Praktik Kerja di PT MJG Periode 28 November - 23 Desember 2022, Implementasi CDAKB dan CDOB mengenai Penanganan Keluhan Pelanggan dan Produk Tidak Sesuai (Quarantined, Rejected, Recalled, dan Expired) di PT MJG = Internship at PT MJG Period 28th November - 23rd December 2022, Implementation of GDPMD and GDP on the Handling of Customers' Complaints, Quarantined, Rejected, Recalled and Expired Products at PT MJG

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Abstrak

Alat kesehatan hanya dapat disalurkan oleh Penyalur Alat Kesehatan (PAK) yang telah mendapatkan izin. Sementara, sediaan farmasi disalurkan oleh Pedagang Besar Farmasi (PBF) yang telah mendapatkan izin. Dalam beroperasi, baik PAK dan PBF harus senantiasa menerapkan CDAKB dan CDOB dalam tiap aspek, termasuk pada aspek penanganan keluhan pelanggan dan penanganan produk tidak sesuai atau non-conformity. Hal ini bertujuan untuk memastikan bahwa alat kesehatan dan sediaan farmasi yang didistribusikan melalui PAK atau PBF telah memenuhi persyaratan mutu, aman untuk digunakan atau dikonsumsi, dan memberikan khasiat bagi pengguna (Pemerintah RI, 2009). Selaku pemegang Izin PAK dan Izin PBF, PT MJG memiliki kewajiban untuk mengimplementasikan CDAKB dan CDOB dalam perusahaan. Penerapan yang baik dari dua pedoman tersebut akan memengaruhi kualitas alat kesehatan dan sediaan farmasi yang didistribusikan. Oleh karena itu, penulis menyusun laporan ini guna mengkaji penerapan CDAKB dan CDOB di PT MJG terkhusus aspek penanganan keluhan pelanggan dan penanganan produk tidak sesuai atau non-conformity. Tujuan tugas khusus ini adalah mengetahui dan mengkaji implementasi Cara Distribusi Alat Kesehatan yang Baik (CDAKB) dan Cara Distribusi Obat yang Baik (CDOB) khususnya mengenai penanganan keluhan pelanggan dan penanganan produk tidak sesuai (quarantined, rejected, recalled, returned dan expired) di PT MJG.
..... Medical devices can only be distributed by Medical Device Distributors (MDD) who have obtained permission. Meanwhile, pharmaceutical preparations are distributed by Wholesale Pharmaceutical Traders (WPT) who have obtained permission. In their operations, both Medical Device Distributors and Wholesale Pharmaceutical Traders must consistently apply Good Distribution Practices for Medical Devices (GDPMDS) and Good Distribution Practices for Pharmaceuticals (GDP) in every aspect, including handling customer complaints and managing non-conforming or non-compliant products. This is aimed at ensuring that medical devices and pharmaceutical preparations distributed through Medical Device Distributors and Wholesale Pharmaceutical Traders meet quality requirements, are safe for use or consumption, and provide efficacy for users. As the holder of permits, PT MJG is obligated to implement GDPMDS and GDP within the company. Proper implementation of these guidelines will affect the quality of medical devices and pharmaceutical preparations distributed. Therefore, the author has compiled this report to assess the implementation of GDPMDS and GDP at PT MJG, specifically focusing on handling customer complaints and managing non-conforming products. The objective of this specific task is to understand and assess the implementation of Good Distribution Practices for Medical Devices (GDPMDS) and Good Distribution Practices for Pharmaceuticals (GDP), particularly regarding the handling of customer complaints and

management of non-conforming products (quarantined, rejected, recalled, returned, and expired) at PT MJG.