

# **Supply Chain Operations and ERP (Odoo) Practices: An Internship Experience**

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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

# **Supply Chain Operations and ERP (Odoo) Practices: An Internship Experience**



**School of Business and Economics  
United International University**

SUBMITTED TO

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School of Business & Economics (SoBE)

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Course Code: INT 4399

Major: Supply Chain Management

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## Letter of transmittal

28 February, 2026

Dr. Khandoker Mahmudur Rahman  
Professor  
School of Business & Economics (SoBE)  
United International University

Subject: Submission of the Internship Report

Dear Sir,

This report is created based on my hands on experience as a Supply Chain Intern, using ERP to measure purchase, inventory and manufacturing operations. I used to assist in inventory monitoring, vendor evaluation, pricing analysis of market, BOM preparation and Coordination with production team during my internship. This experience allowed me to take my learning beyond an academic environment and develop as a professional. With the assistance of your great guidelines as well as instructions from my business supervisor, I was able to present this report.

I sincerely hope you will kindly review this report and provide your valuable feedback.

Sincerely,

Kabir Islam  
ID: 111 201 203  
Program: BBA  
Major: Supply Chain Management

## **Certification of Similarity Index**

This report is in accordance with the Similarity Index policies of United International University and has fulfilled all the set conditions by the concerned authority. In case of detection of any violation, including similarity beyond the permissible limit and/or repetition of work without proper citation, authors will be subjected to disciplinary action as per the institutional policy. The report is therefore submitted for similarity assessment according to policy in force at the time of conducting the assessment.

## Declaration of the Student

As the author of the internship report titled “*Supply Chain Operations and ERP (Odoo) Practices: An Internship Experience,*” I, Kabir Islam, hereby declare that this report is an original work prepared by me.

All data and information in this report was gathered, analyzed and compiled based on my experience as an intern. To the best of my knowledge, the facts and findings in this paragraph are true and relevant. All dates are used with due permission and emborder. Also, there is no substance that has been half-inched from any source without duly referencing and crediting the original author.

# Corporate Evidence



## Offer Letter

Dear Mr. Kabir Islam,

We are pleased to offer you the opportunity to join **Cityscape Lifestyle Limited** as an **SCM Intern** under the **SCM Department**. This internship will be an excellent opportunity for you to gain practical experience and exposure to various SCM functions within a dynamic corporate environment.

The terms and conditions of your internship are as follows:

1. **Position Title:** SCM Intern
2. **Department:** SCM Department
3. **Duration:** Three (03) Months
4. **Reporting To:** Manager - Supply Chain / Executive - Supply Chain
5. **Monthly Allowance:** BDT [REDACTED] (and Travel Only)
6. **Workstation:** Cityscape Tower, 53, Gulshan Avenue, Gulshan-1, Dhaka
7. **Working Hours:** As per the company's standard working schedule
8. **Stipend:** A fixed monthly stipend will be provided as per company policy
9. **Conduct:** During the internship period, you are expected to maintain professional behavior, confidentiality of company information, and comply with all organizational policies, rules, and regulations.
10. **Completion:** Upon successful completion of the internship, you will receive an official **Internship Completion Certificate** from the company.

During the internship period, the first seven (07) days will focus on supervision and observation to familiarize you with the role and company operations. You are expected to maintain the highest level of professionalism, punctuality, and dedication throughout your tenure. Please note that this internship does not guarantee a permanent position but may open future employment opportunities based on performance and organizational requirements.

We look forward to having you on our team and believe that this internship will be a mutually rewarding experience.

Best regards,

Human Resources Department  
Cityscape Lifestyle Limited

## Acknowledgement

Thanks Allah the Gracious, The Merciful For giving me strength, patience and ability to make this BBA program possible and timely submission of internship report.

First, I would like to express my deep gratitude to my supervisor Dr. Khandoker Mahmudur Rahman, Professor, School of Business & Economics (SoBE), United International University for guiding me through the internship period and helping with the preparation of this report providing proper suggestions and constructive criticisms. Support and guidance of him were crucial to accomplish this work benevolently.

Without your guidance and support, I wouldn't have been as productive as I was. Through its practical guidelines, I was able to work in the area of purchase, inventory management and manufacturer operations implement practices using ERP Odoo system. Skills and knowledge gained from them greatly contributed to the preparation of this report.

Finally, I am grateful to all persons who assisted me directly or indirectly throughout the period of my internship and working on this report.

## Executive Summary

This internship report titled *“Supply Chain Operations and ERP (Odoo) Practices: An Internship Experience”* summarizes my practical learning as a Supply Chain Intern, completed as a requirement for the BBA program, majoring in Supply Chain Management. The main objective of the internship was to gain hands-on experience in supply chain operations and understand the practical use of ERP systems in managing business processes.

The internship was in the Supply Chain department, and I worked with purchase and inventory operations using ERP Odoo. - Responsible for preparing and reviewing purchase orders to send to Vendors, preparing and maintaining comparative statement records. I performed market price analysis and vendor comparison to utilize available funds effectively.

Updating data, physical verification of stock with Odoo records and Inventory management You get to provide the possibility of getting prepared reports and dashboards through Excel and modules from Odoo, insights needed help directorial decisions and ensuring management is always on track.

In short, internship gave me practical insight in area of purchase operations with hands on experience, helped me cover important aspects related to inventory and ERP based supply chain management process.

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## List of Acronyms & Abbreviations

<b>Acronym</b>	<b>Full Form</b>
ERP	Enterprise Resource Planning
Odoo	Enterprise Resource Planning (ERP) Software Suite
PO	Purchase Order
BOM	Bill of Materials
CRMS	Customer Relation Management System
ISO	International Organization for Standardization
OHSAS	Occupational Health and Safety Assessment Series
BI	Business Intelligence

# Chapter-1

## 1.1: INTRODUCTION

This report has been prepared as a partial requirement of Bachelor of Business Administration (BBA) program, majoring in Supply Chain management to be completed from United International University. The report is based on my internship as a Supply Chain Intern, which I spent alongside closely observing the Supply Chain department at the host organization.

While working, I had hands-on experience in purchase, inventory and manufacturing which was based on the ERP Odoo system. The report describes my role, contributions, trainings undertaken by me and skills used during the internship period which explains in detail on how real supply chain operations work.

## 1.2: ORIGIN OF THE STUDY

This report was prepared as part of the internship, which is a mandate of the Bachelor of Business Administration (BBA) program at the United International University. All students need to undertake a 12- week internship course. The objectives of an internship are three-fold: a student needs to get hands-on work experience and to realize his / her academic ideas into practice. The students are placed in real-life business firms, organizations, research centers, and development projects. Therefore, this study was done after a 12-week organizational attachment experience in Safwan Bashundhara Global.

## 1.3: OBJECTIVES OF THE STUDY

The research tries to make a distinction between the form of theoretical and practical knowledge and prove how a company utilizes theoretical methods in the sphere. In this research approach, I will conduct interviews with the employees of the company to clearly understand the significance and specifics

of inventory and supply chain operations, to draw some results and suggest possible improvements of these aspects and make the supply chain operations more effective for the company. 1 My primary goal will be to graduate with the BBA program at the United International University.

## 1.4: SCOPE OF THE STUDY

It Encompasses all primary functions of the supply chain department like purchase, inventory and manufacturing operations. Using of ERP Odoo modules such as data entry, stock tracker, and reports. Review of Market Analysis, Vendor Evaluation and Cost comparison.

## 1.5: METHODOLOGY

One of the key elements of this research consists of methodology. It has been made very specific to ensure that the objectives of the study are achieved. All the information utilized in this research was in primary and secondary sources. The data is organized, computed and systematized in a fairly systematic way. Both, qualitative and quantitative knowledge were applied to conduct these studies. This report was organized in the following way. These are the two data collection procedures:

### **Primary data:**

1. Face to face verbal communication with the entire staff and company officer.
2. Practical job experience in diverse fields of the organization.

### **Secondary Data:**

I gathered information on several websites, especially those that are run by

Cityscape Lifestyle Limited. I also received information in a couple of other sources.

## 1.6: LIMITATIONS OF THE STUDY

The report is based on the internship experience at a specific time period and may not include all organizational practices. Some operational aspects are secret and not mentioned in the report.

## Chapter 2: COMPANY AND INDUSTRY PROFILE

### 2.1 Company Analysis

#### 2.1.1 Overview & History:

##### **Cityscape International Limited (Parent Company)**

Cityscape International Limited in Founded in 2009 The company start its business as a real estate and construction company that specialized in sustainable, green buildings. They has developed its first landmark project



Cityscape Tower in Gulshan which became one of the first LEED Platinum-rated office buildings in Bangladesh. After this project proved successful, the company ventured into lifestyle-oriented real estate development. It later founded Cityscape Lifestyle Limited to create new lifestyle in residential and commercial structures.

## **Cityscape Lifestyle Limited**

The company will solely rehabilitate the fabric of luxury living and hospitality in Dhaka. The company bills itself as a luxury lifestyle brand that curates experiences for members and guests. Cityscape Tower, House No-53, Gulshan Avenue is a contemporary design of architecture that conceptually situated at one of the glamorous business location in Dhaka providing its Head Office.

**Business & Services:** The company works in hospitality — private members' clubs, fine dining, wellness and luxury hospitality. Besides networking, socializing and leisure time facility at Private Members' Club at Exclusive Features. Its amenities include high-tech fitness and wellness, luxury suites, rooftop bars and a venue tilted toward elegance for everything from business meetings to private events.

**Food and entertaining –** About the platter, The Cordon Rougeum Limited. Aandaaz: fine dining with ethnic Indian style, sophisticated interiors and fitting menu; Happiness Café: lazy casual dining for ala-carte fine dining. The Cave Bar is the perfect venue for a night of high-end yet indulgent relaxation. Altogether the mix is a holistic lifestyle one, which offers leisure along with dining and socializing.

**Event and Corporate Services:** Apart from all the hospitality and dining offerings, Cityscape Lifestyle Limited also offers top-class event venues for corporate events, business meetings and even international delegations. Boasting amenities that can serve both professional and social purpose for its guests, if you're looking at business events in Dhaka, look no further than here.

### **Mission**



- For wellness aspirants, top end of the premium lifestyle segment. This will be achieved by:
- offering world class facilities and services from fine dining to rooftop bar, gyms & spa to meeting rooms
- Thematic zones and large suites that provide urban prisoners an escape from metropolis.
- Create magical worlds, specifically designed for members with intention based luxury and creativity.
- Creating an ecosystem for a wellnessy lifestyle, from medical consultations to yoga classes and mental health clinics.

## Vision

This vision seems to be in tune with global trends: It is about being the leading provider of tailored premium lifestyle solutions and experiences for the people of Bangladesh. An experience that is as luxuriously detailed at the individual level as it is steeped in community, reframing how we live by imagining our lives integrated with smart-living technologies and what it'll mean to socialize within the communities of tomorrow.

### 2.1.2 Product / Service

Cityscape Lifestyle Limited is a premium lifestyle and hospitality service provider, with a diversified product portfolio catering to its exclusive member community. The company's integrated lifestyle model allows it to leverage

hospitality, dining, wellness, fitness and social engagement under one roof to provide members with an unparalleled premium experience.



*Figure 2 Happiness Cafe*



*Figure 1 Aandaz Restaurant*

### **Product and Service Mix:**

Cityscape Lifestyle Limited operates businesses in catering, fine dining restaurants, boutique cafés (Happiness Café), multi-cuisine (Aandaz Restaurant), and premium beverage services. Besides food and beverage offerings, the company also has health and wellness services comprising a fully equipped gym, spa, sauna, Jacuzzi, steam room, yoga facilities and timely professional medical consultations. In addition to special services, other offerings include exclusive member lounges, corporate lounges, luxury suite in-game views such as theme zones and event space.

### **2.1.3 Company Operations**

Cityscape Lifestyle Limited is Provided lifestyle service channel that encompasses hospitality, dining, wellness and social experiences across its venues. The organization is committed to providing good customer service and member satisfaction by creating seamless operations in every department. Its hospitality and club operations cover membership management, reservations, lounge services and front-desk coordination, all with a focus on keeping things private and comfortable. Restaurateurs, including Happiness Café and Aandaz Restaurant pays special attention to high quality multi-cuisine food with emphasis on hygiene, menu planning and inventory control to ensure consistency while minimizing wastages. Gyms, spas and therapy services fall under the umbrella of wellness and fitness facilities that play a role in enhancing

members' health and welfare with the backing of professional staff and strict guidelines for facility upkeep.

## 2.2 Industry Analysis

Bangladesh is going through a significant change in the lifestyle and hospitality sector for more than a decade now due to urbanization, rising disposable income, shifting consumer preferences, and an increasing demand for premium/experiential services. This industry aggregates services ranging from hospitality, food and beverage, wellness and fitness, leisure and entertainment to private club services. Through Cityscape Lifestyle Limited, the company provides interactive luxury lifestyle services catered to a specific niche, high-income customer demographic, which is continuing to develop as time passes.

An industry-wide transition away from living in the bricks-and-mortar hospitality standard is slow but underway; customers want more than products or services, but also atmosphere, exclusivity, healthiness and social interaction. As a result, private members' clubs, boutique cafés, fine dining restaurants and wellness centers and premium fitness establishments are increasingly being sought out by residents of urban centres such as Dhaka.

This is closely tied to the growing investor focus on highly-rated lifestyle service providers, and as such Cityscape Lifestyle Limited's goal has become a high-end company that focuses on exclusivity, quality of experience, and integration.

# Chapter 3: INTERNSHIP EXPERIENCE

## 3.1 Position, Duties, and Responsibilities

During the internship, My internship role was supporting the core supply chain operations through both system-based and field activities. It was a great experience, we used the ERP system Odoo to ensuring maitaing purchase order, tracking inventory. I reported to the head of supply chain and worked with other departments to ensure operations could run seamlessly.

In Odoo, My key roles and responsibilities are three major functional areas:

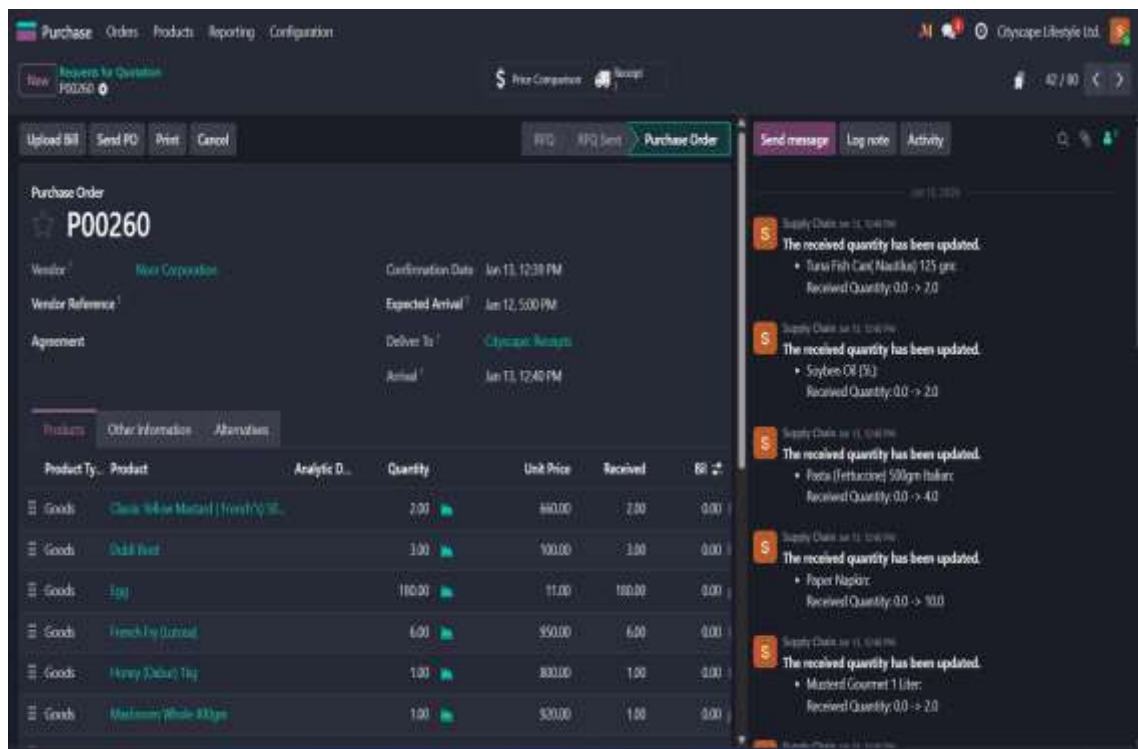


Figure 3 Confirmed Purchase Order in Odoo Purchase Module

### Purchase Operations

During my internship one of my main responsibilities was managing purchase module in odoo Enterprise Resource Planning (ERP)system. The purchase part is a very important part of ERP system. It ensures that organization receive the materials, goods or services on time that are required for daily operations. This

part helps company to maintain seamless operations like control cost, maintaining supplier relationships. I had the opportunity to contribute many stages of the procurement process that help me to gain practical knowledge of procurement. I was involved in one of the procurement processes: sending Request for Quotation (RFQ). By sending Request for Quotation (RFQ) companies go to the vendors. Request for Quotation purpose is to collect the pricing list of the products and delivery information from multiple suppliers so that Organization can choose the best supplier based on price, quality, supplier information and delivery time. This process helps to understand how supplier selection and vendor comparison impact on cost efficiency and operational reliability.

After receiving quotation from vendors my next step was reviewing the information and converting the Request for Quotation (RFQ) into Purchase Order (PO) in the system. This purchase Order contains details like price, product category, supplier information, expected Delivery date. Then finally I send the purchase Order to the selected supplier. This part helps to understand that how monitoring every step reduces the mistake.

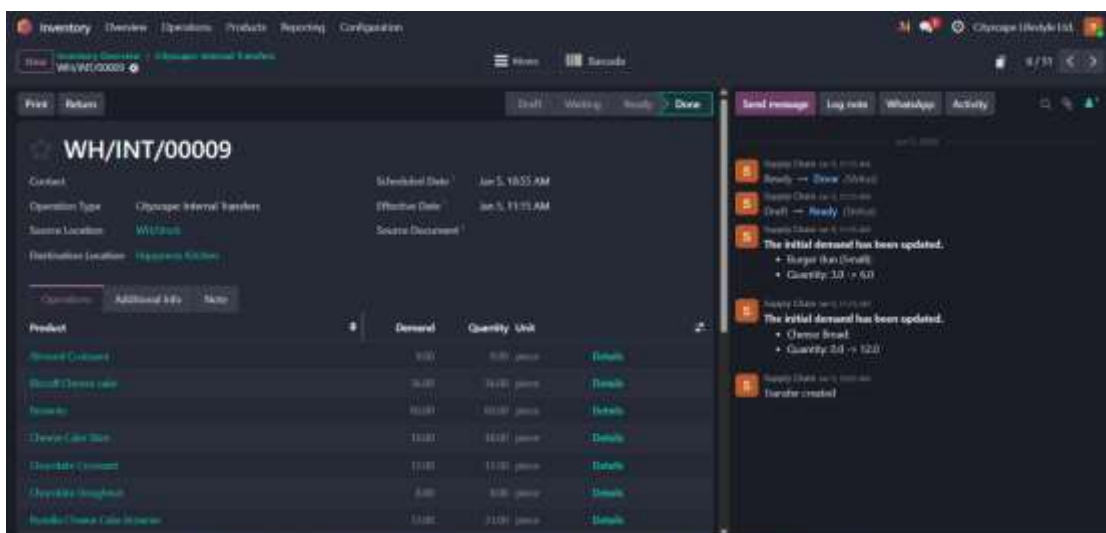
After sending the Purchase Order (PO) I was waiting for receiving the goods. When we received the goods, the storekeeper confirmed me whether we received according to the purchase order or not. If some products are not received then we informed the vendors about that. And then in the Odoo system I update of the receiving products.

Overall my task in purchase operations during internship provided me hands-on Experience in procurement. and help me to understand how whole procurement process work step by step.

## Inventory Management

During my internship Another important part of responsibility was inventory management in the Odoo ERP system. Inventory management is a important part of the supply chain it ensure that right quantity of products are available at the right time while minimize the inventory cost. It help to maintain optiamal levels of inventory avoid overstock and prevent stock shortage. During my internship I gained practical knowdgede of how inventory monitored, recorded, and managed in ERP system.

In inventory part I regularly monitored stock levels in Odoo system to ensure accurate inventory tracking. This system allowed me to track product quantities like how much product quantity is available in the store whether need to order or not. At the begging of the the internship I had to update the inventory manually like I had update how many products and its quaty transfer to the



kitchen. And there are multiple location of warehouse of location I had to ensure that right product went to the right location in the system. After transferring the product the system automatically update the stock out and its current quantity

This process help to to understand how important is to maintain accurate inventory tracing to avoid stock out and overstock. Incorrect inventory data can lead a huge operational disruptions.

Sometimes I visited stores and warehouses to physically verify inventory and ensure system accuracy, and I also helped with tracking stock, monitoring material movement and reporting inventory activities

I have also Reporting and comparing market prices and preparing reports vendor analysis, follows the supply chain activities to assist this process Works under guidance of Supply Chain Manager in Non System management.

Overall its my task inventory provided me a hands on experience in inventory management . it help to understand how companies track accurate inventory to prevent overstock and overstock.

## 3.2 Training & Development

At the begging of my internship, the organization provided me a training session to help me understand of ERP system and the supply chain operations process. This training was very important for me because it help to me to understand how ERP system work in supply chain management. The purpose of the the training is to ensure I can effectively support the activites of supply chain management.

They train on the whole Odoo supply chain part. The training activities included:

### **Purchase Module:**

- How to send the RFQ to vendors for collecting the price and other information.
- Trained me how to enter purchase data into the system and converted the RFQ into Purchase Oder.
- How to confirmed the Purchase Order by checking all the details
- How to Update the receive of the products

This process ensured that the purchasing records are updated accurately with the inventory system.

## **Inventory Module:**

- Learned how inventory levels are monitored and updated in the system
- Learned how to make an internal transfer of the inventory from one location to another location
- Learned how to track the inventory levels, checking current stock levels  
Learned how to set reorder levels for a product

## **3.3 Skills Applied**

During the internship, I have used many skills including soft and technical skills. In soft skills I have communicate with vendors and also work in team where I used my team work skills. And in technical slide I use data tools excel tok making report like vendor comparison stock monitoring and also used SQL for analyzing operations data.

## Chapter 4: Analysis & Findings

### 4.1: SWOT Analysis

#### **Strengths:**

- It's a strong premium lifestyle and hospitality brand
- Provide multiple service under one place such as café, restaurant, fitness, event facilities
- Has modern infrastructure and attractive location in Gulshan,dhaka
- Use ERP software that integrate all departments
- Provide high-quality service

#### **Weaknesses:**

- Some operation activities still run manually
- Advance Erp software are not using fully all departments
- Communication gaps between different departments
- Only target high class people not middle class or lower class

#### **Opportunities:**

- Demand is increasing for premium lifestyle, and hospitality
- There are many potential customers

#### **Threats:**

- High competition specially cafes and restaurants in Dhaka
- Operational costs are rising like food ingredients
- Economic Uncertainty can reduce spending on luxury lifestyle services

## 4.2 Operations Analysis

During the internship I took many struggle and able to contribute in supply chain operations. I contributed in many parts like I properly enter purchase data in odoo. Ensuring the correct price and correct quantity. I have also manage inventory management where I ensured correct inventory tracking. Also visited store to monitor physical stock. Additionally I have visited local market to identify the current price of the products and made comparison of with current suppliers.

## 4.3 ERP System (Odoo) Analysis

In ERP system(odoo), the purchase module is used to create and confirm purchase Orders. Used Inventory module to track stock and internal transfer. And there are limitation may still need some manual work.

## CHAPTER 5: Recommendations & CONCLUSIONS

### 5.1 Recommendations

According to my observations and practical experience of working as SCM intern at Cityscape lifestyle limited there are some things that need to add in supply chain operations in Cityscape lifestyle limited. company is already using ERP system which is good this system help the organization manage purchasing , inventory , internal stock movement and other some departments. However company should enhance some advance features in ERP system.

For example, using some automated reporting and forecasting tools within the system could streamline the whole business process not only supply chain process. By automated reporting and forecasting features they can predict future demand quickly and more accurately.

Another important part is the improvement of physical monitoring inventory . although ERP system maintain digital inventory records still its important to make frequent physical inventory checks to ensure the matches with system data.

In addition, using data analysis tools like SQL, Power BI can help to analyze large amounts of data and visualize the insights to identify the trends make more informative information which help manager to make better decisions.

### 5.2 Conclusion

It was a great learning opportunity with so much to learn from the internship as Supply Chain Intern. It also help me to understand ERP-based supply chain — from operations and inventory management and procurement processes.

My technical as well as analytical strength improved as the internship give me hands-on experience in Odoo, doing market analysis on many vendor tracks and managerial support. During the internship, I have used many skills including soft and technical skills. In soft skills I have communicate with vendors

and also work in team where I used my team work skills. And in technical slide I use data tools excel tools making report like vendor comparison stock monitoring and also used SQL for analyzing operations data.

Another important part of the internship was working with the supply chain team and communicating with the vendors and other departments. This helps me to improve my communication and teamwork skills

In summary, the internship was an essential component of the early experience required to help me build my way up in hopes of one day pursuing a career in supply chain management, operations and business analytics; I feel I have taken good steps in this direction.

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