

Services and acknowledgement receipt of SGS Bangladesh Limited

Internship Report



Services and acknowledgement receipt of SGS Bangladesh Limited

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Letter of Transmittal

Date: 17 Dec, 18

Nusrat Farzana

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Subject: Submission of Internship Report.

Dear Madam,

It is indeed a great pleasure for me to be able to hand over the result of my internship of the internship report on “**Services and acknowledgement receipt of SGS Bangladesh Ltd.**” It is a great opportunity for me to explore the activities of transaction modes and receipt procedure. It was a great opportunity to work on SGS Bangladesh LTD. because it is Multinational Company. I have tried to give my maximum for preparing this report. As you know I am doing my internship in the finance department of SGS Bangladesh Ltd. the information of this report is prepared based on the information which are gathered from the organization, mainly from the finance department, and from the internet.

I, therefore, hope that you will find this plan worth reading. Please feel free for any kind of query or clarification that you would like me to explain. Hope you appreciate my hard work and excuse the minor errors.

Sincerely yours.



Name: Tuser Barmon

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Acknowledgement

At first I want to give thankfulness to almighty Allah for giving me chance to prepare the report successfully. I want to disclose my respect to all those who delivered to me the opportunity to finish this report. There are some people who gave me their valuable time from their busy work time to guide me in completing my report. I must say that without their viable contribution I cannot finish my report. In the starting, I want to give thank my academic supervisor **Nusrat Farzana** for supplying me guidelines in preparing the report. I think, I am blessed that I got her as a supervisor during the internship period. Then I also grateful to my organizational supervisor **Amolesh Chandra Paul**, Executive in Finance at SGS Bangladesh Limited. At the end, there are more people who helped me to teach all the works. I sincerely give them thank and respect for their contribution in report.

Executive Summary

This report is made focusing on an intern's point of view. A special project along with usual day to day acknowledgement receipts making activities in the finance department of SGS Bangladesh. Finance department is an important part of any organization. Without this department that organization cannot run the business smoothly. I had a wonderful experience working for a period of three months in SGS Bangladesh LTD. In my report, first part is written on the introduction which includes topics like methodology, limitation and origin of the report as well as my work experiences etc. The next part will include when SGS enter in Bangladesh, its mission and vision, which services they offer as well as how they take payments and corporate governance. This report will give only information about acknowledgement receipt in finance department at SGS Bangladesh LTD. That is why I give modes of transactions in this part. In the next chapter, I discuss about weak and strong competitors. Also, I compare with SGS. In the last part of the report I give SWOT analysis of acknowledgement receipt and some findings as well as some recommendations for receipt making procedure. However, transaction modes of SGS Bangladesh are transferring from paper mode to electronic mode.

Short form

AR = Acknowledgment receipt

A/C= Account

NI = Negotiable instruments act

SWIFT = Society for Worldwide Interbank Financial Telecommunication

L/C = Letter of Credit

TT = Telegraphic transfer

BEFTN= Bangladesh Electronic Funds Transfer Network

EFT = Electronic Funds Transfer

Dr. = Debit

Cr. = Credit

SAS = Supply Chain Assessments & Solution

HR = Human resource

VDS= VAT Deduction at Source

TDS = Tax Deducted at Source

QHSE = Quality, Health, Safety and Environment.

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Chapter 1

- 1.1 Origin of the report
- 1.2 Objective of Analysis and Scope
- 1.3 Methodology
- 1.4 Work experience in SGS Bangladesh Limited.
- 1.5 Limitation

1.1 Origin of the report

I got approval to prepare my internship report on Services and acknowledgement receipt of SGS Bangladesh Ltd. three months I worked in SGS Bangladesh Ltd as an intern. The Internship is three credits course. In this internship, students are getting opportunity to experience the real professional life as well as explore themselves. It gives a great opportunity to students for proving themselves in the practical world by using educational knowledge. The report has been prepared based on my practical experience on the daily Finance activities. My supervisors are always taking on their supervision. As I mentioned before, during this Internship period, I need to prepare a report under the supervision of **Nusrat Farzana**, Assistant Professor of Department of Business Administration and the University of United International University. On the other hand, my internship supervisor in SGS Bangladesh is **Amolesh Chandra Paul**, Executive in Finance who directed me inside the organization to create my internship report as well. SGS people gave me opportunity to gather broaden knowledge about activities of finance department and I think it will help me in real life.

1.2 Objective of Analysis:

Broad Objective:

1. Analyzing on acknowledgement receipt.
2. Comprising working experiences of internship in a report

Specific Objectives:

1. Complete requirement of Internship.
2. Make familiar with working environment of Multinational Corporation in Bangladesh.
3. Gain knowledge of different financial functions of MNCs in Bangladesh.
4. Get practical experience about corporate life.
5. Gather some practical idea in financial software.
6. Financial software helps in developing financial skills, decision making in finance sectors and other aspects that will help me in next job.

Also, different activities of Finance department of SGS Bangladesh Ltd. are covered by me. As well as I clarified the main activities of Finance department in depth.

Scope of the report:

As per company policy, they give me access in software which is very important in this internship report. But I covered almost all aspect of making receipt of SGS Bangladesh LTD.

1.3 Methodology:

I finished my internship report based on primary and secondary data. My report's objective is gathering knowledge on Acknowledgment procedure of SGS Bangladesh Ltd. The total framework of the report depends on qualitative where I use primary and secondary data.

The data are being collected in two ways:

- 1) Primary Source.
- 2) Secondary Source.

Primary Source:

For collecting primary data, we must need a source of data which is called as “Primary source”. Here people use interview method or face to face conversation, but I use real data which was very helpful for me and I get very much idea from my work about financial software. I use questionnaire for understanding some area, which was done by Finance employees. Analysis is conducted through collected directly from the company. The employees of SGS Bangladesh aid me to gather information. I am thankful to them for their backing, without their backing it should be very much difficult.

Primary data collected from Finance employees by questioning. How accounting part run in the co. After collecting all data, I analyze them by theoretical as well as practical process.

Secondary Source:

I collect secondary data from secondary source. Various types of information are collected while I was dealing with their AR documents. Internet, brochures, journals, reports etc. are used collect information.

1.4 Work experience in SGS Bangladesh Limited:

During these three months of internship, I learn many things. As it is an MNC, they have lots of customers. That is why, their customers give payments in many ways and my work was to entry that payment in accounting software and most of them my work was making acknowledgement receipt.

They gave me many things to do. **Like-**

- Entry Cheque, Cash deposits, Swifts, Befns etc.
- Adjustment Right off.
- Make acknowledgement receipts.
- Make serial many acknowledgement receipts.
- Make serial VDS and TDS papers.
- Entry VDS and TDS in Accounting software.
- Entry name of the companies or customers in remittance receipts file.
- Entry L/C number in excel sheet.
- Entry “**C form**” in excel sheet of remittance receipt.

They give me very much flexibility. I also learn about computer short-cuts for doing work faster.

1.5 Limitation:

I faced some limitation when I was preparing this report of SGS Bangladesh Ltd. such as:

- ❖ I worked on the topic “Financial performance of SGS Bangladesh Ltd.” And it is a big factor in this organization.
- ❖ As it is Multinational Company, internet information is not available.
- ❖ As per company policy financial data are not available.

At the end, it needs to say that I worked so hard to do this internship report.

Chapter 2

- 2.1 Overview.
- 2.2 Mission, vision and objectives.
- 2.3 Company profile and Services offered.
- 2.4 Modes of collection
- 2.5 Corporate Governance.

2.1 Overview of the organization:

Bangladesh got liberation in 1971 and SGS entered Bangladesh in 1974. They run their business principally in Dhaka, Chittagong and Khulna. Because they are operating in Bangladesh, the company name becomes ‘SGS Bangladesh Ltd.’. In Bangladesh, they proposed for their customer is testing, systems and services certification, and services for agricultural, government and institutions, oil, gas and chemicals, industrial and environmental projects.

Their main work in this business is testing textile, garments and food testing laboratory which is in Dhaka head office. Noor Tower is the head office of SGS Bangladesh Ltd. Which has 28,000 square feet several floors and 450 highly qualified employees. Laboratory tools and equipment is calibrated in residence and is identifiable to national standards. The National Accreditation Board for Testing and Calibration Laboratories, India (NABL) gives authorization of those laboratories. NABL acceptance conformed to ISO/IEC 17025.

They provide soft lines, hard lines, also food services with a complete extent of testing, inspection, evaluation and technical support services for those who manufacture, who trade and who retail sellers. They measure everything of consumers from textiles, garments, home textiles, and footwear-footgear and finish goods of leather to hand made things, household tools, pots or other things made from clay hardened by heat and seafood also.

They give checkup services for agricultural, industrial, oil, gas and chemical products with independent quality and quantity. They provide vessel scrutinizing services to the government through the National Board of Revenue and customs; also give certification services and more.

Giving product conformity of assessment is another service of SGS which is under contract with Kenya’s government, Egypt’s government, Uganda’s government, Korea’s government, Tanzania’s government, Burundi’s government, Saudi Arabia’s government and many other countries’ government. As we know SGS provide pre-shipment inspections which is under contract with many the governing body of a nations, including Iran and Cameroon.

2.2 SGS's mission, vision and objectives:

- **Mission:**

To ensure customer needs are met, enhance development and satisfaction of employees as well as increase trust of their clients.

- **Vision:**

SGS is the very much competitive and the most productive service provider organization in the world. Core competencies of SGS Bangladesh in inspection, verification, testing and certification are being rapidly made better class. They are at the heart of what we are. By ability they chose market and determined by competitive and to deliver unique service to the customers.

- **Objectives of SGS:**

1. To increase high international standards in the world of corporate.
2. Through leadership and expertise want to achieve operational excellence, better use of natural resources, and developing productivity.
3. To increase awareness of SGS Bangladesh employee.
4. To find out innovative solutions, they give training to their employee.

2.3 Company profile and Services offered:

- **Company profile:**

SGS is the world's leading inspection, verification, testing and certification company. They are recognized as the global benchmark for quality and integrity. Now this giant company has 95,000 employees with more than 2,400 offices and laboratories around the world.

Functions of SGS are Human Resource, Finance, Information technology and QHSE etc.

- **Services offered:**

As SGS is a successful company in their market, they must provide various services. But their core services can be divided into four categories:

- Inspection:** They give inspection & verification services which means checking the existing position and weight of traded goods which has shipment permission, it helps to quantity and quality control, and ensure all the relevant requirements in various regions and markets.
- Testing:** In testing, SGS assign people who are very much knowledgeable and who have experience, they can reduce risks. As they are very much experienced, they can give you correct result of test the quality, safety and performance of your products in short time.
- Certification:** they will give you brief idea of your products, processes, systems or services are given to them with either national or international standards and regulations or customer defined standards, through certification.

- iv. **Verification:** SGS can give you highest level of services to compare with global standards and local requirement. SGS insures the whole supply chain from start of raw materials to end of final consumption.

Those are the primary services of SGS Bangladesh. But they execute these primary services in many business sectors. And sectors are:

- 1. Agriculture & Food:** The most important industries in the world are agriculture and food industry. Safety and quality is the main issue in Agriculture & Food process as well as Consumers want guarantee in this process. Consumers want assurance of safety and quality at every stage of the process. Their services can help you in risk management, safety, legal issue and all the work related to shipment etc.
- 2. Chemical:** The chemicals industry is such big business. That is why SGS is converting raw materials (like-oil, natural gas, air, water, metals and minerals) in thousands of finished products. As everybody know that SGS is the world's leading testing, certification, verification and inspection company and SGS have huge knowledge as well as better experience for meeting local and Foreign standards. SGS offers service of agrochemicals, consumer chemicals, plastics and synthetic fibers, rubber and natural fibers, pharmaceuticals and industrial chemicals etc. They can help in smoothly business run with profit and with asset integrity management services.
- 3. Construction:** the construction industry is very much complex and competitive than others. Construction project is the mixture of sub projects which need multitasking to do perfectly.
- 4. Consumer Goods & Retail:** SGS can give surety about supply chain and buy or sell product in standardized way.

Customers want to buy products which are too much safe and healthy. Achieving safety and expected quality is becoming too much hard as well as complex. For safety and best quality, SGS

has experts on consumer goods and retail who offers many services. Such as- manufacturers, importers, exporters and retailers are consumer of products. They have laboratory test, inspection of product, process control and technical supporter. They can make supply chain almost risk free and improve the efficiency.

SGS gives service in footwear, food, household products and cosmetics, personal care products, toys, as well as electronic goods which are consumer products.

5. Energy: In present world, it is very important to have believable manufacture, distribution and supply of energy. The energy industry is diversified. SGS has expertise in petroleum industry, gas industry, electrical power industry, coal industry etc.

The renewable energy industry: Now-a-days renewable energy is big part in modern life and it is hottest topics in the world. This energy is involved in hydroelectric power, wind power, as well as solar power generation. SGS will help to generate, manipulate, and also distribute properly their customer.

6. Environment: The environment is the top issue of governments and civil society. It does not matter that where is the industry or activity area, a company need to protect the environment and from polluting. For protecting environment, SGS provides services such as- testing, sampling, inspection, verification then give certificate. Environment related factors are: Air, Soil, Water, Waste and Climate change.

7. Health & Safety: For making business successful, they need good health and safety of staff who is the most important asset on an organization. A company can protect their co-workers, family members, employers, customers, suppliers, nearby communities who are related with company. SGS will help for making safe workplace. There are many ways to create better health and safe workplace:

- 8. Life Sciences:** Life means medicines and medical devices. This is the life-saving sector that is why it is very much regulated area. SGS can help a pharmaceutical company to enter this complex and regulated market by maintaining all the regulation.
- 9. Logistics:** SGS gives Logistics services for on time delivery and make budget. Basically, this service is for importing and exporting.

For the safety of goods SGS provide many service like- transportation, import control, packaging and handling etc.

10. Mining: Mining is becoming more complex for globalized world, technologically advanced, increased regulation and fluctuated marketplace. For overcoming from this complexity, SGS gives plant design and engineering service. As well as for strategic supports, SGS provide trading and technological services, also work like consultant which will help a company to deliver product timely. Industry expert will help a company to make technology advanced and create opportunities which will make different from competitors. Specialists of SGS give advice which technology is suitable.

11. Public Sector: SGS supplies innovative services to governments, institutions which are internationally authorized as well as the public and private sectors. They serve verification and technical solutions services. They supply service to reduce costs, timescales and Submit Work. SGS will help via expertise in the public-sector, such as- E-government and safety road & vehicle management.

12. Risk Management: SGS run their business worldwide with risk management teams and laboratories for covering large industries. They have specialist who identifies and quantifies risks and take decisions for managing and handling projects, operations and business activities in future.

13. Sustainability: Sustainability is very old and today's one of the hottest topics. SGS is providing sustainability solutions and services for companies and organizations across the

globe that is related with environment, society and want to achieve economic sustainability etc. They can help in such way:

14. Transportation: Where the transportation is in land or in sea or in air?

Every transportation industry is facing tight regulations, standards and legislation. Automotive company, rail or marine services provider everybody needs safety and reliability transport supply chain. For safely and efficiently, everybody can contract with SGS because they can manage the risks of complex value chains.

SGS will help their customers through guaranteeing safety and authenticity, managing the supply chain, improving quality and efficiency and reducing impact on environment etc.

2.4 Modes of Collection:

Ways to collect payment from customers are given bellow:

- **Cash Deposit:**

In finance, a cash deposit is money that is impulse into a checking, money market or savings account, either by money transfer, ATM machine or through a bank teller. In simple terms, a cash deposit is money placed in a financial institution for defensive ward. This money will be available by withdrawal after the transaction completed. For making the funds available to the account holder, the bank will cooperate.

- **Advantages:** Increase transaction speed, better access to cash, safety, enhances control of cash balances and reduces costs etc.

- **A/C payee cheque:**

There is no formal definition of A/C payee cheque in NI act. it is a kind of banking practice. A cheque can be A/C Payee cheque for custom, use and practice and is now totally accepted by the law. But, the A/C payee cheque cannot be further endorsed that means this cheque is not like Crossed Cheque.

- **Inward SWIFT advice:**

Full form of SWIFT is “Society for Worldwide Interbank Financial Telecommunication”. It is a financial service which is based in Belgium. SWIFT is a communication network. For that reason, it creates feasible and secure infrastructure between banks. A copy or document of SWIFT is an essence of the electronic payment document sent to the beneficiary bank. My bank where I opened bank account, they give confirmation of payment made and give reminder to the beneficiary of the value date of transaction. There are many things need to hang out in SWIFT

copies such as- the name and code of the originating/debiting bank, the name and code of the receiving/crediting bank, the amount of the transfer, and several preset codes which give a message to the receiving bank. It will be relatively simple, if there is direct relationship between banks (debiting bank and crediting bank). Normally, debiting bank will give only debit confirmation. This confirmation will involve query messages being interchange down the transaction chain.

- **Letter of Credit:**

It is a document from a bank/financial institution on behalf of the buyer's which confirms the payment to the seller or company. At the time of issuing the letter of credit, bank will ask for some documents. This letter is created for safety of seller or service Provider Company. If buyer or service taker defaults to pay the money, then bank will pay to seller or service Provider Company. That means all-risk is transferred from the seller to the bank. If the buyer and seller are in different countries, it gives safety. Normally, there will be an advisory bank to the seller. The issuing bank gives the license of buyers' bank (advisory bank) to pay the seller. Seller or service provider will get letters of credit confirmed through the bank in home country. For example- **SGS Bangladesh LTD.** gets confirmation from Standard Chartered Bank.

- **Importance of L/C:** payment and shipment confirmation, international trade, seller trust, reduce pre-payment and payment assured in disputable transactions etc.

- **Telegraphic Transfer:**

Telegraphic transfer is the method of payment by electronic transfer of funds from one bank account to another. A wire transfer or Telegraphic Transfer is made when you are ready to pay for goods or services received. The transfer is usually not able to be changed. That is why, the receiver is secured for return payment of money. When the transfer is taken place, then it makes liable to give goods, deliver services, or sign closing documents at time of sale. A telegraphic transfer costs is too low for same currency and to complete the transfer of fund takes few times.

When currency is different, the bank will charge more money as well as it takes more time than the same currency as well as for destination. SGS Bangladesh usually uses TT for foreign payment. The term ‘telegraphic transfer’ has different meanings at different banks and in different countries. Some called it “wire transfer”. It mostly uses in large money transfers.

● **Advantages:**

- It helps in emergency situations.
- It gives us safety and worthy transfer.

● **Bangladesh Electronic Funds Transfer Network:**

It is a one kind of system of transmitting money from one bank account to another bank directly without touching or changing hands of money. The objective of BEFTN is decreasing paper-based payment methods and encourages electronic payment methods for secured, faster & cost-effective transactions. Participating banks will be interconnected via communication links. For wide range of electronic products that improve payment services, BEFTN helps the participating banks’ clients. Settlement of Transactions is completed in 24 hours. There are many person/organization will involve in BEFTN process:

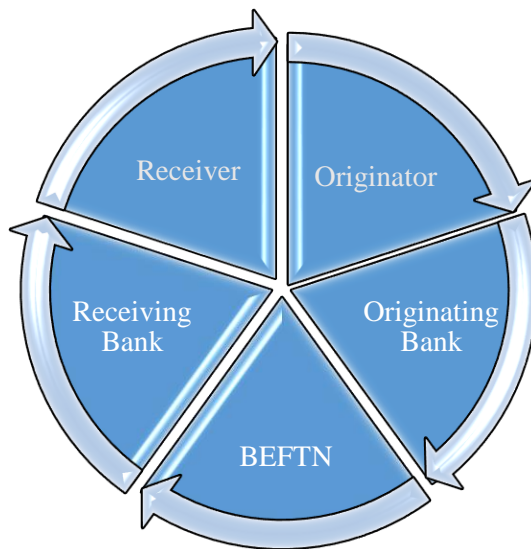


Figure: Flow of the Electronic Funds Transfer system

BEFTN Receiving Bank will create entries through **routing numbers** which are unique to each bank branch and transfer the information to the appropriate receiving bank.

● **Advantages of BEFTN:**

1. Got money without going to bank.
2. Paperwork will be less in BEFTN.
3. A chance of fraud is too much low.
4. Faster fund transfer.
5. Get clear information via BEFTN system.

Other modes of collection are FDD and pay order which is not exercise daily.

After getting all receipt papers, SGS will collect all the Bank Statement of retained funds. And then manager of finance department will make half yearly and yearly statements. After that those statements will hand over to the auditor for audit the statements.

2.5 Corporate Governance:

How SGS Do Business:

SGS is promised to continuing universally accepted standards of corporate governance. The purpose of corporate governance policies is maximizing shareholder value; take care of performance of climate and responsibility among managers and employees and aligning employees' work payment with the interests of shareholders which is long-term.

Their shares are listed in SIX Swiss Exchange and they are legally tied by this Exchange. SGS traded on SIX Europe. There are no organizations under direct or indirect control of SGS SA which are listed on any stock exchange.

The Board of Directors are assigned for key business policies, including those which can influence the sustainability also operational management of their activities. The BOD is responsible for many works (like-risk management, regulatory compliance, internal controls and policies relating to professional conduct).

How They Are Structured:

This company is registered in Geneva. They control all companies worldwide belonging to the SGS Group, which provides independent inspection, verification, testing, certification and quality assurance services through its worldwide network of subsidiaries, branches and agencies.

Currency used by SGS Bangladesh LTD:

1. BDT
2. US dollar
3. Euro

Chapter 3:

3.1 Rivals

3.1 Rivals:

SGS operates in many countries, for that reason they have many competitors globally.

International Competitors are:

1. **Bureau Veritas:** Head quarter in Paris Bourse and branch in Bangladesh named as **Bureau Veritas Bangladesh Ltd.**
2. **Intertek:** Head quarter in London, United Kingdom and in Bangladesh named as **Intertek Bangladesh.**
3. **Applus Services:** Head quarter in Madrid, Spain. This company has no subsidiary in Bangladesh.

By the researching inspection and testing market of Bangladesh, I found many rival company of SGS Bangladesh LTD. like-

1. Royal Inspection International LTD.
2. Federal Inspection Services LTD.
3. H & H Inspection LTD.
4. HIS Inspection Services (BD) LTD.
5. Prince Inspection Services LTD.
6. Baltic Control BD LTD.
7. Prime Inspection Services LTD.
8. Provati Inspection Company
9. Union Inspection & Testing Service
10. HRS International Inspection Services

Comparison with their strong rivals:

Main competitors in Bangladesh are **Bureau Veritas Bangladesh Ltd. and Intertek Bangladesh**. For the restrictions, they give total revenue rather than subsidiaries. Here I am using parent company data because Bangladeshi data is not available in internet.

i. Comparison in three companies in terms of revenue:

		Years			
		2015	2016	2017	
Companies	Bureau Veritas Ltd.	N/A	€4.55 b	€4.69 b	
	SGS Ltd.	CHF5.71 b= €5.07 b	CHF5.99b= €5.33 b	CHF6.35b= €5.65b	CHF 1 = € 0.8897
	Intertek	£2.17 b= €2.41 b	£2.57 b= €2.85 b	£2.77 b= €3.07 b	£ 1= € 1.11

➤ SGS VS Bureau:

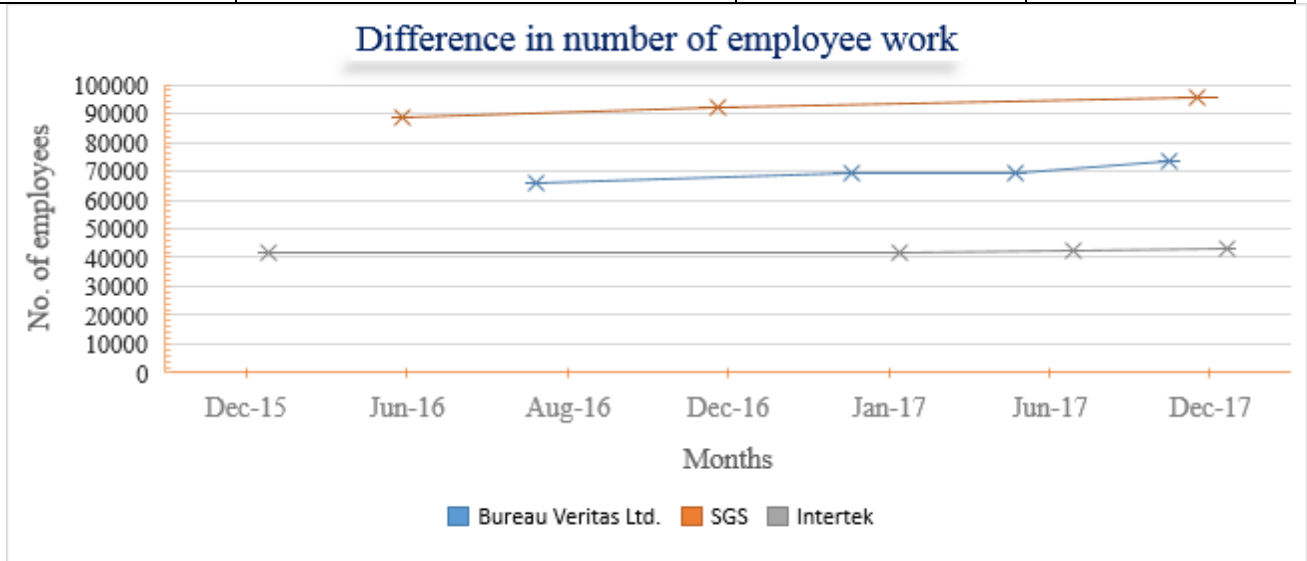
As we can see SGS earn more than bureau. Both company earning more than prior year. In 2017, Bureau earns more than 3% from previous year (2016). But SGS earn double of Bureau which is 6% plus. It happens for their successful work. If we see the trend of SGS, we can predict they will be the leader of this market. It all happens for their goals, visions and market strategies.

➤ SGS VS Intertek:

Intertek is also a powerful competitor of SGS. They earn revenue less than SGS, but their revenue earning rate is higher than SGS. This is a threat for SGS. Intertek earns more than previous year 18.26% and 7.72% respectively in 2016 and 2017.

ii. Comparison in three companies in terms of working employee:

	Bureau Veritas Ltd.	SGS	Intertek
Dec-15			41400
Jun-16		88400	
Aug-16	66000		
Dec-16		92300	
Jan-17	69000		41400
Jun-17	69000		42500
Dec-17	73400	95700	43000



It is also prove for us that SGS is a very much conscios about human resources. As growing the business of SGS, they are hiring more employees. For that reason, unemployment rate is decreasing.

Chapter 4

4.1 Analysis

4.2 Findings

4.3 Recommendations

4.1 SWOT analysis on acknowledgement receipt:

SWAT means:

S= Strength; W=Weakness; O=Opportunities; T=Threats

Strength	Weakness
<ol style="list-style-type: none"> 1. Record all information in software daily basis. 2. Easy to find out information. 3. Do not need any kind of calculation. 4. VDS and TDS are separately allocated. 	<ol style="list-style-type: none"> 1. Supporting documents of AR can be wrong. 2. Information gap.
Opportunities	Threats
<ol style="list-style-type: none"> 1. Employees are getting information instantly. 2. They can find very easily which invoice is related with which VDS and TDS. 3. It takes short time to entry, because all are software based. 	<ol style="list-style-type: none"> 1. They make transactions in three currencies. It is threat for them, if they give entry dollar amount instead of Taka 2. It will also be a threat, if they give cheque number in amount box.

4.2 Findings:

During my internship in SGS Bangladesh, they helped me to know about the company very well. My findings are given below:

- For good management team organization is managed very well.
- Working environment is great.
- Everybody is co-operative.
- The company is well organized.
- From all the departments, Finance is the reputed department in SGS Bangladesh LTD. and this is the busiest department.
- They arrange training for improve skills and better knowledge of Microsoft excel.
- End of the month, work pressure is high. So that employee needs to do over time and for that reason SGS provide foods.
- If an employee comes to office in off day, then company will bear expenses of that employee from transportation cost to food allowance for that day.

4.3 Recommendations:

- ❖ At the time of creating acknowledgement receipt, every employee needs to follow same format for that reason they can search and find very easily.
- ❖ Every employee should increase their awareness about customer mail for making acknowledgement receipt. If two persons sent same mail, then AR creators will make two AR but customer is same.
- ❖ For making efficient employees, SGS Bangladesh Ltd. need to train them in operating Finance and accounting related software.
- ❖ After training, they need to arrange a written test instead of MCQ test. By written test, an employee can explore himself or herself and SGS will understand how much learn their participants.
- ❖ Sometimes internet speed fall due to unavoidable reason, because of that they cannot work properly. So, SGS need to upgrade internet speed in work place daily basis.
- ❖ Some employees cannot do their task for old computers. SGS need to replace those computers with latest computers.
- ❖ SGS has too many customers, for that reason their work pressure is high. But they do not have sufficient employee for allocating all tasks. So, they need to recruit more people in workplace for minimizing workload.
- ❖ They need to take regular survey on their employees.
- ❖ For understanding employee behavior, SGS need to conduct observation and interview over time.

Chapter 5

5.1 Conclusion

5.1 Conclusion:

Three months of my internship at SGS Bangladesh LTD. was quite impressive. I became familiar with the actual working environment. First of all, this internship program had helped me to gain knowledge about Microsoft excel and give entry in official software as well as to find out similarities and dissimilarities between practical knowledge and theoretical knowledge. Second, because of time limitation, I covered only some sections in the internship program as well as it is not possible to know the depth of every activities of the organization. Whatever it is, I give my best or highest effort to achieve the objectives the internship program. Finally, the value of Finance Department in SGS Bangladesh LTD. is very much reputed because it is the base of the company. The company itself is well-organized as well as its officers.

Appendix: Reference

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