

Internship report

Procurement management practices by CMT (Compagnie
Mauricienne De Textile LTEE):

A hands-on practice through 'SAP-business one' software





Internship report

On

Procurement management practices by CMT (Compagnie
Mauricienne De Textile LTEE):

A hands-on practice through 'SAP-business one' software

Submitted To

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Submitted By

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BBA Program

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Date of Submission: 7th June, 2018

Letter of Transmittal

Date: 7th June, 2018

To: The Intern Supervisor

Mr. Sarker Rafij Ahmed Ratan

Assistant professor

School of Business and Economics

United International University

Dhaka, Bangladesh.

Subject: Submission of Internship Report.

Dear Sir,

This is a great pleasure for me to submit the internship working Report on “Procurement Management Practices by CMT (Compagnie Mauricienne De Textile LTEE) a hand on practices on ‘SAP business one’ software”. The analysis in the report is based on the data and information found during my internship period. I expect this report is informative as well as comprehensive

The report gives in-depth information about CMT Limited, my job responsibility and internship outcome. I give my best effort to make it a worthy one. There are few limitations due to lack of time and other reasons, but I have tried my level best to make it as correct as possible and I have tried my best to gather related information from all available sources. With my limited knowledge, I will try my level best to prepare the report worthwhile.

Yours sincerely,

Dipto Ghosh

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Declaration of Student

This is to notify that this report “Procurement Management practices by CMT (Compagnie Mauricienne De Textile LTEE): a hands on practices through SAF-Business one software” has been prepared as a part of my internship formalities. It is a compulsory part of my Bachelor of Business Administration (BBA) program to submit an internship report.

Moreover, I was inspired and instructed by my supervisor Mr. Sarker Rafij Ahmed Ratan, Assistant Professor, Business school and Economics, United International University, Dhaka.

Yours sincerely,

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Acknowledgement

In the beginning I would like to express my deepest gratitude to the almighty god for whose favor I am able to finish the task on time. I am thankful to many people for their inspiration and support during the whole time I was working on this report. I am very grateful to my internship supervisor; honorable Mr. Sarker Rafij Ahmed Ratan, Assistant professor, school of Business and Economics, United International University, for his excellent supervision to me during the whole time of internship period. Without his assistance, I would not have been able to complete my report successfully.

I am very much grateful to my Supervisor, Mrs. Umme Sadia Islam, Manager, and HR & General Purchase for giving me the opportunity to complete my internship at CMT limited. They provided valuable information and relevant data. I am sure that their dynamic managerial activities will give inspiration to anybody to build one's career properly.

I also want to thank to thank Mrs. Kasmira Sharmin, officer, General purchase department. For her close supervision and all the individual of CMT limited, for their support that I have been provided for preparing my report.

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Executive Summary

The report focus on the introducing SAP business one software and the lesson learned from the internship program in CMT Limited (Compagnie Mauricienne De Textile LTEE) .SAP business one is one of the most popular business management information system and providing the real time data about the business organization. SAP business one very suitable For the Bangladeshi market for its cost, efficiency and profitability. It is specially for the small and mid-size business .it can storage all the information necessary for the customer and the organization on that case it is very easier for an organization to maintain a good customer relationship. Many companies have already implemented SAP business one Software. CMT limited is one of them. CMT limited become successful due to use SAP carefully.by using The 'SAP business one software' it is very easier for an organization to maintain their regular activities.in the report focus on the introducing SAP business one and its activities. In a word SAP business one is suitable and future proof for a company.

Chapter-1: Background of the Report



1.1 Background of the Report

During my internship at (CMT) Limited, I got the opportunity to know about SAP business one software. SAP is the leader of ERP industry in the world, where 70% of first world economy is depends on SAP completely. Few Bangladeshi large companies have already implemented and few are on implementation stage.

For Bangladeshi market SAP business one is a most suitable, flexible and affordable software. SAP business one is a fully future proof software system that would allow the companies to provide better services, analysis the competitor and provide other benefits.

The internship program at Compagnie Mauricienne Textile (CMT) Limited has given me a scope to learn about the organizational behaviour through corporate environment as well as given me an insight of office environment through increasing my practical knowledge. My experience involved with the General Purchase department under SAP-Business one software related work on CMT Limited and in this regard I have selected the topic “**Procurement management practices by Compagnie Mauricienne De Textile LTEE (CMT) hands-on practices through SAP-Business one software.**” to prepare an internship affiliation report.

1.2 Objectives Of the Report

Primary Objectives:

- ✚ To fulfil the requirement for the completion of graduate (BBA) program.
- ✚ To prepare an internship affiliation report based on the internship experience.

Secondary Objectives:

Besides the main objective, the internship project has some specific objectives, which are given in the following:

- ✚ To provide a brief overview of CMT Limited.
- ✚ To describe the functions of General purchase department of CMT Limited.
- ✚ To know about SAP business one detailed
- ✚ To identify the relevant challenges and constraints associated to CMT Limited.
- ✚ To provide some suggestions to cope up with the challenges and constraints identified.

1.3 Scope of the Report:

The report has secured and immediate and backhanded parts of SAP business one software. Moreover the report focuses on the SAP business one implementation by CMT limited.

1.4 Methodology:

To prepare this report information has been collected from both primary and secondary sources. Details are given below:

Primary sources:

Primary data have been collect from several face to face interviews with officials from different department. The information provided by them is very crucial for this report.

Secondary Sources:

Secondary information gathered from the web and distinctive articles and sources have been given to the reference part.

1.5 Limitations of the report:

A few constraints have been faced for collecting data, analysing and representing them. The general constrains of the report are given below:

- ✚ Some statically and qualitative data are needed to attach in the report but I could not attach because of lack of information
- ✚ As I was an intern in General purchase department so it was difficult for me to take interview with the other departments people and collect other departments information
- ✚ Because of organizational confidentiality I could not gather much information regarding SAP business one.

Chapter -2: The Organization and its product and activities

2.1 The organization: introduction

Compagnie Mauricienne de Textile Ltée (CMT) is a leader of global jersey wear, CMTs headquartered in Mauritius with marketing offices in UK, France and soon opening in New York. CMT has the largest vertically-integrated manufacturing plants for its market investment in world class facilities.

For the finest clothing brands and fast fashion retailers it specialised in product design and production. The company has the turnover around of US \$200 million and the employing people is around 10000. CMT is the number one textile and clothing industry in Mauricienne. In the country it also positioned among the top three fastest growing companies.

In 2010 CMT Bangladesh started its journey as a multinational company with CMI limited. Basically CMI limited is an investing company for CMT Bangladesh. In January 2011, CMI started Dignity Textile Mills Limited (DTML) in Baluka. In October 2011 CMI acquired Consumer Knitex Limited (CKL) as a sign of growth. In July 2016 CMT started a new factory is CKL Unit 2 (TRISHAL)



2.2 CMT History

In 1986 The Company started with simple and humble ideals but lived to the vision of becoming the world's leader in the jersey wear industry. On the company beginning stage The Company started with 30 employees and one sewing factory. It is a Mauritian company involved mainly in cut-make-trim operations. In 1990-96 the company developed into two fabric mills, three sewing factories. In 1997-2002 the company widened its services by opening of a high-tech dyeing plant, starting to product design and development services, opening a

new sewing plant, Expansion of embroidery and printing facilities into two fabric mills, five sewing factories and admin building. In 2003-06 the company started to upgrade its services by Opening of world-class spinning mills, Opening largest sewing plant in Mauritius, Consolidation of knitting and dyeing, by Investing into value-added processes, company upgrade into two fabric mills, six sewing factories and admin building its creativity and product design centre.

2.3 SWOT Analysis:

<p>Strength</p> <ol style="list-style-type: none"> 1.Raw materials are abundantly available 2.Increasing demand of natural fibres 3.Adequate organized Labour 4.Strong international ties 5.Operational efficiency 6.Low cost of skilled manpower 	<p>Weakness</p> <ol style="list-style-type: none"> 1.Lack of awareness 2.Lack of skilled human resource 3.Risk aversion amount key groups 4.Lack of information 5. communication gap created by incomplete knowledge of English 6.A small number of manufacturing methods
<p>Opportunity</p> <ol style="list-style-type: none"> 1.Machinery required is not complicated 2.Raw materials are cheap and within reach 3.Rising demand for defense products 4.Increased investment opportunity 5. Possibility to network expansion. 6. Increasing global demand. 	<p>Threats</p> <ol style="list-style-type: none"> 1.Uncertainties in value chain 2.Lack of clarity for all factors with in government as to support 3.Increasing number of producers 4.Climate change 5.Poor political and investment climate leading 6. Increased international competition.

2.4 Factory Know About in BD:

CMT LTD currently has 4 Production factories. In their factory have 5000 active workers and staffs. CMTs main produced product is Polo-Shirt, T-shirt, Jersey-wear, Women and Kids Wear. Their all product are exported to Hong-kong, United Kingdom, Spain, USA and Singapore.

- ✚ Dignity Textile Mills Limited also known as DTML located in Shreepiur, Gazipur. DTML has started its operation in January 2011. Now the factory is providing employment for about 1400 workers and staffs.
- ✚ Consumer Knitex Limited also known as CKL located Dhamsur, Valuka in Mymensingh. CKL has started operation in October 2011. Now the factory is providing employment for about 2000 workers and staffs.
- ✚ THISHAL (CKL-2) is a new setup and the largest factory for CMT BD located in Thishal, Mymensingh. This factory under construction and current employment is around 800, but the accommodation targeted for 4000 plus workers.



2.5 Mission Statement

From where we come... to where we're going.

We strive to be the number one world-class manufacturer of top quality garments and jersey wear, by investing in technology promoting training and development for our people.

By becoming a hub for learning, we will contribute to our country's social and economic development.

We are the Dream Team!

2.6. The operation and design of CMT Limited:

The company offers a full-package service to its customers, ranging from design to landed delivery in distribution centres in Europe and the US. Detailed operations include:

- Product design and development
- Yarn spinning and dyeing
- Fabric knitting, dyeing and finishing
- Cutting and sewing
- Printing
- Embroidery
- Garment wash and dyeing
- Landed delivery into distribution centres

CMT meets the unique and ever-changing needs by control over the supply chain of the customer .by this way it become reliable to its customer.

2.7 CMT Key Asset

They consider their staff more than an employee like a family member. They always motivate their employees by different types of activities. That reason employees are try to work hard for their company.

The key assets of CMT Limited are given below:

-  **Product design and development:** Synergetic teams of designers, fabric and garment technologists provide avant-garde and trendy designs through R&D.

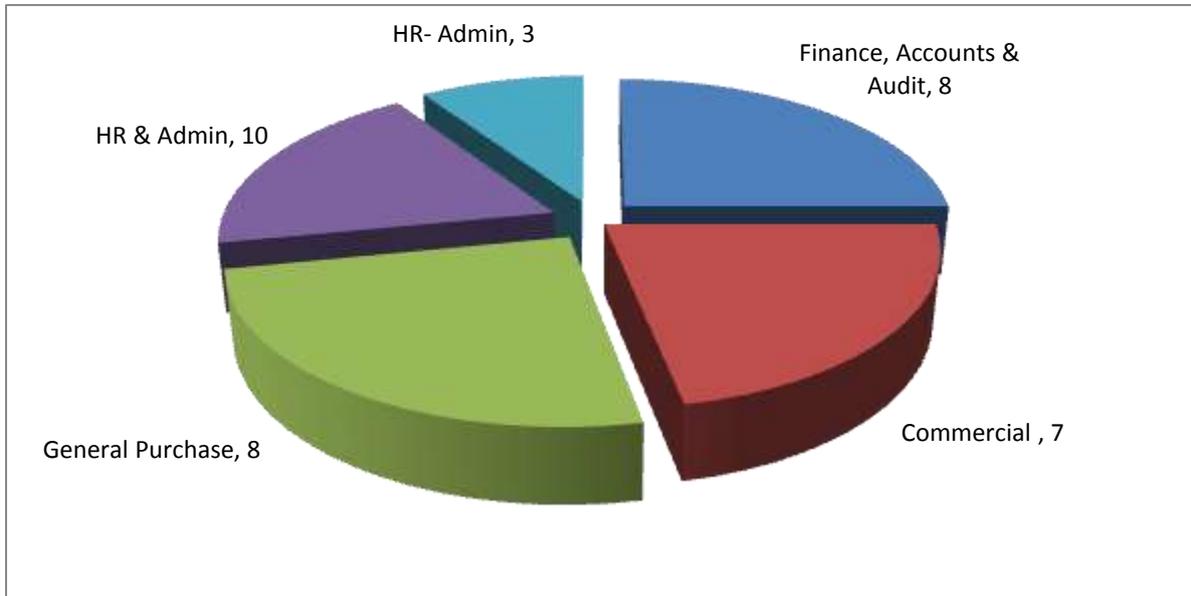
- ✚ **Information and communications technology:** Information and knowledge-based systems operate on a wide-area network to enable online information on order status and analysis to allow constant update and communication with our clients.
- ✚ **Customer care and marketing:** A professional team of customer care and marketing executives' research fashion trends, analyse market information, and track production to offer timely and efficient service to high-street retailers.
- ✚ **Quality management:** The creative capability and dexterity is time and again put to test on the production shop floor. An independent quality management team ensures Right First Time products through systems-driven processes and procedures.
- ✚ **The perfect associate/ partner:** This perfect blend of highly talented individuals, experienced hands and focused minds collaborate to make every tomorrow better, bigger and more rewarding.

2.8 Department Overview

The head office of CMT consists of 5 Departments, Such as Finance, Accounts & Audit, Commercial, General Purchase, Accessories Purchase and HR-Admin.

- ✚ **Finance, Accounts & Audit Department:** This department deals with all kinds of payments associated with CMT BD and this department also works for maintaining integrity for all other departments.
- ✚ **Commercial Department:** This department handles all kind of import- export activity for CMT BD.
- ✚ **General Purchase Department:** This department buys all the factories items- equipment's needed for operations and production.
- ✚ **Accessories Purchase:** This department works for buying all the accessories items needed in factories for RMG manufacturing.

✚ **HR-Admin Department:** This department responsible for providing administrative aid in information management systems, payroll, and human resource.



Department Employee View

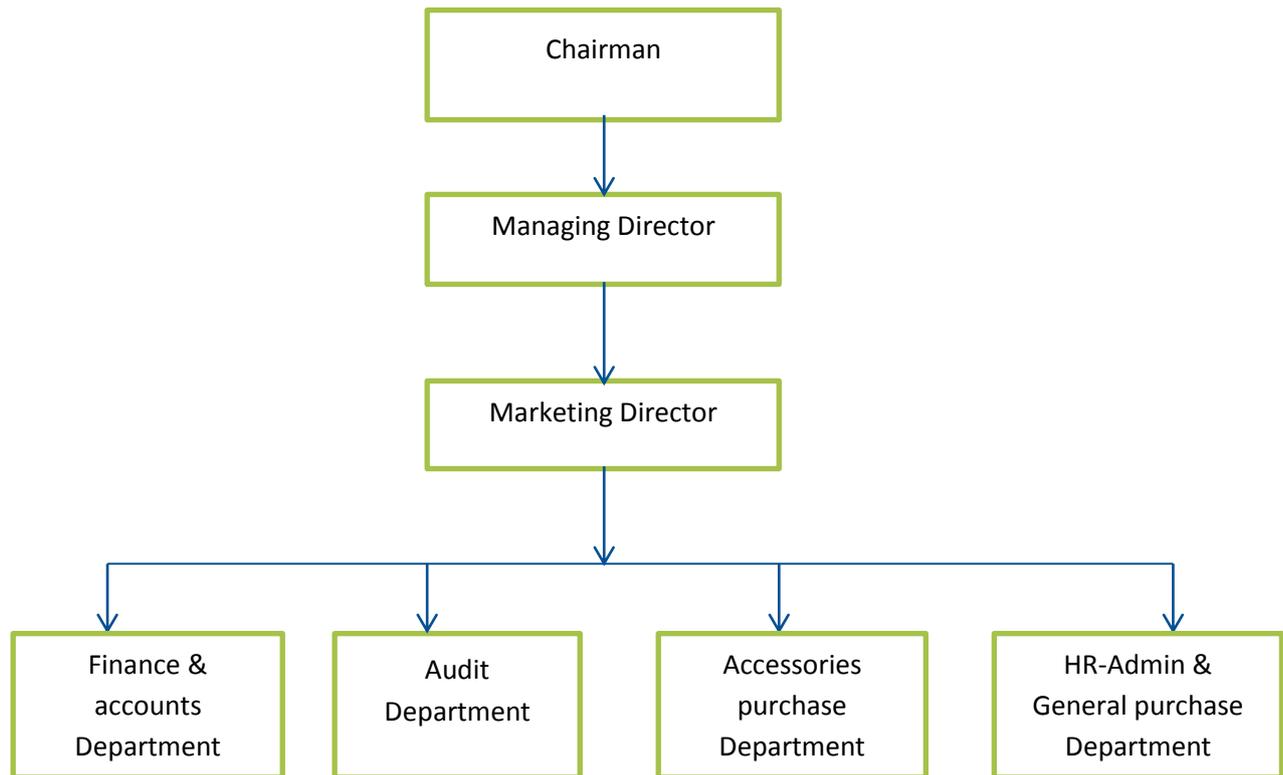
2.9 Corporate Social Responsibility

Every company have some responsibility to the society. CMT Limited is always concern about their social responsibility. They provide the proper guideline and training for their employees. They provide many incentives for their employee motivation. CMT Limited always concern about employees welfare and the work environment. They always protect employees' rights. Every year CMT limited sponsor different types of social work.

2.10 CMT Ltd at a Glance:

Name :	Compagnie Mauricienne Textile (CMT) Limited
Name in Short Form:	CMT Ltd
Year of Establishment :	1986
Executive Director:	<ol style="list-style-type: none">1. Mr Laval Ah Kine, Chairman2. Mr François Woo Shing Hai GOSK, Managing Director3. Mr Louis Lai Fat Fur GOSK, Managing Director4. Mrs Marie-Claire Woo Shing Hai, Marketing Director
Present Address:	Abroad Address - DBM Industrial Estate, Phoenix, Mauritius. Bangladesh Address- Unique Trade Center (UTC), Level-20, 8 Panthapath, Kawranbazar, Dhaka-1215.
Telephone Numbers:	(230)601-8888
E-mail:	info@cmt.mu

Company Organogram:



Chapter-3: Activities Undertaken & Lesson learned from the internship program

3.1 Work Related / Organization Wide

Collect price quotation from Market:

I used to go to the market and audit the different types of product price comparison and I had to report to my supervisor. On the basis of this report, the department head takes action on their supplier.

Create purchase order (PO):

I used to make Purchase order under SAF business one software on the basis of the comparative statement of supplier.

Segregate PO file:

I used to segregate purchase order. Basically PO file consist of including 4 copies (PO white copy, blue copy, green copy and yellow copy) white copy is for purchase department, blue copy include with the general file, green copy sent to factory and yellow copy sent to accounts department. By these PO copies the purchaser can easily found the PO number and the item he/she purchase before on which price and the name of the supplier. by the green copy the factory officer understand which item they receive and based on the yellow copies the accounts department can check the purchased item with its bills copy.

Prepare excel sheet based on general file:

I used to prepare excel sheet on the basis on the general file and I had to report to my supervisor. Based on the report the supervisor can follow up the activities of purchaser.

Product Delivery follows up:

I used to contact with supplier on regular basis for collect the update of product delivery. By these follow up i can informed to the purchaser about the supplier to deliver their ordered item on the due time or not. Unfortunately if the supplier becomes late on their product delivery it must be informed to factory.

3.2 Other Relevant Activities

In addition to my regular involvement in the purchase department, I have also done the following other relevant activities:

1. Sent message (Cheque Information) to suppliers,
2. Regular board update.
3. Scan PO (Purchase order) white copy and send to factory officer.

3.3 Lesson learned from the internship program:

The working areas I develop and improved in during my internship are the following:

- ✚ **Time management:** One of the most evident things I have learned so far is the importance of time management. I'm used to balancing a heavy workload. Ruling out the time management methods that don't work for me in the business environment and leveraging my time accordingly in a way that is efficient for me is a substantial lesson learned.
- ✚ **Public Relations:** I improved in this area. I have achieved this by writing blogs articles, web posting and communicating through the social media tools. This area has helped me develop and improve my English writing skills even more.
- ✚ **Work Effectively:** I want to learn how to work effectively. I have achieved this halfway my internship by working and using a to-do list. This to-do-list was emails that supervisor was sending throughout the day. The to-do-list existed of work that needed to be done first and had more priority than other daily tasks (clients' needs for example).
- ✚ **Work precisely:** I want to work more precisely. At the beginning of my internship, I noticed that there are lots of mistakes found in my work. Not only mistakes in spelling and grammar but also in delivering work that is not finished. After completion of my internship, I have improved in this area by reading, listening and focusing better on my work.

✚ **Improve communication skills:** It has also improved my communication skills. At the beginning of my internship, I realized that I didn't communicate often. This is because I was at the time unsecure about my English. Halfway my internship I have improved this by communicating more with the interns that I have worked with and talking to them about all kind different subjects.

✚ **Corporate Behaviour:** Corporate behaviour/style is different than the regular day to day behaviours. When I talk to Accounts officers, Manager or to anybody in office I maintained the corporate behaviour.

Chapter-4: The Activities of SAP business one software.

4.1. SAP business one:

Sap Business one is an affordable software.it integrated enterprise resource planning (ERP) solution. This software mainly designed for the small, medium and large subsidiaries to manage their entire company operations in a better way. The core functional area of SAF business one is finance, customer relationship management (CRM), warehousing and production management, purchasing and procurement, reporting and analytics. SAP business one provides the real time information.it helps boosts overall business performance. It offers flexibility to meet the business unique process requirement and challenges.

4.2. The difference between SAP business one and accounting software:

SAP business one is fairly different from all other software solutions available in the market mainly for small and medium size enterprise. The main difference between SAP business one and other accounting software is that the accounting software packages only handle the individual business function of accounting but the SAP business one handle the entire range of an organization business function. SAP business one works for all major functional areas of a business including: finance, human resource, purchase, sales, marketing and logistics etc.

4.3. Types of company are SAP business one designed to support:

SAP business one is a business management software.it specifically for small and mid-size businesses.it is a single, powerful application that can help an organization to practically manage every aspect of daily operation. SAP business one uses as the solution of following industries:

- ✚ Oil and gas
- ✚ Medical devices
- ✚ Food & beverage
- ✚ Manufacturing
- ✚ Wholesale Distribution
- ✚ Retail
- ✚ Professional Services
- ✚ Consumer products
- ✚ Engineering, construction and operation
- ✚ High tech
- ✚ Automobile
- ✚ Lumber and building materials etc.

4.4. Key functions of SAP Business one:

Financials	Sales	Service	Purchasing	Inventory	Production
<ul style="list-style-type: none"> Chart of accounts Journal entries Posting templates Recurring postings Exchange rates in multiple currencies Financial reports Budget mgmt Cost accounting Multiple posting periods Incoming payments Outgoing payments Payment run Bank statement processing Checks Credits Deferred payments Account reconciliation DATEV / ELSTER Fixed Assets SEPA 	<ul style="list-style-type: none"> Opportunity and pipeline mgmt Contact mgmt Activities mgmt Calendar Campaign mgmt Blanket agreements Quotations Purchase orders Deliveries Returns Invoices Dunning Price lists in multiple currencies Special prices Period and volume discounts Customer mgmt Gross profit calculation Microsoft Office integration 	<ul style="list-style-type: none"> Service mgmt Service planning Tracking across multiple customer interactions Equipment card handling Service Dashboards Service contracts Mobile Interaction Recurring transactions Human resource integration Knowledge database Service calendar Service call processing 	<ul style="list-style-type: none"> Purchase request Purchase quotations Web-enabled RFQ Purchase orders Goods receipt POs Goods returns A/P Invoice A/P Reserve Invoice Down-payment Invoice Request Cancel Marketing Documents A/P credit memos Landed costs Intrastat Import Process Workflow 	<ul style="list-style-type: none"> Item mgmt Item lists Price lists Goods receipts Goods issues Inventory transactions Transfers Serial number mgmt Batch number mgmt Pick and pack Recurring transactions Inventory Tracking Bin Location Multiple Measurements Inventory Counting 	<ul style="list-style-type: none"> Bills of material Item Sets Production orders Goods issues Goods receipts Production Dashboards GL Account Determination Life Cycle mgmt Item cost calculation Forecasts MRP Drop Ship Make to order Order recommendations

✚ Finance:

SAP business one handles all financial transaction including general ledger, account setup and maintenance, journal entries, and foreign currency adjustments .it helps to manage budget creation, budget tracking, allocation and distribution.

✚ Sales:

Helps user to form price quotations, enter customer order, set up delivers, update stock balances and manage all invoices and accounts receivables. It manages the entire sales process.it always maintains accurate pricing, eliminate duplication and increase efficiency.

✚ Purchasing:

It helps to maintain suppliers transactions such as issuing purchase order, updating stock numbers, handling returns and credits and payment processing,

✚ Reporting:

By the SAP business one application an organization can create powerful report for nearby every aspect of business.it helps to create customer and supplier debt, sales, cash flow, book keeping, warehouse stock, financial statements and more. SAF business one application helps an organization to maintain its organizational reports for faster and better decision making.

✚ Materials requirements planning:

It helps an organization to create production plan, the amount of material require for the production, buyer schedule and helps to manage items for production based on variety of criteria. SAP business one support all the production activities basic requirement.it helps to manage bills of materials, production orders and materials requirements accurately and efficiently.

✚ Stock control:

It helps to handles stock levels, item management, price lists, specific price agreement, transfers between warehouse and stock transactions

✚ Integral customer relationship management:

It helps to build a good customer relationship by controlling all information of customers. It helps to control suppliers' profiles, contact summaries, account balances and sales pipeline analysis.

✚ Bank transaction:

It helps to track all financial processes such as cash receipts, check writing, deposits, advance payments, credit- card payment and bank reconciliation.

✚ World class security:

It provides a best level security for an organization.it helps to keep system secure from the hackers and outside intrusion.

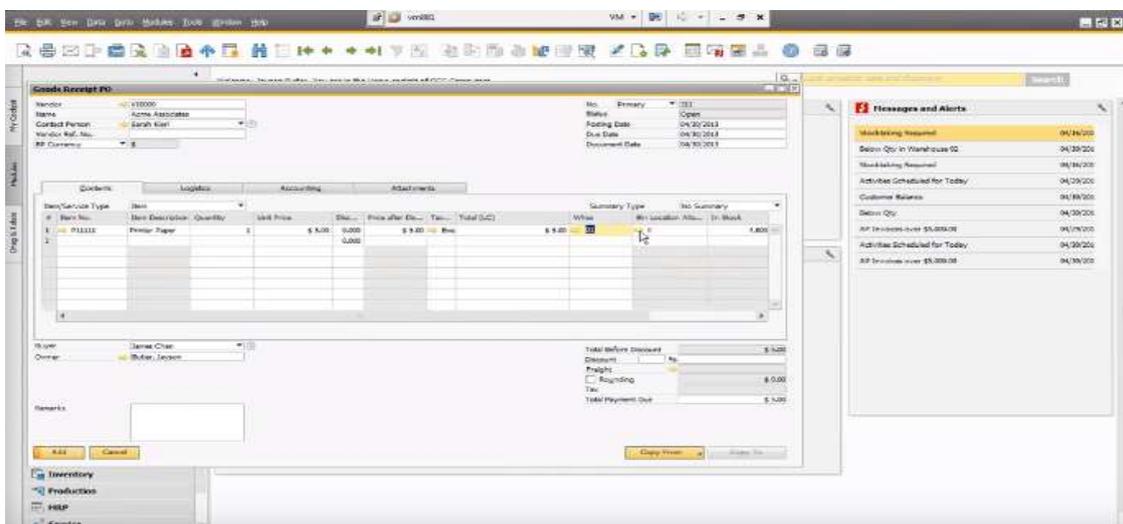
✚ Employee profiles:

Provides staff management functionality including employee details, contact information, and absence reports

 MRP	 Resources	 Project Management	 Reports	 Administration	 Administration
<ul style="list-style-type: none"> Period base Forecast Management Demand base / Forecast base Planning Order Recommendation 	<ul style="list-style-type: none"> Resource – Machine and Labour Master Data Managing capacity of each resource Setting up daily internal capacity 	<ul style="list-style-type: none"> Enablement of Internal %& External projects Define different stages of projects Planned /Estimated Cost Enable Of Subprojects Project Activity Bill of Quantity definition Open Issues related to project Enable to attach soft copy of documents related to projects Documents details attached to any project Details of Work Order released for any project Activities done in any projects 	<ul style="list-style-type: none"> RG 23A Part I RG 23A Part II PLA Pending C Form Pending D Form VAT Return D/S Comparison P/L Comparison Trial Balance Comparison Purchase Analysis Sales Analysis Project Stage Analysis Open Issues 	<ul style="list-style-type: none"> Exchange Rate & Indexes Company Details General Settings Posting Periods General Authorizations Document Numbering Document Setting Print Preference G/L Opening Balance Users User Defaults Sales Employees / Buyers Territories Change Password GL Account Determination Account Segmentation Currencies Transaction Codes Default Tax Groups VAT Tax Determination Withholding Tax Tax Declaration Boxes Countries Address Formats 	<ul style="list-style-type: none"> Customer Groups Vendor Groups Business Partners Properties Payment Terms Banks House Bank Accounts Payment Methods Bank Charges Allocation Codes Item Groups Item Properties Warehouse Unit of Measure Customs Groups Locations Period End Closing Approval Process – Stages, Templates, Status and Decision support Alert Management

4.5. Feature or Benefits of SAP business one:

- ✚ SAP business one easy to learn, easy to implement and manage.
- ✚ Helps to manage and improve closer relationship with key stakeholders including customers, vendors and employees.
- ✚ Make smarter buying decisions and comprehensive purchasing reports.
- ✚ Helps to manage entire sales process and customer relationship management
- ✚ Control over entire purchasing operation
- ✚ Helps to manage inventory management across multiple warehouses and locations.
- ✚ Storage all the necessary information about customer that can help to easily manage closer customer relationship.
- ✚ Helps to sustain a business for a longer period of time and achieve the objective of the business
- ✚ It storage accurate information about organization that helps to take timely business decision it also empowers the employees to quickly response.
- ✚ Helps to save all the unnecessary costs.
- ✚ Helps to control the business process .it provides the real time updates, alerts, reminders, and numbers that are essential for day to day business operation.
- ✚ Improve customer satisfaction and retention through quicker response times and helps to instant access to customer information.
- ✚ Helps to manage better supply chain management.
- ✚ It helps to integrated all critical business functions into a single business application
- ✚ Eliminate duplicate data entries, errors and delays.
- ✚ Manage IT infrastructure with minimal investment.



Chapter-5: Constraints / Challenges

Though CMT Limited is the best place for interns, here I faced different types of challenges in my responsibilities but I believe that it is very common to face that kind of challenges as an Intern in workplace. I worked in the General purchase department. These are the identified problems and challenges I faced in workplace.

5.1. Work place Challenges:

🚦 Challenging Working Environment:

At the internship I face so many challenges. Work environment challenges one of them. As an intern I did not know anything about Purchase department. But In the first week of my internship they assigned me too many responsibilities which I did not expect because I was not prepare for that. My working hour was 9.00 a.m. to 6.00 p.m. but some time I had to work until 8.00 p.m.

🚦 Lack of Motivation:

When they assigned me for any responsibility I faced many problems in work place and I believe it is very common internship program but I did not get enough response from my supervisor like my work was good or bad. They did not give me any kind of appreciation for that. That's why sometimes I felt de-motivated.

🚦 Lack of Skilled Employees:

In CMT Limited there are some employs who does not added that much of value. So the productivity fall down and it takes much time in working procedure. They cannot communicate with the properly.

🚦 Low Compensation Benefit:

Compensation benefit is the reward given to employees in return for work feedback. Compensation helps to increase employee motivation. Employee is the organizations main asset without the employees' best support, an organization cannot reach the goal.by the compensation employees are become motivated and try to do the best effort for the organization.

5.2. Identified/observed in the organization

While doing my works as an Intern in CMT Limited, I have identified the following constraints and challenges related to the company:

- ✚ Their promotional activities regarding their services are very poor.
- ✚ Less scope of career development for employees, as there is no clear service policy.
- ✚ They do not assign the interns with specific job responsibility in an organized way.
- ✚ Training course or workshop for a new employee is absent.
- ✚ There is lacking of motivational activities & incentives for an efficient employee.
- ✚ There is a gap between to management & subordinates.
- ✚ Long working hour which decrease the efficiency of an employee.
- ✚ They do not have any customer relation officer to manage the customers face to face or over the phone.
- ✚ Lacking of given every information for audit.

5.3. Academic preparation: (Mismatch between assign task & other operational function of the organization)

As mentioned above, there are some academic courses that helped me in internship programs but there are also many issues I found those different completely from academic learning.

Relevance with Academic Preparation:

- ✚ Business Communication course and integrated marketing communication helped me a lot to communicate with my colleagues, seniors & customers. By doing this course I gained also some ideas to write different official letters.
- ✚ Human Resource Management course helped me to earn some ideas of human resource policies of CMT Company.
- ✚ Last but not the least throughout my BBA almost in every course I have gone through some assignments, presentations. These things helped me a lot, as I had to apply this knowledge directly into the organization.

5.4. Mismatch with Academic Preparation:

- ✚ Though I worked in the purchase department and my main activity is to create purchase order under SAP business one software but in my academic life I cannot gather any knowledge about this application most of the terms and activities I learnt after being fully exposed in the situation. Bookish knowledge or theories was not actually enough.
- ✚ Microsoft Excel application in the organization was very huge. But in my academic life the Microsoft Excel work was done in very small manner.

5.5. Missing knowledge

- ✚ I had to work in excel on my work place & that made me sometimes anxious because I haven't gone through extensive training of MS Office Application in my University.
- ✚ There was no training of accounting software's like SAF in academic program.
- ✚ Field visit and corporate visit initiative in the university was very limited.

Chapter - 6: Concluding Statement (Recommendation & Conclusion)

6.2. Recommendation

Having my three months of practical experience with CMT Limited I have observed some lacking in different fields which has already discuss in the report earlier. Under such circumstances, I believe that the following recommendations may help the organization to overcome these barriers and cope up with the competitive business environment:

- ✚ Their promotional activities regarding their services should be improved.
- ✚ CMT Limited should increase scope of career development for employees and add clear service policy.
- ✚ CMT Limited should assign the interns with specific job responsibility in an organized way.
- ✚ Training course or workshop for new employees should be present.
- ✚ Improving the motivational activities & incentives for an efficient employee.
- ✚ To reduce the gap between to management & subordinates.
- ✚ Should reduce the pressure of working hour which will increase the efficiency of an employee.
- ✚ CMT Limited should have customer relation officer to manage the customers face to face or over the phone.
- ✚ Arrangement of monthly /quarterly training courses /workshops for the clients in order to promote the services to its clients into a desired level.
- ✚ CMT Limited should arrange wide varieties of regular programs like seminars, workshops, display of security technology etc. to create wide awareness and by the side to create a brand impression among the target market
- ✚ They should use the interns more effectively to get their work done.
- ✚ CMT Limited should appoint a sufficient number of women employees to deal women entrepreneurs and professionals and understand their needs and thus create demand for it are a service.
- ✚ CMT limited should give more emphasize on increase their service effort.
- ✚ The supervisor should be appreciative. If an intern does something good he/she should appreciate his/her work and give them positive and negative feedback so they can improve their work quality

- ✚ Not only supervisor also other employees should give an intern a great piece of motivation which helps an intern to be more focus at his work and make an intern feel very much comfortable
- ✚ They need to make proper HR policies for every employs which will help them to make their employee happy. If they make their employees happy they can make their employee more efficient.
- ✚ CMT Limited needs to increase their compensation benefit to motivate their employees. Because of this reason most of the employees switch their jobs in frequent basis.

6.3. Conclusion:

In conclusion I can say that this internship report is really essential for every student of business studies to get idea about textile industry and how they are benefited by using SAP business one .To complete this report I have gather many information about RMG sector.

I want to thank my department head for giving me great opportunity of learning. This Internship program will help me in the further challenges of life. The experience of the intern is very good.it is true that I faced some problems in work-place I try my level best to enclose all the related information about CMT Limited.by this internship I gather a good experience which may be helpful for corporate life. I have gained practical knowledge regarding the corporate environment which I hope would support me in the future.

At my three months internship period with CMT limited helped me to enhance my knowledge about different departments such as General purchase, Accessories, Commercial, Accounts, audit HR & Admin and others. Here in this report I have tried to provide a complete scenario of various fields of CMT Limited.

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