

Laporan praktek kerja profesi apoteker di pt astrazeneca indonesia jl tekno raya blok b1a b1b cikarang bekasi periode 4 maret 30 april 2013 = Pharmacist internship program at pt astrazeneca indonesia jababeka phase iii technopark cikarang bekasi period march 4th april 30th 2013

Hastri Mahardika, author

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#### Abstrak

Praktek Kerja Profesi Apoteker dilaksanakan di PT. AstraZeneca Indonesia. Kegiatan PKPA ini bertujuan agar mahasiswa profesi apoteker memahami tugas beserta peran apoteker di industri farmasi baik dalam proses produksi, penyimpanan, distribusi dan pengendalian kualitas. Tugas khusus yang diberikan berupa Analisis Trending Keluhan Periode 2010 hingga 2012 Serta Pengelolaan Keluhan di PT. AstraZeneca Indonesia yang bertujuan memperoleh hasil analisis trending keluhan serta memahami sistem pengelolaan keluhan yang dilaksanakan di industri farmasi.

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Pharmacist Internship Program held in PT. AstraZeneca Indonesia. The activity is intended that students understand the task and their professional role of pharmacist pharmacy in the pharmaceutical industry both in the process of production, storage, distribution and quality. Student given a special assignment is Complaint Trending Analysis period 2010 to 2012 and Complaint management at PT. AstraZeneca Indonesia aimed to obtaining a complaint trending analysis and understand the complain management system is implemented in the pharmaceutical industry.