

# **Internship Report On**

Operations and Supply Chain Activities at iKopu Company LTD

Abdur Rahim Rahat

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

# **Internship Report On**

**Operations and Supply Chain Activities at iKopu Company  
Limited**

## **Submitted to:**

Name: Dr. Saad Hasan

Designation: Associate Professor, School of Business and Economics

## **Submitted by:**

Name : Abdur Rahim Rahat

Id: 111 201 102

Major: Supply Chain Management

Registration Trimester: Summer 2025



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

**Date of submission: 24 November, 2025**

## Letter of Transmittal

**Date:** 24 November 24, 2025

**To**

Dr. Saad Hasan  
Department of Supply Chain Management  
United international University  
Madani Avenue, 1212

**Subject:** Submission of Internship Report on “Operations and Supply Chain Activities at iKopu Company Limited”

Dear Sir,

I am submitting the following internship report, “Operations and Supply Chain Activities at iKopu Company Limited.” As part of the completion of my internship program under (BBA in Supply Chain Management). This report is primarily aimed at discussing the use of Supply Chain Management within the organization, critically examining its utility in daily functions, and its negative impact in implementation, and seeking possible suggestions for further progression.

I have worked my hardest to utilize what I learn in the classroom as a theory on paper, into a practical application within the organization. This report expresses my learning and the work that I have done during my internship. I am truly indebted to you for your valuable guidance and help during the writing of this report. What follows is a report that I hope will meet your needs and expectations. I would be pleased to address any questions on this study. Thank you for your kind consideration.

Yours sincerely,

Abdur Rahim Rahat  
BBA in Supply chain Management

# Certification of Similarity Index

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at iKopu Company LTD

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## Declaration of the Student

I, Abdur Rahim Rahat, a student of the Bachelor of Business Administration program at United International University, hereby declare that this report is entirely my own work. I have not knowingly violated any copyright regulations, and to the best of my knowledge, this report is an original and authentic piece of work.

Furthermore, I confirm that this report has not been submitted, in whole or in part, for the purpose of obtaining any degree or certificate at any other institution.

I have strictly followed all academic rules and guidelines in the preparation of this report. I can make sure that this is an authentic report, and I do it by my own.

**Student's Signature:** \_\_\_\_\_

**Name:** Abdur Rahim Rahat

**Student ID:** 111 201 102

**Program:** Bachelor of Supply Chain Management

**University:** United International University

**Date:** \_\_\_\_\_

## Corporate Evidence

# iKOPU

iKOPU Company. Ltd

+88019-01517721 +88019-01517722 House 18/1/1, Goranchote, Pallabi, Mirpur,  
(Near Berulia Bridge), Dhaka, Bangladesh.

Date: November 16, 2025

### To Whom It May Concern

This is to certify that **Mr. Abdur Rahim Rahat** has successfully completed his internship at **iKOPU Company Ltd.** in the **Supply Chain Department**. His internship period was from **September 15, 2025**, to **November 15, 2025**.

During his tenure, Mr. Rahat demonstrated a strong understanding of supply chain processes, including procurement, inventory management, logistics coordination, and vendor communication. He actively participated in daily operational activities, assisted in data analysis, and contributed to improving workflow efficiency within the department.

Mr. Rahat showed excellent dedication, enthusiasm, and a positive attitude toward learning. His professional conduct, teamwork, and analytical abilities were commendable throughout the internship period.

We appreciate his valuable contribution to our team and wish him every success in his future academic and professional endeavors.

Best Regards,



**Head Of HRM**  
iKOPU Company Ltd.  
Pallabi, Mirpur, Dhaka-1216



[www.ikopu.com](http://www.ikopu.com) | [ikopubd@gmail.com](mailto:ikopubd@gmail.com)

The logo for iKOPU Company Limited is centered on a solid orange rectangular background. The text "iKOPU" is written in a large, white, sans-serif font, with the lowercase "i" being smaller than the uppercase letters. Below "iKOPU", the words "Company Limited" are written in a smaller, white, sans-serif font.

iKOPU  
Company Limited

## Acknowledgement

By the grace of Allah, His blessing in giving me strength, patience, and determination were with me till I finished my internship, and after that, to make this report. With

all the respect, I would like to thank my academic advisor, Dr Saad Hasan from the Department of SCM at United International University for his technical guidance and motivation provided during the preparation of this report. They are the source of some very intelligent comments, which have greatly improved my work. Thank you to the management and staff of iKopu Company Limited. Thank you wholeheartedly for allowing me to work with your company as a Supply Chain Intern. Finally, thanks to my host company's technical supervisor, who has guided me, is patient with me, and provides such useful information that could make sense of the supply chain operating on a real shop floor.

Finally, I have to show my appreciation for colleagues and warriors in iKopu with the help and cordial work environment that was there when I was an intern.

Lastly, I would like to extend my sincere gratitude to all of my family and friends for the unrelenting motivation, emotional assistance, and patience afforded me throughout my undergraduate program.

Finally, I would like to thank my family, friends, and classmates for all of their support, advice & encouragement given to me while creating this internship report.

Abdur Rahim Rahat

Student ID: 111 201 102

BBA in Supply Chain Management, United International University

## Executive Summary

My internship at iKopu Company Limited: a company that specializes in Signage, design to fabricate and install. The experiential for practical training was a mandatory requirement for the completion of the Bachelor's Degree in Supply Chain Management. The report is going to evaluate the business process and supply chain management of the company, along with the practical experience that I gained at this company.

iKopu company limited offered LED signboards, acrylic letters, Digital signs, and Event brand materials. The signage and visual communication company is illustrating and providing customer service. Purchase well-managed, inventory control, and punctual delivery of goods are three basic building blocks of supply chain management: the hubs Raymonds' operations around. Supported purchase order administration, warehouse process management, supplier communication, and documentation. These roles provided me good understanding of how on-the-ground supply chain systems operate in a project-based manufacturing organization.

The report is about the company structure of iKopu, its business operations, as well as its products and services. The report concludes with a few very important recommendations, which are: adopt the fully integrated ERP system, collaborate with local suppliers, and utilize green materials to create both cost-effective and competitive advantages.

In sum, my attachment to iKopu Company Limited was indeed a great learning experience that strengthened me perfectly for my future profession as an emerging supply chain manager.

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# CHAPTER 1: INTRODUCTION

## 1. 1 Background of the Report

This assignment presents partial fulfillment of the Bachelor's Degree in Supply Chain Management. The internship was intended to provide me with hands-on experience in the real-world applications of supply chain concepts I had learned in university. The internship was at iKopu Company Limited, a leading company in the manufacturing and installation of signage, including creative visual branding, LED displays, acrylic signboards, and commercial signage solutions.

The supply chain plays a role in sourcing (suppliers and purchasing), optimization in production planning, inventory handling/shipping logistics, and on-site installation. The internship allowed me to see firsthand how a signage company operates, up close and in real-time, enabling me to run efficiently and meet customer needs while remaining competitive in this rapidly growing industry.

## 1. 2 Objectives of the Report

This report has been written to reflect on my experience of an internship that I undertook at iKopu Company Limited, and specifically the supply chain operations.

The specific objectives are:

- To gain an insight into the overall supply chain network and operations flow of iKopu Company Limited.
- To define the core responsibilities and activities carried out by the procurement and logistics departments.
- To measure the company's effectiveness in procurement, inventory management, and material utilization.
- The evaluation of how an organization's supply chain practices are aligned to achieve its production and customer service objectives.

- To apply theoretical knowledge gained during college-level courses to practical, industry reality in sign business.

### **1. 3 Rationale of the Report**

This report is based on the perceived requirements to bridge the gap between knowledge acquisition and clinical practitioners of both professions. In other words, knowledge is learned in the classroom, and it helps to get a theoretical understanding, but experience is gained through an internship, for instance helps get things like decision-making or problem-solving that are employed in business. This report is intended to:

- Reflect on how SCM concepts are utilized within a signage manufacturing business.
- Assist with the assessment of the struggles faced by Small and Medium Enterprises (SMEs) in managing a successful supply chain.
- Show the relevance of effective material delivery, supplier control, and logistic coordination for timely project completion

The study fills this gap and addresses both academic and informative aspects of SCSs, where no attempts to empirically operationalize these systems have yet been undertaken to address learning needs by offering a detailed analysis of how SCSs operate in a creative production context.

### **1. 4: The Report: Scope and Limitations**

This is the overall report for my attachment at iKopu Company Limited. It is mainly concerned with functions related to supply chain, such as purchasing, stock control, warehousing, logistics , and supplier management. The literature also suggests the study relates to areas of operational focus, such as production planning, project management, and teamwork in the organization.

### **Limitations:**

The internship duration was relatively brief for the intern to observe seasonal or long-term project variations.

- Some company information, such as financial statements and supplier contracts, was private and not reportable.
- The examination is based on direct observation, available written documentation, and the reported discussion with those in positions of authority; deductions are made accordingly.
- Despite these limitations, the internship did well in facilitating knowledge on the real-life challenges and opportunities for managing the supply chain at a sign company.

## **1. 5 Definition of Key Terms**

For clarity, the major terms used in this report were defined as follows:

Supply Chain Management (SCM) Coordination of purchasing, production, and logistics to assure that goods and services are provided on a timely basis.

- **Inventory Management:** This is the control of stock, which can include storing products, counting them, and ordering more to ensure a company never runs short on items they need.
- **Logistics:** Plan and manage the movement and storage of goods, including their end-to-end transportation to meet demand.
- **Uses and Types:** There are a variety of types of visual signs: digital displays, aerial signs, directional signage.
- **Processing Time:** The period from when an order is placed when the material or product is delivered.

- **ERP (Enterprise Resource Planning):** a digital, process-based system to manage and integrate the core business services (i.e., procurement, inventory, and accounting).

## **CHAPTER 2: COMPANY AND INDUSTRY PROFILE**

### **2.1 Company Analysis**

#### **2.1.1 Overview and History**

IKOPU Company Limited has been a large sign manufacturer since 2017. Since the start, the organization has established itself in creating advanced and long-lasting signage to cater to company and institutional customers. It was the first local sign maker to buy high-end raw materials like acrylic sheets, LED modules, aluminum profiles, and vinyl films from China, which has set new standards instead of using the low-cost traditional material. These fabrics are then cut, styled, and tailored at the company's factories in Bangladesh. The business began with small projects "mostly for local retail shops," then grew to serve corporate clients, banks, and colleges even government offices.

#### **2.1.2 Trend and Growth**

In Bangladesh, the signage industry is rapidly growing with the surge of demand for Branding and Advertising in retail/real estate /corporates. IKOPU has capitalized on this evolution, offering contemporary and stylish energy-saving sign systems.

For instance, in olden times, businesses depended on the regularly painted signs or flex boards. These days, people want LED-lit 3D letters, neon glow signs, and, well, digital backlit boards. IKOPU has been able to fit into this revolution by changing its machines and GMP practices worldwide.

The success of the company is apparent in its client list. From a few projects in the early days, it now has scores of clients across the country. With demand for modern signage rising, especially in metropolises such as Dhaka and Chittagong, IKOPU's projected revenue and production capacity have increased exponentially over the last few years.

### **2.1.3 Mix of Product / Service / Customer**

IKOPU Company Limited provides various types of signage products and related services according to the needs of different industries:

#### **Products & Services:**

- 3D acrylic letters and logos.
- LED and neon signage.
- Backlit and front-light signboards.
- Pylon signs and billboards.
- Wayfinding/directional signs.
- Printing and Non-standard branding of corporate sense.

#### **Customer Mix:**

Retail sector: Super shops, shopping malls, and clothes brands requiring attractive lighted signs.

This broad portfolio means that IKOPU is not dependent on one type of customer, thus making its operations more robust and profitable.

### **2.1.4 Company Operations / Activity**

IKOPU's service is separated into several major departments:

**Marketing and Sales:** Develop client relationships, prepare proposals for bidding contracts, and market company services.

**Installation & Maintenance:** Field Team ensures the installation is safe and provides after-sales support.

For instance, in a recent construction of an LED illuminated 3D acrylic letter signage for a mall project, the company designed and fabricated it locally and got it professionally installed with finishing within days.

### **2.1.5 SWOT Analysis**

#### **Strengths**

- Premium raw materials come from China.
- High-quality staff and modern design principles.
- It's a well-established brand in the signage business.
- A diverse range of products across various sectors.

#### **Weaknesses**

- Heavy dependence on imported raw materials (costs could increase with changes in the type of exchange rates).
- Insufficient automation in production compared to international competitors.  
Reliance on urban markets such as Dhaka and Chittagong.

#### **Opportunities**

- Growing use of LED and digital signage in Bangladesh.
- Increasing retail and corporate sectors require branding solutions.
- Opportunity to scale the model internationally in South Asia.
- E-commerce or Internet companies looking for display solutions.

## **Threats**

- More competition between local and international sign companies.
- Economic instability is affecting advertising budgets.
- Rate of signage (eg, digital) change.
- Possible import curbs or higher duties on raw materials.

## **2.2 Industry Analysis**

### **2.2.1 Specification of the Industry**

The Bangladeshi signage industry is a significant portion of the advertising and branding sector. It specializes in the formation, fabrication, and installation of different kinds of signs, from 3D lettering to LED signage, signboards to neon signs, wayfinding boards, and digital printing. This industry contributes to increasing brand exposure, customer acquisition.

Raw materials such as acrylic sheets, LED modules, aluminum profiles, and vinyl are mostly imported from countries including China, and the assembly, customization, and design are done locally.” Such a structure assures that the industry is able to meet international quality standards at competitive rates. The main clients are shops, big and small shopping malls, banks, telecom providers, real-estate companies, schools, and the government.

### **2.2.2 Industry Size/ Trend/ Growth/Maturity/Value**

The billboard market has flourished in the last decade in Bangladesh because of the drive in urbanization, the number of shopping malls, and the change in the pattern of corporate branding. This, coupled with the fact that more and more businesses are concentrating on their marketing and visual identity, has created a high demand for stylish, modern signage.

**Size:** There is no easy way to estimate the overall size of the economy, but marketplace estimates point to the fact that signage and advertising can be counted among one of Bangladesh's multi-million dollar advertising industries.

**Trend:** Old painted and flex signs are being replaced with LED-lit, digital, and 3D signage. Eco-friendly, long-life, and innovative designs are now required in the business. For instance, LED signs have had recent success in the marketplace with a decrease in energy cost and increased visibility.

**Maturity:** Decidedly not in the stage of maturity as an industry. While the market is seeing big companies surface, a significant part of the sector still comprises small and medium businesses. With intensified competition and the global spread of technology.

### **2.2.3 Industry SWOT Analysis**

#### **Strengths (The internal strengths of an organization)**

- Growing demand for branding and marketing in Bangladesh.
- Cost-effective labor for local assembly.
- Good source of imported raw material from China at competitive prices.
- Design and customizability as per the client's requirements.

#### **Weaknesses (Challenges within the industry)**

- Reliance on imported inputs raises exposure to currency fluctuations.
- Few local production facilities are heavily automated.
- Limited technical capability relative to international rivals.

- Lack of consistency In Quality Among Small Local Signage Providers.

### **Opportunities (Favorable external factors)**

- Bangladesh's accelerated growth in retail, continue Real Estate and e-commerce sectors.
- Trend of increasing demand for LED and digital signage driven by power saving effectiveness and design.
- Opportunity for export to regional South Asian markets.
- Governmental projects (i.e., infrastructure, highways) in need of site-specific signage that would be at a very large scale, like thousands of road signs.

### **Threats (External risks & competition)**

- **Economic Variables:** Advertising budgets may fall in times of inflation or recession.  
Technological factors: Fast advances in the display technologies (e.g., digital boards, smart signage).
- **Barriers to Entry:** Moderate- initial investment in machinery is high, but many "small guys" still come into the market with low-cost setups.
- **Substitute Threat:** Digital marketing and online advertising can serve to displace physical signs in some cases.
- **Space:** Local space is highly competitive, with price wars and increasing local sign provider.

## CHAPTER 3: OPERATIONAL ANALYSIS

### 3.1 Procurement and Supplier Coordination

Purchasing is one of the most critical tasks in iKopu Company Limited's supply chain activities. The procurement of materials for production processes such as acrylic panels, LED modules, and aluminum frames, as well as vinyl film and print inks, is all done effectively by its own purchasing system.

At iKopu, everything starts here with a material request issued by the production section based on forecast projects. After the list is complete, members of the procurement team will contact all selected suppliers and ask them to submit a tender quotation comparing price, specifications, and delivery.

The organization has a list of acceptable suppliers in Nigeria and abroad. For generic supplies necessary for short lead times, local suppliers are more desirable, and the use of imported materials for custom or high-end projects. The purchasing folks also maintain an Excel-based system to monitor purchase orders, delivery dates, and supplier performance.

The supplier coordination is done with emails, calls, and continuous follow-ups for the smooth delivery of materials. This ongoing communication process minimizes downtime and promotes cost-effective measures. How iKopu's supply chain and procurement work. Committed to quality, reliability, and strong supplier partnerships, the procurement and supplier coordination at iKopu mirrors these essentials.

### **3.2 Inventory and Warehouse Management**

iKopu Company Limited is available for business due to a good inventory and warehouse system. The firm's warehouse is an important link between purchasing and manufacturing, as it keeps necessary materials available without carrying too much excess.

Stock checks are undertaken on a routine basis , comparing physical quantities with system records. When items fall to the reorder point, the warehouse tells procurement to issue new orders. Thus, the lack of material is avoided, and a stop in production is not encountered.

I stocked shelves, labeled merchandise, and occasionally updated inventory sheets as a store intern. I've also learned how important proper material handling is, considering the components (LED lights, acrylic sheets) are very delicate, and it's impossible to avoid breaking some of them.

While still being in full production, an essential part of the iKopu business is their lean inventory and warehouse management processes, ensuring no overproduction and waste, as well as limited costs.

The distribution and logistics chain of iKopu is able to deliver the end product safely to clients on time. The extra role covers transportation service, installation schedule, and coordination among departments.

When an order of signs is completed, the logistics team organizes delivery and carries it out using its own company vehicles or third-party haulers, depending on the scope of the project and where they are going. The item is export-quality checked and resealed for shipping to prevent damage.

On big outdoor sign jobs, it's the guys in logistics who sit down with production and installation to ensure we've got the necessary materials, tools, and men when we need them.

In my internship, I learned route planning to minimize travel time and fuel. I helped to prepare shipping records and arrange with clients for shipments.

In summary, logistics and distribution support systems are essential in preserving a high customer satisfaction as well as the perception of reliability and professionalism that this company has.

## CHAPTER 4: INTERNSHIP EXPERIENCE

### 4.1 Position, Duties, and Responsibilities

I worked as a Supply Chain Intern at the iKopu Company Limited, under the Operations and Procurement Department. The position gave me hands-on experience of what value I would be facing in the industry of signage and visual communication supply chain management. I was helping the purchasing, inventory, and logistics departments control the transfer of materials needed to create signs.

#### Key responsibilities included:

- Assisting with procurement, such as identifying suppliers, obtaining quotes, and comparing materials prices.
- Maintain orderly inventory and manage through a structured system the necessary supplies: acrylics, LED lights, vinyl films, and aluminum frames.
- Assisting suppliers to communicate, track orders, confirm the date of arrival, and address material shortage anomalies, such as problems.
- Helping in warehouse activities - labelling, receiving deliveries, and the safe handling of material.
- Collaborating with General and production to establish available goods towards the project's timing.
- Assistance with documentation and reporting, including POs, DNs, and weekly supply chain reports.

This role gave me an understanding of how I could connect what was being taught in school to the real-life work of supply chain and see everything through from the Start of Material to -end of installation.

## 4.2 Training and Development

The experience here was excellent, professional, and technical training, a mixture of formal & on-the-job. I was initially talking to the Supply Chain Manager as well I got to understand how things moved within the company and got an idea of where different systems fed into, out of, or cross-fed between branches.

Key training and training needs were:

- **Supply chain software at risk:** The ability for Europe to work digitally with software like Excel-based inventory management spreadsheets and basic ERP systems, which, above all, also provided material traceability.
- **Procurement:** I was involved in the process to learn about Relations with Suppliers, Cost negotiations, and the Purchase order process. (Signage market competitors).
- **Inventory Control Processes:** Reconciliation of how to calculate the reorder level, stock rotation cycle, and Just in Time (JIT).
- **Quality Control Techniques:** Learn techniques to control incoming materials, ensuring technical and visual quality, before production begins.
- **Communication and Teamwork:** Working with cross-functional teams (procurement, production, logistics & finance) helped me develop my coordination skills.

## 4.3 Organization / Contribution of the Work / Operations

My main goal as an intern was that I wanted to build products/services and learn from people who know more than me. Some of my significant contributions to the organization while I was an intern include:

- Assisted with the attempt to reduce material shortage by finding out the mismatch between physical stock and book stock for procurement planning.

- Helped design a simplified materials tracking sheet that provided immediate visibility to raw material usage across production.
- Input to the Supplier Rating database, which rates supplier data and performance metrics for procurement.

#### **4.4 Evaluation**

The hands-on experience I acquired while interning at iKopu Company Limited was very useful in honing my professional and analytical skills. Performance, adaptability, communication, and learning attitude are what I was scored on.

Excellent analytics and problem-solving skills in supply needs and process gaps analysis. Internal transparent communication with purchasing and supply, ensuring the process visibility appears from buying to manufacturing. Train and follow any assigned additional responsibilities.

#### **4.5 Skills Applied**

As a soon-to-be graduate of the Supply Chain Management program, I was able to put my knowledge into practice in an industrial environment.

##### **Technical Skills Applied**

- **Procurement/ Sourcing:** Understanding of supplier qualification, procurement cycle, cost control, etc.
- Stock Planning – EOQ, safety stock, and reorder levels.
- **Movement & Distribution:** Grok lead times, coordinate transport, & take the most advantage of storage.

- **Analysis:** Worked on Data analysis on MS Excel, where I used to make various reports and data validation, and material forecasting.

#### **4.1 Position, Duties, and Responsibilities**

iKopu Company Limited, where I worked as a Supply Chain Intern in the Operations/Procurement Department. The role presented that rare chance for a 'close up' to the seedy side of branding and visual communications. As part of my job in the materials department, and particularly in purchasing/inventory/logistics, I regulated the materials necessary for producing these signs.

##### **Key responsibilities included:**

- Support in purchasing (e.g., search for a supplier, request a quote, or obtain material prices)
- Checking the reported stock of inputs (acrylic sheets, LED lights, vinyl films, and aluminum frames) v/s the actually existing at the shops.
- Working with Supplier Communications to monitor orders, confirm delivery dates, and chase material shortages.
- Assisting in the warehouse function and making sure that deliveries and materials are signed for, labelled, and stored correctly.
- Coordinating with designers and production staff to ensure it is in stock for project deadline dates.
- Documentation and Reporting: Assist the team with documentation and reporting by creating purchase orders, delivery notes, and weekly supply chain reports.

It was a good mix of theory learnt at university and seeing the supply chain in its actual operation, enabling me to have an end-to-end view from concept realization through to installation.

## 4.2 Training and Development

The job was excellent, formal, and OJT- professional/technical training. Then I moved to work with the Supply Chain Manager, which involved me learning how the company's logistics process worked, their purchase ordering systems, and warehouse mapping.

The topics of training and education were clearly raised:

- **Logistics Software Exposure:** Worked with Supply Chain software – Excel inventory data, for the technical pack used of boxes where tracking boxes.
- **Procurement operation:** I knew the tactics used by several competitor in monitoring their suppliers and costs, how they process a purchase order, etc.
- **Inventory Management Methods:** A review of re-order level calculation, stock rotation, and JIT system.
- **Quality Control Protocols:** Learn how materials received are checked to see if they meet technical and visual standards before being taken into production.
- **Communication and cooperation:** Due to close collaboration with cross-functional teams (purchasing, production, logistics, and finance), I developed communication skills and well-aligned working.

## 4.3 Evaluation

The internship at iKopu Company Limited gave a lot of support for my professional and analytical development. My criteria for evaluation were performance, flexibility, communication, and willingness to learn.

### **Strengths demonstrated:**

- Excellent and nimble analytical skills to understand supply needs and mind the gaps in the process.

- Good communication with suppliers and local wash houses / internal departments, so everything can run smoothly from sourcing to production.
- Openness to learning and accepting that there is some good in what you are being asked to do.
- Professional attitude and ability to meet deadlines.

### **Areas for improvement:**

- Will need to have a more in-depth technical understanding of procurement software.
- Further cost assessments and budgeting work.

## **4.5 Skills Applied**

The opportunity to use the theoretical aspects in a company setting was what drew my interest when I graduated in SCM from the university.

### **Technical Skills Applied:**

- **Procurement and Sourcing:** Supplier Evaluation, Note on Purchasing Cycle, Cost analysis.
- **Inventory management:** EOQ, Safety stock, and reorder quantities.
- **Logistics & Distribution:** Want to understand lead times, transport scheduling, or storage space capacity.
- **Analysis & Interpretation support:** Reporting out of Microsoft's Excel in reports, verifying the data that is there, and thereby projecting for Material.

### **Soft Skills Applied:**

- **Communication and Teamwork:** Ability to work effectively across internal departments and suppliers.

- **Problem-Solving:** Work with the team to address problems such as delayed shipping, material shortages.
- **Time and Task Management:** Ability to work on simultaneous tasks to provide accurate and high-quality results.
- **Flexibility:** To be in in-company procedures and the industry work environment
- **Problem-solving:** Working to resolve late times and material shortages.  
**Time management:** Can wear multiple hats without compromising on accuracy and quality.
- **Adaptation:** How easy it is to comply with company regulations and industrial work practices.

## CHAPTER 5: CONCLUSIONS AND KEY FACTS

### 5.1 Recommendations

Based on internship experience and observation acquired during my attachment at iKopu Company Limited, there are recommendations that can be suggested to improve the company's supply chain in general operation performance.

- **Adopt an Integrated ERP Solution:** iKopu currently uses spreadsheets and some basic computer tracking systems; an ERP will automate the data entry, more accurately record inventory, and help integrate suppliers into one system.
- **Increase Local Supplier Engagement:** The contractor also imports building materials, like acrylic sheets, LED modules, and vinyl. Establishing relationships with local suppliers could reduce lead times, and the absence of protection would prevent exposure to currency risk and accelerate project delivery.
- **Enhance Forecasting and Demand Planning:** Forecasting based on data-based methods may help minimize the stocking and shortage of materials, when considering forecasting the materials following the seasonal trends of a project and demand from clients.
- **Invest in Employee Development:** Quarterly, train your staff for better performance and bring them up to date with the new technology by holding seminars/training in supply chain management, digital logistics, and quality control, etc.
- **Adopt sustainable practices:** Consciousness of the environment is becoming increasingly important, and the company has to offer these green materials and energy-saving sign products. Such an approach wouldn't only reduce environmental impact, but it might also improve brand image and provide a point of attraction for ecologically aware customers.

- **Strengthen Inter-Departmental Communication:** Good communication between purchase, production, and logistics teams via the use of structured communication tools (Slack or your favorite project management software) will also help cut down these delays and errors in operations.

## 5.2 Key Understanding

Below are some thoughts gained from our internship at iKopu Company Limited on more granular learning from the actual life supply chain of the creative manufacturing sector:

- **Application Direction Theoretical Applied to Practical:** teach dynamically, shoulder-born born versatile for the students. The internship allowed me to apply the classroom knowledge in practical, real-life working Learnings (use of procurement management, logistics coordination & inventory control theory into practice, i.e., actual professional environment).
- **Supply chain exposure:** I learned how the components of supply chains operate, finding raw materials, negotiating with suppliers, scheduling production, and putting products in the mail and on customers' doorsteps.
- **Analytical and Problem-Solving Skills:** What you see also depends on a lot of previous experience; it's like playing in an inspiring company. I have to make decisions super-fast sometimes on the spot, and my job description also involved a lot of being down on the shop floor, mobility/coordination with all departments. It sharpened me on real-world operations problem-solving.
- **Tech integration:** Their everyday use of digital tools also impressed upon them the importance technology plays in building transparency and reducing flow wastage, especially in the handling of materials, etc., and adherence to project delivery timelines.
- **Teamwork and communication:** These are the keys to effective supply chain management depends largely on collaborative relationships. I both learned and grew my ability to work with cross-functional business unit partners.

- **Knowledge of the Market:** Learning a thing or two about the signage industry, how hard it is to source/produce, the shifts in customer demands, and the creative energy race.

### **5.3 Conclusion**

iKopu Company Limited internship offered technical learning and development in an enabling environment. It was able to provide me with a view of how the supply chain works in the real world in order to digest theories of what happens.

Professional experience further reconfirmed this in the sense that supply chain efficiency, cost minimization, and availability of material made the business competitive. It also highlighted the significance of communication, partnership, and evidence-based management to manage complex processes.

As a recent supply chain graduate, this experience improved my analytical, organizational, and interpersonal skills, by preparing myself for real professional in-job challenges like procurement, logistics, and operations management. I couldn't ask for a better place to learn. Conversely, iKopu's focus on quality and operational excellence enabled me environment in which I could contribute, and an industry of work studded with amazing creativity, but also taking it out from within me.

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