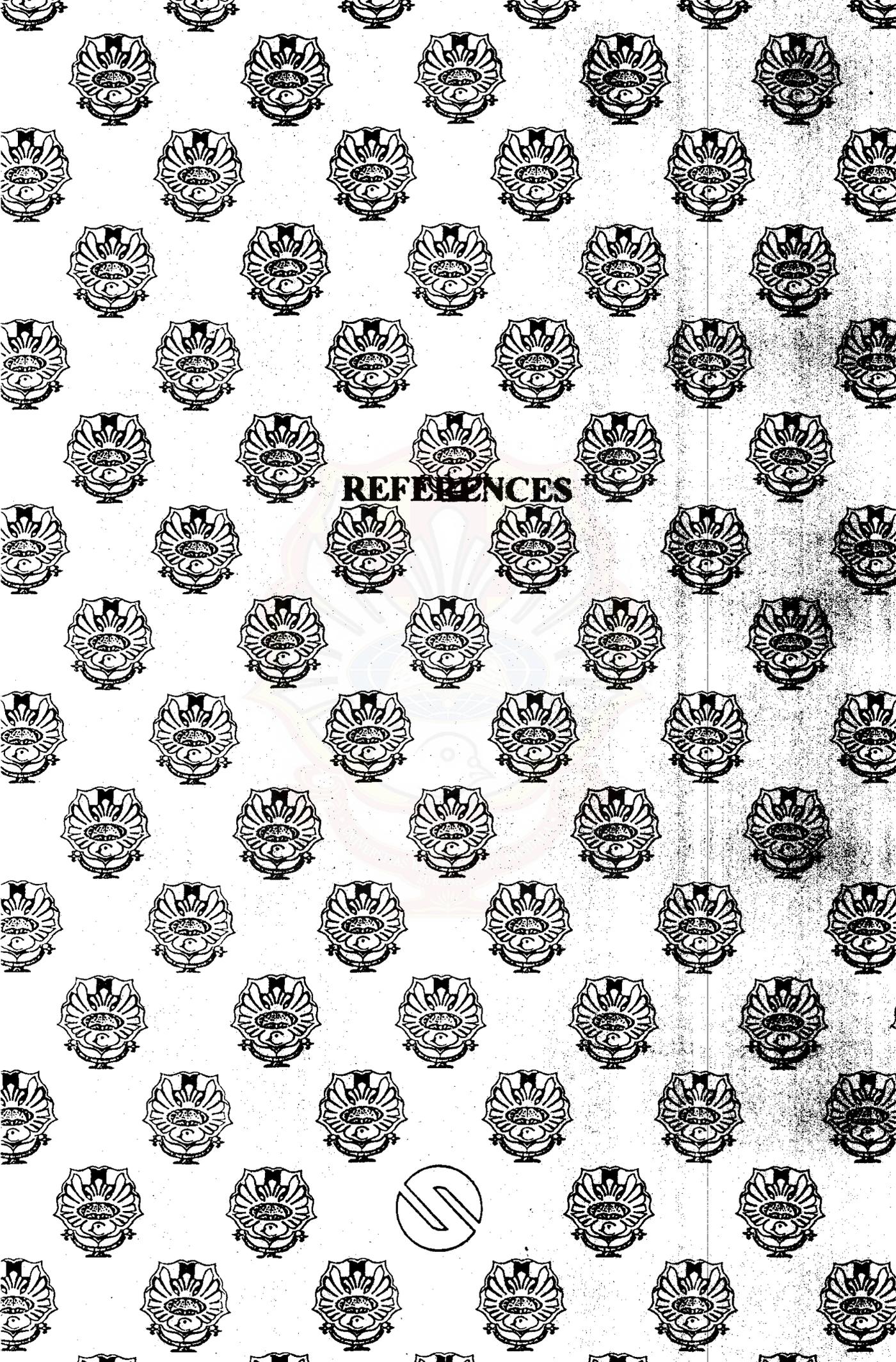
There are two factories in Rungkut Factory Surabaya. They are Personal Wash Factory and Personal Care Factory. In Personal Wash Factory, Continuous Soap Making (CSM) unit is the main step in soap making process because the quality of soap product produced is mainly determined by the treatment and reaction which is done in this unit. There are some compounds which must be presented in soap. By the addition of some chemicals, such as NaOH, NaCl, and water, the composition of soap can be maintained well.

P.T. Unilever Indonesia, Tbk., Surabaya is a company which has a good management and employment system. This can be proved by the high performance of the company and the efficiency of the materials and equipments usage during the process. The number and type of wastes produced is relatively low because the effectiveness of some materials re-used in the process, such as nigre lye for the wash

liquor and NaCl as the result of the settling process for the CSM unit, to make the brine solution.

P.T. Unilever Indonesia, Tbk., Surabaya also appreciates the consumers' satisfaction. This can be proved by the products' quality assurance which is done by controlling the quality of raw materials, intermediate products, and finished products. The good products' quality is also supported by the use of fresh raw materials.





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**REFERENCES**

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