

# Internship Report on Operations and Business Practices of Arif & Sons (Pvt.) Ltd

Sunny Ahmed Sajal

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 Business Practices of Arif & Sons (Pvt.) Ltd**

**Submitted to:**

**Name: Dr. Saad Hasan**

**Associate Professor, School Of Business & Economics (SOBE)  
United International University**

**Submitted by:**

**Name : Sunny Ahmed Sajal**

**Id: 111 193 106**

**Major: Supply Chain Management**



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

**Date of submission: November 24, 20225**

# LETTER OF TRANSMITTAL

**Date:** 24/11/2025

**To:**

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

**Subject:** Submission of Internship Report on "Operations and Business Practices of Arif & Sons (Pvt.) Ltd."

Dear Sir,

It is my great pleasure to submit my internship report titled "**Operations and Business Practices of Arif & Sons (Pvt.) Ltd.**" as a requirement for the completion of my Bachelor of Business Administration (BBA) degree with a major in Supply Chain Management.

This report provides a comprehensive analysis of the operational frameworks, business strategies, distribution mechanisms, and customer service practices employed by Arif & Sons (Pvt.) Ltd., one of Bangladesh's leading importers and distributors of industrial sewing machines and garment machinery. Throughout the preparation of this report, I have endeavored to apply the theoretical knowledge acquired during my academic studies to real-world business scenarios.

The internship experience has been instrumental in developing my understanding of supply chain operations, inventory management, customer relationship management, and the dynamics of international brand distribution in the context of Bangladesh's thriving ready-made garment (RMG) industry.

I sincerely hope that this report meets your expectations and the standards set by the university. I am grateful for your continuous guidance and support throughout this process.

Respectfully yours,

**Sunny Ahmed Sajal**

ID: 111 193 106

# SIMILERITY INDEX CERTIFICATION

Internship Report on Operations and Business Practices of  
Arif & Sons (Pvt.) Ltd

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## **DECLARATION OF THE STUDENT**

I, Sunny Ahmed Sajal, 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 preparing this report.

Sunny Ahmed Sajal

ID: 111 193 106

Bachelor of Business Administration

United International University (UIU)

# CORPORATE AVIDENCE

## **ARIF & SONS (PVT.) LTD.**

**Head Office:**

Plot # L-58, Road # S-1, Block # L, Eastern Housing (Near Benband) Pallabi-2nd Part Mirpur, Dhaka, Bangladesh  
Phone: +88 01732 956 223

**Chattogram Office:**

546 (2nd Floor), Sheikh Mujib Road, Chattogram Bangladesh

**Bhairab Office:**

Hazi Younus Miar Bari, Sher Alir Mar (Near Muslimer Mar) Bhairab, Kishoreganj, Bangladesh

**Service Center:**

120-121, Misco Super Market, Mirpur-1, Dhaka-1216  
Phone: +88 01732 956 223

**Contact Us:**

Phone: +88 01732 956 223  
E-mail: arifandsons.bd@gmail.com

**VAT: 004987691-0401**

**Date:** 24th May 2025

**To:**  
Sunny Ahmed Sajal

**Subject: Internship Appointment – Supply Chain Department**

Dear Sunny,

We are pleased to offer you an opportunity to join **Arif & Sons Pvt. Ltd.** as an **Intern in the Supply Chain Department**. Your internship will officially begin on **1st June 2025** and will continue until **31st August 2025**.

During this period, you will receive a **monthly stipend of BDT 12,000**. You will be directly reporting to **Mr. Zakir Hossain, Head of Supply Chain Management**, who will guide you in your assignments and responsibilities.

Your regular office hours will be from **9:00 AM to 7:00 PM**, with **Friday as the weekly holiday**. In case of urgent requirements, you may be requested to attend work on Fridays; however, such work will be considered **only for emergencies** and you will receive **additional payment** for those hours.

Your primary duties will include supporting daily supply chain operations, assisting in vendor coordination, monitoring and maintaining records, preparing reports, and contributing to the improvement of departmental processes.

We are confident that this internship will provide you with valuable professional experience, while also allowing you to make meaningful contributions to our organization.

Please confirm your acceptance of this internship opportunity at the earliest convenience.

With best regards,



**Md. Emon Ahmed**  
Managing Director  
Arif & Sons Pvt. Ltd.





# ARIF & SONS (PVT.) LTD.

**Head Office:**

Plot # L-5B, Road # 5-1, Block # L, Eastern Housing (Near Beriband) Pallabi-2nd Part Mirpur, Dhaka, Bangladesh  
Phone: +88 01732 956 223

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Bangladesh

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**Service Center:**

120-121, Misco Super Market, Mirpur -1, Dhaka-1216  
Phone: +88 01732 956 223

**Contact Us:**

Phone: +88 01732 956 223  
E-mail: arifandsons.bd@gmail.com

**VAT: 004987691-0401**

Issued on: 1st September 2025

## Internship Completion Certificate

This is to certify that **Mr. Sunny Ahmed Sajal**, a student of **United International University (UIU)**, **Department of BBA**, **University ID: 111 193 106**, has successfully completed his internship at **Arif & Sons Pvt. Ltd.** in the **Supply Chain Department**.

He worked with us from **1st June 2025 to 31st August 2025** as a **Supply Chain Intern**. During his internship, he was assigned to various responsibilities including:

- Supporting day-to-day supply chain operations
- Assisting in vendor communication and coordination
- Monitoring inventory and maintaining records
- Preparing reports and assisting in departmental documentation
- Contributing to process improvement and logistics support

Mr. Sunny demonstrated strong dedication, professionalism, and the ability to quickly adapt to a corporate environment. His performance during the internship was satisfactory, and he successfully fulfilled the requirements of his internship program.

We believe the knowledge and experience he has gained with us will be valuable in his future professional endeavors.

We wish him every success in his academic and career journey.

**Md. Emon Ahmed**  
Managing Director  
Arif & Sons Pvt. Ltd.



# ACKNOWLEDGEMENT

The successful completion of this internship report would not have been possible without the invaluable support, guidance, and encouragement of several individuals and institutions.

First and foremost, I would like to express my deepest gratitude to **Dr. Saad Hasan**, Associate Professor at the School of Business & Economics (SoBE), United International University, for his unwavering support, insightful feedback, and expert guidance throughout the preparation of this internship report. His constructive criticism and thoughtful suggestions have been instrumental in shaping this document into its present form.

I am profoundly grateful to **Arif & Sons (Pvt.) Ltd.** for providing me with the opportunity to complete my internship within their esteemed organization. The practical exposure and hands-on learning experiences I gained during my tenure have significantly enhanced my understanding of industrial machinery operations, supply chain management, and customer service excellence.

Special thanks are due to the entire management team, sales personnel, and technical engineering staff at Arif & Sons for their cooperation, patience, and willingness to share their knowledge and expertise. Their support created a conducive learning environment that allowed me to observe and participate in various operational activities.

I would also like to extend my heartfelt appreciation to the faculty members of the School of Business & Economics at United International University for equipping me with the theoretical foundation that enabled me to comprehend and analyze real-world business practices effectively.

Finally, I am deeply thankful to my family and friends for their constant encouragement, understanding, and moral support throughout my academic journey and internship experience.

## EXECUTIVE SUMMARY

This internship report has been prepared as a mandatory component of the Bachelor of Business Administration (BBA) program at United International University, with a specialization in Supply Chain Management. The primary objective of this report is to provide a detailed and comprehensive analysis of the operations, business strategies, supply chain mechanisms, product portfolio management, and customer service practices of **Arif & Sons (Pvt.) Ltd.**, a prominent importer and distributor of industrial sewing machines, garment machinery, cutting equipment, and finishing systems in Bangladesh.

Arif & Sons (Pvt.) Ltd. has established itself as a key player in the industrial machinery sector, serving the country's robust ready-made garment (RMG) industry, which ranks as the second-largest globally. The company represents internationally recognized brands including **MAX, ZUSUN, BAOYU, KM, and JDP**, and has built a reputation for delivering high-quality machinery coupled with exceptional after-sales service.

This report is structured to provide a systematic analysis of the organization, beginning with an introduction that establishes the context and objectives, followed by detailed company and industry profiles, a thorough documentation of my internship experiences and contributions, and concluding with strategic recommendations and key insights.

The internship experience at Arif & Sons (Pvt.) Ltd. has been profoundly enriching and transformative. It has successfully bridged the gap between academic theory and practical application, significantly strengthening my professional capabilities and providing a solid foundation for my future career in Supply Chain Management and industrial operations

# Table of Contents

LETTER OF TRANSMITTAL .....	iii
SIMILERITY INDEX CERTIFICATION .....	iv
DECLARATION OF THE STUDENT .....	vii
CORPOTARE AVIDENCE .....	viii
ACKNOWLEDGEMENT.....	1
EXECUTIVE SUMMARY .....	2
<b>CHAPTER 1: INTRODUCTION .....</b>	<b>6</b>
1.1 Background of the Report .....	6
1.2 Objectives of the Report .....	6
1.3 Rationale of the Report .....	7
1.4 Methodology of the Report .....	8
1.5 Scope and Limitations of the Report .....	8
1.5.1 Scope of the Report.....	8
1.5.2 Limitations of the Report .....	9
1.6 Definition of Key Terms .....	9
<b>CHAPTER 2: COMPANY AND INDUSTRY PROFILE .....</b>	<b>11</b>
2.1 Company Analysis.....	11
2.1.1 Overview and History .....	11
2.1.2 Vision, Mission, and Core Values.....	11
2.1.3 Organizational Structure .....	12
2.1.4 Trend and Growth Trajectory.....	13
2.1.5 Product Portfolio and Service Offerings .....	13
2.1.6 Brand Portfolio and International Partnerships .....	14
2.1.7 Operational Framework and Business Activities.....	15
2.1.8 Customer Mix .....	15
2.1.9 SWOT Analysis .....	16

<b>2.2 Industry Analysis .....</b>	<b>19</b>
<b>2.2.1 Industry Specification and Definition .....</b>	<b>19</b>
<b>2.1.2 Industry Overview .....</b>	<b>19</b>
<b>2.1.3 Industry Maturity.....</b>	<b>20</b>
<b>CHAPTER 3: INTERNSHIP EXPERIENCE .....</b>	<b>21</b>
<b>3.1 Internship Overview and Timeline.....</b>	<b>21</b>
<b>3.2 Position .....</b>	<b>21</b>
<b>3.3 Duties.....</b>	<b>22</b>
<b>3.4 Responsibilities .....</b>	<b>22</b>
<b>3.5 Formal Training.....</b>	<b>22</b>
<b>3.6 Informal Learning Experiences .....</b>	<b>23</b>
<b>3.7 SkillsDeveloped .....</b>	<b>23</b>
<b>3.8 Contribution to Organization and Operations.....</b>	<b>23</b>
<b>3.9 Performance Evaluation and Feedback.....</b>	<b>25</b>
<b>3.10 Skills Applied .....</b>	<b>26</b>
<b>Chapter 4: ABC Analysis Inventory at of Arif &amp; Sons (Pvt.) Ltd.....</b>	<b>27</b>
<b>4.1 Overview of ABC Analysis Methodology.....</b>	<b>27</b>
<b>4.1.1 Inventory Categories .....</b>	<b>27</b>
<b>4.1.2.Strategic Implications .....</b>	<b>28</b>
<b>4.1.3.A-Class Items (High Value - Tight Control).....</b>	<b>28</b>
<b>4.1.4 B-Class Items (Moderate Value - Moderate Control) .....</b>	<b>29</b>
<b>4.1.5.C-Class Items (Low Value - Simple Control) .....</b>	<b>31</b>
<b>4.1.6 Control Summary Table .....</b>	<b>33</b>
<b>4.1.7. Strategic Benefits .....</b>	<b>33</b>
<b>4.2 Warehouse Management at Arif &amp; Sons (Pvt.) Ltd.....</b>	<b>35</b>
<b>4.2.1 Warehouse Function &amp; Strategic Objectives .....</b>	<b>35</b>
<b>4.2.2 Warehouse Layout &amp; Zoning .....</b>	<b>35</b>

<b>4.2.3 Warehouse Operational Workflow .....</b>	<b>36</b>
<b>4.2.4 Inventory Control Systems .....</b>	<b>36</b>
<b>4.2.5 Warehouse Safety &amp; Security .....</b>	<b>37</b>
<b>4.2.6 ware House Diagram .....</b>	<b>37</b>
<b>Chapter: 5 Key Understandings.....</b>	<b>38</b>
<b>5.1 Overview .....</b>	<b>38</b>
<b>5.2 Recommendations .....</b>	<b>39</b>
<b>5.3 Conclusion.....</b>	<b>40</b>
<b>Bibliography .....</b>	<b>41</b>

# CHAPTER 1: INTRODUCTION

## 1.1 Background of the Report

This internship report is prepared as a mandatory requirement for the Bachelor of Business Administration (BBA) program at United International University (UIU), which emphasizes the integration of academic learning with practical industry experience. To fulfill this requirement, I completed a structured internship at **Arif & Sons (Pvt.) Ltd.**, a long-established importer and distributor of industrial sewing machines, garment machinery, cutting equipment, and finishing systems in Bangladesh. For over two decades, the company has played a significant role in supporting the country's RMG sector by partnering with globally recognized brands such as MAX, ZUSUN, BAOYU, KM, and JDP.

During my internship, I had the opportunity to engage in various functional areas—particularly supply chain and logistics, warehouse and inventory management, sales operations, customer relationship management, technical support, and administrative activities. This report presents an overview of the organization, its operational environment, my responsibilities and learning outcomes, the challenges encountered, and the skills gained. It also incorporates analytical tools, including SWOT analysis, to provide structured insights into the company and the industrial machinery sector.

The preparation of this report was guided by my academic supervisor, **Dr. Saad Hasan**, whose direction and feedback helped ensure the report meets required academic and professional standards.

## 1.2 Objectives of the Report

The primary objective of this internship report is to document and critically reflect upon the professional experience and knowledge I acquired during my internship at Arif & Sons (Pvt.) Ltd. The report aims to serve as both an academic requirement and a personal record of professional development.

**The specific objectives of this report are:**

1. **To Explore Supply Chain and Distribution Mechanisms:** To examine the end-to-end supply chain processes, including international procurement, import logistics, warehousing, inventory management, sales coordination, and final delivery to customers.
2. **To Identify Marketing and Brand Management Strategies:** To understand how international garment machinery brands are introduced, positioned, marketed, and sustained in the competitive Bangladeshi market, and to analyze the factors that influence customer purchasing decisions
3. **To Conduct Strategic Analysis:** To perform a SWOT analysis of Arif & Sons (Pvt.) Ltd., identifying its internal strengths and weaknesses as well as the external opportunities and threats it faces in the marketplace.

**To Document Personal Learning and Skill Development:** To reflect on the specific skills, competencies, and professional attributes I developed during the internship, including technical literacy, communication skills, analytical thinking, problem-solving abilities, and workplace professionalism.

## **1.3 Rationale of the Report**

The ready-made garment (RMG) industry is a cornerstone of Bangladesh's economy, driving national GDP, exports, and employment. Its global competitiveness depends heavily on access to modern, reliable industrial machinery. As a key importer and distributor, **Arif & Sons (Pvt.) Ltd.** plays an essential role in supplying advanced sewing, cutting, and finishing equipment to garment manufacturers, while also providing technical support and after-sales services.

My internship at Arif & Sons offered valuable exposure to this critical sector and enhanced my understanding of supply chain operations, import logistics, distribution management, and the technical aspects of industrial machinery. This experience closely aligns with my major in Supply Chain Management and complements theoretical knowledge gained through courses on operations, logistics, inventory management, and strategic management. The internship therefore provides a

meaningful foundation for analyzing the company's operations and its contribution to Bangladesh's RMG industry.

## **1.4 Methodology of the Report**

This report was prepared using both primary and secondary data collected during my internship at Arif & Sons (Pvt.) Ltd. Primary data was gathered through direct observation of daily operations, participation in routine tasks, informal discussions with employees across different departments, and attendance in internal training sessions and product demonstrations. These interactions provided first-hand insights into the company's operational practices and technical processes.

Secondary data was obtained from internal company documents such as product manuals, technical sheets, organizational records, and sales reports. To strengthen industry context, I also reviewed relevant academic literature, industry reports, trade publications, and online resources covering Bangladesh's RMG sector and the industrial machinery market.

For analysis, I applied structured frameworks including SWOT analysis, descriptive analysis, Inventory (ABC) analysis and comparative analysis. These tools helped examine the company's organizational structure, operational performance, market positioning, and competitive environment in a systematic and meaningful way.

## **1.5 Scope and Limitations of the Report**

### **1.5.1 Scope of the Report**

The scope of this report covers an organizational overview of Arif & Sons (Pvt.) Ltd., including its history, market position, departmental functions, and strategic direction. It examines key operational processes such as supply chain management,

warehousing, inventory control, sales operations, customer relationship practices, and after-sales service systems. The report also situates the company within the broader industrial machinery sector by analyzing market trends, competitive dynamics, technological developments, and industry challenges. Additionally, it presents a comprehensive account of my internship experience, highlighting my responsibilities, tasks, skills gained, training received, and the challenges encountered during the internship period.

## 1.5.2 Limitations of the Report

This report is subject to several limitations. Confidentiality agreements restricted access to sensitive strategic information, while the short internship duration limited the ability to explore all operational areas in depth. My access to high-level decision-making processes and internal meetings was also limited due to my position as an intern. Furthermore, some information was gathered through informal discussions rather than formal documentation, which may affect the depth and accuracy of certain insights.

## 1.6 Definition of Key Terms

**Industrial Sewing Machine:** Heavy-duty sewing equipment designed for continuous, high-speed operation in garment manufacturing.

**Finishing Equipment:** Tools and machinery used in the final stages of garment production, including steam irons, pressing machines, and ironing tables.

**Cutting Equipment:** Industrial devices used for fabric cutting, such as straight knife cutters, rotary cutters, and automated cutting systems.

**Brand Portfolio:** The group of international machinery brands (MAX, ZUSUN, BAOYU, KM, JDP) distributed by Arif & Sons.

**Distribution Channel:** The network through which products move from manufacturers to end-users, including importation, warehousing, marketing, sales, and delivery processes.

**After-Sales Service:** Technical support provided after product delivery, including installation, training, maintenance, troubleshooting, and repairs.

**Supply Chain Management:** The coordinated management of material, information, and financial flows from suppliers to customers.

**B2B (Business-to-Business):** A business model in which companies sell products or services to other businesses rather than individual consumers.

**Ready-Made Garment (RMG) Industry:** Bangladesh's export-oriented sector focused on mass production of apparel and clothing.

# CHAPTER 2: COMPANY AND INDUSTRY PROFILE

## 2.1 Company Analysis

### 2.1.1 Overview and History

**Arif & Sons (Pvt.) Ltd.** is a well-established and highly regarded importer and distributor of industrial sewing machines, cutting equipment, finishing systems, and related accessories in Bangladesh. The company has been operational for over two decades, during which it has built a strong reputation for delivering high-quality machinery, providing exceptional customer service, and maintaining long-term relationships with both international suppliers and local customers.

The company was founded with the vision of supporting Bangladesh's rapidly growing ready-made garment (RMG) industry by ensuring reliable access to modern, efficient, and technologically advanced industrial machinery. Over the years, Arif & Sons has established strategic partnerships with several internationally recognized machinery brands including MAX, ZUSUN, BAOYU, KM, and JDP.

The company's clientele primarily consists of large and medium-sized garment factories, footwear manufacturers, textile processing units, and export-oriented production facilities located across Bangladesh, with particular concentration in industrial hubs such as Dhaka, G and Chittagong.

### 2.1.2 Vision, Mission, and Core Values

**Vision:** To become the most trusted and preferred partner for industrial machinery solutions in Bangladesh, recognized for delivering world-class products, exceptional service, and continuous innovation that empowers the nation's manufacturing sector to compete successfully in the global marketplace.

**Mission:** Arif&Sons is committed to providing high-quality, reliable, and technologically advanced industrial machinery that enhances productivity and efficiency for Bangladesh's garment and textile industries, while delivering comprehensive customer support through expert technical services and responsive after-sales care.

**Core Values:**

1. Customer Centricity
2. Quality Excellence
3. Integrity and Trust
4. Technical Expertise
5. Innovation and Adaptability
6. Reliability

**2.1.3 Organizational Structure**

Arif & Sons follows a functional organizational structure that ensures smooth coordination across all departments. The company is led by top management, followed by middle management who supervise departmental functions, and finally operational staff who execute day-to-day activities. This structure supports efficiency, accountability, and specialization within the organization.

- **Top management** : is responsible for strategic planning, decision-making, and overall company direction. The Managing Director and senior leadership provide guidance to all departments and oversee long-term business growth. Their leadership ensures alignment between organizational goals and operational activities.
- **Middle management** plays a crucial role in supervising departmental operations. Managers in sales, operations, technical services, finance, and procurement ensure that each function runs efficiently and contributes to company performance. They coordinate between top management and operational staff to ensure smooth workflow and achievement of departmental targets.

- **Operational staff** are directly involved in daily business activities, including sales operations, warehouse management, technical services, and administrative tasks. With over 30 engineers and technicians, this team forms the backbone of the company's service delivery and customer support.

#### **2.1.4 Trend and Growth Trajectory**

Arif & Sons has experienced steady growth aligned with Bangladesh's RMG industry expansion. Key developments include:

- Evolution from basic sewing machine distribution to comprehensive industrial machinery solutions
- Introduction of computerized and automated machinery systems
- Expansion of technical support infrastructure with over 30 trained engineers
- Development of strong relationships with international brand partners
- Geographic expansion across major industrial zones in Bangladesh
- Diversification into footwear and leather goods machinery sectors
- Investment in training programs for customer factory operators

#### **2.1.5 Product Portfolio and Service Offerings**

Arif & Sons offers a comprehensive product portfolio covering industrial sewing machines, cutting equipment, finishing systems, footwear and leather machinery, and essential accessories. The sewing machine range includes lockstitch, overlock, interlock, flatlock, computerized pattern machines, heavy-duty units, buttonhole and button attaching machines, and bartacking machines tailored for diverse garment needs. Its cutting equipment selection comprises straight and round knife cutters, band saw machines, spreading systems, and advanced computerized cutting solutions. The finishing category includes steam irons, vacuum tables, pressing machines, garment steamers, and fabric conditioning units, while specialized shoe and leather machinery

extend support to the footwear sector. The company also supplies a wide variety of spare parts such as needles, bobbins, presser feet, motors, lubricants, and replacement components.

In terms of services, Arif & Sons provides complete pre-sales consultation including product selection support, technical demonstrations, cost-benefit analysis, and customized solution design. The sales and delivery process ensures professional consultation, flexible payment terms, secure packaging, timely delivery, and insurance options. After-sales services form a major strength of the company, offering on-site installation, machine calibration, operator training, 24/7 technical support, preventive maintenance, emergency repair, genuine spare parts supply, and warranty management.

#### **2.1.6 Brand Portfolio and International Partnerships**

Arif & Sons represents several leading international machinery brands, each specializing in specific categories. **MAX** is positioned in the premium segment with high-speed sewing machines known for durability and energy efficiency. **ZUSUN** focuses on technologically advanced computerized stitching systems, offering innovative and user-friendly solutions. **BAOYU** provides a complete range of industrial sewing machines and is recognized for cost-effective performance, appealing to mid-to-premium market segments. **KM** serves the niche footwear and leather machinery market, offering highly specialized and reliable machines. Finally, **JDP** is a leader in finishing equipment, supplying high-quality irons, vacuum tables, and pressing systems that are essential for garment finishing. These partnerships enable Arif & Sons to maintain a diverse, competitive, and technologically advanced product lineup.

### 2.1.7 Operational Framework and Business Activities

Arif & Sons operates through a structured and efficient operational framework that covers procurement, logistics, warehousing, sales, installation, and after-sales service. The import and procurement operations involve maintaining strong relationships with international suppliers, negotiating purchase terms, managing exclusive distribution rights, preparing LCs, and coordinating global shipping and customs clearance. Once imported, machinery is transported to the company's warehouses, where inventory is organized systematically with climate-controlled storage, real-time stock tracking, FIFO rotation, periodic audits, and strict quality assurance checks.

Sales and marketing activities focus on customer acquisition through factory visits, exhibitions, direct marketing, and relationship-based selling. The sales process includes needs assessment, demonstrations, quotation preparation, negotiation, and order confirmation, supported by marketing tools such as brochures, catalogs, seminars, and brand awareness campaigns. The delivery and installation team ensures proper packaging, transportation scheduling, site preparation support, machine setup, calibration, and quality checks. A strong after-sales service network consisting of over 30 engineers provides nationwide coverage, 24/7 emergency support, preventive maintenance, repairs, operator training, warranty services, and technical troubleshooting-ensuring long-term customer satisfaction and operational reliability.

### 2.1.8 Customer Mix

Arif & Sons (Pvt.) Ltd. primarily serves **large and medium-sized garment factories**, which form the core of its customer base. These factories rely on high-speed sewing machines, automated cutting equipment, and finishing systems to support bulk production runs. As Bangladesh remains one of the world's top apparel exporters, garment manufacturers consistently demand efficient, durable, and technologically advanced machinery-creating a steady market for the company.

Another major customer segment includes **shoe factories and leather product manufacturers**. This group requires specialized sewing machines, heavy-duty

stitching equipment, and shoe-making machinery capable of handling thick materials and precision operations. Arif & Sons supports these clients by providing tailored machinery options, technical guidance, and maintenance services to ensure seamless production in the footwear sector.

The final customer segment consists of **textile processing units and export-oriented production houses** that operate within diversified manufacturing fields such as washing, printing, finishing, and embroidery. These customers often seek cutting-edge solutions like computerized industrial machines, fusing machines, and advanced finishing equipment. By offering a complete portfolio of machinery along with professional technical support, Arif & Sons successfully meets the operational needs of these specialized units and maintains long-term business relationships.

### 2.1.9 SWOT Analysis

#### Strengths

- Strong partnerships with globally recognized brands (MAX, ZUSUN, BAOYU, KM, JDP).
- Dedicated technical team of 30+ engineers providing full after-sales support.
- Over 22 years of market presence and strong industry reputation.
- Wide and diverse product portfolio covering sewing, cutting, finishing, and accessories.
- Customer-centric approach with training, consultation, and responsive support.
- Strong market coverage across major industrial zones (Dhaka , Chittagong, Narayanganj).

- High technical expertise and deep understanding of machinery and production processes.

### **Weaknesses**

- Complete dependency on imported machinery and foreign suppliers.
- Limited control over pricing and product availability.
- No in-house manufacturing capability for customization or innovation.
- Weak digital presence and limited online engagement.
- High cost structure for extensive after-sales service.

### **Opportunities**

- Continuous expansion of Bangladesh's RMG sector.
- Increasing adoption of automation and computerized machinery.
- Industry 4.0 opportunities such as smart factory solutions and digital monitoring.
- Potential to expand into new industrial zones and regional markets.
- Scope for developing private-label machinery to reduce dependency.
- Growth in training, consultancy, and technical education services.

- Digital transformation through online catalogs, service portals, and virtual demos.
- Diversification into textile machinery, packaging, and industrial automation.

### **Threats**

- Currency volatility affecting import costs and margins.
- Rising competition from established players and new entrants.
- Availability of low-cost, lower-quality alternatives attracting price-sensitive buyers.
- Global economic uncertainty reduces purchasing capacity.
- Rapid technological changes making inventory obsolete.
- Global supply chain disruptions (pandemics, conflicts, shipping delays).
- Changes in import duties, taxes, or regulations.
- Customer credit risks and delayed payments.

## 2.2 Industry Analysis

### 2.2.1 Industry Specification and Definition

The industrial garment machinery import and distribution industry in Bangladesh involves companies that source, import, store, market, and distribute sewing machines, cutting equipment, finishing systems, and related accessories to garment, textile, and footwear manufacturers. This sector plays a vital role in supporting the country's RMG industry by ensuring access to modern and reliable production equipment. Key activities include international procurement, logistics management, warehouse operations, technical sales consultation, machinery installation, operator training, maintenance services, and spare parts supply.

### 2.1.2 Industry Overview

**Industry Size:** Bangladesh's RMG sector, generating over \$40 billion in annual exports, drives strong demand for industrial machinery. The machinery import market is valued at several hundred million dollars annually, supplying thousands of sewing, cutting, and finishing machines each year. The industry supports 4,000+ garment factories and over 4 million workers, alongside a growing number of footwear and textile units.

#### **Current Trends:**

- Rising adoption of automation, computerized sewing systems, and digital cutting technology.
- Increased focus on energy-efficient and sustainable machinery.
- Growing integration of IoT-enabled equipment and smart production monitoring.
- Upgrading to high-quality machinery for premium garment production.

- Higher expectations for after-sales service, technical support, and spare parts availability.
- Increasing demand for customized machinery for specialized garment categories.

### **2.1.3 Industry Maturity**

The sector shows both maturity and growth dynamics. Basic sewing machine categories are mature with stable demand, while automated systems, smart finishing equipment, and digital integration technologies represent fast-growing, high-innovation segments. The market is increasingly consolidated, with established importers holding major share due to strong service networks and global brand partnerships.

# CHAPTER 3: INTERNSHIP EXPERIENCE

## 3.1 Internship Overview and Timeline

My internship at Arif & Sons (Pvt.) Ltd. provided an invaluable opportunity to gain practical exposure to the operations of a leading industrial machinery import and distribution company. The internship was structured to offer comprehensive insights into various functional areas of the organization, allowing me to observe, participate in, and contribute to real business activities.

- **Internship Duration:** The internship spanned a period during which I was engaged full-time with the organization, working regular business hours and occasionally participating in extended activities such as customer site visits and technical demonstrations.
- **Reporting Structure:** Throughout the internship, I worked under the guidance of senior management and departmental supervisors who provided mentorship, assigned responsibilities, and offered feedback on my performance and learning progress.
- **Learning Objectives:** The internship was designed to help me understand supply chain and distribution operations, gain insight into B2B sales and customer relationship management, develop technical literacy regarding industrial machinery, observe after-sales service excellence, and bridge academic concepts with practical business realities.

## 3.2 Position

I worked as an Operations and Documentation Intern at Arif & Sons (Pvt.) Ltd., gaining comprehensive exposure across multiple functions including sales support, warehouse operations, technical services observation, and administrative coordination. This position allowed me to understand both operational workflows and strategic decision-making processes within a leading industrial machinery distribution company. Position, Duties, and Responsibilities

### **3.3 Duties**

My duties focused on managing and organizing detailed product information for the company's extensive machinery portfolio. This included maintaining technical specifications for sewing machines, cutting and finishing equipment, updating internal catalogs, organizing brand brochures, and creating product comparison sheets. I also assisted the sales team by preparing customer profiles, logging inquiries, analyzing machinery performance and cost comparisons, and supporting quotation preparation to ensure accurate and professional communication with clients.

### **3.4 Responsibilities**

I actively observed and learned from customer interactions during factory visits and office meetings. These responsibilities exposed me to consultative selling, machinery demonstrations, negotiation techniques, and relationship management. I also learned to communicate technical information effectively, address customer concerns, build trust, and provide solutions aligned with client requirements. Overall, my responsibilities enhanced my practical understanding of operations, sales support, and customer service in a B2B industrial context.

### **3.5 Formal Training**

I received structured training on various industrial sewing machines, including lockstitch, overlock, interlock, flatlock, computerized pattern machines, heavy-duty machines, and special-purpose units such as buttonhole and bar tacking machines. The training focused on their technical specifications, applications, performance metrics, and suitability for different fabric types and production requirements.

I was oriented on the company's supply chain and logistics processes. This included international procurement, supplier management, import documentation (LCs, invoices, bills of lading), customs clearance, warehouse operations, order processing, and delivery coordination. I learned how each step is integrated to ensure timely, efficient, and accurate fulfillment of customer orders. Training also covered machinery quality assessment, including evaluating performance, durability, energy efficiency, vibration/noise levels, and build quality. I learned to analyze key operational indicators

and assess whether machines meet industry standards and customer expectations. Training and Development Programs.

### **3.6 Informal Learning Experiences**

Beyond formal sessions, I gained practical knowledge by shadowing sales representatives, engineers, and warehouse supervisors to observe operational workflows, decision-making processes, and problem-solving approaches. I also observed customer interactions, learning consultative selling techniques, needs assessment, solution presentation, and relationship-building strategies. Peer discussions provided insights into industry trends, market dynamics, and operational challenges.

Moreover, I enhanced my understanding of Bangladesh's RMG sector, its global position, quality standards, export markets, and competitive pressures, which helped me contextualize the company's operations within the broader industry environment.

### **3.7 Skills Developed**

Through these training and learning experiences, I developed technical expertise in industrial machinery, supply chain and operations management, and documentation. I improved sales support and customer relationship skills, professional communication, analytical thinking, problem-solving abilities, and overall industry awareness, which strengthened my competencies for a career in operations and supply chain management.

### **3.8 Contribution to Organization and Operations**

During my internship at **Arif & Sons (Pvt.) Ltd.**, I contributed to enhancing organizational efficiency and operational effectiveness. My key contributions included:

- **Product Information Management:** Standardized technical specification templates, organized digital and physical product catalogs, and implemented consistent naming conventions, improving accessibility and accuracy for the sales team.

- **Customer Communication Tracking:** Developed a structured log system for customer inquiries, follow-ups, and outcomes, enabling better performance tracking and relationship management.

I also contributed to warehouse organization and process documentation, improving space utilization, inventory retrieval efficiency, and creating reference materials for training and knowledge preservation. Additionally, providing support during peak periods and offering fresh perspectives on operational improvements helped maintain service quality and introduced ideas for potential digital transformation and workflow enhancements. Measurable outcomes included ~30% faster product information retrieval, complete customer inquiry tracking, and a modernized product catalog for the sales team.

The internship significantly developed my professional competencies, including:

- **Technical Knowledge & Industry Literacy:** Understanding industrial sewing machines, machinery specifications, and supply chain processes.
- **Communication & Documentation Skills:** Improved written and verbal communication, systematic record-keeping, and analytical reporting.
- **Problem-Solving & Initiative:** Identifying operational inefficiencies and implementing practical solutions.
- **Professionalism & Teamwork:** Adaptation to workplace culture, collaboration with diverse teams, and maintaining high ethical standards.

●**Integrated Competency Growth:** Notable improvement in technical knowledge, industry awareness, communication, documentation, and professionalism, reflecting a substantial overall development during the internship

### **3.9 Performance Evaluation and Feedback**

During my internship at **Arif & Sons (Pvt.) Ltd.**, I received both formal and informal feedback that significantly contributed to my professional growth. The formal performance review conducted by my supervising manager highlighted my strengths, including strong analytical and documentation skills, quick adaptation to technical content, initiative, proactive problem-solving, reliability, professionalism, and a quality-conscious approach. Areas identified for further development included deeper technical knowledge, confidence in customer-facing interactions, strategic thinking, and industry network building. Overall, the review indicated that I had exceeded expectations and made meaningful contributions to organizational operations.

Informal feedback from colleagues across departments reinforced these observations. The sales team appreciated the product comparison sheets I prepared, which improved efficiency and supported customer engagement. Warehouse staff noted that the new labeling and organization system enhanced inventory management. Engineers highlighted that systematic documentation of technical issues helped track service patterns and optimize maintenance procedures. Management valued my ability to combine academic knowledge with practical insights, resulting in actionable analytical outputs that added operational value.

Reflecting on this feedback, I recognized the importance of being receptive to constructive criticism, actively seeking guidance, and continuously improving professional skills. Positive feedback validated my contributions and boosted confidence, while suggestions for growth highlighted areas for continued learning. Overall, these evaluations strengthened my technical knowledge, communication skills, analytical abilities, and workplace adaptability, preparing me for future roles in supply chain management and related fields.

### 3.10 Skills Applied

During my internship at Arif & Sons (Pvt.) Ltd., I had the opportunity to apply and further develop a variety of professional skills that are essential in a business and industrial environment:

**Communication Skills:** I enhanced my ability to effectively communicate with sales and support teams, clients, and technical personnel. This included understanding customer requirements, explaining product features, and relaying technical information accurately to different stakeholders.<sup>2</sup>

**Analytical Skills:** I developed strong analytical capabilities by comparing machinery features, evaluating product specifications, and observing market trends. This allowed me to provide meaningful insights for decision-making and understand the competitive landscape of industrial machinery in Bangladesh.

**Technical Literacy:** I gained hands-on knowledge of various industrial sewing machines, cutting equipment, and finishing systems. Understanding the components, functions, and operational mechanisms of these machines strengthened my technical foundation and improved my problem-solving approach.

**Documentation Skills:** I improved my ability to prepare concise summaries, maintain organized records, and compile product and customer information systematically. This was essential for supporting sales, service, and inventory management activities within the company.

**Problem-Solving:** Observing experienced technicians troubleshooting machine issues allowed me to develop a methodical approach to identifying problems and exploring practical solutions. This skill enhanced my critical thinking in real-world industrial contexts.

**Professionalism and Work Ethics:** Throughout the internship, I practiced punctuality, responsibility, and professional behavior. I adhered to workplace ethics, managed time efficiently, and maintained a disciplined approach to all assigned tasks, ensuring productivity and reliability in a professional setting.

# Chapter 4: ABC Analysis Inventory at of Arif & Sons (Pvt.) Ltd.

## 4.1 Overview of ABC Analysis Methodology

ABC Analysis is a strategic inventory classification method that is based on Pareto Principle (80/20 rule), which divides the inventory items by the annual consumption value and business criticality. This approach allows organizations to distribute resources effectively, by ranking control mechanism based on the financial contribution of each item of the business operations.

In the case of Arif and Sons (Pvt.) Ltd, inventory has been divided into three levels as shown in the analysis:

- A-Class: High-value items which constitute 70-80 percent of aggregate inventory investment.
- B-Class: Moderate-value items with the 15-25 percent of the total value.
- C-Class: Items with low value of 5 -10 percent of total value.

ABC Analysis is an inventory method of managing stocks by classifying them according to their value and contribution to the business. This approach is applied to give priority to control, maximize working capital and maintain supply of important machinery and parts at Arif and Sons. The classification of inventory into the A, B, and C groups will aid the company in resource allocation and ensure the operation of the production process in a smooth way.

### 4.1.1 Inventory Categories

A-Class, which has approximately 15-20 percent of SKUs with an approximate 75 percent of inventory value, involves high-value machinery like industrial sewing machines, cutting machines, computerised embroidery machines and finishing machinery. These need strict management based on accurate forecasting, safe storage, JIT ordering, and close with suppliers relations. Another category of B-Class items, which comprise 30-35% of SKUs and about 20% of value, are finishing tables,

steam irons, heat press machines, and control panels. Periodic monitoring of them is done using safety stock and EOQ-based ordering to assist the A-Class machinery. C-Class items, consumables, such as needles, bobbins, feed dogs, lubricants, and packaging materials make up 45-50 percent of SKUs but only 5 percent of value. The management is interested in bulk procurement, two-bin systems, and convenient storage in order to maintain continuous production.

#### **4.1.2.Strategic Implications**

The use of ABC Analysis enables Arif and Sons to commit high attention to the A-class items, moderate control to B-class items, but to have easy management of the C-class consumables. This strategic plan increases the use of capital, efficiency, and customer satisfaction. It also makes sure that necessary machinery and materials are always available and minimizes the inventory expenses which contributes to the growth of the company in the competitive Bangladesh RMG industry.

#### **4.1.3.A-Class Items (High Value - Tight Control)**

15-20% SKUs | 70-80% Inventory Value.

##### **Industrial Sewing Machines:**

- Pattern sewing machines that are computerized.
- Lockstitch machines with high speed.
- Sewing units used in industry that are heavy duty.
- Overlock machines
- Interlock machines
- Flatlock machines

##### **Computerized cutting machines:**

- There are band saw machines (industrial grade).
- Advanced spreading systems

High Quality Finishing Machines.

- Pressing machines used in industries.
- Automated cloth conditioning machines.
- Commercial garments steamers.

**Specialized Machinery:**

- Shoe making machines (KM brand).
- Leather processing machinery.
- Embroidery computer systems.

**Management Approach:**

- Daily/weekly monitoring
- Just-In-Time (JIT) ordering
- Serial number item tracking.
- Obtaining climate-regulated storage.
- Strategic supplier relationship (MAX, ZUSUN, BAOYU, KM, JDP)
- In-depth demand prediction.
- Compulsory insurance coverage.

**4.1.4 B-Class Items (Moderate Value - Moderate Control)**

30-35 percent of SKUs| 15-25 percent of Total Inventory Value.

**Mid-Range Machinery:**

- Buttonhole machines
- Button attaching machines

- Bartacking machines
- Standard steam irons

#### **Machine Components:**

- Electric motors (different capacities)
- Control panels
- Presser feet assemblies of specific type.

#### **Supporting Equipment:**

- Vacuum tables (JDP brand)
- Heat press machines
- Straight knife cutters
- Round knife cutters

#### **Management Approach:**

- Monthly/bi-monthly reviews
- Economic order quantity (EDQ) model.
- Moderate safety stock (2-4 weeks)
- Standard warehouse storage
- Quarterly physical audits
- Reorder point systems

#### **4.1.5.C-Class Items (Low Value - Simple Control)**

45-50 percent SKUs | 5-10 percent Value of Total Inventory.

##### **Sewing Consumables:**

- Needles (all types/sizes)
- Bobbins and bobbin cases
- Thread guides
- Tension springs

##### **Maintenance Supplies**

- Machine lubricants and oils
- Cleaning solvents
- Grease and adhesives

##### **Small Spare Parts:**

- Feed dogs
- Needle plates
- Throat plates
- Screws, bolts, fasteners

##### **Operational Materials:**

- Packaging materials
- Labels and tags
- Protective covers

- Basic hand tools

**Management Approach:**

- In 3 rd. visit reviews or visual examination.
- Big-volume buying with discounts.
- Two bin replenishment system.
- Open-access storage
- Minimal documentation
- Annual physical counts
- Pay attention to availability and not precision.

#### 4.1.6 Control Summary Table

<b>Aspect</b>	<b>A-Class</b>	<b>B-Class</b>	<b>C-Class</b>
<b>% of Items</b>	15-20%	30-35%	45-50%
<b>% of Value</b>	70-80%	15-25%	5-10%
<b>Review Frequency</b>	Daily/Weekly	Monthly	Quarterly
<b>Ordering Method</b>	JIT	EOQ	Bulk
<b>Stock Control</b>	Tight	Moderate	Loose
<b>safety Stock</b>	Minimal	Moderate	High
<b>Management Time</b>	60-70%	20-25%	5-10%

#### 4.1.7. Strategic Benefits

Optimized working capital 75% of investment is focused on 20% of items ,Reduced stockouts.Critical machinery is always there Lower carrying costs,Simplified management of low value items . Better supplier relationships, Strategic focus on key partnerships Enhanced competitiveness , Efficient inventory supports the Bangladesh RMG industry needs.

# ABC ANALYSIS

ARIF & SONS (PVT.) LTD. INVENTORY

## A-CLASS

Value contribution

~ 75%

Unit cost range

BDT 50,000 - BDT 500,00+

## B-CLASS

Value contribution

~ 20%

Unit cost range

BDT 15,000 - BDT 50,000

## C-CLASS

Value contribution

~ 5%

Unit cost range

BDT 50 - BDT 5,00



A-Class



B-Class



C-Class

AS PER VISIT TO COMPANY INVENTORY CLASSIFICATION 2018-2019

## **4.2 Warehouse Management at Arif & Sons (Pvt.) Ltd.**

### **4.2.1 Warehouse Function & Strategic Objectives**

The warehouse at Arif & Sons plays a pivotal role in supporting the company's operational efficiency and customer satisfaction. It handles receiving and inbound logistics by coordinating container unloading, verifying documentation, managing import clearance, and assessing damage. The quality assurance function ensures that machinery and equipment meet required specifications, with serial numbers recorded for traceability and functional tests conducted on electronic and computerized equipment. The warehouse also provides secure storage for high-value machinery, organized retention of medium-value equipment, and high-density storage for spare parts and consumables. Additionally, it manages order fulfillment and distribution by processing sales orders, ensuring accurate picking and packing, and maintaining multi-channel delivery for factory, dealer, and retail customers. Value-added services such as product bundling, custom packaging, and pre-delivery inspections further enhance customer service.

### **4.2.2 Warehouse Layout & Zoning**

Arif & Sons employs a functional zone-based warehouse layout designed for optimal material flow from receiving to dispatch. The warehouse is divided into several zones. A-Zone is dedicated to high-value machinery, featuring security measures such as CCTV, lockable cages, and access control, while enforcing FIFO principles and serial number tracking. B-Zone stores medium-value supporting equipment with organized pallet racks, barcode-based inventory management, and monthly cycle counts. C-Zone is designed for spare parts, using high-density bins, Kanban systems, and quick-pick areas to ensure rapid order fulfillment. D-Zone houses consumables and packaging materials, prioritizing accessibility and bulk storage. E-Zone serves as the receiving and inspection area, where containers are unloaded, checked for damage, and verified against documentation. F-Zone is the packaging and dispatch area,

ensuring that items undergo final quality control, protective packaging, labeling, and staging for delivery. G-Zone serves as the administrative office and control center, managing real-time inventory monitoring, documentation, and coordination of warehouse operations.

### **4.2.3 Warehouse Operational Workflow**

The warehouse operates through a structured workflow encompassing six stages. Receiving operations involve verification of incoming shipments, counting, and damage assessment, with a Goods Received Note generated for documentation. Quality inspection ensures that all items meet technical specifications, serial numbers are recorded, and functional testing is completed, producing a Quality Inspection Report. Storage allocation and put-away processes assign items to appropriate zones based on ABC classification, with location accuracy verified and inventory data updated in real time. Order processing involves stock verification, pick list generation, and reservation of inventory to prevent double-booking. Picking and packing activities follow optimized routes through the warehouse, with items checked for accuracy, packed using protective materials, and labeled appropriately. Finally, dispatch operations include a last quality check, preparation of delivery challans, loading of goods onto transport vehicles, and updating the inventory system. Customer delivery and feedback complete the workflow, enabling continuous performance monitoring.

### **4.2.4 Inventory Control Systems**

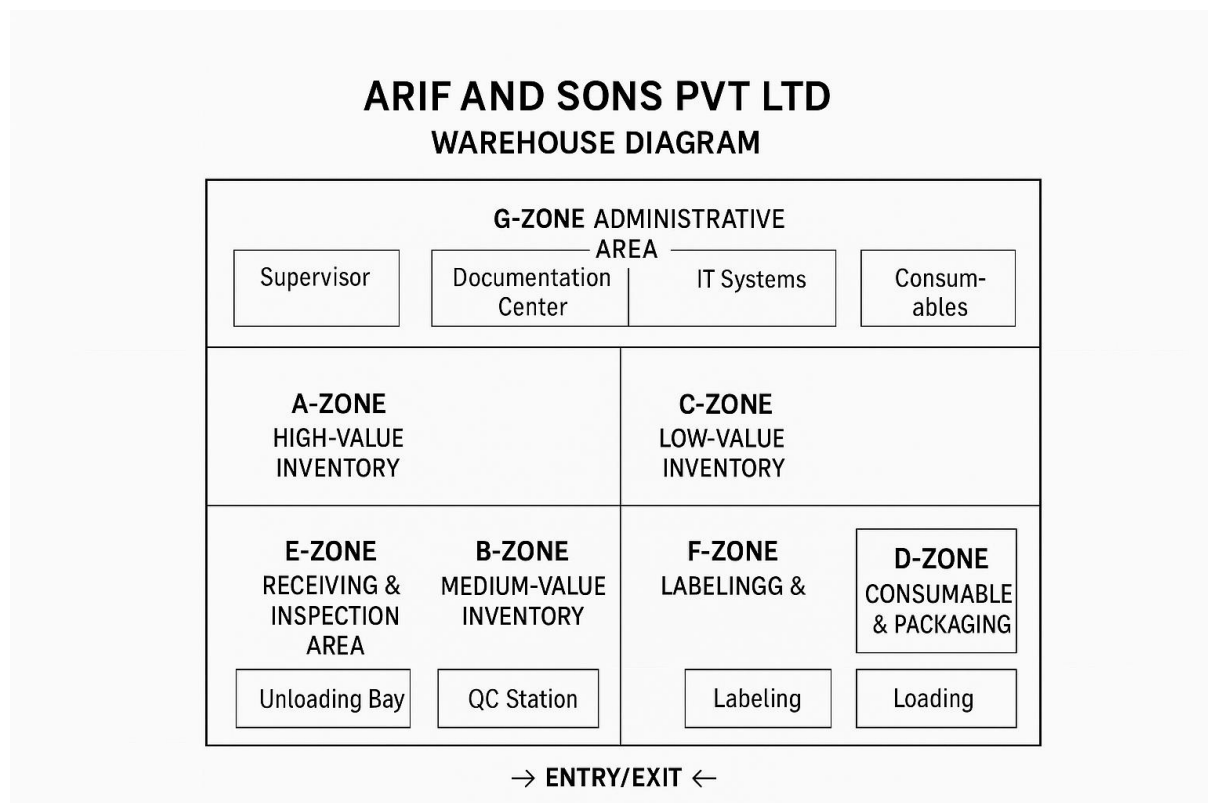
Arif & Sons applies ABC classification to control inventory. A-Class items, including high-value machinery, are stored in a secure zone with weekly cycle counting, FIFO enforcement, and individual serial tracking. B-Class items, such as medium-value equipment, are managed through organized racks, monthly cycle counts, and barcode tracking. C-Class items, including spare parts and consumables, use high-density bins, quarterly counts, and visual Kanban systems. FIFO implementation ensures that older stock is prioritized, preventing obsolescence and maintaining warranty periods. Serial and batch tracking facilitates warranty management, quality traceability, theft prevention, and after-sales support. Cycle counting replaces annual physical inventories with continuous verification, maintaining high accuracy while minimizing disruption. Minimum and maximum inventory levels are calculated based on average

daily usage, lead times, and safety stock, with adjustments made for seasonal demand and supplier coordination.

#### 4.2.5 Warehouse Safety & Security

Safety and security are integral to Arif & Sons' warehouse operations. Compliance with the Bangladesh Labour Act, DIFE standards, and fire prevention regulations ensures a safe working environment. Fire detection systems, including smoke detectors, heat sensors, and manual alarms, are complemented by dry powder and CO<sub>2</sub> extinguishers, hydrants, and fire blankets. Staff are equipped with personal protective equipment and trained in safe handling practices. Security measures include 24/7 CCTV monitoring, biometric access control, lockable cages for high-value items, and integrated fire suppression systems, safeguarding both personnel and inventory.

#### 4.2.6 ware House Diagram



# Chapter: 5 Key Understandings

## 5.1 Overview

The warehouse operations at Arif & Sons function as a critical backbone for the entire supply chain. From the moment materials arrive to the point where finished machines are dispatched, every activity is designed to maintain accuracy, efficiency, and quality. The company uses structured practices such as inbound inspection, ABC-based inventory management, zoning, and documentation control to reduce errors and support smooth operational flow. These practices not only ensure product integrity but also enhance customer satisfaction by ensuring timely availability of stock.

●**Inbound Verification & Documentation:** Every shipment undergoes a rigorous verification process where container seals, packing lists, and import documents are cross-checked. This helps prevent discrepancies, missing items, or damage-related delays.

●**Quality Assurance & Serial Tracking:** Machines are tested for functionality, alignment, and compliance with specifications. Serial numbers are recorded digitally, allowing the company to trace each machine from arrival to final delivery, strengthening accountability and after-sales support.

●**ABC-Based Warehouse Zoning:** Inventory is strategically divided into categories A, B, and C. A-class items are placed near dispatch for quick movement, B-class items in mid-access zones, and C-class items in long-term storage areas. This zoning reduces travel time and improves picking efficiency.

●**Inventory Record & Control Systems:** The use of digital logs and ERP entries ensures that stock levels remain transparent and up to date. This reduces the chances of stock-outs, overstocking, and inaccurate reporting.

●**Outbound Dispatch & Order Fulfillment:** Before dispatch, items go through a final check for model accuracy, condition, and packaging standards. Proper labeling and documentation ensure that customers receive products correctly and on schedule.

## 5.2 Recommendations

To further strengthen operational performance, Arif & Sons can adopt additional modern warehouse practices. These improvements will not only speed up processes but also enhance data accuracy, workforce productivity, and overall supply chain reliability. Integrating better technology and redesigning key workflow areas will create a more structured, safe, and efficient warehouse environment.

- **Implement Barcode/RFID Automation:** Automated scanning during receiving, picking, and dispatch can significantly reduce manual errors, improve item traceability, and speed up processing times.

- **Redesign Workflow & Storage Aisles:** Establishing a clear directional flow-from receiving to inspection to storage and finally dispatch-will reduce congestion and minimize unnecessary movement by workers and forklifts.

- **Enhanced Control for High-Value (A-Class) Items:** Creating restricted access zones and conducting more frequent cycle counts will protect sensitive stock, maintain high accuracy, and reduce financial risk.

- **Apply FIFO/FEFO Practices:** Using the “first in, first out” or “first expired, first out” approach will prevent older or time-sensitive stock from becoming obsolete or deteriorated in storage.

- **Strengthen Safety & Compliance Measures:** Installing clear signage, defining pedestrian paths, and providing safety training will reduce workplace accidents and ensure compliance with warehouse safety standards.

**Introducing Real-Time Digital Dashboards:** Using digital dashboards for monitoring inventory levels, order status, and warehouse KPIs will help management make faster decisions and quickly identify problems or bottlenecks.

### **5.3 Conclusion**

The internship at Arif & Sons (Pvt.) Ltd. was a transformative experience that significantly strengthened my professional capabilities and understanding of real-world business operations. It allowed me to bridge academic knowledge with practical exposure, enhancing my comprehension of supply chain management, distribution processes, B2B customer dynamics, and technical service operations. Through hands-on involvement in documentation, research, warehouse activities, and process analysis, I gained a holistic view of how various organizational functions integrate to deliver customer value.

This experience played a vital role in shaping my professional identity. I developed stronger communication skills, analytical thinking, teamwork, and adaptability-qualities essential for success in modern business environments. The positive feedback received from supervisors further enhanced my confidence and reinforced my commitment to continuous improvement. Moreover, observing real operational challenges taught me humility and encouraged me to keep developing technical literacy and strategic thinking.

The internship also provided clarity about my career direction. I discovered a strong interest in supply chain and operations management, particularly within B2B and technical industries. Exposure to the machinery distribution sector revealed exciting opportunities at the intersection of service excellence, technology, and business process optimization. This experience confirmed my long-term goal of building a career in supply chain leadership or operational strategy roles.

Overall, the internship was not just a mandatory academic requirement but a meaningful learning journey that broadened my perspective and strengthened my readiness for professional life. I am deeply grateful to Arif & Sons (Pvt.) Ltd., my academic supervisor, and my university for enabling this opportunity. The insights, skills, and professional values gained during this internship will remain a strong foundation for my future career. With renewed confidence, clarity, and motivation, I look forward to applying this learning as I advance into my professional path.

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