

**Operational Activates involving in
Procurement & Accounts Department of
Linde Bangladesh**

Md. Adnan Hoque

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration



Operational Activates involving in Procurement & Accounts Department of Linde Bangladesh

Submitted to

Dr. Md. Qamruzzaman Ph.D. ACMA

Associate Professor

Finance

Submitted by

Name: Md. Adnan Hoque

ID- 111161228

Major- Finance and Accounting (Double Major)

Trimester- Fall, 2019

School of Business and Economics

United International University

Date of Submission: 28 December 2019

Letter of transmittal

28th December, 2019

Dr. Md. Qamruzzaman Ph.D. ACMA, Assistant Professor

United International University, Dhaka- 1212

Subject: Submission of internship report

Dear Sir,

I am satisfied to submit my internship report on “Internship Experience of Procurement &Accounts Department of Linde Bangladesh Limited”. It is required for internship program as a part of BBA program. I am thankful to you as without your valuable help it would not possible for me to complete it.

I started my internship period at Linde Bangladesh Limited, Procurement department on 19th September 2019. I will complete it on 31st December 2019. During my working period I have learnt many things and still learning about the functions and operations of procurement and accounting. I have got some practical experience about distribution, documentation, storing and VAT process activities.

From my observation and secondary data, I tried to complete the report. In spite of having so many limitations I tried my best to furnish this report. I sincerely hope that I could fulfill the objectives of internship program and I also hope that it will find your acceptance. Thank you again for your support and guidelines.

Sincerely yours,

Md. Adnan Hoque

Certification of Similarity Index

Declaration of the Student

I, Md. Adnan Hoque, from BBA department major in Finance, Accounting, ID- 111 161 228 of United International University, permanent resident of Mohammadpur, Dhaka-1207, do hereby declare on 28 December 2019 the following-

- I hereby declare the report entitled “Internship Experience of Procurement & Accounts Department of Linde Bangladesh” were assigned to me by my supervisor Dr. Md. Qamruzzaman Ph.D. ACMA, Associate Professor of United International University as a requirement of my BBA course;
- I hereby declare that the report was made using secondary as well as primary data;
- I hereby declare that the report made by me is completed and original;
- I hereby declare that given information above is true.

Md. Adnan Hoque

ID- 111161228

Signature of the candidate

Acknowledgement

First of all, I would like to show my gratitude to almighty Allah for giving me an opportunity to complete my internship report under our honorable faculty Dr. Md. Qamruzzaman. I also want to thank all the people who supported me and assist me to complete this report. I am extremely obliged to them for the completion of the report successfully. My supervisor from my university as well as my supervisor from Linde Bangladesh Limited both provided me with enormous support and guidance for my report to be completed successfully.

I also would like to thank my internship supervisor Dr. Md. Qamruzzaman, for his kind concern, valuable time, advice and constant guideline in preparing the report. Then I would like to thank Mr. Masadur Rahman, Assistant Manager of Procurement Department for preparing the report & for providing me all the relevant data for the report. Finally, I would like to express my foremost gratitude to other officials of procurement, accounts and finance department of Linde Bangladesh Limited who helped me and gave me their important time, providing me with the most relevant information on the basis of the topic I was assigned of which I have prepared this report. I learned a lot of thing while I was doing this report. This report is completely based on my real life internship experience as an intern of Linde Bangladesh Limited. I tried my best to ensure the quality of this internship report and made sure the report is easy to understand to the readers using graph as well as its interpretation.

Executive Summery

This report is based on the topic of “Internship Experience in Procurement and Accounts Department of Linde Bangladesh Ltd”. This is the reflection of the learning and experience acquired through an opportunity that associated within Linde Bangladesh Ltd, for an internship under Procurement & Accounts department.

The main reason of this report is to know about the experience I had in Linde’s procurement department, accounts department and Linde’s history, product, financial analysis and SWOT analysis. We can easily understand the present condition of the company through the SWOT analysis. I realized that the market demand of Linde’s product is quite high but they lack in the marketing & promotional activities. The product portfolio of Linde is divided into several areas which are Industrial Gases, Health Care, Medical Gases& hard goods. They are providing different services in these specific areas.

In this report I focused on my office activities and what I learnt through my internship process. I made this report very easy to understand for the readers by using the graphical representation of the analysis and interpreting them using my academic knowledge.

Through my internship process, I learnt a lot of thing and I realized what I lacked most. I also realized it takes a lot of experience to work in a popular MNC like Linde. The customer can trust Linde’s products and so the employee has to be very skilled and hard working to ensure the product quality and distribution process. Linde not only provide gas but also provide products like welding equipment, industrial pipe as well as forklift car.

Table of Contents

Internship Experience of Procurement & Accounts Department of Linde Bangladesh	1
Letter of transmittal	2
Certification of Similarity Index	3
Declaration of the Student.....	4
Acknowledgement.....	5
Executive Summery	6
List of Figures	8
List of Tables	9
List of Equations	9
List of Abbreviation	10
CHAPTER I: INTRODUCTION.....	11
CHAPTER II: COMPANY PREVIEW.....	14
2.1 Company Analysis	14
2.2 Industry analysis	24
CHAPTER III: INTERNSHIP EXPERIECNE.....	27
4.1 Position, duties, and responsibilities	27
4.2 Training.....	30
4.3 Contribution to departmental functions.....	30
4.4 Evaluation	31
4.5 Skills applied.....	31
4.6 New skills developed	31
4.7 Application of academic knowledge	32
CHAPTER IV: CONCLUSIONS AND KEY FACTS	33
5.1 Recommendations for improving departmental operations.....	33
5.2 Key understanding	35
5.3 Conclusion	35
Reference	37
Appendix.....	39

List of Figures

Table 1	15
Table 2	15
Table 3	16
Table 4	17
Table 5	21

List of Tables

Figure 1 15

Figure 2 16

Figure 3 17

Figure 4 18

Figure 18

Figure 6 19

Figure 7 **Error! Bookmark not defined.**

Figure 8 **Error! Bookmark not defined.**

List of Equations

Equation: $(\text{Current Year} - \text{Base Year}) / \text{Base Year}$ 19

List of Abbreviation

VAT-	Value Added Tax
VDS-	VAT Deduction at Source
TDS-	Tax Deduction at Source
CCI&E-	Chief Controller of Import and Export
B2B-	Business to Business
B2C-	Business to Customer
LPG-	Liquefied petroleum gas
NBR-	National Board of Revenue
CFO-	Chief financial officer
ACCA-	Association of Chartered Certified Accountants
CMA-	Cost and Management Accountants
CA-	Chartered Accountants
SAP-	Systems Applications and Products
ERP-	Enterprise Resource Planning
BG-	Bank Guarantee
BE-	Bill of Entry
BL-	Bill of Lading
PO-	Purchase Order
LC-	Letter of Credit

CHAPTER I: INTRODUCTION

1.1 Background of the Report

This report is based on the Internship Program of United International University which is a Post-Graduation requirement for the BBA students. This report is a part of the Internship program of BBA curriculum at the United International University (UIU).

The main purpose of internship is to get the student exposed to the actual job experience. Being an intern, the main challenge was to transform the theoretical concepts into real life experience. The purposes of this report are as followings:

- To describe and represent particular knowledge on the job responsibility;
- To experience the real job scenario;
- To make a comparison with the practical scenario and the lessons learned in United International University (UIU);
- To satisfy the prerequisite of BBA Program.

The outcome of my three months long internship program conducted in Linde Bangladesh is reflected in this report. It is prepared as a requirement of the BBA program of United International University. As a result, I need to present this report based on the “Linde Bangladesh Intern experience” to my supervisor. This report also includes information on the products and services of Linde Bangladesh, the overview of the organization and facilities they offer to satisfy their employees.

1.2 Objectives of the Report

The general objective of this report is to give an idea of my internship experience of Linde Bangladesh and fulfill the BBA degree requirement under the faculty of United International University School of Business & Economy.

More specifically, this study entails the following aspects:

- To give a clear overview of Linde Bangladesh;

- To focus on the products, services, work environment, customers & competitors of Linde Bangladesh;
- To relate them with our understanding that I gained from United International University.

1.3 Motivation of the Report

The main intention of the study is to represent my internship experience in Linde Bangladesh and explain the activities carried by Linde Bangladesh. The report covers details about the product and services, overview and also facilities provided by the company to satisfy their employees & customer. However, this report is only related to the Procurement & Accounts division as I was provided an opportunity to only work in these divisions.

1.4 Scope and limitations of the Report

I have gone through Linde Bangladesh's documents from different type of sites for the information. I got the opportunity to learn a lot of things while preparing this internship report.

Depending on the feedback from members of Procurement and Accounts Division, this report is prepared. Some people were not willing to provide feedback. Some executives might think that some information should not be shared with an intern who is completely external to the company. Being an intern, it was quite difficult to understand about the procedure. Again, another problem was that I only worked in 2 division and I had no access in other division since I needed a card to access other department so it was not possible to analyze everything. I only worked there for three months so, this period of time is not enough for a complete and clear study. It is because of the limitation of information some assumptions were made. Although there were many limitations & barriers, I tried my best to prepare this report.

1.5 Definition of Key terms

- The Procurement Department is the substance inside the two Authorities approved to give Invitations to Bid, Requests for Proposal, Requests for Quotation and issue contracts. The Procurement Department issues buy orders, creates term agreements, and gains supplies and administrations.
- Accounting is a part of a company's administration that is responsible for preparing the financial statements, maintaining the general ledger, paying bills, billing customers, payroll, cost accounting, financial analysis, and more.

CHAPTER II: COMPANY PREVIEW

2.1 Company Analysis

This chapter emphasizes on the historical background of the company under study, overview & history of the company, their trend and growth, customer mix, product & services, operations & market condition and SWOT analysis of Linde Bangladesh.

2.1.1 Overview and history

The Linde Group has a history of over one hundred thirty years design on a heritage of innovation with a strong focus on technology. The company's founder, Carl von Linde, invented refrigeration technology and pioneered a process of air separation. Today, they are a global market leader in gases and engineering solutions.

Linde Bangladesh Limited, a member of the Linde Group, is a dynamic and leading industrial gas company which has been contributing towards the development of the nation as a silent partner. A strong in-built culture with work values reinforced and developed Linde Bangladesh over the years which are reflected in the performance of its employees for more than 50 years with continuous expansion in operations and business. They sell their products to more than 35000 customers from a wide spectrum of industries running from chemicals and petrochemicals to steel. Their team of around 400 trained, motivated and professional members manages 24-hour operations at three major locations across the country to support their customers.

In Linde Bangladesh Limited they are committed to the quality standard of their product & services. Their motto is to ensure optimum conditions in health, safety and the environment for employees, customers and stakeholders.

2.1.2 Trend and growth

This section of the chapter is all about the graphical view and interpretation of the balance sheet and income statement of Linde Bangladesh. I used the secondary data from their website. The given information was put into excel and used to make the

graph to make a clear view to the readers to understand the trend and growth of Linde Bangladesh.

Table 1

Revenue Analysis Using 6 years data (taka Million)						
Year	2013	2014	2015	2016	2017	2018
Revenue	4,056.00	3,984.00	3,933.00	4,271.00	4,942.00	5,460.00

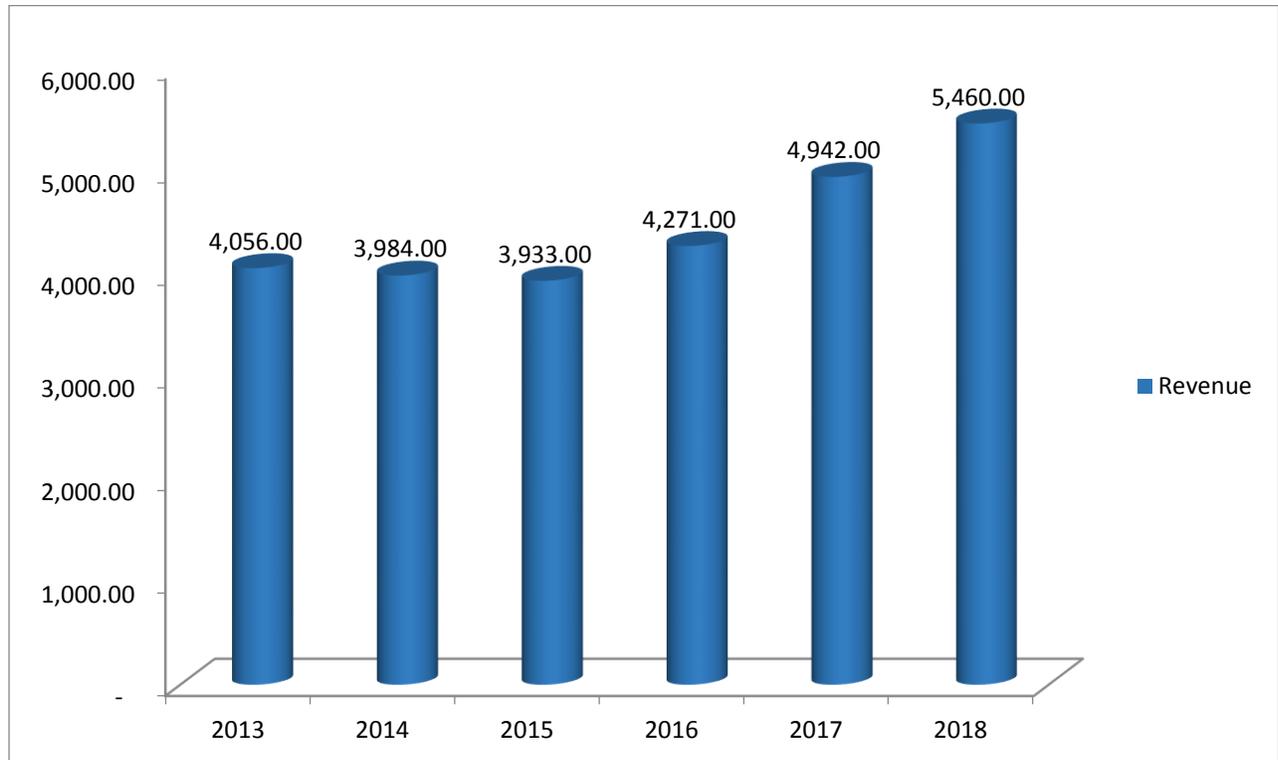


Figure 1

Interpretation: From the graph, we can see that Linde's revenue has increased a lot compare to the previous years. In 2013 the total revenue was 4056 million taka but now it increased to 5460 million taka. So, it is safe to say Linde's demand is growing day by day and they are growing rapidly.

Table 2

Earnings and Dividend Analysis Using 6 Years data (Taka Million)						
Year	2013	2014	2015	2016	2017	2018
Earnings	739.00	620.00	650.00	881.00	953.00	1,004.00
dividend	472.00	472.00	472.00	472.00	517.00	571.00

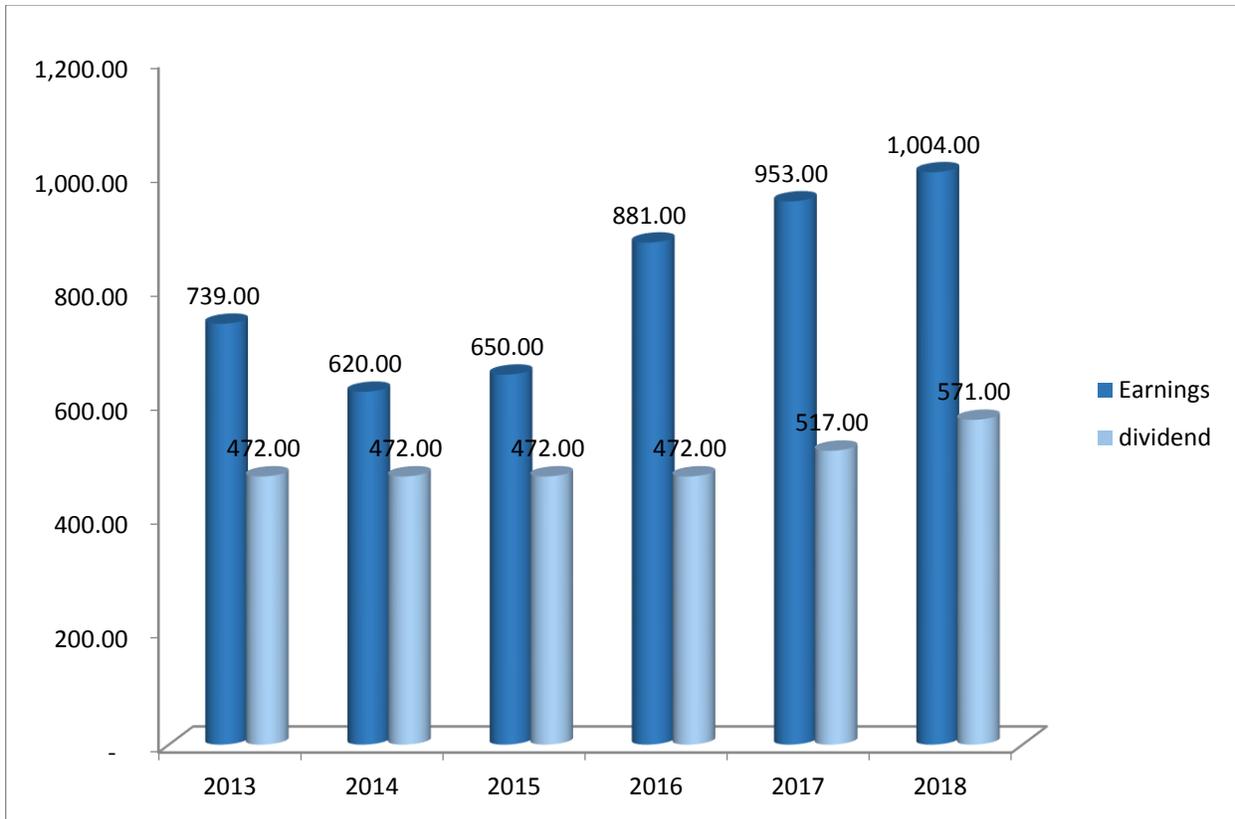


Figure 2

Interpretation: the graph, we can see that Linde's earning & dividend has increased a lot compare to 2013. The shareholders of Linde are enjoying the higher dividend.

Table 3

Net Assets Per Share Analysis Using 6 Years data (Taka)						
Year	2013	2014	2015	2016	2017	2018
Net assets per share	161.55	171.30	183.04	209.28	241.54	293.90

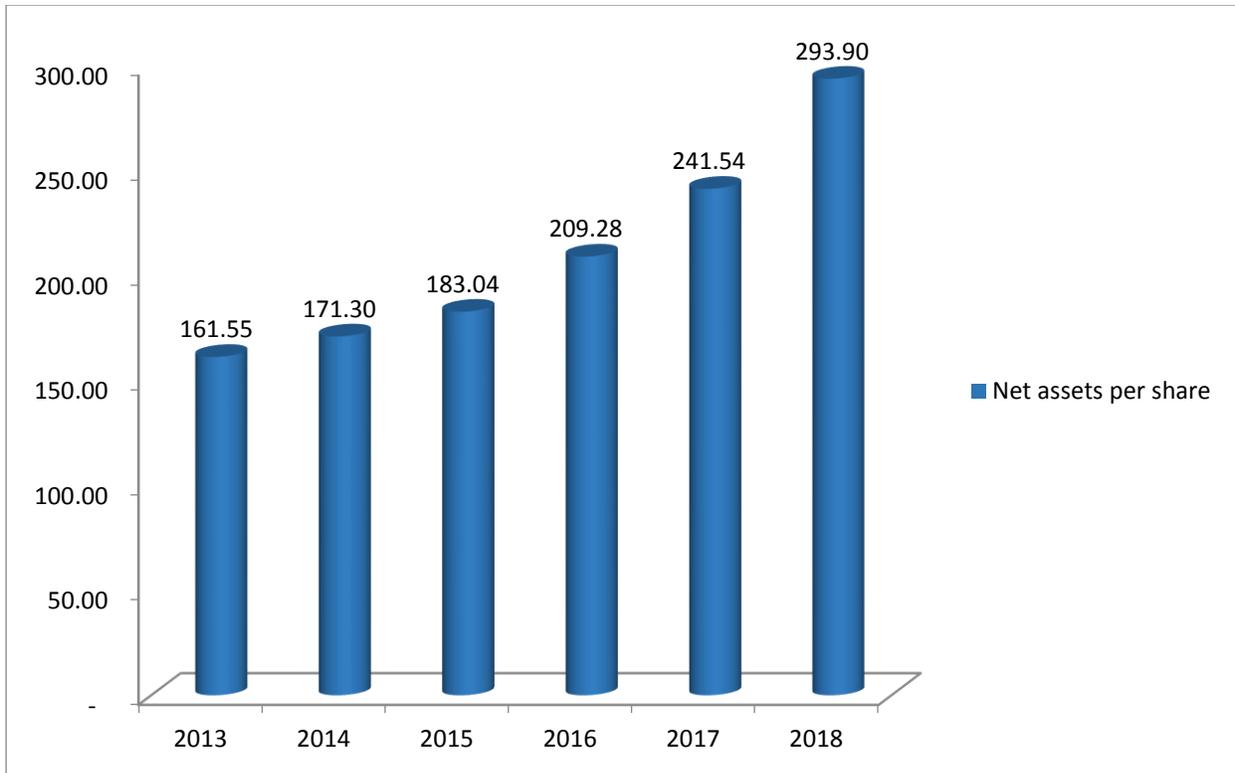


Figure 3

Interpretation: From the graph we can see that the net assets per share of Linde are almost doubled compare to 2013. It shows the growth of Linde Bangladesh Limited. It is safe to say that Linde has grown a lot compare to the previous years.

Table 4

Price Earnings Ratio Analysis Using 6 Years Data (Times)						
Year	2013	2014	2015	2016	2017	2018
Price Earnings ratio	13.00	22.00	27.00	22.00	21.00	18.00

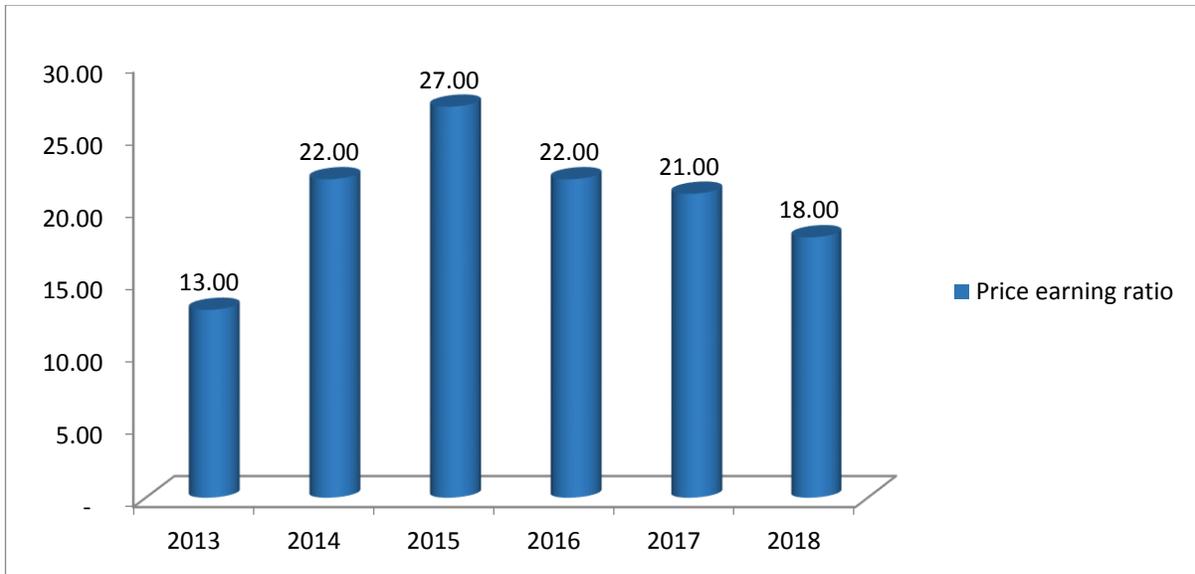
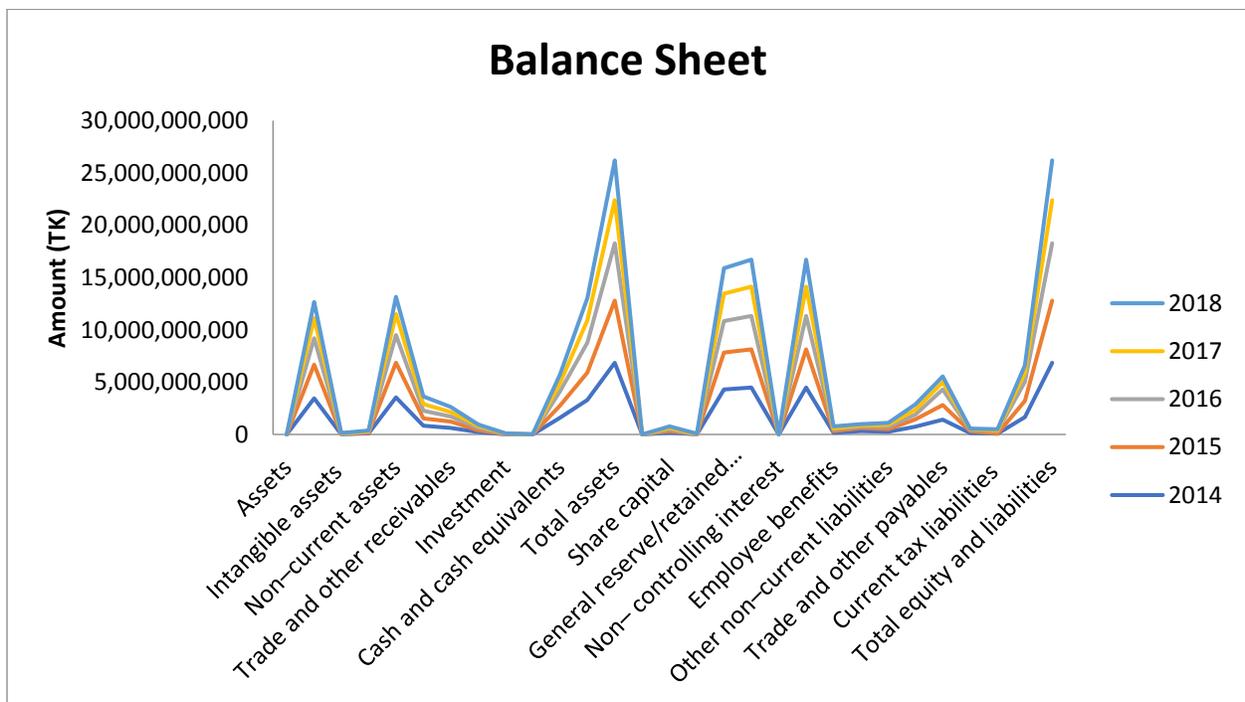


Figure 4

Interpretation: From the graph we can see that Linde’s highest price earnings ratio was in 2015. Although in 2018 it reduced to 18 times but compare to 2013 it is ok but not better. Linde’s price earnings ratio is reducing day by day so they should focus on this sector.



Figures 5

From the graph we can see that every particulars of balance sheet increased in 2018 compare to the previous years. This indicates that the assets, equity & liabilities are increasing.

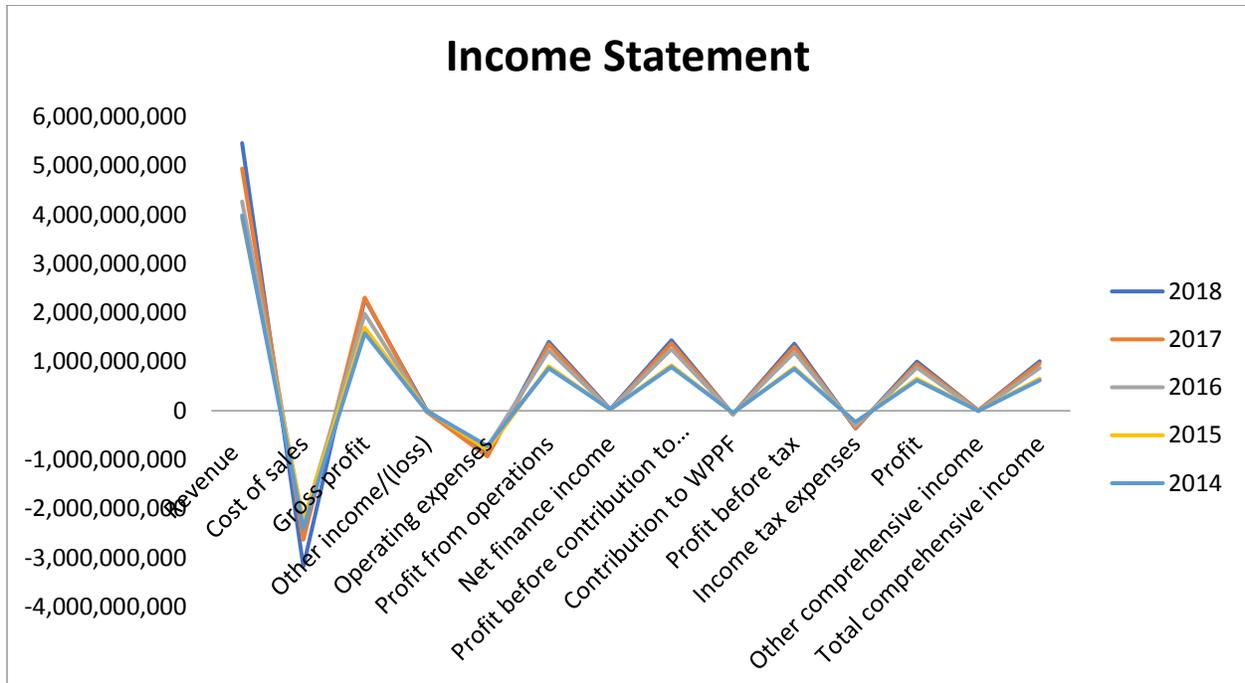


Figure 6

From the graph we can see that every particulars of income statement increased in 2018 except the cost of goods sold. Only the cost of goods sold was higher in 2017 compare to the 2018 we well as the previous years. The total comprehensive income increased in 2018. This indicates that the comprehensive income is growing by time to time.

Equation: (Current Year – Base Year)/ Base Year

Linde always perform B2B transaction and so they don't have a huge group of customers. On the other hand, the transaction amount is quite high. B2B transaction means business to business transactions. The number of customers is low but the transaction amount is very high. For example, in Linde I've seen Bangladesh Air Force is a customer, they purchase gas from Linde. Similarly, government hospital such as National Institute of Traumatology & Orthopedic Rehabilitation (NITOR) also known as Dhaka Pongu Hospital is their customer. They purchase Oxygen from Linde. There are many private hospitals that purchase Oxygen from Linde. Again, there are many manufacturing companies who purchase industrial gas from Linde. For Example: a popular brand like Coca Cola is a loyal customer to Linde. Coca cola is one of the premium customers to Linde Bangladesh Limited and they buy carbon dioxide. Linde also sales cars like "Linde H35D" to companies. It is a car that is used to carry heavy cartoon. It is mainly used in big factories or warehouse. Private companies as well as public companies are the customers of Linde Bangladesh. The customers are not as big as B2C type companies but every transaction of Linde is huge compare to the B2C transaction.

2.1.4 Product/service mix

Linde have multiple products and services. Linde's products are diversified into 3 main categories.

The products of Linde are given below-

Table 5

Industrial Gases	Welding gases & equipment	Medical gases & equipment
Compressed oxygen	Mild steel electrodes	Medical oxygen liquid
Liquid oxygen	Low hydrogen/low alloy electrodes	Medical oxygen compressed
Compressed nitrogen	Cast iron electrodes	Nitrous oxide
Liquid nitrogen	Hard surfacing electrodes	Entcnox
Dissolved acetylene	Stainless steel electrodes	Medical gases cylinder
Carbon dioxide	Arc welding equipment and accessories	Aneasthesia machines
Dry ice	Gas welding rod & flux	Aneasthesia ventilators
Argon	Gas welding and cutting equipment and accessories	ICU/CCU monitoring system
Lamp gases	MIG welding equipment and accessories	ICU/CCU ventilators
LPG	TIG welding equipment and accessories	Pulse oximeter
Refrigerant gases	Plasma cutting equipment and accessories	Infant warmer
Hydrogen	Welding training and services	OT table
Fire suppression system	Welding equipment repairs	OT light

Compressed helium	Welding testing and services	Autoclave
Sulphurhexafluoride		Gynaecological tables
Special gases and gas mixtures Other gases on request		Humidifier
Sulphurdioxide		Oxygen concentrator
		Other medical equipment on request.

Every product includes 15% VAT

Linde also sales forklifting car to its customers. This type of cars are sold to big factories or warehouse to move the heavy cartoon.

2.1.5 SWOT analysis

SWOT stands for strengths, weaknesses, opportunities and threats.

- **Strengths:** In Bangladesh Linde is doing more like a monopoly business. It is a renowned multinational company. Linde is more secured compare to other gas company. Any new customer can trust Linde because of their well reputation and popularity in the market. There are fewer competitors and they don't give the service like Linde. Compare to the size of Linde those company don't stand a chance.
- **Weaknesses:** Every company has a weakness which they don't want to show. A company should never show its weakness to other companies because other competitors can overcome that weakness and use it as their strengths. In Linde when I was in procurement department, I saw that the transportation service is not very good. That is because not all the transportation service is handled by Linde. There are third parties who are involved. As a result, sometimes we had some complained that some of the heavy load car fails to deliver the product at the given time. Again, Linde is pretty restricted to invest in the new product. The main problem I've seen is that they lack marketing and promotion of the

products. In Bangladesh very few customers & people know them since they do B2B transaction. Linde is not concerned about reducing the price of products for dealing with the new market. Other than that, everything is fine.

- **Opportunities:** There are several opportunities for Linde which can help them to grow much more than they are now. Linde can implement more gas separation devices in their factory to produce more. If the production is more, then they can also reduce the selling price of their products. Again, they should improve their transportation service which can help to earn more customer satisfaction and develop a long-term relationship. Linde can promote their products and make new products to capture new marketplaces. Since Linde is a multinational company with good reputation, they can easily attract new customers. Moreover, they can buy the small company like them to reduce competitors.
- **Threats:** Since Linde is doing a monopoly business in Bangladesh it is very hard for other companies to penetrate the gas market. On the other hand, other companies can enter the market since Linde is doing various types of business. For example- A company can penetrate the industrial pipe business Linde is doing. Again, it can be easy to penetrate the forklift car business. Walton, a Bangladeshi company already assembling cars in Bangladesh. As I said before Linde should purchase the small companies as the new competitors are already entering the market with reasonable prices. Linde is not promoting themselves as they should. There is a chance that another company can take over the market just by using their promoting power.

2.2 Industry analysis

2.2.1 Specification of the industry

Linde is a gas company. So, they are performing in the gas industry. They have different gas products for different area of usage. For hospital & healthcare they have different gas. Again, for industrial purpose they serve industrial gas. Moreover, they also serve gas for food & beverage. The industry is huge and products are sold to companies as we said Linde always do B2B transaction.

2.2.2 External economic factors

External economic factors can affect a business of a country. Since Linde is an international company, there are some political factors that keeps disturbing the business activities. Sometimes Linde refills the gas from Malaysia and China. The problem is that most of the times the CCI&E also known as Office of Chief Controller of Import and Export don't let Linde to import the gas from the foreign countries. Specially for explosive goods like "Hydrogen". This effects the business activity. Sometimes Linde fails to deliver the products to its client just because the products are stuck at Chittagong customs or Benapole custom. The delivery of the products lags behind for this and it also effects the reputation of Linde.

2.2.3 Technological factors

In 2016, Linde has invested 120 core taka to implement gas separation machine in Bangladesh factory. Their machine is very advanced than other gas separation technology in Bangladesh. Linde didn't just buy advanced technological machinery, they also recruited very skilled engineer to maintain them. This way they can ensure the machines are running properly and nothing can hamper the production. Linde also implemented advanced security system and healthcare machine. The pipe machine is one of the first-class machines that can produce very durable pipe for the industries.

2.2.4 Barriers to entry

The political environment is the main barrier for entering in the market. Sometimes the local companies don't want any foreign competitor which is very reputed than their company. The government has charged VAT for the company. Even Linde is facing some barriers after coming to Bangladesh. Sometimes, Linde need to import some raw materials from the other country. As a result, they have to deal with the export-import law of Bangladesh. Sometimes, customs don't accept the product in the port and this is one of the barriers. For this type of industry "Capital" is also a barrier because the machineries are quite expensive and so does the maintenance cost.

2.2.5 Supplier Power

There are several suppliers of Linde. In order to buy from supplier at first Linda make a list of suppliers and what they are offering at what price. Then they pick a supplier with good quality product and price then they move to the agreement contract. So, as we can see there are multiple supplier to supply the goods and raw materials, we can say supplier power is low to Linde. Linde can pick any supplier which will provide quality goods with reasonable price.

2.2.6 Buyer Power

As I mentioned before that there are low competitors of Linde. Compare to other industrial gas industry, Linde is huge and so they have the power here. Again, Linde just don't sell one type of gas. They have multiple type of gas product. They sell three main type of gases. Such as medical gas for hospitals, industrial gas for industries, food & beverage type of gas for food and beverage companies. There is multiple buyer. The quality of the product is first class. So, buyer power is low. If the buyers want good quality products then Linde is their best option.

2.2.7 Threat of Substitutes

There are no substitutes of their products. Oxygen cannot be replaced by carbon dioxide and carbon dioxide cannot be replaced by nitrogen. All of their gas products have different area of usage. However, there are substitute companies. For example- Hospitals can buy oxygen from Islamia Oxygen or Spectrum Oxygen instead of Linde. Again, as Linde also sales welding machine, industrial pipe & forklift cars, these products do have some subsidiary products.

2.2.8 Industry rivalry

Linde have some competitors. Such as, Islamia oxygen, Spectrum oxygen etc. They also do gas business but they are not as big as Linde. As I said before Linde provides not only gas buy also other type of products such as Industrial pipe, welding machine and forklift car. So, the product market is well diversified and there are several competitors for different areas. RFL is one of the competitors of Linde if we consider the pipe business of Linde. Although other than Linde, RFL also does B2C business. So RFL is a serious competitor of Linde Bangladesh. Linde should go for B2C business if they want to overcome the challenging situation.

CHAPTER III: INTERNSHIP EXPERIENCE

This chapter is completely based on my internship experience in Linde. It emphasizes on my position, duties, responsibility, and training, contribution to departmental functions, evaluation, skill applied, new skills development and application of academic knowledge.

4.1 Position, duties, and responsibilities

In Linde, I was officially recruited in procurement department but as accounts department also needed some assistant, I had to work for accounts department too. My duties are given below.

Record Vendor History: In procurement department, I was assigned to record the vendor history according to the vendor code and contract date. I had to ensure which vendor is our recent vendor, which vendor contract has expired and record their contract information.

Making M/S File of Contract Papers: In procurement department, I had to make soft copies of the contract papers. The contract papers are the legal document and it only comes as a hard copy which makes it difficult for us to store that contract paper in the server. My task was to make a soft copy of those papers and send it to Imam Hossain Khan so that he can store them in the database.

Recording Pay Order Data: In procurement department, recording the pay order data was also one of my tasks. Whenever a pay order was made, I had to put the PO number in the excel sheet.

Updating New VAT certificate: In Accounts department, I was assigned to update the new VAT certificate of the vendors. The new bin number is currently 13 digits. My job was to call the vendors to email me the PDF version of the VAT certificate and then print the hard copy and bind them in a file. Sometimes it gets harder to find the number of the vendors because I had to collect them from my boss. Some numbers were

inactive and unavailable. It was a challenging time just to find the active number and the active email address of the vendors.

Updating Active & Inactive Vendor: In procurement department, I was assigned to update the active and inactive vendors from the contract agreement document. Everything was done by excel. I had to go through the contract agreement just to find the effective contract date and when the contract will expire.

Making Softcopy of Import Application: In Procurement department, making a softcopy of import permission to CCI&E was also part of my work. Sometimes customs don't want to release our imported goods. That is why we had to make an application to CCI.

Updating & Adding VDS Data: In Accounts department, VDS means "VAT Deduction at Source". In Accounts department, I had to update the amount of VDS with the submitted date, chalan number and bank name in the excel file and send them to our revenue specialist.

Recording VAT Return Data: In Accounts department, I had to record the VAT return data from the hard copy. After recording the VAT return data, I cross checked the amount using back calculation so that I can find the error. If there were any problem with the file, I had to go to the revenue specialist and collect the correct files again to input the data in the Excel file.

Recording AIT: In Accounts department, I was assigned to make a record of our "Advance Income Tax" amount with specific date, document number and chalan number. Then I had to cross check the amount to see if those amounts were not mistaken.

Updating Bill Payment with VAT Chalan Number & Chalan Date: In accounts department, I was assigned to update the bill payment data from multiple file to a single combined excel file. I had to sort them according to the VAT chalan number and date. Then submit those copies to our revenue specialist as well as the hard copy of the file.

Record Invoice, Bill of Entry & Letter of Credit Data: In Procurement department, I was assigned to record the invoice from hard copy and make an excel softcopy. I had to check the bill of entry number and letter of credit number. Then I put the bank name and invoice amount in the excel with the submitted date.

Checking Insurance Paper: While I was in Linde, I was given a task to check insurance document of several insurance company. I was told to check whether or not the insurance company submitted the right document or not. There were some criteria that the insurance company needs to be fulfilled to get approved and work with Linde. Such as submit the RJSC copy, letter of incorporation, VAT certificate, at least 6 years annual data, profit sharing, insurance evidence, previous insurer etc. Some insurance company failed to submit the right document and so I had to mark them and notify the HR department.

Update the Product Unit Price of Vendors: In Procurement Department, I had to update the product price of vendors. When the price changes, I had to go through the excel sheet and update the specific product price. Again, if there is any new product then I had to add it in the list too.

Making Unpaid Dividend List: In Finance Department, I was asked to make a list of the unpaid dividend. I was given the shareholder name, mobile number, BO ID number, bank account number, routing number and make an excel to organize the data in the softcopy.

Organize the Hard Copy of Subscription file: In Finance Department, I was given the hard subscription copy of Grameenphone. This copy includes data plan, minute plan, SMS plan, MMS plan information etc. My task was to organize them with a given sequence and identify the missing number document. Then I hand it over to my superior and notify the missing numbers and files.

In procurement department, I was assigned to contract vendors, check the papers whether it is right or wrong and finding which document is missing in main contract document & notify to my boss. For example- If I can't find the BIN number (VAT

certificate) then I mark it and notify my boss. Also, I had to record the vendor name, agreement type, effective date & expire date in Excel.

In accounts department, I was assigned to record the VDS and TDS data in excel and give them to the revenue specialist. Moreover, I was assigned to separate the VDS rent from the various party and update the amount in excel.

4.2 Training

In Linde, I wasn't given any special training. I special training requires a long time. However, I was given simple training such as how to print, scan, store file in office server etc. Again, I was trained to understand VAT return document and contract agreement. I was trained to identify the missing document such as Bank Guarantee (BG), Bill of Entry (BE), Bill of Lading (BL), Purchase Order (PO), Letter of Credit (LC), Invoice Number (IN), Bank Routing numbers, BO number etc. I was supposed to work in SAP software but since I'm not an internal employee, they couldn't share any confidential information with me. Again, it is costly even to make an account in SAP. This is why I was not able to neither work in SAP software nor learn it from there. Other than software training I was trained to talk with suppliers and bidders. I was trained to negotiate with them and what documents I need in order to work with them. This improved my non-verbal skill and I believe it will help me in the future.

4.3 Contribution to departmental functions

As I mentioned before I was an intern in Linde Bangladesh. I wasn't given any confidential information nor work with them. However, in October we got a notice from National Board of revenue (NBR) that we avoided more than 10 core taka VATS. On the other hand, we still got the softcopy (PDF) of all the VDS we submitted in the bank. My job was to find those softcopies from database then print them. I had to input all the data from the printed copy and store them sequentially (According to months and years). Finally, after organizing the printed copy I had to scan them again and combine those scanned copy so that nobody has to go through that hassle situation. It will be easier to find those copies in future because I organized them and scanned them for future. After that I hand over all the excel file as well as hard copy to revenue specialist

so that they can submit those files to NBR as a proof that they didn't make any mistake. They don't have to pay 10 core taka anymore because now Linde Bangladesh has proof. Again, as I was an intern, my work is to assist my supervisor in his work as well as other department.

4.4 Evaluation

In Linde, I was evaluated every day by our CFO. Our CFO always come to monitor our department. While I was working, he always came to me and ask me what I was doing. I had to explain all the work and the task I was given by my boss and how efficiently I was doing them. For example- While I was giving VDS entry in excel I was asked how I can verify the challan number. So, I said, I have to go the "Office of the Controller General and Accounts" website and type the challan number, bank name and the date challan was submitted and verify that the copy is still on government server. Again, when I was asked how I know that the all the VAT return data are collect in the excel sheet, I replied that I used backward calculation in order to see if the amounts are correct in excel.

4.5 Skills applied

Skills are the expertise that helps us to do particular job and our everyday tasks. It means the ability to do something well. In Linde, the most useful skill that I used was my software skill. I had to store and update all the information in excel. Which means excel was the skill that helped me to complete my daily task here. Theoretical knowledge wasn't very useful here. Although my analytical skills helped me to understand the results in excel. MS word was also useful here since I had to make a contract paper using the given format. I never had any experience with ERP software and so I could never use it. Another skill helped me to communicate with the vendor which was my non-verbal skill.

4.6 New skills developed

In Linde, I improved my excel skill. I thought I knew most of the functions of excel but I realized that so far, I knew around 10% of excel. There is so much to learn and so much to know in excel. I learned how to work in Excel using PivotTable. I also learned how to

scan, photocopy and print. I also learned how to make a contract paper with the vendor. Communication skill is also one of the vital skills which I developed in here since I had to contact with the vendor and bidders. I also learned how to arrange the document and how to store them in the server. Moreover, I learned how to manage my time efficiently to do certain task. Again, my non-verbal skill developed while I was working there since I had to directly call the suppliers for necessary documents. Sometimes even suppliers forget to include their new updated VAT certificated. This is why sometimes the bill gets stuck. My job was to call the supplier and collect their new 13-digit BIN number. I realized that work can be done very smoothly if an individual knows what he is doing, why he is doing and how he should do it.

4.7 Application of academic knowledge

In Linde, I use a few of my academic knowledge in my department. Most of the time I had to work in the excel and MS Word. So, I had very little chance to apply my academic knowledge to complete my task. The most useful course of my university was “Taxation” where I learned about income tax and some concept of VAT. This is probably the only knowledge I applied to complete my task for accounts department. While I was in procurement department, I didn’t use any academic knowledge because as I said earlier I had to work in excel & MS word to make contract agreement and to store information. Again, in Procurement department I had to directly call the bidders and notify them if they want to buy the scrap materials whichever is available. While I was working in the Procurement & Accounts department, I realized I don’t need academic knowledge to do my daily task. It is the technical knowledge which was the most important to do my task. Since every time I had to sit in front of the computer, store data, check them and email them to my supervisor, I didn’t have too much chance to use my academic knowledge in any of those fields.

CHAPTER IV: CONCLUSIONS AND KEY FACTS

5.1 Recommendations for improving departmental operations

Before starting this part, I just want to say that it is very hard to give a recommendation to a giant company based on my 3 months internship. I realized that this company is well organized compare to most of the domestic companies. As I worked in procurement & accounts department, I saw that these departments are very co-operative with each other. The employees are highly skilled and very knowledgeable about their roles and activities. Here is my own recommendation that can probably help Linde to survive in the competitive business environment.

- While I was doing intern in Linde, I realized that they do not own any transportation vehicles. Linde always uses the third party such as AH Khan Transportation as their delivery partner. I believe it is an effective way to do business. However, I also believe that Linde should buy their own vehicle for the delivery of their product. This way they can use the car at its full potential and they don't have to create any third-party contract with another company.
- Again, the security system is pretty heavy inside Linde as well as inside the delivery vehicles. Everything is equipped with security camera. However, none of them are owned by Linde. I truly believe that they should buy their own security camera and engage their own engineers.
- Linde should focus on making new innovative products. They are doing B2B transaction but I believe they should do B2C transaction. They can make small cylinder to provide oxygen to individual customers. There are many people in Bangladesh who suffers from breathing problem. The small oxygen cylinder could solve this type of problem.
- Linde always follows the safety rules inside its office as well as factories. But they should teach their client about the usage of their product and what they should do if the gases cause any problem.

- Linde's office is pretty good but I believe workplace environment can be improved using new interior design.
- Again, Linde should update their office software. While I was working there, I saw that they are still using the backdated version of Microsoft word & Microsoft excel. The update is important for more security and to prevent data hijacking.
- Linde's global banking partners are HSBC and Standard Chartered Bank. While I was working there, I saw several problems with HSBC. While Linde ask for letter of credit from HSBC, they always ask for unnecessary documents such as Bangladesh Bank, CCI&E and Customs certificates. These documents are neither part of the deals nor the regulation to make an LC. This creates a problematic situation. This is why our import duration increases and we fail to deliver the products in the targeted time. I do believe that HSBC is a very reputed bank but I also believe that both parties should sort their problem through discussion.
- Linde should make transportation service for its employee. While I was working here, I realized that there wasn't any direct transportation service to Linde or tejgaon area. So, I think they should make some investment on transportation service and hopefully it will also increase the employee satisfaction.
- Again, Linde should go for promotional activity. I barely saw any advertise of Linde Bangladesh Limited. If they can advertise about their product then I believe they can increase the revenue more than the recent revenue. It can help to ensure even better growth of the company.

5.2 Key understanding

While I was doing my internship at Linde, I realized a lot of things. I got an idea how a reputed MNC works and how to handle immediate problems. I figured out that it takes quite a bit of experience to work in a MNC like Linde. Most of the employees in here have a lot of experience in a dynamic environment and they are highly qualified for the post. Most of the employees in the accounts department are CA/CMA/ACCA degree holders. The same goes for the procurement department. Again, Linde has an employee-friendly environment and a very attractive salary. Moreover, by observing Linde's employees, I realized that most of the employees are satisfied.

Through my internship, I realized I used very few of my academic knowledge. Most of the time, I was doing my work on Microsoft Office Excel and Microsoft Office Word. On the other hand, another skill I needed to know is how to operate SAP software in order to work here. Most of the time, the employees work on SAP software. So, I think I'll develop this skill for the future. The company itself is huge and it is not possible to understand everything at once. Different cultures of people work here with different interests in mind. In Linde, I realized I wasn't dependent on my academic knowledge. Rather than that, I used my technical skills to complete my daily tasks. I realized, to operate here, an individual should know how to operate a computer as well as the individual should know Microsoft Word, Excel, SAP software skills. The individual should also know how to negotiate with the suppliers while making a contract. Moreover, the individual should know how to manage time efficiently and effectively to ensure the targeted margin. I realized that my work can be completed very smoothly only if I know what I am doing, why I am doing it, and how I should do it.

5.3 Conclusion

In this report, I discussed about Linde Bangladesh Limited, its history, mission & vision, products, customer mix, the growth analysis, and the internship experience I had from this giant company. I tried to use some external economic factors in this report which I learned through my academic process. As an international company, Linde ensures its

employee safety, company growth effectively and efficiently. As I discussed in the company analysis part and showed some graph which indicates the growth of the company. Linde Bangladesh has grown a lot and I believe it will grow a lot more than this. However, as a gas industry they should work on making advertise of their product. They should also focus on new innovative products. Linde knows how to do their business and how to stay above the profitability margin. Although there are multiple barriers and challenges which prevents Linde to operate properly in Bangladesh. However, Linde managed to overcome all the barriers and managed to operate in Bangladesh using their research and alternative solutions. The industry can grow much further if they invest on making new innovative product in this competitive market. As it is already a well reputed company, people can easily trust Linde and buy their new products. Again, they should go for more promotional activities so that everyone can recognize the brand name. In my past 3 months, I learned a lot of things. I gained a really good corporate life experience with some wonderful people. So far, I can say that my experience inside Linde Bangladesh was remarkable. The friendly environment and the people will always stay in my memory.

Reference

- accountingtools. (2019, January 23). *vertical-analysis*. Retrieved from <https://www.accountingtools.com>:
<https://www.accountingtools.com/articles/2017/5/17/vertical-analysis>
- bracu. (2010). *Intern report On Rabi Anxiata*. Retrieved from <http://dspace.bracu.ac.bd>:
<http://dspace.bracu.ac.bd/bitstream/handle/10361/719/06204008.pdf?sequence=4>
- Chowdhury, R. (2016). *Internship Report on Electrode Market and the Branding Strategies of Linde Bangladesh*. Dhaka: BRACU.
- Gosh, P. (2018). *Marketing and Sales of Industrial Gases of Linde Bangladesh*. Dhaka: United Inerenational University.
- linde. (2014). *Annual Report 2014*. Retrieved from <http://www.linde.com.bd>:
http://www.linde.com.bd/en/images/Linde%20AR%202014_Final%20_tcm391-165157.pdf
- linde. (2015). *Annual Report 2015*. Retrieved from <http://www.linde.com.bd>:
http://www.linde.com.bd/en/images/Linde%20BD%20AR15%20eng_tcm391-260929.pdf
- linde. (2016). *Annual Report 2016*. Retrieved from
http://www.linde.com.bd/en/images/2016%20Annual%20Report_EN_tcm391-409589.pdf:
http://www.linde.com.bd/en/images/2016%20Annual%20Report_EN_tcm391-409589.pdf
- linde. (2017). *Annual Report 2017*. Retrieved from <http://www.linde.com.bd>:
http://www.linde.com.bd/en/images/2017%20Annual%20Report_EN_tcm391-468466.pdf
- linde. (2018). *Annual Report 2018*. Retrieved from <http://www.linde.com.bd>:
http://www.linde.com.bd/en/images/AR%20Eng%20April%202011%20Inter_tcm391-536158.pdf
- linde. (n.d.). *about_linde_bangladesh*. Retrieved from <http://www.linde.com.bd>:
http://www.linde.com.bd/en/about_linde_bangladesh/index.html
- Linde Bangladesh Limited. (n.d.). *Home*. Retrieved from www.linde.com.bd:
www.linde.com.bd/en/index
- linde. (n.d.). *Investor Relations Financial Statements*. Retrieved from <http://www.linde.com.bd>:
http://www.linde.com.bd/en/investor_relations/financial_statements/index.html

linde. (n.d.). *Medical Oxygen Service*. Retrieved from <http://www.linde.com.bd>:
<http://www.linde.com.bd/en/mos/index.html>

Lya, S. N. (2010). *Standards and effects of Employee Satisfaction at Robi*. Dhaka: BRACU.

Staff, M. F. (2016, October 24). *How to Interpret the Vertical Analysis of a Balance Sheet and Income Statement*. Retrieved from <https://www.fool.com>:
<https://www.fool.com/knowledge-center/how-to-interpret-the-vertical-analysis-of-a-balanc.aspx>

TUOVILA, A. (2019, Aug 28). *horizontalanalysis*. Retrieved from <https://www.investopedia.com>:
<https://www.investopedia.com/terms/h/horizontalanalysis.asp>

wbmdfc. (n.d.). *Declaration of the Student* . Retrieved from <http://www.wbmdfc.org>:
http://www.wbmdfc.org/uploaded/bizFile/10_SELF%20DECLARATION%20BY%20THE%20STUDENT.pdf

Appendix

Balance Sheet

As at 31 December

Particulars	2018	2017	2016	2015	2014
Assets					
Property, plant and equipment	3,445,462,000	3,218,638,000	2,543,935,000	1,914,405,000	1,535,145,000
Intangible assets	11,755,000	18,699,000	26,412,000	34,618,000	43,207,000
Advances, deposits and prepayments	90,757,000	80,500,000	74,390,000	49,094,000	75,647,000
Non-current assets	3,547,974,000	3,317,837,000	2,644,737,000	1,998,117,000	1,653,999,000
Inventories	842,895,000	683,575,000	728,622,000	652,561,000	727,924,000
Trade and other receivables	618,969,000	608,505,000	487,824,000	435,235,000	470,955,000
Advances, deposits and prepayments	224,415,000	180,886,000	217,181,000	193,001,000	139,752,000
Investment	10,753,000	10,535,000	10,299,000	60,000,000	0
Current tax assets	0	11,113,000	0	0	0
Cash and cash equivalents	1,604,221,000	1,132,356,000	1,391,223,000	785,187,000	813,778,000
Current assets	3,301,253,000	2,626,970,000	2,835,149,000	2,125,984,000	2,152,409,000
Total assets	6,849,227,000	5,944,806,000	5,479,886,000	4,124,101,000	3,806,408,000
Equity and Liabilities					
Share capital	152,183,000	152,183,000	152,183,000	152,183,000	152,183,000
Other component of equity	16,069,000	9,915,000	0	20,174,000	20,174,000
General reserve/retained earnings	4,304,151,000	3,513,559,000	3,032,714,000	2,613,281,000	2,434,697,000
Equity attributable to owners of the Company	4,472,403,000	3,675,657,000	3,184,897,000	2,785,638,000	2,607,054,000
Non-controlling interest	0.38	0.73	0.2	0.2	0.2
Total shareholders' equity	4,472,404,000	3,675,658,000	3,184,899,000	2,785,640,000	2,607,056,000
Employee benefits	155,465,000	161,342,000	139,007,000	121,962,000	183,864,000
Deferred tax liabilities	327,328,000	299,171,000	115,776,000	133,561,000	115,775,000
Other non-current liabilities	248,235,000	235,499,000	215,861,000	211,423,000	207,116,000
Non-current liabilities	731,028,000	696,012,000	470,644,000	466,946,000	506,755,000
Trade and other payables	1,413,511,000	1,411,322,000	1,469,399,000	719,006,000	528,529,000

Provision for expenses	146,017,000	161,814,000	136,355,000	70,259,000	59,721,000
Current tax liabilities	86,267,000	0	218,589,000	82,250,000	104,347,000
Current liabilities	1,645,795,000	1,573,136,000	1,824,343,000	871,515,000	692,597,000
Total equity and liabilities	6,849,227,000	5,944,806,000	5,479,886,000	4,124,101,000	3,806,408,000

Income Statement					
	As at 31 December				
Particulars	2018	2017	2016	2015	2014
Revenue	5,460,190,000	4,941,799,000	4,270,585,000	3,933,185,000	3,984,482,000
Cost of sales	3,177,097,000	2,632,227,000	2,290,426,000	2,243,767,000	2,400,925,000
Gross profit	2,283,093,000	2,309,572,000	1,980,159,000	1,689,418,000	1,583,557,000
Other income/(loss)	30,539,000	-18,847,000	-3,085,000	18,361,000	1,611,000
Operating expenses	906,805,000	933,955,000	743,510,000	801,754,000	717,094,000
Profit from operations	1,406,827,000	1,356,770,000	1,233,564,000	906,025,000	868,074,000
Net finance income	29,335,000	16,009,000	19,833,000	21,584,000	27,630,000
Profit before contribution to WPPF	1,436,162,000	1,372,779,000	1,253,397,000	927,609,000	895,704,000
Contribution to WPPF	-71,814,000	-68,645,000	-62,675,000	-46,386,000	-44,791,000
Profit before tax	1,364,348,000	1,304,134,000	1,190,722,000	881,223,000	850,913,000
Income tax expenses	360,700,000	351,522,000	309,634,000	230,872,000	230,903,000
Profit	1,003,648,000	952,612,000	881,088,000	650,351,000	620,010,000
Other comprehensive income	6,154,000	9,915,000	-9,915,000	0	0
Total comprehensive income	1,009,802,000	962,527,000	871,173,000	650,351,000	620,010,000

Date: 23 September 2019
Ref: HR/Intern/2019/255

Md. Adnan Hoque
House-2, Road-8
Shakertac, Mohammadpur
Dhaka 1207

Subject: Industrial Attachment.

Dear Mr. Adnan,

We are pleased to accept you as an intern in our Company on temporary basis starting from 19 September till 31 December 2019 at our Corporate Office which is part of your academic requirement.

You will be attached to our Procurement department and will be assigned a supervisor. The concerned supervisor will arrange a project/assignment for you to work on and provide necessary support and guidelines as required.

You would be entitled to have lunch on all work-days at our Corporate Office canteen at company cost. In addition, our Company will pay Tk. 7,500.00 (Taka seven thousand five hundred) only per month as out-of-pocket expenses.

It is expected that you would abide by our Company rules and practices relating to industrial attachment program during your stay and on completion, submit a report to Human Resources Department for record and reference.

Thank you.

Best Regards,



Saiqa Mazed
Head of Human Resources

Linde Bangladesh Limited (Formerly BOC Bangladesh Limited)
Corporate Office
285 Tejgaon Industrial Area
Dhaka 1208, Bangladesh

Telephone PABX +880.2.8870322-7
Facsimile +880.2.8870336,
+880.2.8870329
www.linde.com.bd