



**Faculty of Business of Administration  
AMERICAN INTERNATIONAL UNIVERSITY-  
BANGLADESH  
(AIUB)**

**INTERNSHIP AFFILIATION REPORT ON  
Procurement Management of Nikki Thai Aluminum  
Industries Limited**

An Internship Report Presented to the Faculty of Business Administration in  
Partial Fulfilment of the Requirements for the Degree of Bachelor of Business  
Administration (BBA)

**Supervised By**

Md. Mehzabul Hoque Nahid  
Assistant Professor  
Department of MIS

**Submitted By**

Abdullah Al Kafi  
18-39212-3  
BBA

Date of Submission: (date)

**INTERNSHIP AFFILIATION REPORT ON  
Procurement Management of Nikki Thai Aluminum  
Industries Limited**

## Letter of Transmittal

June 30, 2021

Mr. R. Tareque Moudud  
Director  
Office of Placement & Alumni (OPA)  
American International University-Bangladesh Kuratoli, Dhaka.

Subject: **Submission of the internship report on Procurement Management of Nikki Thai Aluminum Industries Limited**

Dear Sir

It is a great pleasure to hand in the internship report titled **Procurement Management of Nikki Thai Aluminum Industries Limited**, which was assigned to me as a partial requirement for the completion of the degree of Bachelor of Business Administration (BBA).

It is my honor and privilege to work for a leading organization in Bangladesh and to gain an in-depth knowledge on different areas. Throughout the study, I have tried my level best to accommodate information as much as I could, which I thought were relevant and informative. I tried my level best to make this report concise and informative.

I am grateful to you for your generous guidance and kind cooperation at every step of my endeavor.

I would be grateful if you would kindly accept the report and forward it to the respective department of AIUB.

Sincerely yours

Abdullah Al Kafi  
18-39212-3  
BBA Program [Major – OSCM]  
American International University-Bangladesh (AIUB)

## **Letter of Endorsement**

The Internship affiliation report entitled has been submitted to the Office of Placement & Alumni, in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA), Major in OSCM ,Faculty of Business Administration on April 28, 2021 by Abdullah Al Kafi, 19-39212-3 . The report has been accepted and may be presented to the Internship Defense Committee for Evaluation.

(Any Opinion, suggestions made in this report are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions).

**Md. Mehzabul Hoque Nahid**

Internship Supervisor

## **Acknowledgement**

A study report needs the cautious oversight and counsel of knowledgeable and experienced specialists. My esteemed professors and the staff at Nikki Thai Aluminum Industries Limited have given me genuine collaboration, priceless recommendations, inspirations, and references. First and foremost, I would like to extend my sincere gratitude to Md. Mehzabul Hoque Nahid, my supervisor at AIUB, for his insightful advice, creative suggestions, and constructive criticism. Additionally, I want to thank everyone at "Nikki Thai Aluminum Industries Limited" for giving me the opportunity to complete the internship. I want to thank My Assistant General Manager A.N.M. Moinul Islam for overseeing me, providing me with a wealth of important details, and setting me on the path to producing a good report. I want to express my gratitude to every departmental employee for their cordial welcome.

I also want to express my gratitude to all the Nikki Thai Aluminum Industries Limited employees for their help, generosity, and love. There was a superb working atmosphere and tidy, clean workplace.

I must conclude by expressing my sincere gratitude to the American International University, Bangladesh, for giving me the chance to complete my BBA degree, gain professional experience, and broaden my knowledge.

## **Executive Summary**

It is crucial since internship programs are the sole way for undergraduate students to acquire experience and competence. This paper describes my internship with the procurement department of Nikki Thai Aluminum Industries Limited. On the basis of what I saw and learnt during my internship, I have detailed how the procurement department performs its job in my report. I had many of opportunities to develop useful skills during my internship at a manufacturing business. I worked for the procurement department. In this research, I've done my best to incorporate all the details I could find on the Nikki Thai Aluminum Industry's procurement division. Throughout the text, I've made an effort to vividly depict every episode. I've tried to list all the problems that are associated with the purchase and have sought for suitable solutions to handle such problems. Nikkei Thai Aluminum Industry Limited is owned by a private limited firm with its headquarters in Bangladesh. They have the largest network and resources. As a result, they are in good financial shape. Nikki wants to maintain her leadership position in the Thai aluminum market, and during my internship with the procurement team, I learned a lot about the Bangladeshi aluminum industry. I was able to learn more about how the procurement department functions

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# Chapter 1

## Introduction

### 1.1 Introduction

This paper is based on "How Procurement Management Works on Nikki Thai Aluminum Industries Limited," which was started as a part of the Internship Program, as a requirement of the BBA Program of American International University, Bangladesh (AIUB). My on-the-job training at Nikki Thai Aluminum Industries Limited has been regarded as an internship. The process of learning through professional tasks performed in a real-world office work environment is referred to as an internship. In this way, I was able to finish my three-month internship at Nikki Thai Aluminum Industries Limited. I have been given a job as a local purchaser in the procurement department of Nikki Thai Aluminum Industries Limited. An internship is necessary for learning new ideas, skills and expertise. That is why I have choose this company. I was assigned to the procurement management division. My three-month internship was split into two phrases. They instructed me to become familiar with the papers in my first sentence so that I could work quickly. They led me to a field where everything was done correctly for my second phrase, and it was there that I learned how to obtain quotation from vendors.

### 1.2 Objectives:

The goal of the study is to know Nikki Thai Aluminum Industries Limited's whole procurement process. As an intern, I gained experience dealing with the day-to-day operations of the department, including customer interaction, service delivery, keeping open lines of communication with management, and using their direction to handle problems. This report's main goal is to use my own experiences to demonstrate how the procurement process functions in the manufacturing business.

#### **Specific Objectives:**

- To demonstrate the entire Procurement process of Nikki Thai Aluminum Industries Limited.

- To determine the process of taking quotation.
- Explain the Procedure to open L/C.
- To identify the Problems and challenges of the procurement process

### 1.3 Background of the Organization :



#### 1.3.1 History

Nikki Thai was incorporated as private limited company. It started production of Aluminum section profile in 2009. In a short span of time it has growth to be a leading aluminum extraction. In respect of quality Nikki Thai ranks No1 in Bangladesh. After meeting the domestic demand with due reputation Nikki Thai has been exporting it's world class aluminum profile/sections very successfully. It's market is expanding day by day. It has got BSTI licence and Enlisted company in PWD schedule of sales. Nikki stainless steel pipe- a unit of Nikki Thai Aluminum Industries Limited has launched its products. SS round pipes, square and rectangular boxes in different sizes and thickness in May2012 with a target to achieve International Quality Standard. Nikki stainless steel pipes are produced from highest quality stainless strips having non-magnetic and rust free properties.

**1.3.2 Mission:** To serve all of your aluminum needs, to build a better modern and colorful world by promoting the use of aluminum profile

**1.3.3 Vision:** To help environmental management system by ensuring awareness about enormous value of the global natural resources, specially heritage forest since aluminum profile is a good substitute of wood and can be recycled easily

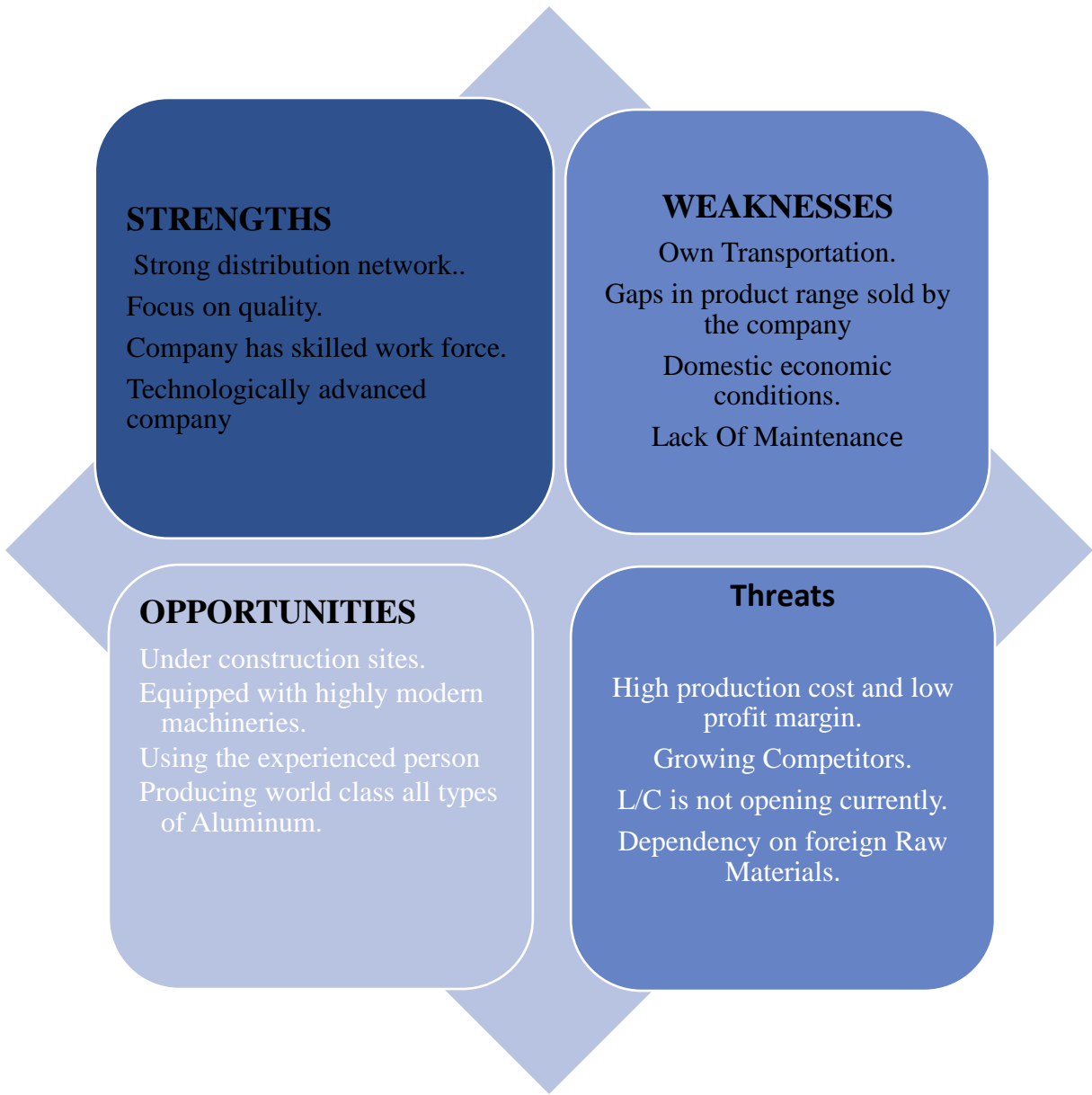
**1.3.4 Organization Structure:**



**Figure 1: Organogram of Nikki Thai Aluminum Industries Ltd.**

#### 1.4 SWOT analysis of Nikki Thai Aluminum Industries Limited

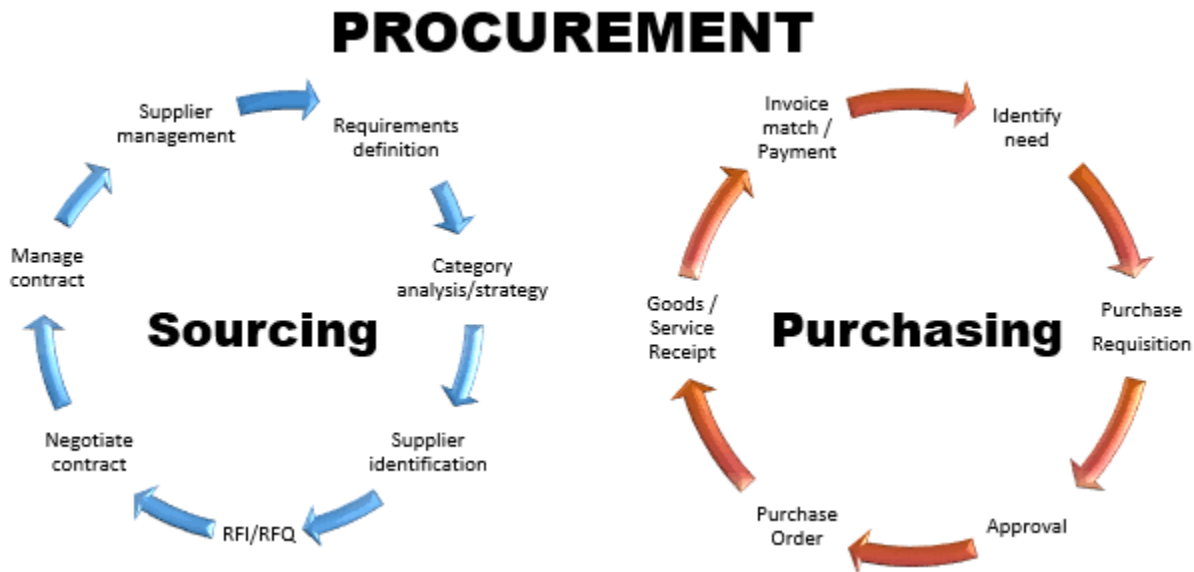
<b>Strength</b>	<b>Weakness</b>
<ul style="list-style-type: none"> <li>✓ Strong distribution network..</li> <li>✓ Focus on quality.</li> <li>✓ Company has skilled work force.</li> <li>✓ Technologically advanced company</li> </ul>	<ul style="list-style-type: none"> <li>✓ Own Transportation.</li> <li>✓ Gaps in product range sold by the company</li> <li>✓ Domestic economic conditions.</li> <li>✓ Lack Of Maintenance</li> </ul>
<b>Opportunities</b>	<b>Threats</b>
<ul style="list-style-type: none"> <li>✓ Under construction sites.</li> <li>✓ Equipped with highly modern machineries.</li> <li>✓ Using the experienced person</li> <li>✓ Producing world class all types of Aluminum.</li> </ul>	<ul style="list-style-type: none"> <li>✓ High production cost and low profit margin.</li> <li>✓ Growing Competitors.</li> <li>✓ L/C is not opening currently.</li> <li>✓ Dependency on foreign Raw Materials.</li> </ul>



# Chapter 2

## Activities undertaken

### 2.1 Work Related Activities:



#### 2.1.1: Process of taking Quotation

After getting the requisition list we have to look for the product to see which vendor is giving quality material with low also have to keep in my who can deliver it in time. The delivery schedules could not be suitable for your company, which might cause delays in your business operations in addition to the possibility that you will spend more than you should for your goods or services. Your vendors are your partners, and you wouldn't join up with someone without conducting your due diligence, would you? Therefore, you should consider your alternatives while looking at your providers. We advise you to construct a list and contrast all the available possibilities. In this manner, you may contrast the competitors with one another

Here are some ideal traits that a top supplier should have:

- Accountability
- Production capabilities
- Ease of communication
- Ethics
- Prioritising building relationships

For example, an embroidery machine, whether it's your first one or an upgrade, is quite an investment. Not only are they your most expensive cost but they're your most important commodity, without them, you can't produce your products. Plus, you need one that'll cope with your customer demands, so you should compare an array of different options from suppliers.

### **2.1.2 Process of Opening L/C**

In international trade, the letter of credit is the most popular and efficient form of payment. We gave a description of a letter of credit and discussed two key tenets that support this financial arrangement in our introductory essay on documentary credit, commonly known as a letter of credit. The letter of credit is not simple to execute since it includes banks (at least two) in two separate countries and goes through a number of rigorous steps.

#### **Step 1**

In an overseas sale contract, the parties concur that payment will be made through letter of credit. Although it may seem unimportant, a letter of credit must be expressly included in the foreign sale contract in order to be included. A letter of credit being required in order to execute a sale contract would be an extreme example; in this situation, there would be no contract at all if the letter of credit was not delivered. The letter of credit is often a part of the contract and is not required in order to execute it.

#### **Step 2**

The applicant, the buyer, requests that his bank, the issuing bank, establish a letter of credit in the seller's favor (beneficiary). It's critical to realize that the letter of credit settles payments for papers. In this phase, the buyer will give the issuing bank all the information on the sale transaction's paperwork that the seller will offer to his bank (advising bank). The advising bank may choose not to pay if the documentation are insufficient. These records include:

Transport paperwork

Bills Insurance coverage

Quality certification

Originality certification

Additionally, the buyer must specify where and when the documents should be presented.

#### **Step 3**

The seller will be informed of the opening of the letter of credit by the issuing bank through a correspondent bank in the seller's nation. The correspondent bank, also known as the advising bank,

will typically, but not always, be the seller's bank. However, as banks are essential to a letter of credit, an exporter may occasionally request that an importer select an overseas bank as the issuing and advising bank or a local branch of the exporter's bank. The exporter may request that the importer not select a nationalized bank if the importer is situated in a developing nation. The exporter's goal is to work with a bank that will respect its financial obligations; in the second scenario, the exporter could be worried that a nationalized bank will split its business with the importer in the event of a disagreement or that political meddling could thwart a smooth transaction.

#### Step 4

The seller will be notified by the advising bank when the letter of credit opens. This stage is crucial when a letter of credit is verified, as the seller's bank must approve the credit before the buyer's opening of the letter of credit may guarantee payment to the seller.

#### Step 5

If the letter of credit complies with the terms of the sale contract, the seller will dispatch the items. The seller is only obligated to send the items after being notified that a letter of credit has been opened, which highlights the letter of credit's significant seller benefit. This basically implies that the seller ships the products knowing that he will be paid for sure thanks to the promise offered by the advising bank that he would be paid by a bank in his country.

#### Step 6

The seller shall get the transport documents and any other paperwork needed in accordance with the credit and provide them to the advising bank prior to shipping.

Such records might be:

Invoice of lading

Note of consignment

Quality certification Origin certification

Clean transit documentation are accepted by the bank. Article 27 of UCP 600 defines a clean transport document as follows A clean transport document is one that doesn't explicitly state that the items or their container are faulty in any way. For the seller, this is the most crucial phase since, as we just stated, the letter of credit is a payment settlement against papers. The seller should take great care to produce the identical documents that were agreed upon at the letter's opening.

#### Step 7

The advising bank will make payment to the seller if the documentation they received from the seller in step 6 complies with the terms of the credit. Payment can take a variety of forms depending



on what was agreed upon: Payment on sight: As soon as the seller shows the necessary paperwork, the advising bank pays him in cash. Deferred payment: From the time the seller submits the documentation, the advising bank will initiate payment after a specific amount of time (for example, 30 days after sight). Acceptance credit: The advising bank will accept checks that the seller has drawn on it. Depending on the type of bill (sight bill vs. time bill), payment may be required immediately or at a later time. Even with a time bill of exchange, the seller might get quick cash by offering the bill for less (since the acceptor is the bank, the discount is likely to be limited)

Credit for negotiations: In this situation, the advising bank bargains for a bill of exchange that the seller has drawn against the buyer or the issuing bank. In the event that the issuing bank fails to make payment owing to errors in the documentation, the advising bank (negotiating bank) may continue to have recourse against the sale or may enter into negotiations with the seller without recourse (confirming bank).

#### Step 8

The advising bank will move toward the issuing bank, and this latter will then move toward the buyer, when the seller has been paid and is out of the process. This step may be divided into 4 smaller ones: The paperwork are sent from the advising bank to the issuing bank. Upon receipt of the paperwork, the issuing bank pays the advising bank back. The buyer receives the documentation from the issuing bank. The buyer makes payment to the issuing bank. By following these procedures Nikki Thai Aluminum Industries Limited purchase their raw material from foreign suppliers.

#### **2.1.3: 4 Problem with MRR (Material Receiving Report)**

When taking quotation is done, supplier is chosen, buying is also done when product go to the factory and they send the (MRR) sometimes I used to find out the that they didn't get the right product which was supposed to be there, sometimes the supplier make mistakes than I have to contact with them for the mistake they had done. Sometimes they do mistakes with material which emergency at time I have to go to fix everything as soon as possible.

#### **2.2: Other Activities:**

There was time when I have to go for giving telephone bills, sometimes I used help the AGM of Marketing and sells with his work. Passing documents to my seniors and whenever any kind documents come from out side I used to receive them. These are the work which I have done apart from my core objective

# Chapter 3

## Constraints/Challenges

### 3.1 Observed in the Organization :

Something that restricts or prevents us from doing something is called a constraint. I've seen a variety of organizational problems. In the course of my internship, I made a list of these restrictions. Additionally, I got a wonderful chance to have a thorough grasp of Nikki Thai Aluminum Industries Limited's procurement management.

#### **Organization culture:**

Nikki Thai Aluminum Industries Limited has a unique culture and atmosphere, much like any other company. While being typical for its regular staff. But for a new intern, acclimating to the culture might be challenging. During the first few days of my internship, I found it to be rather difficult to communicate with others as a result of this corporate culture.

#### **Internet connectivity**

I've noticed that occasionally the internet connection is unstable. Due to this problem, employees are unable to fully utilize their computers and their work is delayed. This is also a significant problem because most of the foreign buyers in Nikki Thai Industries Limited are from abroad, and no one can operate nowadays without access to the internet. In the office, this is especially true because most tasks depend on web-based software. But when I finished my internship, I saw that they had changed the connection.

#### **Working Under-Pressure**

Employees of Nikki Thai Aluminum Industries Limited are very skilled and efficient at their work. when I have joined there as an intern I faced difficulties to cope up with their speed.

### 3.2 Inconsistencies and Missing Competencies in Academic Readiness :

#### 3.2.1 Inconsistencies

I have experience some mismatches while working in the company. I will focus on those points now:

- **Lack of Technical Knowledge:** The knowledge I have about utilizing applications and software in a school environment is quite basic, I felt while working for a corporate office. I had to get proficient at using Excel. To function properly, MS Word and MS Project are

required. In order to increase the caliber of my work, I also had to start learning about design tools, video editing, and sound editing. What I'm trying to convey is that while I was a university student, I underestimated how much knowledge of how to utilize various technologies would benefit me in the workplace.

**Lack of practical application of academic course material:** During my internship, I did not see the effects of all those theoretical courses, but coming from a OSCM background enabled me to comprehend the tasks and support me in correctly dissecting them. The theoretical courses I took, however, were less useful to me in real-world situations.

Significant departure from my theoretical and practical grasp of business culture My theoretical understanding and the actual corporate work culture are very different from one another when I'm employed at Nikki Thai Aluminum Industries Limited.

### **3.2.2 Knowledge that the university must recognize as lacking**

I have gained some understanding of the fast-paced corporate business world and its culture thanks to my internship at a management consulting firm. At first, I found it challenging since I was unsure of how to respond in specific situations. I believe that universities should address the issue of certain lacking information that makes it challenging for someone like me who is looking for an internship to fit in with the corporate setting of an office. I'll describe several instances where I had trouble adjusting:

- **Visits to various companies:** As a university student, I was unaware that there were so many different types of industries existent in our nation. However, working in the training department required me to engage with many people from various sectors. I believe that the BBA department's preparation and travel to such diverse sectors would be a significant knowledge gain for us.
- **Could add a few quick technological skill courses:** The BBA faculty already offers a few technical application courses, but I believe adding a few more or incorporating subjects like advanced web searching, cloud storage, and using digital channels for productive business means would be beneficial for us in our day-to-day office work.

- **Giving greater focus to mastering efficient business communication:** When I first started out, I experienced a lot of difficulties since I couldn't speak with my coworkers and potential clients in a professional manner. One of the primary causes of this was the theory-based nature of the business communication course I took in college, which prevented me from using what I learned there in real-world situations.

# Chapter 4

## Lessons Learned from the Internship Program

### 4.1: Lessons learned from organization:

I have learned more about the organization's history and background after completing my internship. I received great experience working as an intern at Nikki Thai Aluminum Industries Limited, which will be important for my future professional career. I learned about the company's vision, mission, core values, organogram, strengths, weaknesses, opportunities, and threats. I can look at the company in more depth. I learned more about the organization's many sections, its operational procedures, and its management.

**4.1.1: Corporate Culture:** My internship at Nikki Thai Aluminum Industries Limited is now concluded. My internship gives me the opportunity to learn a wide range of facts and gain firsthand knowledge of how real businesses are organized. The following summarizes the corporate culture of the company in my opinion.

- Disciplined
- Corporate Behavior
- Time Maintenance
- Harmony Relation
- Religious Belief

**Details about the organization :** I learned more about the organization's history and background after completing my internship. Zee Fashion Limited's vision, mission, core values, organizational chart, strengths, weaknesses, opportunities, and threats are all listed.

### **Maintain Discipline**

Discipline is everything in corporate world. While working you have to be silent can't shout so that co-worker's can work properly. when task was given to me they have set a deadline that I have to submit that information or paperwork within this date though sometimes I have faced difficulties to finish those work but discipline saved me and was able to complete given task. Efficiency depends on a disciplined workplace.

**Corporate Behavior:** Corporate behavior refers to a company's or a group's conduct when they are operating as a single entity. It outlines the business's moral policies and presents the company's brand. Corporate behavior not only plays a variety of responsibilities inside different sections of a corporation, it also helps firms solve any issues they may have. Language hurdles, for instance, are anticipated to rise for organizations as a result of increased globalization, presenting significant issues since day-to-day operations may be interrupted. By increasing flexibility, corporate behavior helps managers to solve this issue.

**Time Maintenance:** Time maintenance is everything in corporate world which I have learned after working in this organization. Coming to the office before and leaving the office at 6. Without maintaining no-one can survive in the corporate world.

**Harmony Relation:** In Nikki Thai Aluminum Industry the environment is very friendly each and every co-workers have good relation with each other and they were very helpful, if anyone is in problem you will find someone beside you to help.

**Religious Belief:** In Nikki Thai there are prayer rooms so you can follow your religion as a Muslim what I have seen whenever it is time to pray everyone stops their work and gathered for praying

**4.1.2 Practical knowledge on various issues:** I have gathered practical knowledge on whole procurement process. In my academics I have gone through a course called Purchasing and Procurement but couldn't gain any practical knowledge from that but when I have started my intern-ship at Nikki Thai Aluminum Industries Limited there I got the chance to gain practical knowledge on Procurement.

I have learned whenever a requisition form comes from there how to taking quotation from the suppliers, how to handle the clients, and how logistics work in this process, how to write and apply for the money demand letter all these things I have learned in Nikki Thai Aluminum Industries Limited while doing my internship. Maintaining time in the office by coming timely how to communicate with senior employees

**4.1.3 Transforming Skills:** I have transformed lots skills of mine by working in Nikki Thai Aluminum Industries Limited.

**Communication** skills is one them in a company how you are going to communicate with seniors, colleagues, client's and many more which I have learned from this company. Good communication skills also key for an employee if the communication skill is good by using that an employee can do his work efficiently.

**soft skills** I have also learned there practically. Microsoft Excel is one them. I was not very good at it by supervisor, and others employees has showed me some shortcuts and unknown functions by getting familiar with those things I started working efficiently.

**Keeping records** is one of them whenever I was assigned with any task, I used to keep record everything while doing those task if any other employee did something wrong but blaming me for that at that I used to show my supervisor/seniors that, I have that records with me you can that it wasn't me

**4.1.4 Professionalism:** Professionalism consists of lots of qualities, I got the chance to maintain few of them. Effective communication plays a big role in an organization and I used to maintain it in work place. I used to take many objective task from my senior's which helped me to evaluate my capabilities. Decision making skill is one of them, sometimes you fall in some situation where you have to take instant decision, this mainly happen when you go for quotation or to purchase but those products are not available to your supplier at that time without coming back to the office look somewhere else for those products this kind of decision making helped me a lot. That is how I have maintained professionalism.

## 4.2 Lessons learned from the University

As an AIUB student, I've been there for four years. I gained a lot of knowledge and skills from the university over those four years. The following are a few of those:

**Adaptability:** While attending university, I learnt how to adjust to a new setting with unfamiliar people that was completely outside of my comfort zone. It was a little challenging at first, but I eventually learned to adjust to my surroundings, and this lesson benefited me during my internship.

**Teamwork:** Through several group projects and tasks in university, I genuinely grasped how to operate in a team. It helped me develop a solid grasp of teamwork, which was helpful during my internship when I had to work with many teams.

**Presentation:** Learning how to prepare and deliver a presentation is another crucial thing I took away from university. My confidence had grown via a variety of group and individual presentations, which was incredibly beneficial for my internship program.

**Working under pressure:** Another skill I've developed over my four years in college is the capacity to work under pressure and complete the task at hand. It was incredibly helpful when I was doing my internship. because work-related project pressure was far greater than at the university.

**Maintaining connections:** During my time in college, I met a lot of new people and learned how to create and manage all kinds of relationships. I'm maintaining my network and professional relationships by doing this taking initiative: Taking initiative was yet another crucial lesson I discovered at AIUB. It enabled me to take initiative at work.

**Professional writing abilities:** I developed my sense of professional writing by completing university assignments, reports, and other projects. This feeling helped me during my internship, when I had to write proposal emails, and reports in a professional style.

**Meeting deadlines:** This was one of the most important things I learned at university. It aided me in completing duties at work on time.

## Chapter 5



# Concluding Statements

## 5.1 Concluding Statements:

The project I've been working on has taught me a lot about the procurement process. Prior to beginning my internship, I knew very little about the entire process, but now that I've had some experience, I can understand what I've learned over the last three months at Nikki Thai Aluminum Industries Limited. The ability to critically assess the entire process has also allowed me to provide some of my own thoughts on the current course of action in order to highlight areas that might want improvement. At the past three months, I have worked for Nikki Thai Aluminum Industries Limited, where I was hired, in addition to working on a few other projects. Finalize my internship I was given the procurement process, and the major body of my essay contains a detailed description of the whole procedure. I have thus obtained all the material I have covered in my report through careful observation and broad inquiries

## 5.2 Recommendation for Future Strategic Actions:

As I have completed all the necessities at office and university, I have seen numerous focuses to be amended. So, the proposals for both are fragmented. The vital activities can be taken in like manner. In spite of the fact that I am not able to suggest such word as an undergrad understudy, I have composed these since I see that these should to be corrected.

### 5.2.1 For the Organization

As an intern, I have faced some constraints/challenges. I have recommended some actions that the organization can implement to overcome the limitations/challenges to a certain extent. The point are highlighted below:

- In the office there is not enough printer machines. As more then two departments work in the close approximate they all try to use them as a result printers become out of commition easily. should provide more printers for their employees to work efficiently.
- Work hours are long in the organization they work 6 days a week 9 hour a day. It's excess for everybody. It is very stressful for the employees considering the traffic jam of Dhaka city. Organization should prepare their office time by keeping in mind their employees.
- There is a shortage of working personnel's in Training department and because of that other have to drag excess work load. Prediction LA should requite capable officers to fully utilize this promising department.

- Office politics is another example of the bad office environment of the office. Management should identify and take necessary steps to protect the internal stability of the organization.

### **5.2.1 For the University**

- Due to my limited technological expertise, I had certain challenges throughout my internship. Universities should start exposing students to advanced technical knowledge for the usage of application software and other tools.
- The influence of theoretical classes on my internship program was minimal. Universities should place more of an emphasis on practical or assignment-based courses to ensure that students are more employable.
- In my experience, I discovered a significant gap between academic and practical knowledge; universities should design a curriculum to help students bridge this gap.
- In order to raise knowledge of the many and diverse sectors in our country, universities should plan to take their business school students on frequent field trips to various industries.
- The institution might provide quick technology skill classes for BBA students, such as how to use cloud storage, advanced online searching, and effective digital business channels.
- Due to my ineffective client communication, I myself experienced certain obstacles throughout my internship. Our university's business communication course is theoretical in nature; if it were made into a practical, assignment- and case-study-based course, I believe students would gain from learning good business communication.

# Chapter 6

## Proposed Improvement Plan

### 6.1 Proposed Improvement Plan for the organization

Existing Problem/Weak Areas of the Organization as identified in the AR	Actions to be Taken/Proposed Solution to the Problem	Strategy (Mode of implementation or ways of addressing the problem)	Office/Personnel Involved (Who will implement and who will benefit/affected by the Action/Solution)	Resource Requirements (Manpower and Financial)	Expected Concrete Result/Outcome
Employees tend to leave because of that Some department are understaffed	Start recruitment process with attractive package to acquire adequate personnel for the departments.	Identifying the cause of staff leaving and resolve that issue as soon as possible	HR & admin department will work on the issues to resolve the problem and management will provide guideline.	Identify the problem in effected department and solve the issue	Will gain some adequate officer how can put in quality work to improve the overall department service of the firm.
Lack of Office space	Office area is small for too many department, need to find more suitable office space for	After selecting suitable place for new office, the shifting process of	Admin & accounts department take the lead on this they could asses and evaluate properly. After that	A significant financial investment is required for this shift.	Outcome would be a more light and relaxed office environment where everyone can

	improving the work quality	the office have to be gradually.	higher management could take part in the decision making		contribute their best for the company
Employee Office politics	This issue should be address openly, in order to put a stop to this matter.	Troubled individuals will be identified and would have to be remove from their position.	This operation will be solo responsibility of the organizations admin; higher management would observe closely.	Extra manpower will be required for the admin to smoothly conduct the operation.	The overall environment of the office will gain a positive impact; every employee would be cooperating to each other. In long term which will improve the service quality of the company.
Corporate culture of PLA	The corporate culture followed by the organization creates stress and pressure for the employees.	In order to truly change PLA to new heights and insure employees to stay There corporate culture have to be changed.	For this task all of the department have to coordinate with each other and finally pressure the management to change the corporate	I don't think any company resource would be needed To change the corporate culture.	It would defenitly improve PLA's service quality. And as employees would be less stressed and pressurized they

			culture of the company		would not think about shifting
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## References

Web References:

[www.nikki.com.bd](http://www.nikki.com.bd)

## APPENDICES

### Appendix A: Résumé



Abdullah Al Kafi

#### ADDRESS

House# 34/3,Attipara,Dhaka

#### PHONE

+8801641420835

#### E-MAIL

[abdullah.al.kafi850@gmail.com](mailto:abdullah.al.kafi850@gmail.com)

#### SKILLS:

- MS PowerPoint
- MS Excel
- MS Word

#### LANGUAGE

##### PROFICIENCY :

- Bangla**  
Native proficiency
- English**  
Fluent in writing and speaking skills are moderate.

#### CAREER OBJECTIVE :

Willing to build up career in a challenging position and prove myself as a quick learner and highly energetic person to face any challenge in the field of institution where is an opportunity of self-assessment and self-improvement in both individual and group-based work is certain, which will ultimately lead to the further development of the organization.

#### EDUCATION HISTORY:

Exam	Result	Board	Institution	Passing Year
BBA(Major in Operation and Supply Chain Management)	3.30 out of 4	-----	American International University-Bangladesh	2022
HSC	3.33 out of 5	Comilla	Al Amin Academy	2018
SSC	4.11 out of 5	Comilla	Al Amin Academy	2015

#### Work Experience :

Nikki Thai Aluminium Industry Limited  
Intern Management Trainee at Supply Chain Management Department  
Location : House#7/B(level5),Road #13,Gulshan1,Dhaka-1212  
Duration : September 2022 to still going on

#### EXTRA CURRICULAR ACTIVITIES:

- Volunteer of fresher's orientation of BBA, Fall-19
- Volunteer of Biz Tech 3.0

#### PERSONAL ATTRIBUTES:

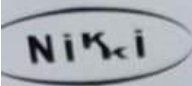



1. Tends to work creatively & effectively.
- Act with honesty & loyalty.
- Quick learner, time conscious, and able to work under pressure.
- Easily adjust to the new environments by both self-motivating and influencing others.

#### REFERENCES :

**Engr.MD Mineuddin Miah**  
Managing Director  
Matribhumi Group  
Mobile: 018133393

**Captain Md.Razowan Sarker**  
General Manager (Admin&HR)  
Tamisha Group  
Mobile: 017130352946

Appendix B: Joining Letter:

 **Nikki** Thai Aluminium Ind. Ltd.   

REF: NTA/HO/22/258 Date: 28.08.2022

**Fahmida Sultana**  
Jr. Executive  
Office of Placement & Alumni  
American International University-Bangladesh  
408/1, Kuratoli, Khilkhet, Dhaka -1229


**Subject: Permission for Internship.**

Dear Sir,  
In response to your letter dated 22.08.2022 regarding Internship of **Mr. Abdullah-Al-Kafi (ID # 18-39212-3)**, student of **BBA(Major in Operations & Supply Chain Management)** of American International University-Bangladesh, we have the pleasure to accept your proposal for the said student for an Internship in Nikki Thai Aluminium Ind. Ltd. for a period of 3(three) months from the date of joining.

The Supervisory Faculty of AIUB shall provide guidance and fix the topic(s) for the student.

During the joining time the student must submit his relevant academic documents to the Human Resources & Administration Department of the company. In internship period, the students shall be liable to obey all rules and regulation of the company.

Thanking you,

  
**Md. Monwar Hossain Shaikh**  
Managing Director

Copy for kind information:  
• Honorable Director(Sales & Marketing)

C.C:

- Mr. Abdullah-Al-Kafi
- Office Copy.

Registered Office : Room No: 11 Planners Tower (14<sup>th</sup> Floor), 13/A, Sonargoan Road, Dhaka-1000, Bangladesh. Phone : 967 3923, 967 6486  
Liaison Office : House # 7/B, Level # 5, Road # 13, Gulshan-1, Dhaka-1212, Bangladesh.  
Phone: +88 02-2222 84125, 2222 63283, 2222 63319, Fax : +88 02-2222 84185, E-mail: info@nikki.com.bd, Web: www.nikki.com.bd | Innikidhakabd  
Factory : 07 No. D. B. Road, Kewa, Sreepur, Gazipur, Bangladesh.

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