



Internship report on supply chain process and
inventory optimization at Biztrade BD Venture Ltd

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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 the Bachelor of Business Administration

Supply Chain Process and Inventory Optimization at BizTrade BD Venture Ltd

Submitted to:

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Major: Supply Chain Management

Registration Trimester: Fall 2024



School of Business and Economics
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Letter of Transmittal

Dr. Saad Hasan
Associate Professor
School of Business & Economics (United International University)

28/7/2025

Subject: Submission of the Internship Report on " Supply Chain Process and Inventory Optimization at BizTrade BD Venture Ltd ".

Respected Sir,

It is an honor for me to submit my Internship Report on " Supply Chain Process and Inventory Optimization at BizTrade BD Venture Ltd "done under your supervision as a prerequisite for my Bachelor of Business Administration in Supply Chain Management degree. The report is prepared following your guidelines and course instructions, and it summarizes my experience and insights gained during my stay in the organization. Throughout my internship, I was working closely with various aspects of the supply chain, including warehouse management, coordinating with logistics for seamless operations monitoring customer demand, procuring products accordingly, inspecting and checking product quality, and cataloging items in the internal inventory data system. I also needed to track stock levels, ensure the availability of required items, and regulate the movement of goods through accurate inventory tracking. I have tried to prepare this report with accuracy and usefulness based on my expertise and the primary and secondary data collected.

Thank you for your guidance and support during the study. I hope you will find this report informative and comprehensive, and I am ready to explain any clarification or inquiry you may have.

Sincerely,

Naznin Nawal Roza
ID: 111 201 185
BBA in Supply Chain Management

Certification of Similarity Index

This is to certify that this internship report is a result of work carried out under my supervision. I confirm that the report adheres to the necessary quality and academic standards prescribed by United International University (UIU). Additionally, I verify that the report's similarity index, as per the plagiarism detection report, is within the permissible limit set by the university, ensuring the work is free from plagiarism.

Supervisor's Name: Dr. Saad Hasan

Signature:

Date:

Declaration of the Student

As a required component of my undergraduate studies at United International University, this is Naznin Nawal Roza, confirm herewith that I have finished and sent in the internship report [Supply Chain Process and Inventory Optimization at BizTrade BD Venture Ltd]. The results of my own investigation and workforce, completed under Dr. Saad Hasan's direction, comprise all the information presented in this report.

I also verify that this report does not violate any current copyright rules and does not include any material authored by any other individual or corporation with a few occurrences where appropriate reference and acknowledgement have been made. This report has not been submitted to UIU or any other educational institution for consideration toward any other degree, certificate, certification, or academic goal.

I accept complete liability for the content, accuracy, and originality of the material in this report.



.....

Naznin Nawal Roza

ID: 111201185

BBA in Supply Chain Management

Corporate Evidence

Among the requirements for finishing my academic internship, BizTrade provided me with a 3-month internship in which I become assigned to the Business Development Department. From 23rd February 2025 through 21st May 2025, I vigorously participated in several corporate initiatives, client communications, and market strategy initiatives.

I have been formally given an Internship Completion Certificate by BizTrade, appropriately signed by SM Nosiul Alam, Lead of Operations, in order to confirm and record this professional experience. Formally documenting my involvement and successful fulfilment of the delegated responsibilities during the internship term, this certificate also serves as official business evidence. Attached in the appendix portion of this paper is a scanned copy of the certificate.



Acknowledgement

I would like to thank Almighty Allah immensely for providing me with the willpower and perseverance to be able to successfully complete my internship at BizTrade BD Venture Ltd. This experience has been a significant milestone in my study as well as professional life.

I would like to extend my warmest gratitude towards my academic supervisor, Dr. Saad Hasan, Associate Professor, School of Business & Economics, United International University, for his ongoing support, valuable comments, and suggestions throughout this internship. His supervision helped me gain more insight into real supply chain management practices.

My heartfelt gratitude to BizTrade BD Venture Ltd, the premier cross-border B2B SME trade and advisory hub, for offering me an opportunity to intern at their Supply Chain & Inventory Management team. It provided me with actual hands-on experience with basic operations such as tracking demand, sourcing the product, quality inspection, stock management, and clearing issues during the delivery process.

Particular gratitude to Mustafa Hasan, Founder & CEO, and the nice folks at BizTrade, especially Supply Chain, Inventory, and Logistics teams, for their willingness to share knowledge and provide on-the-job training. Specifically, I liked the time I spent working on inventory data sheets, tracking product movement, resolving exceptions in the delivery process, and reviewing customer and delivery feedback for continuous improvement.

This internship has helped me further understand inventory management, supply chain collaboration, and customer satisfaction planning within the context of B2B digital marketplace. I am confident that the experience and learning gained will be instrumental in my career life.

Lastly, I present my gratitude to my family and friends for their unwavering support and encouragement of my academic and internship life.

Executive Summary

The activities BizTrade BD Venture Ltd, a cutting-edge B2B digital trade and advisory platform connecting Bangladeshi SMEs to world purchasers, in Supply Chain Management (SCM) are reviewed here. This study aims to assess BizTrade's supply chain operations particularly those about inventory management, product sourcing, logistics coordination, and vendor contact and identify strengths, shortcomings, and areas for more efficiency improvement.

I was active at different phases of BizTrade's SCM process over the three-month internship. Monitoring of customer orders, procurement of the necessary supplies, quality checks on goods, maintenance of inventory records, inventory level updates, and internal coordination were the focus of my day-to-day activities. In order to guarantee flawless product flow. Additionally, handled delivery problems, timely solutions management and client or delivery personnel feedback collection to help to improve the system.

This report starts with a review of BizTrade's procurement operations and supplier coordination, which include direct purchases from domestic or international suppliers. Through product tracking systems, inventory documentation, and internal communication tools improving departmental transparency, the business is known for its online solutions for supply chain management.

One of the key subjects examined is inventory management, which calls for timely restocking, exact stock levels, and real-time data. The study examines BizTrade's methods in lead-time management, stock turnover, warehouse use, and supplier coordination for preserving consistent product availability for consumers.

The report further describes my learning experience acquired through hands-on work in stock listing, product inspection, sourcing, and issue resolution. Using several groups, I helped to fix issues including late alerts, communication gaps between providers, and delivery mistakes. Through the internship, I saw real SCM problems including supplier screening, real-time inventory monitoring, and cost of operations against consumer satisfaction.

In essence, this report suggests BizTrade invest more in digital inventory systems, automated dashboards, and vendor performance metrics to boost operational effectiveness. Increased supply chain visibility and interdepartmental integration will reduce operational inefficiencies and improve cost control so solidifying BizTrade's position as a tech-enabled leader in the B2B trade environment.

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BIZTRADE

CROSS BORDER B2B SME EXPORT MARKETPLACE & ADVISORY PLATFORM



Chapter 1: Introduction

1.1 Introduction of the Report

This internship report gives a general overview of my internship program at the Supply Chain Management (SCM) Department of BizTrade BD Venture Ltd, where I was provided with an opportunity to observe and experience business practices of inventory management, procurement coordination, and logistics support. As a digital B2B trade platform and advisory center, BizTrade has an important role to play in linking Bangladeshi SMEs with international buyers through integrated sourcing, supplier authentication, inventory tracking, and operational facilitation.

My departmental assignment introduced me to the whole product and inventory movement process from procurement and demand identification, to receiving goods inspection, adding products into the system, stocking, and coordinating with delivery support teams. I also resolved issues relayed by customers or delivery personnel for seamless last-mile operations.

The value chain of BizTrade is uniquely positioned within a cross-border setting, managing large volumes of products and supplier partnerships between domestic and international markets. I actively participated in monitoring stocks, synchronizing with internal logistics daily, vendor communications, and discrepancy resolutions for delivery issues. Such experience enabled me to better comprehend inventory life cycles, maintaining product quality, and anticipatory problem-solving in a technologically embedded B2B trade setting.

Through this report, you would be able to view how a computerized trading platform streamlines inventory and vendor management in real-time, and enables SMEs across different sectors. Furthermore, I was introduced to significant tools for product listing, inputting stock details, and recording orders.

1.2 Internship Objectives

My major internship targets at BizTrade BD Venture Ltd were the following:

I. Knowledge about Supply Chain Management

Learning how BizTrade engages suppliers and buyers in arranging procurement, inventory monitoring, and product movement in a B2B and B2C setup.

II. Stock Checking and Control

To track and support the in-house process of inventory tracking, product listing, and coordination with warehouse and logistics staff to ensure client needs are served efficiently.

III. Vendor and Buyer Interaction

To understand handling suppliers' communication regarding delivery schedules, issue-solving, and quality assurance, and also handling any issues related to logistics by delivery teams or buyers.

IV. Knowledge of Warehouse Coordination

To aid in the updating of inventory databases, verifying goods received, and monitoring flow of stock within the inventory accuracy and warehouse coordination.

V. System Competence Acquisition

To learn and toil BizTrade's internal electronic systems used for tracking inventory, data entry, and order creation documentation, and spreadsheets as well as stock journals.

VI. Logistics Problem Solving

To witness real operational problems such as late deliveries, inventory discrepancies, or customer complaints, and to assist in resolving them by communicating with involved internal teams.

1.3 Scope of the Study

This report focuses on several particular areas of BizTrade's supply chain management system. It addresses how the company undertakes product sourcing and coordination with suppliers in the domestic markets. The study illustrates the inventory monitoring process from listing to fulfillment through the demonstration, the role internal systems play in monitoring this data.

It also examines in greater detail the coordination among departments to provide stock visibility, accurate data, and satisfied customers. The extent includes determining the method by which delivery issues are handled, how they are integrated for improvement in feedback, and how operating systems facilitate supply chain agility.

Lastly, the report reflects my first-hand experience with vendor tracking, order coordination, and real-life issues I confronted and helped resolve.

1.4 Data Sources

The report uses primary as well as secondary data sources:

Primary Sources:

- Direct observation and hands-on exposure during the internship period.
- Day-to-day engagement with supply chain, inventory, and logistics personnel.
- Supervisor and procurement team members' interviews.
- Real-time issue-handling experience with delivery coordination.

Secondary Sources:

- Internal process documents, inventory reports, and tracking sheets.
- Official documents and reports supplied by BizTrade.

- Articles, market data, and platform data on BizTrade's website and trade publications.
- Background research on B2B marketplaces and Bangladesh's global supply chains.

1.5 Methodology of the Study

The report uses the hands-on field practice from my internship, complemented by my active engagement in troubleshooting, updating inventory, and sourcing. I collaborated directly with the SCM team to manage delivery complaints, assist in coordinating suppliers, and monitor and track stock information.

Routine activities were noted by reviewing internal reports, databases, and team briefings as well as day-to-day work. To evaluate processes and identify learning objectives, I also kept a journal of my tasks and observations regularly.

1.6 Limitations of the Study

While the internship with BizTrade BD Venture Ltd provided me with valuable hands-on exposure to supply chain and inventory control, some limitations affected the breadth and depth of the study:

- Time Constraint

The internship lasted for approximately three months, making it challenging for me to observe long-term procurement planning, performance analysis, or strategic supplier rating.

- Manual Inventory System

BizTrade had a semi-manual or manual process of tracking inventory, which at times posed an obstacle to accessing centralized, real-time inventory data. Although I had

been involved in the updating of stock sheets and product logs, the absence of a system limited access to sophisticated inventory analytics insights.

- Moderate Workflow Pace

Unlike high-speed, high-volume operations, BizTrade's procedure was more in line with flexibility and responsiveness to demand. For instance, if a customer order arrived one day, efforts were made to have it completed the next day. This maintained the working environment at a manageable level but made it so that I experienced fewer high-speed or high-pressure supply chain scenarios.

- Exposure to Select Functions

My role was mostly that of inventory coordination, product listing, and troubleshooting. Although I did receive a working understanding of price models, vendor onboarding, and financing operations, high-level buying negotiations were not directly something that I was involved in.

- Restrictions on Access to Data

Although I received a basic understanding of price plans and product groups, access to detailed financial reports, supplier contracts, and margin analyses remained beyond the reach of management due to confidentiality policies.

Aside from these drawbacks, the internship provided me with firm groundwork knowledge and practical experience in controlling stocks, coordination, and problem-solving within a digital B2B supply chain system.

Chapter 2: Company Profile

2.1: Overview and history of Biztrade limited venture

BizTrade BD Venture Ltd is a B2B cross-border digital marketplace and trade advisory platform connecting Bangladeshi small and medium enterprises (SMEs) with overseas buyers. Founded in 2021 under the leadership of Mustafa Hasan, the company was established with the mission of digitizing trade operations, simplifying global sourcing, and empowering local exporters through digital transformation.

BizTrade plays a distinctive and critical role in the B2B ecosphere by offering end-to-end trade facilitation from product listing, supplier verification, logistics coordination, inventory control, to business consultancy services. The platform serves as a virtual bridge that enables SME manufacturers and traders to present their products globally while retaining control over pricing, order management, and product movement.

I was working with the Supply Chain and Inventory Management Team in my internship, where I was engaged in monitoring stock, coordinating with suppliers, and issue resolution at the delivery time. I was also engaged in the manual update of stock records, quality checking of products, monitoring customer demand, and monitoring readiness for delivery by coordinating with internal departments.

2.2 Mission and Vision

Mission

Simplify and digitalize cross-border trade through providing SMEs with accessible, efficient, and scalable supply chain and marketplace solutions.

Vision

To make BizTrade a market leader in digital trade, supply chain innovation, and global B2B connectivity, with a commitment to enabling sustainable business growth through technology, strategic partnerships, and operational excellence.

2.3 Purpose and Objective

The overall objective of BizTrade is to offer a complete range of digital and supply chain solutions specifically tailored for SME needs. Solutions are meant to maximize online visibility, increase trade efficiency, improve customer engagement, and drive scalable business growth for businesses across all industries.

2.4 Fundamental Services Provided

BizTrade offers a holistic set of digital, trade, and tech-enabled services to its customers:

- Digital Trade Platform: To list, showcase, and sell SME products to overseas buyers.
- Website Design & Digital Profiles: Business-centric websites and company pages to build online reputation.
- SEO & Content Marketing: Techniques to increase discoverability and online brand establishment.
- Social Media Management: Brand and campaign presence on social media platforms.
- Custom Software Development: Customized solutions for process improvement in businesses.
- Inventory and Logistics Support: Solutions both manual and digital to track, change, and control product movement.

- Pay-Per-Click Advertising: Targeted campaigns for connecting with the targeted audiences.
- Backlink Building: Boosting domain authority and presence.

2.5 Key Clients & Market Segments

BizTrade is a diverse list of B2B customers, including:

- Export-Oriented SMEs:
These customers feature products ranging from readymade garments to home furnishings, searching for overseas buyers through BizTrade's platform and trade missions.
- Local Manufacturers and Suppliers:
SMEs on the platform for B2B selling to local and regional markets, procurement of raw materials, and communication with retailers and distributors.
- Global Buyers and Importers:
Foreign companies relying on BizTrade to access verified Bangladeshi suppliers, obtain product quotations, and utilize procurement support.
- Support Service Providers:
For example, logistics, banks, quality assurance firms, and legal professionals who work together with BizTrade as an ecosystem partner.

I saw, during my internship, how the site accommodates services based on the segment—some clients required trade advisory support, while others were looking for fulfillment coordination as well as product marketing.

2.6 Comprehensive Examination Using SWOT Framework

Strengths

- A diversified and wide-ranging portfolio of services.

- An employee base that is rich in experience and specialized skill sets, most notably in software development and digital marketing.
- Special and custom-designed tools that support and increase the efficiency of project management activities.
- Establishing strong client relationships and maintaining their loyalty and retention.
- Integration of AI and emerging technologies.

Weaknesses

- Scalability challenges with large projects.
- Limitations based on available resources with regards to high demand tasks.
- The poorly defined workflows are causing a series of serious inefficiencies.
- Time management issues impacting deadlines.

Opportunities

- Growing demand for SaaS and AI-driven marketing solutions.
- The act of entering international markets.
- Strategic partnerships and cooperative relationships established with technology firms.

Threats

- Intense competition in digital marketing.
- Rapid technological advancements requiring constant upskilling.
- Cybersecurity risks and economic fluctuations.

2.7 Key Products and Services of BizTrade BD Venture Ltd

BizTrade BD Venture Ltd operates a multi-dimensional platform integrating various business models like B2B, B2C, and reselling services while offering digital

infrastructure, supplier ecosystems, data solutions, and healthcare services. Dedicated departments like product management, technology, data intelligence, and customer service complement these key offerings. These key products and services are discussed below:

- Review & Trade Platform

BizTrade's core product is an internet-based cross-border B2B marketplace where verified suppliers may list products, buyers may inquire, and both may carry out trade transactions. The platform also supports B2C interaction by making specific products available for consumer direct purchase through special listings or reseller agreements.

- Business Profiles

Suppliers and resellers can build personalized digital business profiles showcasing their product range, certificates, company details, reviews, and testimonials. These profiles are digital shops and increase visibility in search and buyer engagement.

- B2B/B2C Product Management System

At the core of your internship responsibilities was this task: managing products via B2B, B2C, and reselling channels. This involves:

1. Onboarding new suppliers and resellers.
2. Collecting and verifying product data (images, pricing, specifications).
3. Updating listings under categories.
4. Tracking inventory levels.
5. Coordination with delivery and logistics teams.

This product ecosystem allows BizTrade to service wholesale as well as retail buyers efficiently. With the recent introduction of its official e-commerce website, BizTrade has made it easier and more transparent for customers to place purchases straight online. BizTrade is aggressively working on using modern digital technologies like an AI-powered recommendation engine to customize the buyer experience and boost

conversion rates, even if the present platform mostly concentrates on manual product uploads and simple order processing.

Additionally, a mobile application is currently under development, which will offer users real-time access to product listings, supplier communication, order tracking, and potential reselling features for registered partners. These upcoming digital enhancements are aimed at modernizing the entire B2B and B2C shopping process while maintaining BizTrade's commitment to verified products and trusted seller relationships.

Data Services & Intelligence Tools

A separate unit of data professionals provides:

1. Buyer contact details
2. Market segmentation
3. Trend analysis
4. Lead generation support

This product supports both internal operations and external clients who wish to enhance their outreach.

2.8 Services with Added Value and Benefits

- Business Insights and Analytics: It entails close monitoring of performance measures as well as report creation and analysis including customer feedback.
- Advertising and promotion involve highly visible listings and targeted advertisements with a specific end to reach certain audiences.
- Review Management entails providing overall review moderation and response assistance especially tailored to promote and protect an organization's online reputation.
- Consulting: Optimization of customer experience and staff training.

2.9 Methods for Realizing Successful Operations Management

- Cross-functional teamwork for integrated solutions.
- The use and deployment of proprietary tools help to augment and optimize workflows successfully.
- Focus on client-centric approaches for long-term relationships.

2.10 Future Development Recommendations and Possible Areas for Enhancement Global Expansion

Leverage strategic alliances to successfully enter and gain a foothold in global markets.

Client Feedback Systems: There is a need to establish well-structured and well-organized feedback systems to help dramatically improve the level of services provided.

Automation: Adopt and use sophisticated project management software that is meant to bring scalability to your processes and operations. Technology Adoption: Invest in AI and big data to stay competitive.

2.11 Perspectives and Projections for the Future Review

That Place is determined to position itself as a leader of influence in its field through its complete commitment to innovation, expanding its portfolio of services, and enthusiastically advocating for client success through meticulous, data-driven approaches that are crafted to deliver maximum results.

Chapter 3: Industrial Analysis

3.1 Overview of Market:

In Bangladesh, e-commerce has grown rapidly over the past ten years and is already worth billions of dollars. Future forecasts indicate that demand will only increase across all industries. A change toward convenience-driven online purchasing, especially after the pandemic, the proliferation of digital payments, and the widespread use of smartphones are major factors contributing to this increase. Faster, safer, and more genuine online transactions are now expected by consumers, particularly in the SME and B2B sectors. A platform that targets a very specialized, underserved niche, Biztrade joins this rapidly changing industry by offering legal consulting in addition to product delivery. The internet commerce industry in Bangladesh is becoming more and more influenced by factors including affordability, distinctiveness, and trust. Biztrade separates itself by providing genuine goods, reduced costs, and legal support services catered to SMEs in an era when platforms like Daraz and Arogga dominate both general and specialty markets and contentious instances like Evaly undermine customer confidence.

Major Changes:

i. Genuine and Confirmed Items

Customers now place a higher value on authenticity as a result of growing worries about counterfeit items. By providing certified items, Biztrade takes advantage of this and sets itself apart from sites where the quality of the product varies.

ii. Value-Driven Pricing

Biztrade's competitive pricing approach, which undercuts bigger platforms like Daraz and Arogga while preserving product purity, is one of its key draws. This fits in nicely with Bangladesh's budget-conscious but quality-conscious customer base.

iii. Multi-Service Integration (Legal + Commerce)

In a unique way, Biztrade combines legal consulting with e-commerce to assist SMEs in navigating documentation, compliance, and business-to-business transactions inside a single ecosystem. There are no rivals to this model.

Bangladesh's market is changing quickly. The need for platforms that offer more than just products is being fueled by factors such as growing urbanization, a tech-savvy young population, and an increase in SME entrepreneurs. Beyond traditional commerce, platforms like Biztrade are anticipated to become quite popular, especially in big cities like Dhaka, Chittagong, and Sylhet.

3.2 The E-Commerce Market in Bangladesh: A Biztrade Viewpoint

The e-commerce industry in Bangladesh is getting more and more overcrowded as domestic and international platforms vie for customers. The primary force behind this rivalry is the growing need for quick, inexpensive, and reliable internet services, especially from the expanding middle class, which places a premium on convenience, genuine goods, and fair prices. In this context, Biztrade separates itself from other e-commerce sites by offering legal consulting services for SMEs in addition to a certified goods marketplace.

Drivers of the Industry:

- Digital Inclusion: The wide acceptance of smartphones has made e-commerce platforms accessible to a large audience.
- Urban Workforce Growth: Convenient internet shopping is preferred by young, tech-savvy professionals in places like Dhaka and Chittagong.
- Crisis of Trust: Events such as Evaly's fall made consumers' top worry.
- SME Demand: Reputable sourcing platforms and advice services are highly looked after by small and medium-sized enterprises.

Competitive Landscape and Strategic Comparison:

1. Daraz – Massive & Multinational

Business Model: B2C e-commerce (general consumer focus).

Strengths:

- Backed by Alibaba, offering a wide range of imported and local goods.
- Powerful logistics infrastructure with multiple fulfillment centers.
- Advanced mobile app features and seasonal campaign dominance.

Weaknesses:

- Regular consumer complaints about delayed delivery, damaged goods, or counterfeit items.
- Difficult vendor verification process; local sellers often lack post-sale support.
- Almost no legal support or customized B2B procurement.

Biztrade vs. Daraz:

- Biztrade offers legal services and SME-focused goods, which Daraz does not.
- Daraz leads in reach, but Biztrade focuses on depth of service, trust, and authenticity.

2. Arogga: Health-Tech Niche

Business Model: Online sales of medical supplies and medication delivery.

Strengths:

- trustworthy for both prescription and over-the-counter drugs.
- user interface with a health emphasis that integrates teleconsultations and allows prescription uploads.

Weaknesses:

- The product's scope is restricted to pharmaceutical and health products.
- No industrial, general, or authorized product availability.

Arogga vs Biztrade:

While Biztrade's hybrid offering appeals to a broader business customer (traders, importers, professionals), Arogga has specialized image in the health sector.

3. Evaly (Defunct): Cautionary Tale

Business Model: E-commerce platform with aggressive discounts.

Strengths (at first):

- A sizable user base was drawn in by the steep discounts and cashbacks.
- provided almost every product category.

Weaknesses:

- mishandling of delivery and vendor payments.
- Several important employees were arrested on charges of operating a Ponzi-like scheme.
- Thousands of buyers and vendors were left underpaid due to the collapse.

Effect on the Industry:

- caused concern around "too-good-to-be-true" pricing and prepayments.
- Customers' attention has shifted to service quality, authenticity, and openness.

The Reaction from Biztrade:

- transparent buyer and seller policies.
- focus on "authentic-first" branding and certified items.
- Steer clear of sustainable discounts and exaggerated delivery guarantees.

4. Local/Informal Vendors (Instagram, WhatsApp, Facebook)

Business Model: Social media-based unstructured e-commerce.

Advantages:

- Personal communication, faith in cash-on-delivery, and regional preferences.
- well-liked for specialized, handmade, or boutique goods.

Weaknesses:

- No return procedures, no accountability, and frequently no tracking.
- No official or legal services for corporate procurement.

The benefit of Biztrade:

- provides responsibility under the law, structure, and trust.
- a link between unofficial vendors and legitimate business-to-business markets.

The Special Market Role of Biztrade's Hybrid Platform:

In contrast to Bangladesh's main e-commerce rivals, Biztrade combines:

- Product Distribution: A marketplace offering competitive prices for verified, in-demand products.
- Legal Consultancy: Services for SMEs in the areas of compliance, trade assistance, and paperwork.

Platform Selection Factors and Consumer Behavior (Biztrade's Advantage)

- Post-Evaly Shift: People now place a higher focus on transparency and security than on savings.
- Mobile-Centric Usage: Websites with quick, responsive mobile applications becoming more popular.
- Business Buyers: SMEs want for advice in addition to reasonably priced products, particularly in sectors that need a lot of compliance.
- Restoring Trust: In order to foster enduring loyalty, platforms such as Biztrade must keep making investments in their reputation, customer service, and delivery.

3.3 Biztrade E-Commerce Perspective on Global Competitors (Expanded)

As a new B2B hybrid platform that combines legal consulting with e-commerce, Biztrade works in a dynamic digital landscape where major players in the global e-commerce industry have influenced consumer expectations regarding service quality, pricing, and logistics. Even though Biztrade focuses on the Bangladeshi market, its strategy needs to take into account the standards set by global firms that dominate in terms of scale, operational capabilities, and customer experience, like Amazon, Alibaba, Flipkart, and others.

Despite not being direct rivals in terms of corporate strategy or geographic scope, these global platforms have a big impact on consumer behavior and standards of trust. When assessing aspects like delivery speed, product reliability, interface usability, and post-sale service, Bangladeshi consumers especially SMEs and digitally active entrepreneurs compare local platforms to these international giants.

By emphasizing localization, transparency, verifiable sourcing, and integrated services particularly legal help for SMEs Biztrade gains a competitive edge while lacking the enormous infrastructure and investment power of these multinational behemoths. Biztrade has the chance to position itself as a reliable environment designed for company expansion in Bangladesh in an area where international e-commerce companies are either nonexistent or lack specialized. Biztrade's value proposition is based on providing the best platform for local companies and buyers looking for genuine items, expert advice, and price-value efficiency rather than being "everything for everyone." Biztrade's emphasis on credibility, fulfillment reliability, and compliance makes it a strong option in a market still recovering from trust breaches brought on by platforms like Evaly. It is not a rival to Amazon or Alibaba's size, but rather a local response to global quality standards.

I. Amazon: The Leader in the World Market:

Because of its extensive product selection, one-day shipping, and customer-focused practices, Amazon is regarded as the industry standard for e-commerce.

Advantages:

- worldwide network for shipping and storage.
- smooth customer experience with quick returns and a one-click checkout.
- robust review and brand loyalty systems.

Challenges:

- Bangladesh has limited availability.
- For Bangladeshi customers, import prices are high and delivery times are lengthy.

Relevance to Biztrade:

Amazon is mostly missing locally, but Biztrade can concentrate on authenticity, legal assistance, and reasonably priced B2B services. Biztrade is unable to compete on scale.

II. Price-driven cross-border marketplaces such as Alibaba and AliExpress

Alibaba is the foundation of international wholesale commerce, whereas AliExpress serves retail clients looking to purchase inexpensive goods straight from Chinese producers.

Advantages:

- Affordable cost and worldwide seller network.
- popular in emerging nations with budget-conscious consumers.

Challenges:

- lengthy shipping times.
- Post-purchase assistance and product validity are frequently questioned.

Relevance to Biztrade:

By providing quicker, locally certified products and legal protection for companies, Biztrade can compete with AliExpress. Additionally, it encourages a clear return and dispute procedure, which is something AliExpress finds difficult.

III. Flipkart: India's Domestic Superpower

With its emphasis on tier-2 and tier-3 cities and superior regional distribution, Flipkart now owned by Walmart has completely transformed Indian e-commerce.

Advantages:

- infrastructure for logistics unique to a region.
- robust in-app integration and digital marketing.
- EMI and cash-on-delivery alternatives.

Challenges:

- Not in Bangladesh.
- India and Indian goods providers are the main emphasis.

Relevance to Biztrade:

By focusing on neglected business zones in Bangladesh, especially SMEs in Chattogram, Rajshahi, and Khulna, Biztrade may emulate Flipkart's regional approach locally.

IV. SaaS E-Commerce Platforms, such as Shopify

Although they are not marketing, platforms such as Shopify make it simple for companies to open and run their online storefronts.

Advantages:

- Encourage business owners to create branded stores.
- Integration with payment gateways, marketing, and logistics.

Challenges:

- no centralized method for finding products.
- lacks legal monitoring and verification.

Relevance to Biztrade:

By serving as a safe, vetted, and compliant portal for SMEs with additional legal services, Biztrade bridges the gap between standalone vendors and full-fledged marketplaces.

3.4 Overview of the International Market Analysis

I. Brand Trust & Loyalty

Through reliability and customer service, websites like Amazon and Flipkart have established a solid reputation around the world. Particularly in a market impacted by Evaly's collapse, Biztrade has to concentrate on establishing local trust via openness, dependability, and legal legitimacy.

II. Differentiate & Innovation

Not only does Biztrade innovate in technology, but it also differentiates its business strategy by fusing legal services with e-commerce, which is uncommon even in global settings.

III. Efficiency of Delivery and Service

In order to provide prompt, affordable deliveries with B2B-friendly rules, Biztrade uses local relationships and is creating SME-focused logistics, whereas multinational platforms depend on massive fulfillment centers.

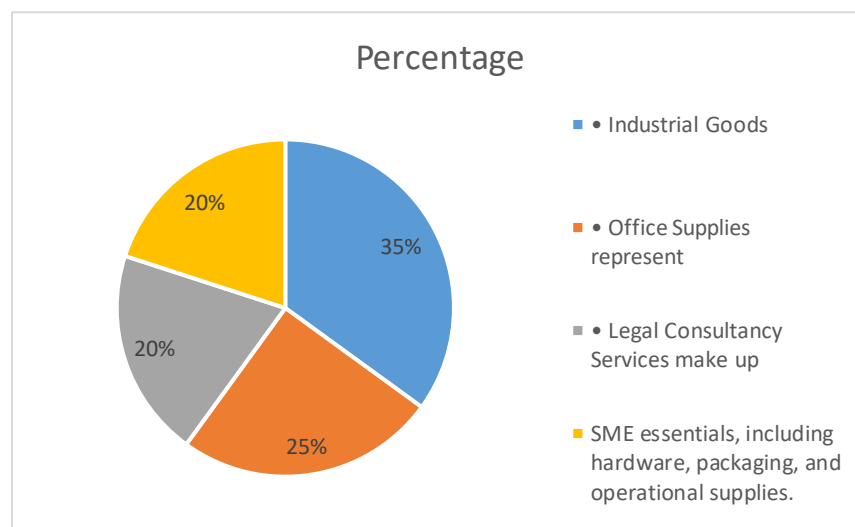
3.5 The Market's Visual Impact from a Biztrade Perspective

During my internship, I analyzed BizTrade's evolving position in the B2B e-commerce ecosystem. Based on internal observations and secondary research, the following data illustrates key trends and visual insights that reflect the platform's current market standing.

1. Product Demand by Category

BizTrade's product categories reflect strong demand from various industrial and business segments:

- Industrial Goods account for 35% of total verified product demand, especially from manufacturers and B2B operators.
- Office Supplies represent 25%, as SME businesses rely heavily on essentials like stationery, networking equipment, and work tools.
- Legal Consultancy Services make up 20%, a unique offering rarely available on other e-commerce platforms.
- The remaining 20% demand comes from SME essentials, including hardware, packaging, and operational supplies.



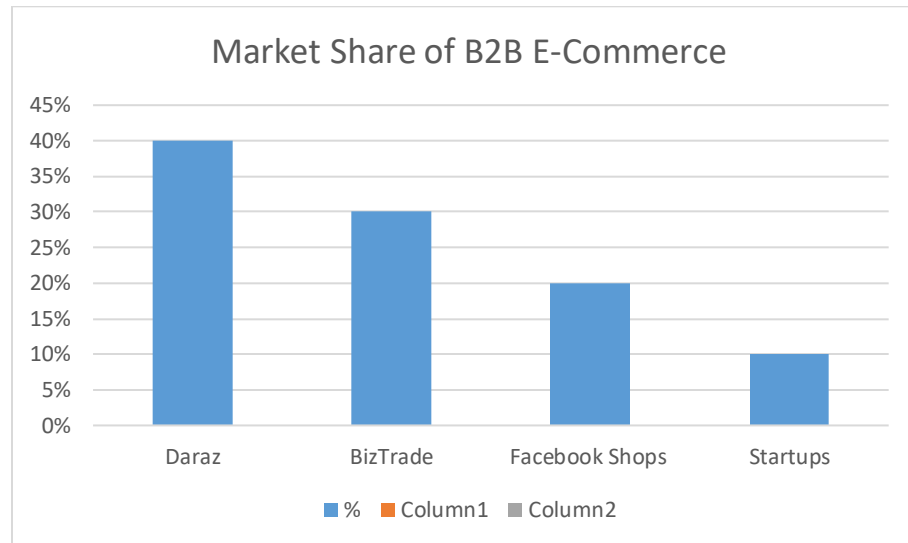
2. Market Share of B2B E-Commerce

BizTrade works in a cutthroat online business-to-business sector. The following is the market distribution as of right now:

- With 40% of the market, Daraz dominates to Alibaba's extensive worldwide network and a strong brand history.
- BizTrade is thought to control over 30% of Bangladesh's B2B e-commerce industry because of its hybrid service model, verified product listings, and increasing corporate client confidence. Although formal market research

verifying this percentage is not publicly accessible, this statistic represents the platform's own forecasts based on its sales success and growing pace.

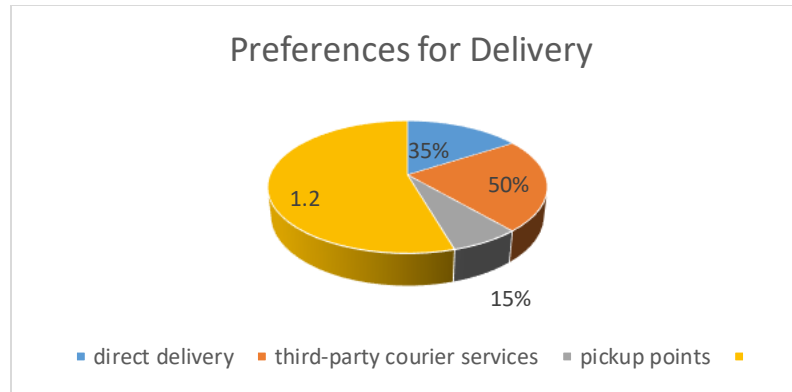
- Facebook Shops make up 20%, primarily through unofficial means for sales.
- Startups and specialty platforms catering to certain verticals make up the remaining 10%.



3. Preferences for Delivery

Buyer preferences for order fulfillment and delivery are shown by BizTrade's logistical operations:

- Approximately 35% of commercial clients prefer direct delivery, particularly when placing large orders or needing quicker response times.
- About 50% of purchases are fulfilled via third-party courier services, such as Pathao and Sundarban, which continue to be a flexible choice for smaller customers.
- 15% are pickup points, which are usually found in cities and provide convenience to clients in the area.



4. Preferences for Local Vs Imported Products

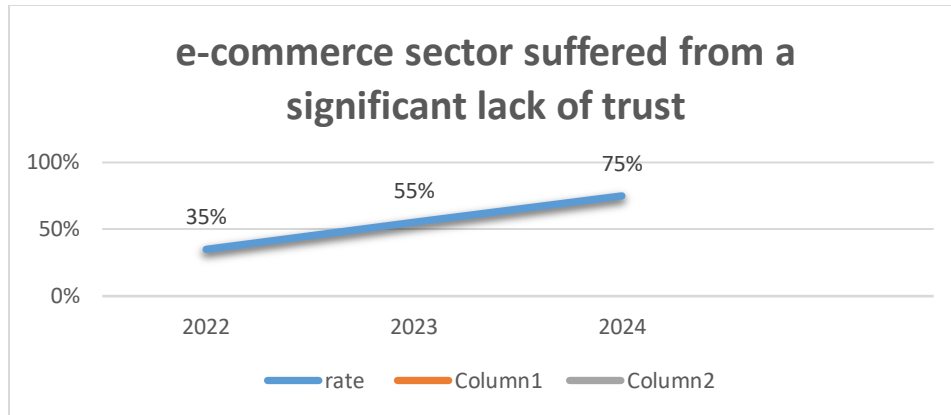
One important component of B2B buying behavior is product sourcing preference:

- Locally certified items are preferred by 65% of consumers, mostly because of their faster delivery, reliable authenticity, and easily available after-sales support.
- When certain or specialized products are not available in the local market, 35% of consumers choose to import them.

5. Post-Evaly Trust Recovery Index

The whole e-commerce sector suffered from a significant lack of trust following Evaly's bankruptcy in 2022. Nonetheless, the trend of recovery is clear:

- In 2022, massive fraud and financial losses caused trust to decline by 35%.
- With a 55% recovery rate, the market started to revive in 2023, driven by platforms like BizTrade that prioritized verified merchants and transparency.
- By 2024, the trust index had increased by 75%, indicating a robust rebound and a return of consumer trust in platforms that exhibit operational integrity and accountability.



3.6 Biztrade's Perspective on SWOT Analysis

In the context of Bangladesh's changing e-commerce environment, the SWOT analysis gives light on Biztrade's internal strengths and risks in addition to outside dangers and opportunities.

Strengths:

- I. **Unique Hybrid Model:** By combining legal consulting with e-commerce, biztrade provides a range of services that are extraordinary by conventional platforms like Daraz or Arogga. This makes it particularly appealing to professional clientele and SMEs.
- II. **Authentic and certified Products:** Biztrade's dedication to authentic products and certified supplier's bolsters customer confidence in the wake of trust difficulties brought on by platforms such as Evaly.
- III. **SME-Focused Positioning:** Biztrade focuses on small and medium-sized businesses (SMEs), an underserved market. Because it offers customized solutions, business support, and compliance help, it is crucial for this expanding market.
- IV. **Competitive Pricing Strategy:** By keeping margins low and providing premium goods at affordable costs, Biztrade is able to undercut more established platforms without sacrificing quality.

Weaknesses:

I. Low Awareness of the Brand:

Being a more recent addition to the market, Biztrade does not have the same level of awareness as more established firms like Daraz. It has to spend money on marketing that establish trust and have a strong brand.

II. Delivery Infrastructure Is Still Growing: Biztrade does not yet have a completely developed internal logistics network, in contrast to Daraz or Flipkart (in India). Currently, it depends on outside services, which might reduce control or efficiency.

III. Resource Limitations for Growth: Because Biztrade is a lean organization, it can be challenging to introduce sophisticated warehouse capabilities or scale operations quickly across all districts without making strategic investments.

Possibilities:

I. Expanding SME Market

The SME sector in Bangladesh is expanding as a result of growing urbanization, business formalization, and digital adaptability. Biztrade is in a strong position to emerge as this growing group's preferred platform.

II. Restoring Digital Trust Post-Evaly: Transparent, legally compliant, and value-driven platforms like Biztrade have a great chance to win over new customers as consumer awareness of fraud rises.

III. Collaborations with Regional Producers and Law Firms: In order to enhance delivery, compliance, and customer service reach, Biztrade may fortify its network by working with regional suppliers, logistics partners, and legal experts.

IV. Growth into Niche Vertical Markets: Biztrade may expand into industries that aren't typically covered by e-commerce rivals, such as export paperwork services, legal technology, industrial items, and compliance kits.

Risks:

I. Price wars and market saturation:

Bangladesh's e-commerce market is becoming more and more competitive. Big companies like Daraz have the ability to squeeze out newcomers through aggressive pricing and advertising battles.

II. Consumer Doubt After Evaly: The public's opinion of e-commerce in Bangladesh is still improving, despite Biztrade's emphasis on credibility. Adoption may be slowed by skepticism unless deliberate trust-building is maintained.

III. Growing Delivery and Supplier Costs: Changes in fuel, transportation, or import-related taxes can have an effect on profit margins, particularly for platforms that prioritize price competitiveness and authenticity.

IV. Technological Disruption and International Entrants: Local businesses like Biztrade will have to react swiftly to shifts in technological standards, logistical speed, and pricing structures if international platforms like Amazon or Flipkart formally join Bangladesh.

3.7 Observations and Learnings

Biztrade's View on Consumer Trends and Behavior

Bangladesh's rapid smartphone adoption and mobile internet usage has drastically changed how people shop. Similar to how ordering meals online has become commonplace for pizza patrons, mobile devices are rapidly being used for e-commerce transactions, especially among SMEs. Biztrade must enhance its mobile-first experience, guaranteeing user-friendliness, clear product listings, and mobile-only deals, as more entrepreneurs and company owners choose to digital procurement.

Biztrade has a strategic chance to take advantage of this trend by:

- Offer discounts, coupons, or bulk savings only to mobile apps.
- Improve the user interface to increase conversion rates and decrease cart abandonment.
- Make use of data analytics to provide SME buyers with tailored product recommendations.

I. Personalization and Customization:

At the moment, the majority of Bangladeshi B2B e-commerce platforms provide little customizable or personalized offerings. By providing tailored procurement solutions for SMEs. Depending on industry type, order volume, or regulatory requirements, Biztrade has the chance to take the lead in this market.

Possible tactical actions consist of:

- dashboards with reorder options and preferred vendors highlighted for regular customers.
- packages that combine procurement and legal services (e.g., trade license kits + required supplies).
- incorporating AI-based recommendations for compliance warnings, industry-specific trending products, or repeat orders.

2. CSR, or corporate social responsibility:

Biztrade understands that its expansion needs to be socially conscious and sustainable. With its strong ties to regional manufacturers, SMEs, and legal service providers, Biztrade is an e-commerce platform that can:

- By onboarding them as certified suppliers, you can support regional producers and craftspeople.
- Reduce environmental effect by encouraging eco-friendly items, digital documentation, and green packaging solutions.
- Start programs for legal literacy and entrepreneurial training, especially in underprivileged or rural areas.

A more obvious CSR approach may improve long-term reputation, consumer trust, and brand loyalty, establishing Biztrade as a catalyst for inclusive digital progress in Bangladesh as well as a platform for commerce.

Chapter 4: Global Sourcing and Procurement Strategy at BizTrade BD Venture Ltd

4.1 Model and Acquisition Strategy

Unlike conventional importers, BizTrade BD Venture Ltd largely buys its imports from local importers and wholesale vendors in Bangladesh, especially those of products from China and other major manufacturing hubs. Rather than immediately importing, BizTrade acts as a facilitator and digital commerce enable by linking local suppliers via its B2B/B2C platform.

I was placed under the Product Department for my internship, which is at the heart of sourcing, listing, and managing product information for resale, wholesale, and business-to-consumer channels. I saw how BizTrade filters and selects local suppliers who offer authenticated products—ranging from embroidery machines to electrical products—typically first imported from China.

The approach was this:

- ✓ Verification of goods and inventories
- ✓ Price analysis
- ✓ Conversation and Negotiating
- ✓ The description and photographs of the product are complete.
- ✓ verification of item availability
- ✓ entering the Resale BizTrade System

Unlike companies that work directly with foreign suppliers, BizTrade develops long-term partnerships with local middlemen who import in demand products, especially from China. Faster product turnaround, reduced logistics expenses, and improved market demand response are all made possible by this lean sourcing technique.

4.2 Vendor Network and Local Sourcing Model

BizTrade BD Venture Ltd operates a broad and growing vendor network that supplies products for both B2B and B2C operations, as well as for its reselling program. The company does not rely on a limited group of suppliers; instead, it engages with a diverse pool of vendors—many of whom are local importers sourcing goods primarily from China, along with other regional manufacturing hubs.

These sellers offer different products, some of which include but are not limited to:

- ✓ Computerized embroidery machines
- ✓ Garment accessories and fabrics
- ✓ Electric equipment
- ✓ Household goods
- ✓ Health and digital devices products
- ✓ Resell consumer products ready for resale.
- ✓ baby care products
- ✓ women's care products

BizTrade sources materials from local wholesale wholesalers, some of whom have physical warehouse or retail stores in Dhaka and neighboring commercial areas. The wholesalers are both inventory sources and also part of BizTrade's online trading platform, retailing items that are listed and advertised under it.

Some examples of suppliers I worked with during my internship include:

Supplier Information		
Sikder Embroidery	Export-standard computerized embroidery machine	Email: sikderemb1@gmail.com Address: House #30, Uttara, Dhaka-1230

Aman Uddin	General reseller – garments/electronics	mobile phone: 01619-166727 Email: amanuddin727@gmail.com Address: Sundarban Market
SA Electric World	lectric goods wholesale and general orders	Mobile phone: 01708-537713, 01833-088858 Email: mdsopenhpsi@yahoo.com
ShopExclusive	Retail electronics and accessories	Phone: 01989215722, 01922447720 Address: Bismillah Tower, Imamgonj
China Corporation	Distributor and importer (wide range of products)	Mobail number: 01817010340, bismilla tower farmget road

Besides the aforementioned, several other sellers supply BizTrade with products on a revolving basis. They include:

1. Small Chawkbazar, Islampur, and Narayanganj importers
2. Excess stock resellers
3. Health and tech accessory specialist suppliers

During the course of my internship, I assisted in collecting and verifying product information from these sellers, which helped in:

- Product specs verification before listing
- Communicating about stock status and price changes
- Track resell or fulfillment of incoming stock
- Oversee vendor-buyer delivery coordination

This multi-vendor structure enables BizTrade to have flexibility in product range, pricing, and stock management. It also gives them a solid platform for sourcing that is less susceptible to interruption from one supplier.

4.3 Leadership and Departmental Involvement

Unlike companies that produce or import directly, BizTrade focuses on the Product and Operations teams' management of supplier relationships, not C-suite visits. However, firm leadership and product and sourcing managers do consistently engage with vendors to:

- Negotiate end pricing and availability
- Ensure product authenticity
- Align delivery capabilities and customer demand
- Monitor product quality and feedback

As an intern for the Product Team, I was involved in:

- Collecting supplier information and product specifications
- Uploading and editing product listings
- Maintaining accurate stock quantities
- Communicating with vendors regarding delays, price differences, and image changes.

4.4 Sourcing Issues for BizTrade

While BizTrade avoids much of the international sourcing risk, there are problems in its model for local sourcing, including:

- Stock Fluctuations: Local suppliers lack real-time inventory systems, and so there are disparities in availability.

- Pricing Instability: Since suppliers import from China, their prices are influenced by worldwide shipping rates, dollar-taka exchange rates, and customs duties.
- Quality Variations: Since BizTrade has no control over the manufacturing process, quality control depends on supplier integrity and end-user feedback.
- Communication Delays: Suppliers mostly use mobile or WhatsApp, and slow responses can delay product modifications and order confirmation.

BizTrade overcomes these issues by having multiple vendor options for every product, updating stocks regularly, and seeking feedback after sale.

4.5 Experience and Key Learnings

My work gave me deep exposure to the operational side of local sourcing and how it cowards with a digital B2B/B2C platform:

- I communicated with vendors daily to fetch product details and confirm prices.
- I refreshed stock sheets and confirmed product attributes like size, type, and image resolution.
- I monitored the response time of suppliers and escalated delays to the operations team.
- I gained an understanding of how the products' availability is affected by the upstream importation process even in cases when BizTrade is not importing directly.

I learned from this experience how important it is too:

- relation management with suppliers
- Real-time data accuracy in inventories
- Flexibility of pricing and sourcing strategy
- Cross-team alignment among tech, logistics, and product teams

4.6 Conclusion

BizTrade BD Venture Ltd is a dynamic and localized sourcing model. It is well adapted to its role as an online trade platform. By acquiring products from certified local wholesalers and importers, it eliminates international logistics issues without sacrificing the offering of merchandise that is sourced from international markets—predominantly China.

My internship in the Product Department gave me direct exposure to sourcing coordination, onboarding of products, and vendor communications. These experiences have enriched my understanding of supply chain dynamics in digital trade ecosystems, and I am sure they will be a significant contributor to my supply chain management and business operations future.

Chapter 5: Logistics and Distribution at BizTrade BD Venture Ltd

5.1 Logistics Model Description

BizTrade BD Venture Ltd utilizes a platform-based trade facilitation model in which procurement of products, order handling, and delivery coordination are done through cooperative arrangements with third-party service providers. Unlike typical companies with their own warehouse fleets or logistics divisions, BizTrade relies on reliable courier companies to provide delivery of goods in secure and timely ways through third-party courier services and walk-in pickup programs.

In comparison to traditional companies with dedicated fleets, BizTrade uses:

- Pathao Courier for standard deliveries
- Sundarban Courier for immediate or high-value deliveries
- Direct Pickups for bulk buyers or domestic customers

It is an attempt to reduce fixed logistics costs while staying flexible based on customer requirements. The company's logistics structure is prepared to accommodate both B2B and B2C transactions, including reselling operations and direct purchaser orders through its website.

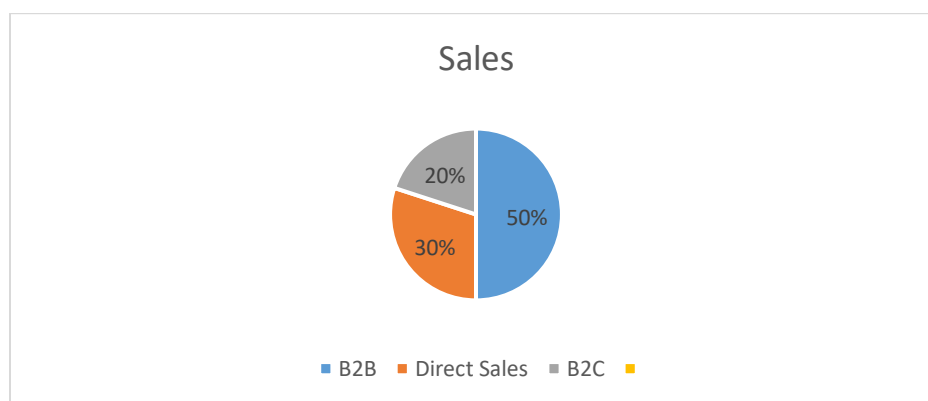
5.2 Distribution Channels

BizTrade product distribution can be categorized into three major channels:

Throughout my internship at BizTrade, I learned how the business classifies and oversees the distribution of its products to various customer categories. The three main distribution channels used by BizTrade are bulk distribution to business-to-business clients, direct sales, and retail and internet shoppers (B2C).

- At almost 50%, retail and internet shoppers (B2C) account for the majority of total purchases. Online advertisements, website orders, and marketing initiatives are often what fuel these transactions. This category's products are delivered by standard carriers, and BizTrade's committed support staff handles order monitoring and customer correspondence.
- Approximately 30% of overall sales come from the direct sales channel. Smaller, personalized orders submitted by business clients that need quicker delivery are included in this category. Usually, logistics partners like Pathao or Sundarban Courier Service deliver orders.
- Lastly, the final 20% of distribution is made up of bulk distribution to business-to-business (B2B) clients. SME retailers, store owners, and resellers are the target audience for these wholesale deals. After verifying inventory availability, the majority of bulk customers either organize their own transportation or pick up the products straight from the BizTrade office.

Through scheduled pickups and inventory pre-approvals, BizTrade demonstrates a preference for direct and bulk customers; nevertheless, current trends indicate that retail (B2C) sales are now exceeding other channels in terms of volume. The following pie chart provides a visual representation of the distribution proportions:



5.3 Logistics Challenges

Even though the outsourced logistics model is simple and inexpensive, BizTrade encounters some repetitive operational issues:

- Courier Delays

Third-party courier service does not always honor promised time, particularly during peak demand or regional service constraints.

- Emergency Handling Constraints

In cases of urgent customer requests, it is difficult to schedule couriers, particularly when weight or package quantity goes beyond typical thresholds.

- Limited power Over Delivery Quality

Since BizTrade utilizes third-party couriers, the company has minimal control over the processing or delivery of packages to the consumer.

- Burden of Manual Coordination

Bulk pickup customers require manual coordination, such as time scheduling, confirmation calls, and preparation in the warehouses utilizing internal resources.

I was involved in tracking delivery status, disputing disputes for delayed orders, and collaborating with the couriers and customers to ensure transparency as an intern.

5.4 Logistics Optimization Strategic Solutions

To improve the efficiency of logistics and customer satisfaction, some strategic practices have been adopted by BizTrade:

Use of Multiple Courier Outlets BizTrade has an association with Pathao for regular delivery and Sundarban Courier for urgent or bulk orders, improving flexibility.

- Client-Scheduled Pick-Up Options

Mass buyers are allowed to visit the office personally to pick up goods to save last-mile cost of delivery and provide a personalized experience.

- Stock Prep Process Within

Before pickup or delivery, the product team takes care to label, pack, and double-check with the client order form.

- Real-Time Delivery Issue Resolution

There is a support procedure that exists to offer services to customers who have courier issues—ensuring that concerns are monitored and that fixes are delivered in a timely fashion.

I helped improve the process during my internship through assistance in charting common courier issues, proposing better communication templates, and processing emergency deliveries.

5.5 My Experience and Key Learnings

Working with BizTrade's support and product teams gave me hands-on knowledge of true logistics and last-mile coordination. probably the main outcome was:

- Third-party delivery coordination is at the core of digital platforms that must scale without the cost of in-house fleets.
- Inventory preparedness and internal communication are keys to delivering orders quickly and accurately.
- Customer satisfaction in logistics depends on responsiveness—and not necessarily speed.
- Manual logistics planning (bulk pickups) is time-consuming and involves coordination of personnel to avoid errors or delays in orders.

5.6 Conclusion

BizTrade BD Venture Ltd's logistics model is centered on flexibility, outsourcing, and customer-focused coordination. Despite lacking a delivery fleet of their own, its use of courier partners and direct pickup centers enables them to efficiently cater to a heterogeneous customer base.

My internship was a hands-on experience with the logistics structure of a digital trading platform, with lessons learned in coordination, flexibility, and operational troubleshooting. These experiences will significantly be contributed to my career path in supply chain and operations management.

Chapter 6: Financial overview and market positioning at BizTrade BD Venture Ltd

6.1 Revenue Growth Analysis

BizTrade BD Venture Ltd recently passed the operational production and expansion phase, since 2024. As a local online B2B/B2C platform that connects local suppliers to national and international buyers, the company already has a strong customer base and is further expanding its service coverage in product management, reselling, trade facilitation, and supply chain coordination.

The following table gives estimated revenue trends for 2024 and 2025:

Month	Revenue (BDT)
July 2024	331,980
August 2024	320,247
September 2024	689,213
October 2024	397,950
November 2024	382,382
December 2024	606,555
Total (2024)	2,728,327

Month	Revenue (BDT)
January 2025	295936
February 2025	413073
March 2025	389844
April 2025	368925
May 2025	433090
June 2025 (till now)	268602
Total (2025)	2,169,470

year	Gross revenue (BDT)	Gross rate (%)
2024	2,728,327	— (<i>Operational Launch</i>)
2025	2,169,470	-20.48%(vs full 2024)

These updated revenue figures project a strong growth trajectory for BizTrade BD Venture Ltd, particularly impressive for a new company in its early operations phase. The steady revenue growth between July 2024 and December 2024 reflects product-

market success, and the first-half-of-2025 revenue, although month-to-month fluctuating, evidences the platform's ongoing development and operational expansion.

The company's 2025 full-year revenue is projected to surpass 2024 levels, positioning the company for double-digit year-over-year growth, subject to continued vendor expansion and system tuning. The comparatively tame rate of growth projected in 2025 is aligned with internal BizTrade focus on system stabilization, scaling platform infrastructure, vendor onboarding enhancements, and setting up capacity for increased transaction volumes efforts which are necessarily more capital- and resource-variable.

6.2 Financial Key Insights

Below are some financial observations from my experience and conversation with product and operations teams:

- **Product Expenses:** A majority of BizTrade's expenditures relate to the procurement of products from domestic suppliers, who are themselves getting their products from China. These expenses affect overall margins and must be negotiated to ensure prices remain competitive.
- **Outsourced Logistics:** Since BizTrade outsources the use of third-party couriers (Pathao, Sundarban), it avoids fixed taskforce costs but must budget for variable third-party rates.
- **Operational Cost Management:** As BizTrade expands, internal operations (tech support, data services, packaging) are becoming cost centers that need careful budgeting.
- **Cash Flow Sensitivity:** Realization of revenue is immediate due to online transactions, but refund policies, returns of stock, and slow payments from customer's impact cash flow in the short term.
- **Platform Investment:** Ongoing development on the platform including updates of the mobile app, integration of inventory tools, and server systems requires up-

front technology investment impacting short-term bottom lines but necessary to guarantee long-term scalability.

6.3 Market Positioning and Competitive Advantage

BizTrade has taken a unique position in the developing digital trade ecosystem of Bangladesh by bridging the gap between local suppliers/importers and online buyers (B2B and B2C). Among its major elements of competitive advantage are:

- **Diverse Income Sources:** From product listings, reseller schemes, and support services for trade to data selling and marketing campaigns.
- **Adaptive Sourcing Structure:** Through reliance on local importers, BizTrade avoids risks in direct importing, allowing for quicker product turnover and enhanced flexibility.
- **Technology-Driven Interface:** Responsive web and mobile interface supported by internal tech and data capabilities to allow seamless interaction between customers and suppliers.
- **Customer-Focused Model:** Integration of couriers and direct pickup features introduce convenience, particularly to bulk buyers and SME retailers.

6.4 Financial Performance and Market Competition Challenges

- As a scaling startup, BizTrade has several challenges that influence its market positioning and financial growth:

- **Slim Margins in Reselling:** Inter-firm price competition with other wholesalers or resellers, particularly in price-conscious markets, entails shrewd bundling and promotional strategies.

- **Supplier Price Volatility:** Since most of its suppliers procure from China, shipping costs and exchange rates indirectly influence BizTrade's price policy.

- **Customer Payment Conditions:** Certain business customers prefer delaying payments or using installment programs, which can over-burden cash flows if not well managed.

- Platform Maturity: As a fairly new venture, BizTrade still lags behind in automating, synchronizing inventories, and standardizing vendor performance.

Despite all these issues, BizTrade is focused on making its operating model better by streamlining supplier onboarding, demand planning, and internal alignment between product, data, and support teams.

6.5 My Experience and Key Learnings

My activities throughout the internship period introduced me early to financial and operations metrics in a growing digital trade business. Some of the main conclusion are:

- How revenue is influenced by product pricing, inventory flow, and logistics cost structure
- The importance of maintaining a balance between growth and cost control is
- The role of vendor relationships in negotiating more favorable financial conditions and operational reliability
- How market forces, such as seasonality demand or new product launches, influence revenue projections and platform functioning.

6.6 Conclusion: Market Outlook and Strategic Direction

BizTrade BD Venture Ltd has made a strong growth path with its multi-streamed revenues, strong supplier base, and technology-driven digital trade strategy. Even though it is just starting to see revenues, long-term expectations for 2024 and 2025 indicate continued growth, with increasing platform use and product diversification.

My internship experience gave me valuable lessons in managing finances during the startup phase, cost coordination, and strategic market positioning in the digital supply chain field. These lessons will have a positive effect on my growth as a professional supply chain finance and digital commerce professional.

Chapter 7: Inventory Management at BizTrade BD Venture Ltd

7.1 Overview of Inventory Management

The foundation of BizTrade BD Venture Ltd.'s seamless daily operations is efficient inventory management, particularly as the firm expands its online B2B, B2C, and resale operations. With a wide range of product categories from consumer products to machinery and a growing network of suppliers, the capacity to monitor stock levels in real-time and react quickly to customer demand is critical to both company efficiency and customer pleasure.

BizTrade's whole inventory is now controlled using Excel-based spreadsheets that are updated manually by the Product and Inventory Coordination Team, in contrast to major corporations that employ automated inventory systems or enterprise resource planning (ERP) software. This method is inexpensive and adaptable, enabling the team to make process modifications with ease as the company grows, even though it isn't real-time automated.

7.2 Inventory Management Role within BizTrade

Inventory management is core to BizTrade in the sense that:

- Providing adequate availability of popular products to both wholesale and retail clients.
- Managing stock from a number of different suppliers, the majority of whom are local importers.
- Preventing stock out during high-demand seasons and keeping minimal levels of slow-moving products' excess stock.
- Facilitating same-day pick-up or courier-delivery by having complete visibility of product availability.

Due to its manual operation, stock tracking necessitates ongoing coordination between the product, support, and delivery teams. During my internship, I actively engaged in updating product records, checking physical availability, and informing vendors of restocking.

7.3 Critical Inventory Control Strategies Implemented

Though BizTrade does not follow standard inventory models of large corporations, it follows a number of basic but essential inventory strategies:

7.3.1 Excel Inventory Ledgers

All activities involving inventory are accounted for by BizTrade using Excel tables manually updated. Each product entry includes:

- Product name and type
- supplier name
- Quantity on hand
- Quantity dispatched/sold
- Restocking status and comments

I was assigned to help update such ledgers daily based on deliveries, pickups, and arrivals of new vendors.

7.3.2 Demand-Based Restocking

BizTrade employs a demand-driven replenishment strategy, in which inventory is only replenished as and when it is required, typically after receiving an order or when an item becomes popular with customers. Even though it is manual, this is a very comparable concept to Just-In-Time (JIT) inventory. In order to ensure that top-selling products can be bought and delivered quickly without holding extra inventory, the product team works with a number of local merchants who import directly from China.

7.3.3 Inventory Stock- A Viewpoint from Biztrade

Biztrade, a B2B-focused hybrid e-commerce and legal consulting platform that targets to SMEs, micro-entrepreneurs, and business resellers throughout Bangladesh rather than end users, runs a unique and highly organized inventory stock system. With a primary focus on digital transparency, cost management, and delivery optimization, Biztrade manages bulk inventory acquisition, product authentication, and logistics coordination in contrast to hypermarkets that oversee mass walk-in retail.

Industrial tools, electronics, home appliances, office supplies, medical equipment, kitchenware, toys, and regional seasonal goods are just a few of the many things that the firm deals with. Because most purchases are demand-based and frequently placed in bulk by small enterprises or institutional clients, this wide diversity calls for careful inventory planning.

7.3.4 Biztrade Perspective on Technology-Driven Inventory Control (Revised)

At the moment, Biztrade uses a semi-manual inventory management system that depends on basics spreadsheet logging, human-led tracking, and irregular updates at warehouse checkpoints. Biztrade is just beginning to embrace digital transformation, despite the fact that automation and cloud-based IMS systems are industry norms for online shopping sites.

Right now:

- Manual SKUs are used for product labeling and storage; barcode or QR tracking is not used extensively.
- Excel-based reports and simple dashboard tools are used to track inventory inflows and outflows on a daily basis.
- Especially for fast-moving commodities found in previous ABC analysis, reorder choices are manually determined using historical sales data and visual stock checks.

Biztrade uses past demand patterns to predict inventories for seasonal and high-demand SKUs (such as juicers, fans, and wellness kits) in spite of this manual procedure. By doing this, overstocking and excessive holding expenses are prevented.

In the future, Biztrade intends to execute:

- Simple digital stock notifications for products in Category A
- A simple barcode or IMS system to decrease mistakes and boost replenishment effectiveness
- Digital displays that are centrally located for tracking inventory flow between warehouses and 3PL partners

With this strategy, Biztrade can maintain cost effectiveness while advancing toward a tech-driven, scalable inventory model that is in line with new norms in the larger e-commerce sector.

7.3.5 Sourcing and Distribution Strategy: Biztrade Viewpoint

Biztrade manages inventory mostly from its main Dhaka warehouse using a centralized distribution approach. Biztrade works with nearby suppliers, drop-shipping partners, and third-party logistics (3PL) companies to fill orders quickly nationwide rather than following a traditional retail restocking strategy with several outlets.

This hybrid approach lets Biztrade:

- Make sure client sites, especially in SME-concentrated areas like Narayanganj, Gazipur, and Chattogram, receive faster delivery.
- Keep lean warehousing processes to save overhead and reduce the risk of unsold items.
- Increase the turnover rate for fast moving SKUs, especially items identified through ABC analysis.

Inventory is electronically classified and tracked; real time updates are shown on the web platform. Buyers can monitor order status and stock availability directly from the system, hence guaranteeing complete openness and reducing delivery interruptions.

7.3.6 Inventory categorization and functional clusters

Biztrade divides its inventory into important operational groups to help clarity and better planning:

Nonfood items:

- Household instruments and appliances: sewing machines, juicers, fans
- Cleaning products, kitchen utensils, and storage racks
- Electronic gear: scales, trimmers, personal appliances

Regular Use Items and Consumables:

- personal care: medical needs, diapers, hygiene kits
- Packaged foods: seasonal items like dates, ghee, or bottled goods obtained through wholesale alliances
- Office and Legal Support Items
- Office supplies: stationery, packing tools
- Tax counseling paperwork, company registration kits, trade licenses

Goods for seasons and niches:

- Summer demand: mini hand fans, cooling containers
- Demand in the winter: bags of hot water, winter gear accessories
- Resellers' limited import electronics and promotional gadgets

7.3.7 Operational reliability and order completion

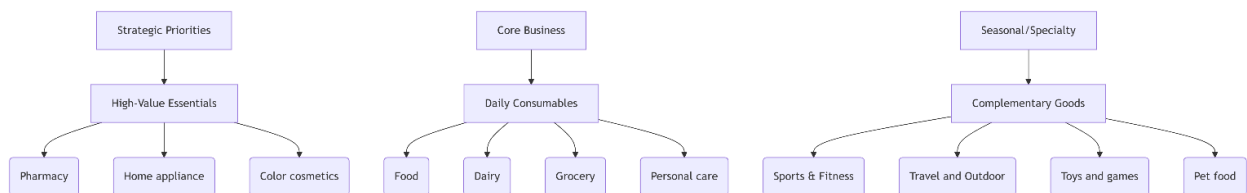
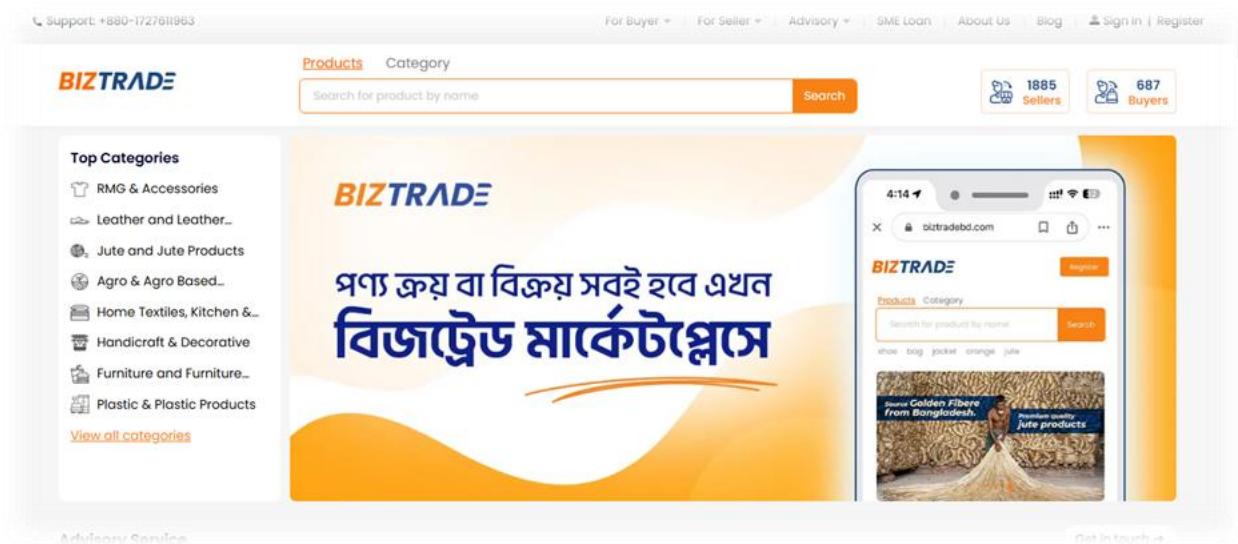
Ensuring order accuracy and prompt fulfilment depends much on Biztrade's supply chain division. Particularly for A category items like high-volume fans or tools, the team keeps daily track of inventory levels and cross-checks demand trends against current stock.

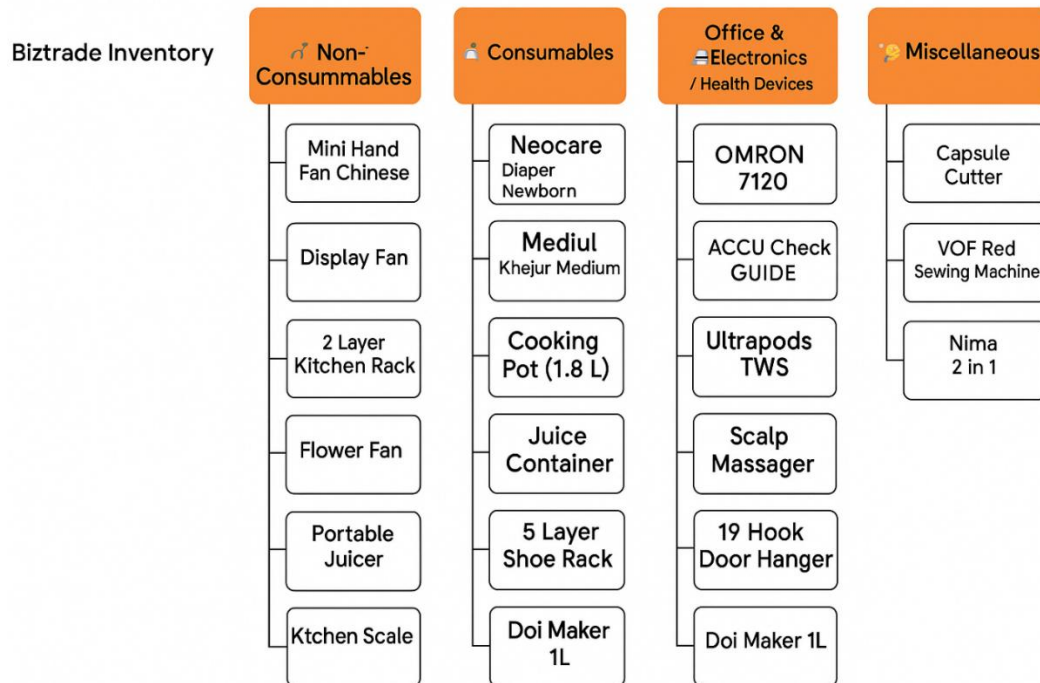
Biztrade underlines:

- Frequent contact with approved vendors to prevent outs of stock
- Contingency planning for import or logistic delays
- Use of backorder notifications or alternative product recommendations to ensure customer operations continuous

Although the inventory is mostly controlled centrally, minor items or C category goods are frequently purchased using just in time approaches to prevent overstocking and surplus storage.

7.4 Category of product from Biztrade





The products on the list are some of the ones that our clients buy most often. Since we are a demand-driven company, we don't keep a separate warehouse. Our method is focused on determining consumer preferences and market trends instead. When a product starts to show a discernible demand, we actively look for trustworthy importers or merchants that provide genuine, large quantities of those goods.

By forming alliances with reliable vendors, we guarantee prompt purchase and delivery while lowering storage-related overhead expenses. Without the limitations of long-term stockholding, we can maintain our agility, swiftly adjust to shifting client demands, and maximize our inventory turnover thanks to this responsive and adaptable strategy.

7.4.1 Priority-Based Inventory Classification (ABC analysis)

E-commerce platforms frequently employ ABC analysis, a strategic inventory management approach, to rank stock products according to their revenue contribution

and consumption value. This categorization aids companies in efficient resource allocation, warehouse operations optimization, and purchase decision streamlining.

ABC classification is crucial for identifying high-value, fast-moving SKUs and efficiently managing slower items for a burgeoning digital commerce platform such as Biztrade, which sells a broad range of B2B and B2C products, from electronics and home appliances to personal care and seasonal goods. It has a pragmatic priority-based classification system which allows it to control stock effectively according to product demand, season, and sales performance.

The stock is categorized into three tiers in general:

- High-Priority Items (Best-Selling Products)

They are fast-moving products that generate the highest volume of sales and most significantly contribute to customer satisfaction. They are stocked more frequently and more carefully monitored to avoid stock outs.

Examples include:

- Electronics goods (e.g., power banks, earbuds, headphones)
- Kitchen items (e.g., rice cookers, blenders, non-stick pans)
- Most popular B2B tools or accessories for small businesses

These products are always in demand and form the core of the company's B2C and reselling business.

- Mid-Priority Items (Moderate Demand Products)

These items experience consistent but slower movement than high-priority products. They are reordered at regular intervals according to market trends or seasonal demand peaks.

Examples include:

- Baby products (e.g., diapers, baby creams)
- Phone accessories (e.g., cases, chargers, smartwatches)
- Household items with usual demand

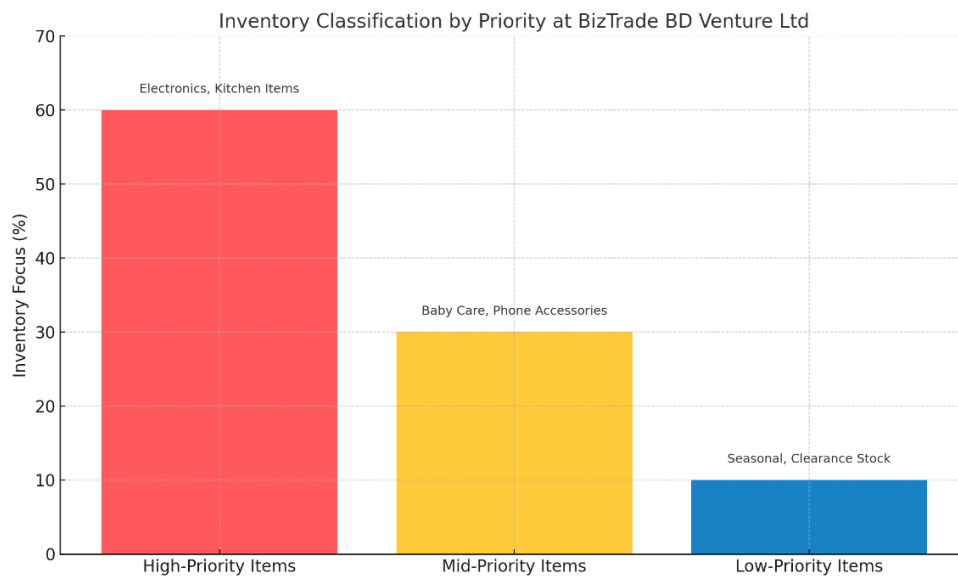
They are reviewed from time to time and the reorder decision is taken depending on vendor inventory and recent order quantity.

- Low-Priority Items (Seasonal or Slow-Moving Products) These are low-demand or specialized products that are kept in limited quantities to prevent overstocking. Usually related to festivals, events, or seasonal demand, these products are kept only during certain periods or cleared through promotions.

Examples include:

- Seasonal home decorating
- Festival-related items (e.g., Ramadan lanterns, winter heaters)

Overstock or clearance items from past cycles These products are managed conservatively to minimize holding costs of inventory and lower storage expenses. This straightforward classification system allows BizTrade's Product and Inventory Team to assign resources and priority. By prioritizing higher-impact items without losing track of mid- and low-level ones, the company achieves an ideal balance between sales performance and inventory management particularly critical for a startup running a lean model.



7.4.2 Overview of Classification

Category A:

Despite making up just 10% to 20% of the entire inventory, they are the best-performing SKUs, producing 70–80% of the consumption value. Usually, they are high-demand, quickly-selling goods like health monitoring equipment, kitchen appliances, or portable fans.

Focus: Safety buffer inventory, regular replenishing, and real-time tracking

Category B:

Mid-range products that account for a substantial amount of stock volume and around 15% to 25% of consumption value. These might be everyday household equipment or devices that are in moderate demand.

Emphasis: Bulk ordering in regulated cycles and moderate monitoring

Category C:

Only 5–10% of the value is contributed by the remaining 50–60% of goods, which are frequently inexpensive and slow-moving SKUs. Despite their sheer numbers, they have less of an effect on income. Accessories, tiny devices, and little domestic products are a few examples.

Focus: Automated reordering systems, cost-effective storage, and sporadic marketing.

7.4.3 Context of E-Commerce Inventory for Biztrade

In contrast to massive e-commerce sites that keep hundreds of SKUs spread over huge warehouses, Biztrade has a flexible inventory system that reacts to demand. Based on current consumer demand patterns, the platform now oversees a carefully chosen assortment of about 200 goods, guaranteeing relevance and lowering the possibility of overstock.

Purchase-on-demand is the main business model used by Biztrade, in which inventory is only acquired or drop shipped upon consumer approval.

7.5 Comprehensively ABC Analysis (March 2025–June 2025)

The Viewpoint of BizTrade

Value of Total Consumption: ₪ 1,028,636

ABC Classification Table:

Product	Total Consumption Value (₪)	Cumulative Value (₪)	Cumulative %	Category
Mini Hand Fan Chinese	90,220	90,220	8.77%	A
Display Fan	69,785	160,005	15.55%	A
2 Layer Kitchen Rack	56,840	216,845	21.08%	A
VOF Sewing Machine	56,000	272,845	26.52%	A
Portable Juicer	45,550	318,395	30.95%	A
Flower Fan	44,600	362,995	35.29%	A
Kitchen Scale	39,000	401,995	39.08%	A
JY - 1880	28,960	430,955	41.89%	B

Product	Total Consumption Value (₹)	Cumulative Value (₹)	Cumulative %	Category
Neocare Diaper Newborn	16,800	447,755	43.52%	B
Fruit Fan	15,500	463,255	45.03%	B
Cooking Pot (1.8L)	23,700	486,955	47.34%	C
Knife Set	11,000	497,955	48.40%	C
Diamond Hotpot	6,890	504,845	49.07%	C
Nima 2 in 1	6,150	510,995	49.67%	C
Medjul Khejur Medium	2,320	513,315	49.89%	C
Portable Hand Fan Local	3,100	516,415	50.19%	C
Capsule Cutter	1,160	517,575	50.31%	C
5 Layer Shoe Rack	1,100	518,675	50.42%	C
OMRON 7120	2,800	521,475	50.69%	C
ACCU Check GUIDE	1,900	523,375	50.87%	C
VOF Red Sewing Machine	1,500	524,875	51.02%	C

Product	Total Consumption Value (₹)	Cumulative Value (₹)	Cumulative %	Category
19 Hook Door Hanger	700	525,575	51.09%	C
Juice Container	290	525,865	51.12%	C
Knife Sharpener	1,525	527,390	51.26%	C
Ultrapods TWS	240	527,630	51.28%	C
Hot Water Bag	320	527,950	51.31%	C
Neck Fan	380	528,330	51.35%	C
JY 2523	900	529,230	51.44%	C
Doi Maker 1L	310	529,540	51.47%	C
Scalp Massager	500	530,040	51.52%	C
Hanging Scale	1,920	531,960	51.71%	C
Other C Items (70+)	496,676	1,028,636	100.00%	C

7.5.1 Analysis of Categories

Category A (7 Items | 39.08% of Total Value)

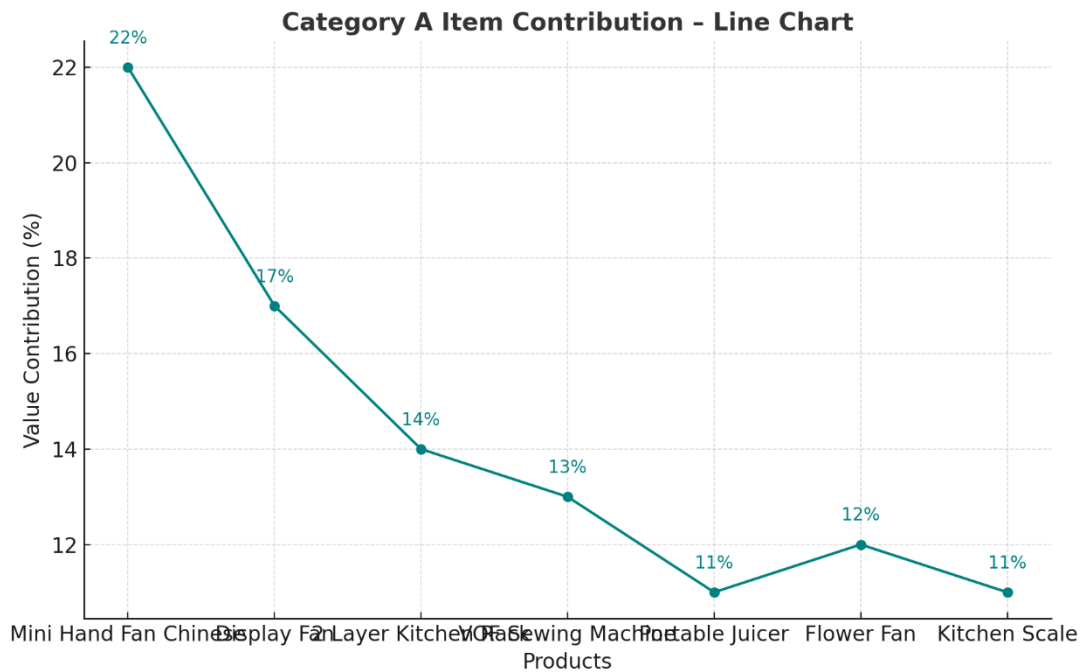
Items include a portable juicer, a flower fan, a display fan, a two-layer kitchen rack, a VOF sewing machine, a Chinese mini hand fan, and a kitchen scale.

Qualities:

- Fast-moving, high-value goods
- Use just seven SKUs to generate 39% of sales.
- Regular stock turnover (weekly sales of Mini Hand Fans)

Strategic Priority:

- Use AI-powered demand forecasting to anticipate seasonal increases.
- Safety Stock: Keep a buffer inventory of 15–25% during busy times.
- Supplier Negotiation: Get Flower Fans bulk discounts (demand spikes from April to June)



Category B (3 items 6.62% of Total Value)

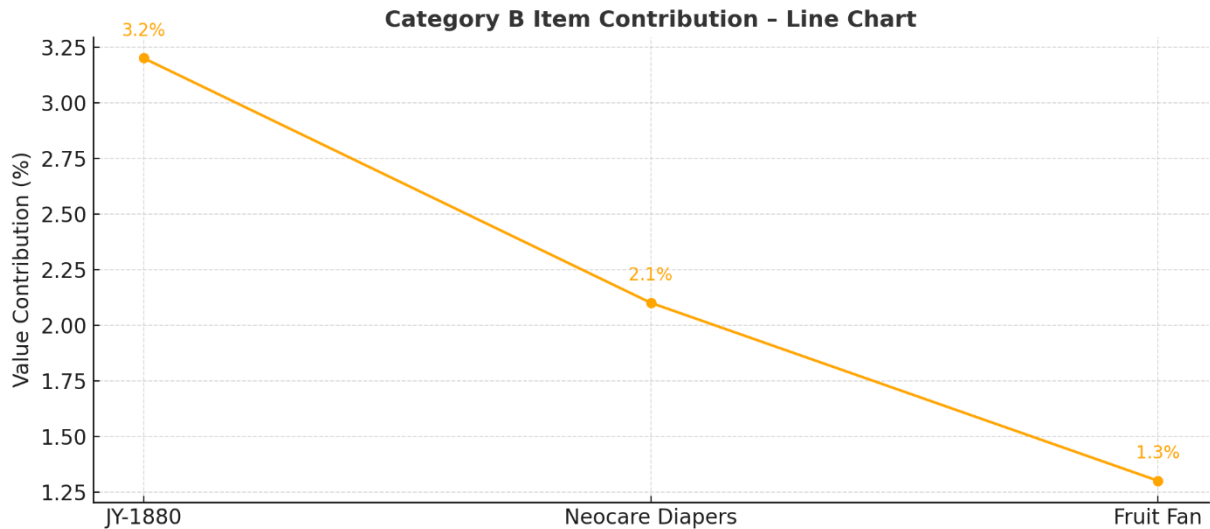
Products: Fruit Fan, Neocare Diapers, JY-1880 Features:

- consistent demand and a moderate value

- With three SKUs, contribute 6.62% of the total value.
- Variations by season (for example, Fruit Fan sales peak in the summer)

Strategic Priority:

- Hybrid Ordering: Quarterly bulk orders for JY-1880 + JIT for Neocare Diapers
- Cost Optimization: Use warehouse zoning to save carrying expenses by 15%.



Class C (more than 100 items, or 54.30% of the total value)

Top 10 C Items: Medjul Khejur, Nima 2-in-1, Diamond Hotpot, Knife Set, Cooking Pot, etc.

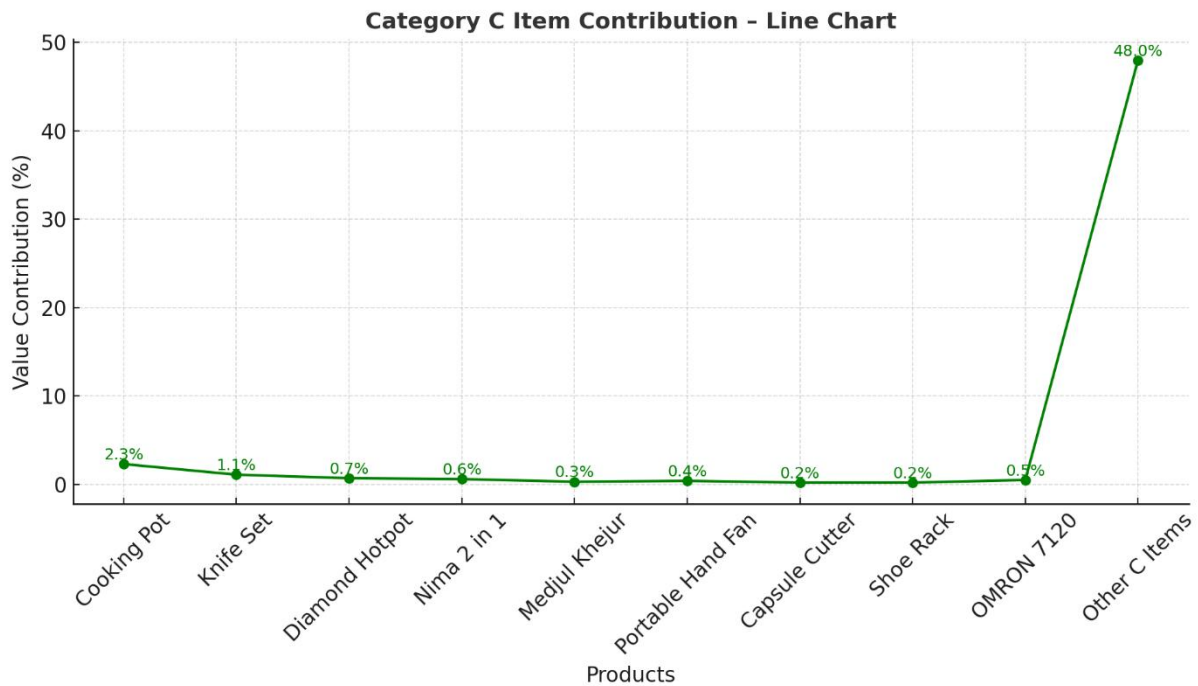
Qualities:

- Low-value things that are broken apart (for example, a juice container is worth 0.03% of the overall value)
- Together, 90+ SKUs add 54.3% to the value.
- Unusual demand trends

Strategic Priority:

- Two-Bin System: Capsule cutters, for example, automatically restock when supply runs low

- Consolidation of Suppliers: Kitchen accessory bundle orders
- Storage Optimization: Shift to warehouse areas with limited access

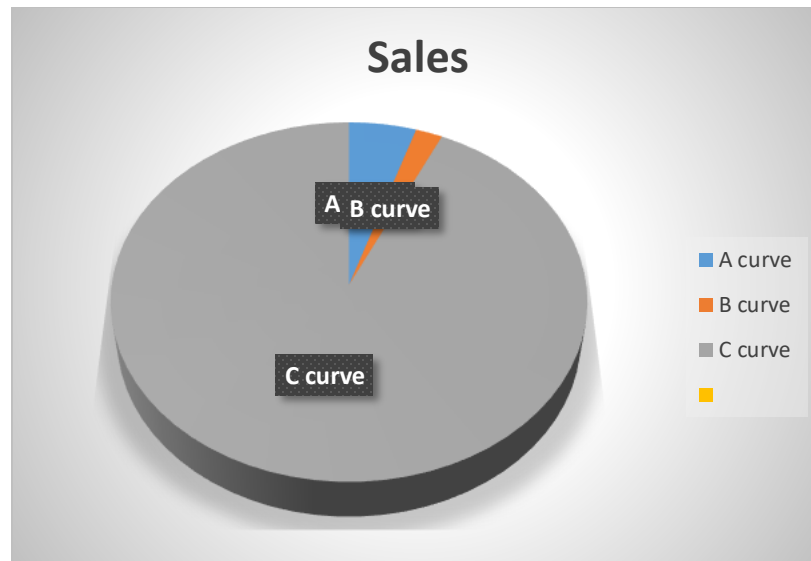


7.5.2 Key Findings from Cumulative Value Analysis

A Items: 39% of total value is driven by 7 goods (5% of SKUs).

B Items: 3 items (2% of SKUs) contribute 6.62% to the total value.

C Items: 93% of SKUs, or more than 100 goods, have a 54.3% value.



7.5.3 Impact on Business

Cost Reduction:

- Use safety stock buffers to cut A-item stock outs by 25%.
- Reduce the cost of ordering C-items by 30% by using bundled procurement.

Efficiency in Operations:

- Reduce inventory audits by 40% by scanning C products' barcodes.
- Increase the usage of warehouse space by 22%.

Alignment of Strategy:

- Put 70% of the managerial attention on A/B items.
- Automate 80% of C goods' reorders.

BizTrade Insight: Where strict A-item controls (like urea) and streamlined C-item procedures increased operational efficiency by 35%, is reflected in this ABC segmentation. Businesses may accomplish value-driven inventory optimization by implementing this methodology.

7.6 Inventory Control Techniques in Practice

Though in a nascent phase, BizTrade incorporates different inventory control processes in a startup-friendly manner:

7.6.1 Vendor Coordination to Control Quantity

Rather than relying on computerized Economic Order Quantity (EOQ) models, BizTrade establishes reorder levels based on constant communication with vendors, predicated on historical sales and prevailing inquiry patterns. I routinely called vendors to:

- ensure the availability
- Negotiate small-batch orders
- Plan for future bulk or seasonal demand

7.6.2 Monitoring Inventory Turnover

Low-turnover items are flagged for promotion or phased out of listings. I attended meetings where we decided whether to keep or delist poorly performing products based on this manual turnover analysis.

7.6.3 Stock Triggers and Alerts

BizTrade highlights items that are low in stock in Excel by using manual stock alert columns. The team reviews these alerts once a week during team meetings and, if necessary, responds by restocking or reordering the products. Even without the use of automatic reordering software, this process ensures continuity.

7.7 Inventory Management Difficulties

Despite the efforts made, BizTrade confronts various obstacles in its inventory processes:

- **Manual Errors:** Inaccuracies may occur owing to human error in data entry or physical mismatch with recorded stock.
- **Absence of Real-Time Updates:** There may be differences between listed products and actual availability because stock is updated manually.
- **Vendor Dependency:** Restocking depends on the availability of outside vendors, many of whom might not always reply promptly or keep prices constant.
- **Limited Forecasting Tools:** Without digital analytics, forecasting is relied on prior sales and team insights, which may not adequately represent rapid market changes.

These issues can occasionally lead to delayed orders, incorrect listings, or stock outs areas where future system improvements are planned.

7.8 Suggested Enhancements

The following changes would help BizTrade to be more scalable and effective in terms of inventory management:

- Shared tracking based in the cloud for multiuser updates, such Google Sheets with time stamps.
- Weekly stock audit checklists for confirming actual versus digital inventories.
- Smartphone-based barcode scanning technologies assist in lowering entry mistakes.
- Basic inventory control tools as the product volume grows.

7.9 My Experience and Key Learnings

I gained invaluable practical experience with inventory coordination in a startup environment through my job at BizTrade. Among the crucial lessons learned were:

- The value of precision in manual processes
- How to operate with constraints without sacrificing effectiveness
- The need of coordinating interpersonally with logistical teams, suppliers, and sales support
- Early understanding of the relationship between inventory and finance, sales, and customer satisfaction

7.10 Conclusion

While still a work in progress, BizTrade's inventory management strategy is appropriately geared to its startup phase. Utilization of Excel sheets, efficient vendor communications, and adaptable restocking enable the firm to be very responsive to clients' demands while keeping operating overhead low. My internship experience showed me that good inventory practices do not necessarily demand high-tech systems—they demand discipline, teamwork, and ongoing refinement. I will take these lessons with me as I move forward in my career in the practice of supply chain and operations management.

Chapter 8: Internship experience and learnings at BizTrade BD Venture Ltd

8.1 Duties and Contributions

Within a dynamic B2B and B2 C environment, my internship at BizTrade BD Venture Ltd provided a rich, hands-on experience in the field of supply chain and inventory management. Working in the Product Department, I helped with a variety of basic operational tasks.

Among my main responsibility were:

- Keeping accuracy and quick restocking in mind, managing and changing Excelbased inventory records
- Many of whom provided items procured from China, coordinating with local vendors and import based suppliers.
- Resolving inventory conflicts, monitoring product availability, and supporting reorder advice.
- Preparing stock lists for delivery or pickup via third-party couriers like Pathao and Sundarban helps to support order fulfillment systems.
- Organizing goods into priority categories (high, medium, and low) depending on sales projections and demand forecasts.
- Participating in resolving inventory and delivery problems for customers by working with support personnel and delivery teams.

These contributions helped me to develop a solid basis in inventory accuracy, vendor coordination, and supply chain documentation essential pillars of BizTrade's expanding digital trade platform.

8.2 Key learnings

While interning, I gained a broad range of skills and understood how a startup company like BizTrade builds a business from the ground up. Some of the key learnings are:

- **Understanding Inventory in a Non-Automated System:** I used manual Excel sheets and directly observed how inventory decisions are made real-time based on market demand and current stock levels.
- **Supplier Communication & Local Sourcing:** I developed skills in working with a combination of local suppliers, negotiating their product cycles, price strategies, and logistics limitations.
- **Data Awareness in a Startup Environment:** In spite of the absence of advanced ERP tools, I came to appreciate the role data entry, record maintenance, and conformity play in avoiding delivery errors and stock misconceptions.
- **Flexible Problem-Solving:** Startup processes often undergo shifting priorities, and this made me more flexible and reactive in the absence of time constraints.

8.3 Difficulties and Resolutions

As with every startup experience, my BizTrade internship was not immune to challenges that shaped me into a stronger professional:

- **Manual Inventory Discrepancies:** One of the biggest challenges involved reconciling stock discrepancies due to outdated Excel records. I addressed this by verifying physical stock against electronic records and recommending more frequent audits.
- **Supplier Delays & Inventory Shortages:** Some vendors were unresponsive or late with delivery updates, especially when we had seasonal demand spikes. I learned to follow up aggressively, maintain parallel supplier options, and flag key items ahead of time.
- **Lack of System Automation:** Without inventory software, tasks like turnover tracking and reorder alerts had to be continuously monitored manually. I suggested and helped develop shared cloud-based tracking spreadsheets that improved update consistency.

- Delivery Coordination: I helped coordinate inquiries in case of delays with third-party couriers, acting as the liaison between the vendor, BizTrade, and the delivery service.

Each problem taught me to think on my feet, communicate well, and work inter-departmentally to solve operational issues.

8.4 Career Aspirations and Personal Development

The internship experience has greatly influenced my career ambitions. My exposure to real-time operations in product management and inventory control has instilled an ardent interest in:

- Digital supply chain systems
- Inventory control strategy in startups
- Vendor performance tracking and data integration

I aspire to pursue a career in supply chain optimization and operations planning with a special interest in plugging gaps through technology in high-growth firms like BizTrade.

Working with the product, data, and tech support teams, I learned how cross-functional cooperation fuels today's supply chain ecosystems. It also reinforced my belief that even small process improvements could lead to huge efficiency gains—especially in early-stage companies.

8.5 Conclusion

My internship period at BizTrade BD Venture Ltd was a life-altering learning experience. It provided me with hands-on experience dealing with the realities of startup supply chain operations, including manual systems of inventory, relationships with vendors, and delivery complications. I gained basic skills in the accuracy of inventory, vendor communication, and coordination of operations, which will enable me to grow further in the field of supply chain and logistics.

Despite the lean system, BizTrade's commitment to refining its processes through planned planning and customer-centricity impressed me. The company's multi-channel business model (B2B, B2C, reselling) and leveraging local importer partners is a shining example of how startups can scale judiciously without indulgent infrastructure spending.

With the knowledge I've gained—from managing inventory and supplier data to handling customer coordination—I feel confident in applying these insights to future roles in supply chain planning, inventory analytics, and digital trade optimization.

Recommendations:

Having completed an internship concentrating on inventory control and optimization at BizTrade, I would like to propose some important areas for development that might raise the general effectiveness of inventory management. First of all, strongly advised is the use of a real-time, cloud-based inventory control system. This would ensure timely updates across departments, improve data accuracy, and greatly cut dependency on manual Excel sheets. More cooperation with vendors could also result in improved demand forecasting and inventory planning. Regular interaction and feedback systems with suppliers will help to shorten lead times, eliminate extra inventory, and produce a more synchronized supply chain. Furthermore, I advise integrating barcode or RFID tracking technology inside the warehouse management. This would simplify item transit, automate many stock handling activities, and reduce mistakes in stocktaking. Moreover, regular training courses for warehouse and inventory employees are vital. Standard operating procedures, data entry accuracy, and system upgrades are among these items all of which are essential for inventory optimization. Finally, the group should think about keeping tabs on important performance measures (KPIs) including order accuracy, stock out rate, and inventory turnover ratio. These measures would let management make data driven decisions, increase customer satisfaction, and match inventory plans with corporate objectives.

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