

ERP Department Practices of Akij Food & Beverage Ltd:
An Experience of Internship

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

ERP Department Practices of Akij Food & Beverage Ltd:
An Experience of Internship

SUBMITTED TO

Dr. Khandoker Mahmudur Rahman

Professor

School of Business & Economics (SoBE)

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SUBMITTED BY

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ID: 111 202 095

COURSE CODE: INT 4399

Major: Marketing



School of Business and Economics

United International University

DATE OF SUBMISSION: 30 JULY, 2025

Letter of Transmittal

30 July, 2025

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

Subject: **Submission of the Internship Report**

Dear Sir:

The "*ERP Department Practices of Akij Food & Beverage Ltd: An Experience of Internship*" – the report is hereby submitted for your kind perusal. The largest benefit for me has been your instruction, which I truly appreciate. I followed your and my company's supervisor's guidance while writing this report.

The experience of working with Akij Food & Beverage Ltd. has been incredible. I think the skills and information I have learned during the internship period will help me greatly in my future professional activities. I sincerely hope you will look over this report and offer your wise observation. If my report gave you a better understanding of the problem and relevant information, I would be extremely cheerful.

Sincerely,

Alif Jaman Khan Dipu
ID- 111 202 095
Program: BBA
Major: Marketing

Certification of Similarity Index

My supervisor was really kind. I am very pleased to present this report to you. This study observes how soft skills training affects the conduct and productivity of Akij Food & Beverage Ltd. personnel. Prior to completing my internship report paper, I knew very little about this topic. I genuinely hope that, my boss will pardon me and allow me to continue researching this subject.

- Ensure the project holds significance
- Ensure the research is readable
- Maintain your support for the project
- Persistently work on the research project
- Give thanks for deeds of assistance
- Submitting a work of originality
- Timetables for responding to emails
- The expectations of the supervisor

In order to complete a project, I must be aware of the guidelines and customs, and tried my best to ensure originality according to UIU guidelines.

Declaration of the Student

As the author of the project report "ERP Department Practices of Akij Food & Beverage Ltd: An Experience of Internship", I, Alif Jaman Khan Dipu, (Student Id: 111 202 095) acknowledge my personal accountability. Before being used in the study, every piece of data in this report was gathered and examined. Every single provided fact the study is accurate and pertinent. All information's are included with proper authorization and approval. Furthermore, no content is shared or directly duplicated from another website without giving due credit to the original author.

Corporate Evidence



AKIJ FOOD & BEVERAGE LTD. (A concern of AKIJ GROUP)

REF: AFBL/HR AND ADMIN/2025/ 129914

DATE: 15-APRIL-2025

Alif Jaman Khan Dipu
C/O - Akkas Ali Khan
Address: Khejurbagan, Boro Ashulia, Savar, Dhaka.

Subject: Internship Placement

Dear,

With reference to your application, we are pleased to offer you 3 months Internship Program at our **IT Department, Akij Food & Beverage Ltd.**, at Akij House, Dhaka-1208, under **CTO, IT, Akij Food & Beverage Ltd.** at Akij House, 198 Bir Uttam, Mir Shawkat Sarak, Dhaka-1208.

You may join from **April 16, 2025** at Akij House, Dhaka-1208. You are also advised to contact our Human Resources Department on the date of joining.

As per our policy, you are entitled to an internship allowance [REDACTED] only per month.

(Internee should have specific working program, reporting manager will provide necessary working program & report to be duly submitted to the undersign through proper channel.)

Sincerely yours,


Mohammad Emadul Haque
Head of HR
Akij Venture Group


17/04/2025

C.C. To:

1. GM, Account & Finance.
2. HR Dept, AFBL

HEAD OFFICE: AKIJ HOUSE, 198 Bir Uttam Mir Shawkat Sarak (Gulshan Link Road), Tejgaon, Dhaka-1208, Bangladesh
Call: 08 001 21212, 09600 98774 || info@akijventure.com || www.akijventure.com
FACTORY: Barabara, Shalabesher, Dhaka, Dhaka, Bangladesh || Call: 9900089, 7199917-8

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Acknowledgement

First and foremost, I would want to express my gratitude to Almighty Allah for providing me with the strength and capacity to complete all the BBA courses and for allowing me to submit my report on time. This publication is the result of a great deal of research and work that took up the entire attention of multiple persons. Without their direction, assistance, cooperation, and navigations, this report would not have been possible.

I express my gratitude to all those who helped with the compilation of this report. For his assistance with my internship report from the start, I would especially want to thank Dr. Khandoker Mahmudur Rahman, Professor, Department of School of Business & Economics (SoBE), my supervisor at United International University (UIU). As I was writing my report, I received frequent guidance and comments from my esteemed supervisor. This report would not have been possible without his help.

In addition, I would want to share my gratitude to my entire team at Akij Food & Beverage Ltd. for assisting me in completely understanding the impact that soft skills training has on employee behavior and productivity. Their cooperation and encouragement in providing me with this chance, as well as their ongoing support and encouragement in helping me to produce a high-caliber report.

Table of Contents

Contents

Letter of Transmittal	iii
Certification of Similarity Index	iv
Declaration of the Student	v
Corporate Evidence	vi
Acknowledgement	vii
Table of Contents	viii
List of Figures	xi
List of Abbreviation	xii
Executive Summary	xiii
1. Introduction:	2
1.1: Outline:	2
1.2: Origin of the Study:	2
1.3: Objectives of the Study:	2
1.4: Scope of the Study	3
1.5: Methodology	3
1.6: Limitations of the Study	4
2. Company Analysis:	6
2.1 Company Overview Akij Food & Beverage Ltd:	6
2.2 Vision:	6
2.3 Mission:	6
2.4 Organizational Structure:	6
2.5 Functional Divisions:	6

2.6 Organization Hierarchy:	7
2.7: Portfolio:	7
2.7.1: Core Values:.....	7
2.7.2: Production:.....	8
2.8. AFBL Factory & Machines:	10
2.9: Product Lines & Products of Akij Food & Beverage ltd.	10
2.9.1 Product Lines:	10
2.9.2 Carbonated Soft Drinks (CSD):	10
2.9.3 Fruit Juices & Drinks:	11
2.9.4 Bottled Water:	11
2.9.5 Farm Fresh Dairy Products:	11
2.9.6 Snacks & Confectionery:	11
2.9.7 Export Highlights:	11
2.10: Social Compliance:	11
2.10.1 Labor and Workplace Compliance:.....	11
2.10.2 Welfare & Employee Protection Programs:	12
2.10.3 Amenities and Perks Facilities and Benefits:	12
2.10.4 Green Environmental & Sustainability Compliance:.....	12
2.11: Akij Food & Beverage Ltd. Quality Control System:	12
2.11.1 Control of Raw Materials:.....	12
2.11.2 Quality Control of Production Process:	13
2.11.3 Quality Control of the Packages:	13
2.11.4. Control of Quality of Finished Products:	13
2.11.5 Certification and Other Compliances:.....	13
2.11.6 On-Going Observation and Reporting:	13
2.12: Financial Overview:	14
2.12.1 Historic Characters (the Period Around the Beginning of 2010s):	14
2.12.2 Parent Group Scale:.....	14
2.12.3 Growth with the Help of Outside Funds:	14
2.12.4 Summary Table:	15
3. Internship Experience:	17

3.1 Item Creation in Oracle:	17
3.2 Customer Creation in Oracle:	18
3.3 Supplier Creation in Oracle:	19
3.4 Approval / Compliance Practices:	19
3.5 Project Involvement- Transport Management- System (TMS):	20
3.5.1 Learnings and Main Contributions:.....	20
3.5.2 System Testing:	20
3.5.3 Reporting:.....	20
3.5.2 Process Automation:	21
3.5.3 Skills that can be Acquired Due to TMS Project:	21
3.6 Important Things Learned and Acquired:	21
3.7 Overall Reflection:	21
4. Strategic Analysis:	23
4.1 Summery Table:	23
4.2 SWOT Analysis:	23
4.2.1 Strengths:.....	23
4.2.2 Weaknesses:	23
4.2.3 Opportunities:.....	23
4.2.4 Threats:.....	24
5. Recommendations & Conclusion:	26
5.1 Recommendations:	26
5.2 Conclusion:	27
References:	28

List of Figures

Figure 1: Data Collection Process.....	4
Figure 2: Organizational Structure of AFBL.....	7
Figure 3: Production Process of AFBL (CSD)	8
Figure 4: Product Line of AFBL.....	10
Figure 5: Stages of Quality Control of AFBL	12
Figure 6: Summary Table (Financial Condition).....	15
Figure 7: Item Creation Interface.....	17
Figure 8: Customer Creation Interface	18
Figure 9: Supplier Creation Interface	19
Figure 10: Summery Table (Strategic Analysis)	23

List of Abbreviation

BBA	Bachelor of Business Administration
FMCG	Fast Moving Consumer Goods
AFBL	Akij Food and Beverage Limited
LTD	Limited
MIS	Management Information System
IT	Information Technology
MKT	Marketing
QC	Quality Inspection
ERP	Enterprise Resource Planning
GM	General Manager
DGM	Deputy General Manager
AGM	Assistant General Manager
DM	Deputy Manager
ISO	International Organization for Standardization
HACCP	Hazard Analysis Critical Control Point
FDA	Food and Drug Administration
BSTI	Bangladesh Standard Testing Institute
VAT	Value Added Tax
GRN	Goods Receive Notes
UAT	User Acceptance Testing
TMS	Transport Management System
EBS	E-Business Suite
TIN	Tax Identification Number
BIN	Business Identification Number
GCC	Gulf Cooperation Council
GDP	Gross Domestic Product
CSR	Corporate Social Responsibilities
PO	Purchase Order
IR	Internal Requisition
PR	Purchase Requisition

Executive Summary

This report is a detailed examination that built upon the situation of ERP (Enterprise Resource Planning) usage within Akij Food & Beverage Ltd., in lieu of its performance, importance, and overall contribution that ERP Department bears on the functioning of the company. With its well-established ERP infrastructure that is very effective, Akij Food & Beverage Ltd. serves as a great source of information on how ERP systems are implemented and designed in the context of the large organization.

In the three-month internship with AFBL, I was privy to the activities of the ERP Department where I interacted closely with the Oracle E-Business Suite (EBS). My roles and duties are involved in learning to use the oracle in terms of enlistment of items, suppliers, and customers, engagement in the processes of inventory and compliance. Moreover, I have worked on a real-time project with actual experience of the Transport Management System, which further helped me to have an insight into the coordination of how to manage projects and use ERP-based processes to improve them.

I have been able to pinpoint both the strengths and weaknesses of the existing practices of using the cloud-based ERP, as well as a direct impact it makes on the standard operation practices of the company with the help of this internship and report. The paper highlights the importance of the ERP Department in the smoothing of business operations, the maintenance of the integrity of data, and the provision of strategic forces in the Akij Food & Beverage Ltd.

Chapter-1
INTRODUCTION

1. Introduction:

1.1: Outline:

A vital element of the BBA program is the internship program. Since I'm a BBA student, I need to improve my understanding and skills to compete in the future. If theory isn't applied to actual circumstances, it will be pointless. Realistic perspective is therefore a positive development in a work environment. In this sense, three months of practical exposure and practical delight are among the most crucial components of a four-year BBA curriculum. The current record in this case attempts to read the experiences of realistic orientation related to an appraisal of Akij Food & Beverage Ltd.

1.2: Origin of the Study:

This report was created as a component of the internship required for United International University's Bachelor of Business Administration (BBA) program. As per rules, a 03-months internship program is mandatory of all students. An internship's primary goals are to provide students with real-world job experience and the opportunity to put their academic concepts into practice. Students are assigned to actual businesses, organizations, research centers, and development projects. Thus, in my case, after completing a 03-months organizational attachment at Akij Food & Beverage Ltd., this study was completed.

1.3: Objectives of the Study:

The study attempts to differentiate between theoretical and practical knowledge and establish how an organization uses theoretical approaches in the field. This study will use employee discussions to gain a better understanding of the importance and details of FMCG activities in order to make some findings and provide recommendations for enhancing these areas and boosting the efficacy of FMCG operations for the company.

My main objective is to complete the BBA program at United International University.

1.4: Scope of the Study

The study's scope has been limiting to evaluating Akij Food & Beverage Ltd.'s ERP performance. However, I made an effort to incorporate a number of organizational elements to support the analysis and assessment of credit performance. I truly cooperated with the relevant organization's management in each department where I wished to gather data.

1.5: Methodology

Methodology is a major component of this study. It has been constructed in a very particular way to guarantee that the goals of the study are fulfilled. Every piece of data included in this study came from primary and secondary sources. The information is arranged, calculated and arranged in a reasonably methodical manner. To carry out these studies, both qualitative and quantitative knowledge were used. The following procedure was used in the organization of this report. The two procedures that are used to gather data are as follows:

1.5.1 Primary data:

1. Verbal communication in person with important personnels of the company.
2. Attending meetings, Training sessions & consultation
3. Hands-on job experience from various areas within the organization.
4. Analyzing reports like master data of few departments.

1.5.2 Secondary Data:

I gathered information from few websites, especially those run by Akij Food & Beverage Ltd. I also gathered information from a few other places, such as:

Data collection method:

I gathered all of the information I needed for my internship report by consulting primary and secondary sources. The information also obtained from the company's brochure.

Data collection Process (flow chart showed on the next page):

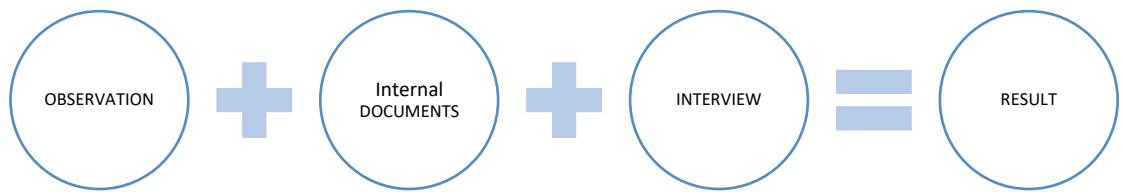


Figure 1: Data Collection Process

For the most part, I watched employees at work and questioned them while I prepared my report. Finally, in order to prepare my internship report, I have examined all of the data.

1.6: Limitations of the Study

Several difficulties made the study tough. Here are a few limitations brought under attention:

Limited sources of data:

- For security reasons, organizations with specific levels of confidentiality decide not to disclose all of the information.
- They can't always provide information because to their hectic work schedules.
- Completing this report was challenging due to the volume of work needed throughout the internship program.
- The report's preparation had a deadline as well.
- Financial reports of AFBL are not disclosed in public as they are a private Ltd. Company.

Chapter 2:
COMPANY & INDUSTRY ANALYSIS

2. Company Analysis:

2.1 Company Overview Akij Food & Beverage Ltd:

A concern of the Akij group since the year 2006, the Akij Food and Beverage Ltd. (AFBL) has developed into one of the most popular food and beverage companies in Bangladesh. It has several product categories such as soft drink, fruit juices, bottled water, snacks, dairy products, and confectionery. In serving both the domestic and international markets, AFBL prides itself on modern technology, good products and customer satisfaction.

To maintain and guarantee product continuity and safety, the company utilizes the latest manufacturing facilities as well as the latest automation technology. AFBL exports its products in many different countries and this makes its presence felt globally although it has a good market control in Bangladesh.

2.2 Vision:

AFBL vision is to enriching the lives of the people in order to be the most preferred conglomerate.

2.3 Mission:

- Being satisfied with the Creator through satisfying His creation
- Ensuring quality products and services
- Adopting the latest technologies and processes.
- Build an environment at the workplace where employees will feel they are empowered and feel motivated
- Being devoted to the society by practicing ethics and environment sustainability

2.4 Organizational Structure:

- The layout of Akij Food & Beverage Ltd. is the flat organizational picture line group under the Akij Venture. These are the components of building:
- The Top-Level includes: Chairman of Akij Group and Director of AFBL
- Mid-Level Management: GM, DGM, Brand Managers and Sales Managers

2.5 Functional Divisions:

- Production

- Quality Control
- Supply Chain and Logistics
- Marketing and Sales
- Finance and Accounts
- Human Resources Management
- Customer Service
- IT Department
- MIS Department

Every department functions harmoniously to have smooth functioning and strategic development of business, all reporting lines and measures established.

2.6 Organization Hierarchy:

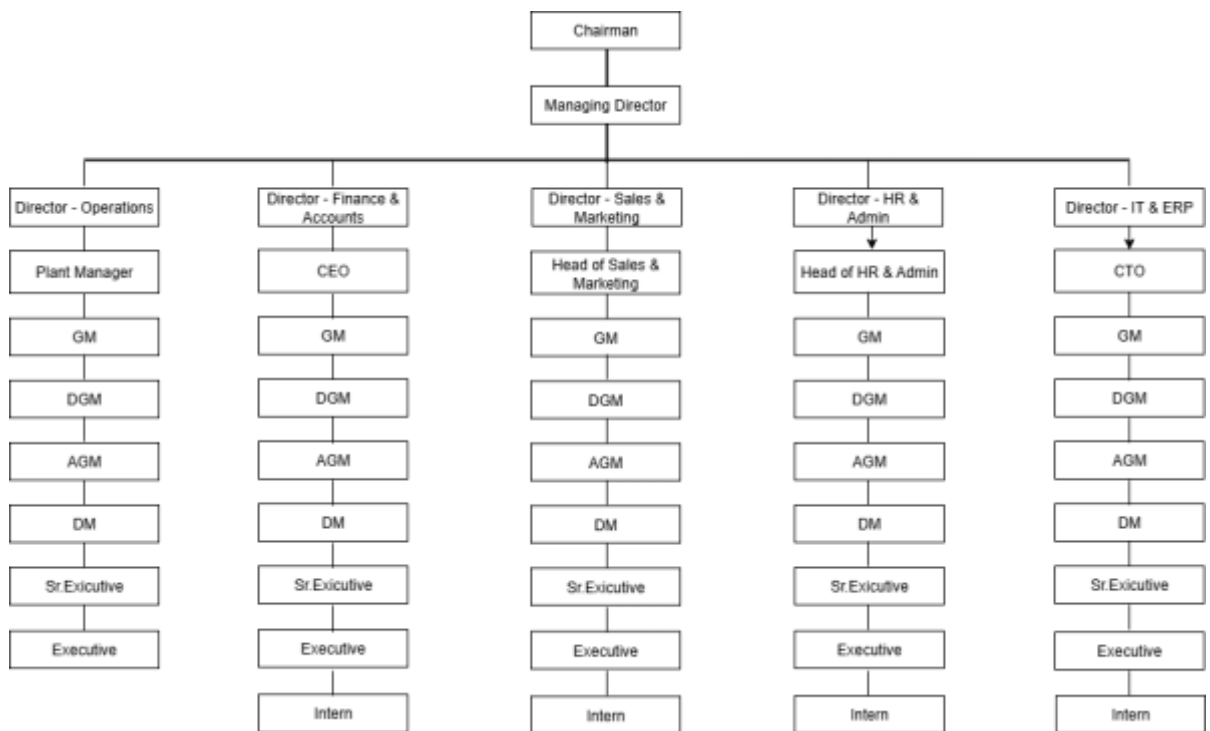


Figure 2: Organizational Structure of AFBL

2.7: Portfolio:

2.7.1: Core Values:

- Religious value respect
- Confidence and respect towards each other
- Quality dedication

- Integrity
- Targeted practice
- Being an example
- Innovation and on-going improvement

2.7.2: Production:



Figure 3: Production Process of AFBL (CSD)

2.7.2.1 Ingredient Requisition:

Purpose: Assembling the necessary materials needed in order to start the production process.

Key Components:

- Raw Materials: Substance required to produce finished or semi-finished goods (e.g. water, sugar, and flavor)
- Packing Materials- Bottles, caps, labels and packaging cartons are required to pack the finished goods.

2.7.2.2 Blow Molding:

This a process of Manufacturing of plastic bottles, caps in order to fill drinks like mojo/clemon etc.

Process:

- Dump Preform Closure: Loading bottle preforms and closure caps to the machine.
- Blow Bottle: Blowing the preform until it is a regular sized bottle by heat and pressure of air.
- Cooling: It is the cooling of bottles to solidify.
- Wash & Dry: Prior to filling bottles are washed.

2.7.2.3 Mixing:

Making the beverage syrup and dissolving it in water in order to get the desired outcome.

Process:

- Sugar Plant Syrup: Receiving syrup made up of sugar.
- Mixing of all the Ingredient and Sugar: Mixing syrup, flavors and additives.
- QC (Quality Control): Assuring that the mixture has maintained standard quality.

2.7.2.4 Filling & Packing:

Purpose: Filling bottles with the beverage, and packing it to distribute the beverage.

Steps:

- Add Final Syrup to Mix Water & CO 2: Adding carbon dioxide to the drink (soft drinks).
- Filling: A filling of beverage in bottles.
- Capping: Capping of bottles.
- Labelling & Date Coding: Adding brands and date on the product.

Shrink & case making: wrapping bottles and putting them in cartons to ship them.

2.7.2.5 Checkmate & Pelleting:

Purpose: Doing final quality control and staging of goods ready to be stored or supplied.

Steps:

- QC Checking: The last checkup.

- Pelleting: Their organization into cartons on pallets that facilitate transportation.
- Wastage Deliver to Resource: Delivering wastes to the recycling centres; Deliver to Finished Goods Deliver to Store: Delivering finished goods at the warehouse.

2.8. AFBL Factory & Machines:

- **Aseptic Line:** most hygienic process
- **R-pet Line:** Pet bottle recycling plant.
- **Fully Automatic Line:**
- **Chips Process Plant:**
- **Drinking Water Plant:**
- **Filling Block:** Blowing and filling machines
- **Fire Team & Administration:**
- **Filling Block:**
- **Aseptic Juice Plant:**

2.9: Product Lines & Products of Akij Food & Beverage Ltd.

2.9.1 Product Lines:

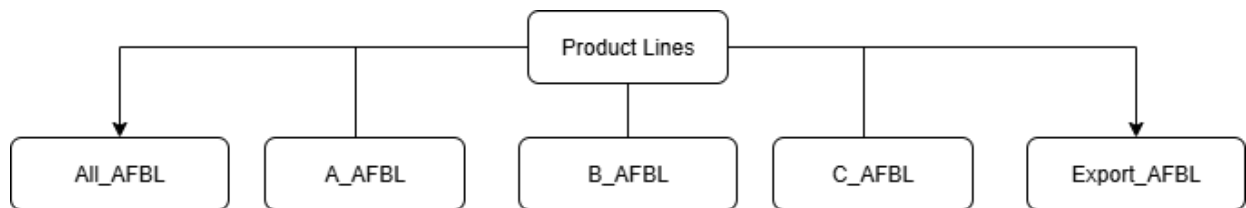


Figure 4: Product Line of AFBL

Akij Food & Beverage Ltd. (AFBL) offers a variety of food Products & beverages that serves into the local and the international market. The list of product lines of AFBL with cited sources below.

2.9.2 Carbonated Soft Drinks (CSD):

- Mojo: (cola flavored drink, No.1 in Bangladesh).
- Lemu: (Cloudy lemon soda).
- Clemon: (Clear lemon drink).
- Speed: (Energy drink).
- Wild Brew: (Malted non-alcoholic beverage).

2.9.3 Fruit Juices & Drinks:

- Frutika: (with the taste of various flavors).
- Aafi: (with the taste of various flavors).

2.9.4 Bottled Water:

- Spa.
- Rivera.

2.9.5 Farm Fresh Dairy Products:

- Farm Fresh UHT Milk (Plain, Mango flavored, Chocolate flavored).
- Pasteurized milk.
- Butter.
- Ghee.
- Powdered milk.
- Yoghurt.

2.9.6 Snacks & Confectionery:

- O-Potato: Flavoured crisp potatoes.
- Cheese Puffs.
- Aafi Chanachur.
- Mango Bars.
- Fruit Bars.
- Biscuits.

2.9.7 Export Highlights:

- Products such as Mojo and Frutika export to more than 47 countries such as Asia, Middle East and Africa.

2.10: Social Compliance:

2.10.1 Labor and Workplace Compliance:

In 2020, AFBL won the iconic Green Factory Award 2020 of the Ministry of Labour & Employment of Bangladesh. The award has been constituted on ranks such as important compliance, environmental compliance, institutional compliance and innovation a sure indication of a good match to both labor and environmental guidelines.

2.10.2 Welfare & Employee Protection Programs:

The job descriptions (e.g. Hygiene and Welfare Executives) suggest that AFBL has guidelines that are similar to ISO 9001 / ISO 14001 specifications in terms of the workplace hygiene, waste separation, pest control, welfare schemes, maternity allowances and grievance redresses as per Bangladesh Labour Law 2006

2.10.3 Amenities and Perks Facilities and Benefits:

In a case study of the Akij Venture the mother units, part of the environment guaranteed is availability of health clinics and availability of doctors, promptness of salary payments, and medical insurance coverage paid by the firm.

2.10.4 Green Environmental & Sustainability Compliance:

The utilization of environment-friendly technology that ensured low carbon emission and the maintenance of working conditions to reduce challenges were some of the reasons that led to the recognition of AFBL as a Green Factory accreditation.

2.11: Akij Food & Beverage Ltd. Quality Control System:

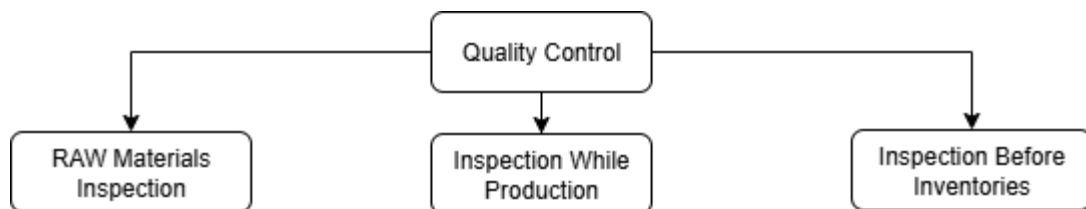


Figure 5: Stages of Quality Control of AFBL

Akij Food & Beverage Ltd. (AFBL) pays high priorities in preserving the quality of desired products and food safety in its operation. In addition, It has a quit strict quality assurance policy in tandem with international standards including ISO 22000 and HACCP. The process through which AFBL plants manage their product quality is elaborated just below this statement.

2.11.1 Control of Raw Materials:

- **Supplier Verification:** AFBL has put in place certified and audited suppliers of the raw materials that it uses to ensure compliance.
- **Incoming Inspection:** All the batches of raw material of AFBL are checked under the chemical and microbiological analysis prior to acceptance.

- **Critical Tests:** PH, microbial load and chemical composition checks to ensure safety.

2.11.2 Quality Control of Production Process:

- **Automated Production Lines:** European technology reduces the probability of human error and is consistent.
- **HACCP Implementation:** The hazards will be removed through critical control points.
- **Batch Monitoring:** Real time in-process quality status maintains quality in-line during the process.

2.11.3 Quality Control of the Packages:

- **Food-Grade Packaging:** The materials in all packaging are food-grade compliant.
- **Seal Integrity Tests:** Leak test and seal strength is done prior to the shipment of the product.

2.11.4. Control of Quality of Finished Products:

- **Microbiological Testing:** Tests harmful microorganisms, prior to their release into the market.
- **Chemical Analysis:** pH, the level of sugars (Brix) and levels of preservatives are confirmed.
- **Sensory Analysis:** The taste, color and aroma are done on an expert panel.

2.11.5 Certification and Other Compliances:

- **Food Safety Management System certification:** The international compliance is guaranteed through ISO 22000.
- **HACCP Certification:** Hazard Analysis and Critical Control Points Canada Standard.
- **Local Achievement:** Compliance with the standards of the BSTI and regulations of the government.

2.11.6 On-Going Observation and Reporting:

- Crosschecking by internal and third-party audits, on a regular basis keep standards in check.
- Continuous improvement uses consumer complaints and the feedback loop.

- Digital monitoring systems follow the real-time quality measures.

2.12: Financial Overview:

AFBL do not publicly disclose complete financial statements as it is a private Ltd. company, in addition, even specific data such as annual revenue, profit or margins are not easily available in their own site or other published official documents.

2.12.1 Historic Characters (the Period Around the Beginning of 2010s):

A more recent summary report proposes more approximate figures as on the AFBL group as we can't disclose the financial condition:

- Annual group revenue: Tk 335.66 crore (40 million dollars at the time).
- Tax paid: Tk 34 crores.
- Investments of Tk 450 crores (50 million dollars at the time).

Note: These are the 10-year-old statistics and they are most probably obsolete considering the growth trend of AFBL.

2.12.2 Parent Group Scale:

The parent conglomerate of AFBL is Akij Group, which in 2017 operating all divisions, had revenue approximately of US \$1.5 billion, without either separating or giving a separate set of figures to the Food & Beverage division. Although now parent conglomerate of AFBL is Akij Venture Ltd.

2.12.3 Growth with the Help of Outside Funds:

In mid-2022, the Board of Investment permitted AFBL to tap large external loans from other sources (equivalent to USD 326 million in aggregate among firms), implying that it may have a significant investment initiative (as well as machinery and production increases) in consideration of the food product and beverage operation.

2.12.4 Summary Table:

Metric	Details
Recent profit or revenue	Not available to stock market
Historic revenue (2011-2012)	Tk 335 Crore
Tax firm paid (2011-2012)	Tk 34 Crore
Parent Group Revenue (2017)	US \$1.5 Billion (all divisions)
Expansion Capital (2022)	Part of USD 326 million foreign loan approvals

Figure 6: Summary Table (Financial Condition)

Chapter 3: Internship Experience

3. Internship Experience:

The prominent areas in working with the Oracle E-Business Suite (EBS) system as well as being a part of a project implementation team of Transport Management System (TMS) at Akij Venture came my way as a part of the internship. The experience also offered me with vast practical exposure regarding ERP capabilities, project management. During the internship period I was assigned with duties like Inventory Administration, Order Management Administration, and Purchasing Administration.

3.1 Item Creation in Oracle:



Figure 7: Item Creation Interface

We fundamentally use Item codes in all the organizational papers or documents like IR, PO, PR, GRN, VAT-Challan, as well as in generating reports to take further business decisions or identify the gaps and issues in daily inventory and production operations. My role in the items creation in the Oracle EBS was one of the primary tasks of mine. The system has unique item codes of each product or raw materials or other things used in AFBL it deals with; these codes carry all the descriptions, attributes and classifications of the product.

- Set and retrieving attributes for different item types
- Finished Goods: Set up to permit the order of external organizations.

- Raw Materials: Only within the internal organizational transferred.
- Imported Item: Add Hazard Numbers international regulations.
- Grouped items in Finance Category and Inventory Category (with further sub-division into major, minor and sub-category).
- Determined such key parameters as: Stockable/Non-Stockable character
- Cost center and the combination of the accounts to keep financial tracking right
- Minimum, maximum stock stores and warning of system to replenish the stock
- Configured system-based limitation and accessibility that only authorized users would view or access certain items.

3.2 Customer Creation in Oracle:

The screenshot displays the Oracle Customer Information form. At the top, it shows the Name 'Saha, Shree & Sam, Inc.' and Customer Type 'Organization'. Below this, the Account section is visible, including fields for Oracle Customer Number (0016), Account Description (Sales Promo & Equip), Classification (Sales Prom), and Account Type (Sales). The form is divided into several sections: 'Customer Wise' with fields for Customer Type (LUM), Customer Slt No (00000000000000000000), Home License No (T0405000041800000), TIN No (0000000000), and IED No; 'Customer Contact' with fields for Customer Phone (170146540), Customer Email, and Customer Category (MOCKUP TRADE); 'Customer Account No' with fields for Invoice Date, Credit Limit Amount Yearly (0000), Program Name & Phone, Contact Person & Phone (Ajay Hossain, 9770180107), Contact Person Mail & Email, and DID Customer No (012007); and 'Customer Bank & Branch' with fields for Contact person alternate, Customer Bank & Branch, and Customer Bank Account Number. The bottom of the screen shows a navigation bar with options like 'View', 'Account Profile', 'Profile Details', 'Payment Details', 'Customer Details', 'Relationships', 'Order Management', 'Last Changes', and 'Attachments'. The system clock at the bottom right indicates 8:55 AM on 1/30/2025.

Figure 8: Customer Creation Interface

In addition, reason behind creating customer profile is to bring monitoring on sales, managing customers, as well as customer wise sales report generation in order to take effective initiative. During the internship period, I was also trained how to form and manipulate customer profile in Oracle which involved:

- Taking captures of legal and financial information such as TIN and BIN, bank and payment terms
- To fill in contact information including address, phone, email, and contact person

- Establishing territory, type of order, product pricing lists and assigned sales people
- Making sure that information about payment and delivery is exact to facilitate order processing and calculations.

3.3 Supplier Creation in Oracle:

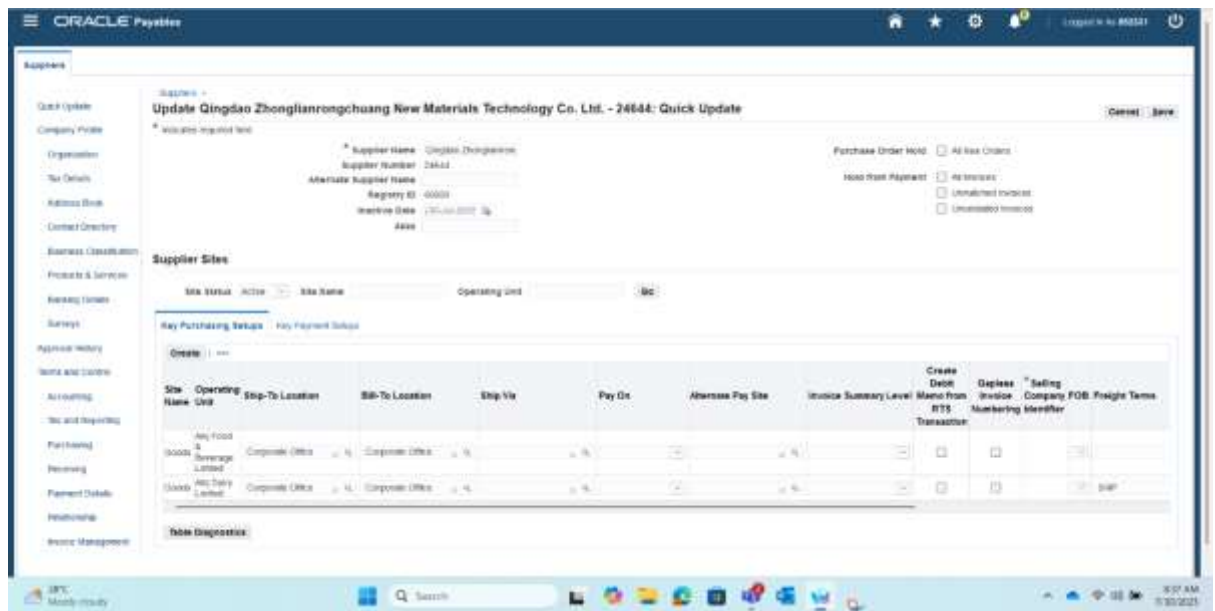


Figure 9: Supplier Creation Interface

In the same way, reason behind creating Supplier profile is to bring monitoring on purchased item sites used in production, managing suppliers, managing trading partners and managing farmers as well as supplier wise item purchased report generation in order to take effective initiative. I had also worked in supplier on boarding in Oracle EBS which involved:

- Inserted approved supplier data, such as the legal name, address, tax id (TIN/BIN), and VAT compliance
- Supplier -- added bank details to pay, and linked suppliers to purchase order
- Set up supplier locations and set procurement terms of check out
- Gained an insight into how supplier reports are combined with buying practices

3.4 Approval / Compliance Practices:

I have received the information regarding the approval processes and compliance issues that protect the integrity of the system:

- Any new Finished Goods (FG) code request has to be attached with approval copy from Vat department.
- Accounts verification together with documentation is needed with GRN deletion requests
- Several category items cannot be added to the same Purchase Requisition
- A No Issue Requisition (IR) or a Purchase Requisition (PR) will not be processed without the supervisor authorization

3.5 Project Involvement- Transport Management- System (TMS):

As an intern, I had the chance of taking an active part in the implementation and testing part of the Transport Management System project undertaken by Akij Venture. Which will be applied all the business units of Akij venture including AFBL.

3.5.1 Learnings and Main Contributions:

- Requirement Gathering: Helped in recording transportation activities as well as recognizing business requirements
- Workflow Design: Assisted to map out the process of entry and exit of the vehicles, such as: Covered Van, Truck,
- Car Gate Into & out of
- Automobile Maintenance Planning
- Trip Generation & Planning
- Loading of Goods and Issuance of Challan VAT
- Fuel Slip Generation and Expense Posting

3.5.2 System Testing:

I was also involved into user acceptance testing user acceptance test (UAT) of:

- Weighing of vehicles by automation.
- Optimization elements on route
- Integration with an account as well as inventory modules

3.5.3 Reporting:

Learned the method of generation of transport reports on cost control, route efficiency including compliance

3.5.2 Process Automation:

The benefits of process automation where the level of manual errors was minimized and the supply chain better observed.

3.5.3 Skills that can be Acquired Due to TMS Project:

- Projects documentation experience, and ERP module testing experience
- Knowledge of logistics-related workflow, cost the reduction, and ERP integration
- Experience to interdepartmental cooperation (... transport, inventory, accounts)

3.6 Important Things Learned and Acquired:

It was a valuable experience that has AFBL offered me during the internship period:

- Good technical expertise in the modules of the Oracle EBS that are pertinent to Inventory, Purchasing administration and Customer/Supplier Management
- ERP based internal control understanding, availability flows and compliance needs.
- Real-life experience in the management of cost center, automatization of stock levels and system alert
- The ability to solve problems to detect and address data integrity and processes lapses
- Experience on working on the implementation and testing of ERP based Transport Management System

3.7 Overall Reflection:

Internship experience in organization like AFBL introduced me to operational as well as strategic side of ERP like Transport Management System implementation, which helped me solidify my ideas in relation to technology-based business operations in organization which is as large in manufacturing capacity as compare to other companies.

Chapter 4:
Akij Food & Beverage Ltd- Strategic Analysis

4. Strategic Analysis:

4.1 Summary Table:

Analysis	Key takeaways
SWOT Analysis	The company has already proven brands, and powerful distribution system are among the strong points of AFBL; good professional structure improves the quality control. Promotional consistency and sophistication of supply chain however require amelioration.

Figure 10: Summary Table (Strategic Analysis)

4.2 SWOT Analysis:

4.2.1 Strengths:

- Rapid Branding of Mojo, Frutika, speed, Clemon, farm fresh and O-Potato which are Heard of by the household of Bangladesh.
- Good quality of products and verified manufacturing (ISO/HACCP).
- Wide chain of distribution throughout the country including rural markets.
- The innovative nature of promotions and attractive packaging; the extended line of products, and the application of the modern equipment.

4.2.2 Weaknesses:

- A fairly short history of consumer needs insights and supply chain development.
- Lack of consistency in promotional campaigns, which can be ineffective at times, loss of brand awareness to the international competitors.
- Increased complexity of operations and pressure of cost due to competition and use of imported input.

4.2.3 Opportunities:

- Beverage industry in Bangladesh is expanding at a rate of approximately 6 percent per year, and this presents an opportunity of profitability.
- Exports in Asia (e.g. Nepal, Bhutan, Brunei, GCC).

- The increasing number of health-conscious consumers leads to the possibilities of preservative-free products, organic or functional products.
- Digitalization of marketing, promotion of data analytics and product innovation.

4.2.4 Threats:

- A lot of rivalry both by the local players (Pran, Square, BD Food, Sezan) and the giant international players (Coca-Coca, PepsiCo).
- Unfair competition including evasion of tax by competitors.
- Vulnerability to macro-economic risks: variability of costs of inputs, fluctuation in exchange rate, high tax regimes and stability of political environment.

Chapter 5: Recommendations & Conclusion

5. Recommendations & Conclusion:

5.1 Recommendations:

- GRNs and Approval Processes to Be Standardized: All GRN deletion requests and new FG codes to be created must have all the documents required (Accounts Approval, PO Number, Organization Name) to keep the process compliant with the rules.
- Deploy Lot-wise Tracking: Strengthen rules of tracking a lot of inventory to enhance traceability, quality checking and eliminate errors in operations.
- Increase Ability to handle QC Rejections: The system should be reinforced to ensure that QC-rejected items do not get into the inventory or are not supplied.
- Error minimizing through providing sufficient training to the users.
- Automate Approval workflow: Use ERP automation of approval work (IR/PR approval, GRN deletion) so that there are no unauthorized transactions.
- Better employee training: This should be done by giving detailed training to employees on the standard operating procedures of Oracle EBS to reduce error in: entering batches, GRN management as well as selection in categories.
- Transport Management System: Enhance Transport Management System by adding its predictive capabilities to optimizing the routes, fuel cost management, and real-time tracking.
- Supplier/Customer Data Validation: An automated form of validation on all TIN/BIN and other banking information on the supplier and customer side to minimize cases of financial discrepancies.

5.2 Conclusion:

My internship experience at the Akij Food & Beverage Ltd. gave me achievable experience of ERP systems (Oracle EBS), inventory control, procurement activities and project management in implementing Transport Management System (TMS). I was made aware of how integrated systems make the operations easier, more compliant, and streamlined to make organizations more efficient. Moreover, I have acquired the most significant skills in dealing with various data, process optimization, and communication between departments.

In addition, this internship has taught me a lot about how the use of technology-based solutions for Enterprise contributes to the overall functionality of business on a large scale, and I believe all these things will be of great value to my professional life in future as well.

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