Internship Report on
overview of sea freight activities at DSV – Global Transport & Logistics

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

Internship Report

on

overview of sea freight activities at DSV – Global Transport & Logistics

Submitted to:

Dr. Saad Hasan

Associate professor

School of Business & Economics

Submitted by:

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Id: 111 201 270

Major: Supply Chain Management

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School of Business and Economics

United International University

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Letter of Transmittal

Date: 2.08.2025

Dr. Saad Hasan

Associate professor

School of Business & Economics
United International University

Subject: Submission of internship report report on "Overview of Sea Freight Activities at DSV Global Transport And Logistics"

Dear Sir.

I am pleased to submit my internship report on "Overview of Sea Freight Activities at DSV Global Transport and Logistics" With great honors. I completed my internship at DSV Corporate Office Global Transport and Logistics in the period 22 December 2024 to 19 March 2025. Over the years that I have worked at DSV Global Transport and logistics I have learned much about how our company works and operates.I tried to complete the report based on my observations and secondary data. I've tried to complete this report as accurately and meaningfully as I know how. But do feel free to contact me if you need a hand interpreting this report.

I really hope I can accomplish the objectives of the internship program and that you'll take me. Thank you, as always, for your help and guidance.

Sincerely yours,

Md.Munam Shahorear Fuad

111 201 270

Department of Business Administration

United International University

Certification of Similarity Index

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

Supervisor's Name: Dr. Saad Hasan

Signature:

Date:

Declaration of the Student

This is to certify that the internship report on, "Overview of Sea Freight Activities at DSV - Global Transport & Logistics" was written by myself, Munam Shahorear Fuad. I prepared the report based on my own experience and task that was done by me & what I learn from my entire internship period.

I declare this report is only make for to fulfill the requirements for my Bachelor of Business Administration degree.

Having made every effort to ensure the authenticity, accuracy and reliability of the information presented I would like to thank all the relevant references that I have had. This report comes from my own fingers and is not borrowed work. It has not been put forward to any other institution or authority university or academically professional, in any form.

Md. Munam Shahorear Fuad

111 201 270

BBA in Supply Chain Management

United International University

Corporate Evidence

INTERNSHIP CERTIFICATE

This Certificate has been awarded to

Munam Shahorear Fuad

on completion of Three months of Internship in the area of

Overview on "Ocean Freight forwarding Operations"

From 22nd December 2024 to 21st March 2025

Presented on 1st April 2025 for successfully completing Internship

DSV

Global Transport and Logistics

Authorised Signatory

Acknowledgement

I am thankful to Almighty Allah that I’m alive, energetic, & thanking Alhamdulillah for every single day he is giving me. Incessant to complete internship programme and the internship paper despite varied challenges. The assistance of many people are acknowledged with deep appreciation during the completion of my internship paper. I am grateful to Dr. Saad Hasan for accepting to be my supervisor during the writing of this report. His hands-on assistance, from start to finish, made me want to write the report. DSV Global Transport and Logistics, and at United International University Both offered me help and guideline to be able to complete my report.

Once again, I must acknowledge my honorable Supervisor Mohammad Atwar Rahman, Manager–Sea Freight Joy Parkas Das, HR DSV Global Transport and Logistics, for his generous, generous hand, took the time to guide and advise me in my report preparation. Finally, I would like to express my heartfelt gratitude to the other DSV Global Transport and Logistics directors, who helped me and also dedicated their time, giving me the most relevant information which allowed me to write this report. I am really not able to write my internship report With Out these mentioned individuals.

Executive Summary

This report gives a complete introduction to DSV, one of the world's top transport, freight forwarding, logistics and logistics operator, and concentrates on their business operations, development strategies, services and viability projects. It is based on my internship experience and my close observation of DSV's business model and global presence.

Founded in 1976 in Denmark by Kurt Skov, DSV started out as a small local haulage company. But it has gradually developed into one of the world's largest logistics companies through constant enlargement, strategic acquisitions and an insistence on fine service. With more than 75,000 employees and operations in over 80 countries, DSV now offers complete transport and logistic solutions by road, air sea or rail. The company's global reputation has been built on offering time-sensitive, practical and sustainable freight forward services to a wide variety of clients that encompass manufacturing, health care, retail and cars.

DSV is growing through its strategic action, which is continuous acquisition. in 2006, DSV acquired Frans Maas, then in 2016 it acquired UTI Worldwide, and in 2019 Panalpia, which means it spread its operations day by day by continuous acquisitions. these important acquisitions increase its coverage all over the world, mainly in North America, Asia and the Middle East. The incorporation also strong DSV air and sea freight business, positioning it as a top player in global logistics.

Efficiency, creativity and customer focus are the mainstays of DSV's operational mode. DSV's vast network of freight forwarding services around the world orchestrates integrated logistics solutions: a single window covering every stage of the supply chain. The company is now focusing on advanced technologies like robotics, AI, digital platforms, and data analytics to streamline its operations and ensure optimise warehouse management. it also makes sure that delivery is now more exact and minimizes extra delivery time . This technological integration is not only for making customers happy; it is also a smart logistics solution.

DSV has promised to achieve carbon-neutral logistics by 2050. They are searching for alternative fuel solutions. sustainable packaging and environmentally sound warehousing techniques. This commitment to sustainability is a reflection of DSV’s forward-looking concept of responsible and environmentally responsible logistics solutions.

DSV is providing extensive and flexible service. DSV's extends its Services from sea and air freight forwarding to customs clearance, warehousing and supply chain management. Through a complete network of offices and sales points as well as distribution centres, warehouses and logistics facilities, DSV smartly operates worldwide logistics operations.

In conclusion, DSV is a dynamic, future-oriented global freight forwarding company. Its growth strategy, accent on the technological revolution and pioneering commitment to sustainability all give it distinction in the logistics industry. My internship at DSV has given me a rare insight into the internal workings of top logistics company and furthered my understanding of global supply chain dynamics.

Table of Content

CHAPTER 1: INTRODUCTION

I.1 Background of the Report

This report was written within the framework of an internship on the development of —DSV Global Transport and Logistics. The primary aim was to provide an opportunity to work in the practical field and to Experience some real work exposure. Prof.Dr. Saad Hasan, associate professor at the school and faculty advisor, moderated the visit.

I.2 Objectives of the Report

Broad Objective:

•General objective The general objective of this report is to get knowledge of the daily operations of a company and exposure on supply chain performance of DSV Global Transport and Logistics.

Specific Objectives:

•Create a value chain analysis for the forwarder industry in Bangladesh (similar to DSV Global Transports and Logistics.

•To know the process of liaison with customer (shipper) & total shipment procedure.

•To understand how a company such as the freight forwarder shipped goods from point of origin to point of destination.

•To get a sense of the functioning of the company as a whole.

I.3 Research Methodology

This report was prepared using primary and secondary data sources.

•Primary Data:

I have used a lot of primary data to prepare this report. I have collected some of the data by talking to my seniors who are the employees of the company DSV Global Transport and Logistics. I have collected some of the data by asking them various questions (like Open-ended questions) and I have tried to collect some of the data from their individual experiences.

• Secondary Data:

For secondary data, I tried to gather secondary information from various reports, company websites, history, supply chain network information, journals and the company website. Some of my seniors' reports. Different freight forwarder’s website and some related company.

I.4 Scope and Limitations of the Report

I. The organization's limitations and restrictions prevented in-depth research.
II. The staff was too busy with their regular tasks to devote much time to me outside of those tasks.
III. An individual's perspective was used to write the report. Therefore, not all of the results may be objective.
IV. There aren't many documents available because no previous research has been done in this area.

CHAPTER 2: COMPANY AND INDUSTRY PROFILE

2.1 Company Analysis

2.1.1 Overview and History

DSV is a global provider of transport and logistics services. As a full-service transport and logistics provider, DSV offers a wide range of global transport and logistics solutions. It was founded in Denmark. DSV has grown to become one of the largest logistics companies in the world, employing over 75,000 people and operating in over 80 countries. The company provides all types of services that enhances the efficiency of global supply chains to diverse range of industries such as manufacturing, retail, healthcare and automotive industries. DSV is renowned for embracing sustainability, flexibility and innovation and offering customer service stories!

Background: Kurt Skov is the owner of a small haulage firm. in It was established 1976, that is the DSV of also today. It is primarily Danish. This Danish firm was originally primarily centred on freight handling and port operations. One day at a time, DSV grew out from a small, Danish haulier and built a more professional transport company. As it evolved in the 1980s, DSV Air & Sea became a name rather than simply being.

DSV in the 1990 Wachstum durch Übernahmen orientierte sich auf das Wachstum durch übernahmen, und darauf das Unternehmen aufzubauen, dass man über ganz Eu * Asien + Nordamerika präsent ist. It was the largest post-Frans Maas acquisition and a major record as DSV further extended its global operation and market share worldwide.

Post-2016 DSV acquired UTi Worldwide and established Dachser’s competition for further growth in the 2010s, opening the door to the U.S. and other major markets for DSV. And through technology advancement, innovation and sustainability, the company enhances its technical capability in all of its businesses.

Today, DSV is primarily about supplying real, on-time and customer-friendly services. They are also upholding their status as one of the worldâ€™s best in the logistics business. they are pursuing a course which DSV, by virtue of iterative optimization and dedication to services of excellence, desirable positions itself for further development within this business area.

2.1.2 Trend and Growth

DSV has grown extraordinarily by both successful acquisitions, innovation and a sustainable focus. Key acquisitions, such as Fran’s Both of these >Maas (2006) and UTi Worldwide (2016) significantly enhanced DSV s global coverage and range of services (esp. air, sea, and road freight). The acquisitions enabled DSV to expand into new markets and consolidate its position in others.

One the one hand for DSV, a clear trend has been technology and computerization. Through warehousing, robotics, AI and digital platforms, the company has optimized operations which gives customers the transparency of an efficient supply chain. It was also mentioned that sustainability was a key focus for DSV and that it wants to have carbon-free logistics by 2050. This includes the implementation of alternative fuel solutions in addition to sustainable packaging and warehousing practices.

DSV has also grown by expanding into and emerging markets such as and the.

Middle East, taking advantage of the increasing demand for logistical services in these regions. The company’s worldwide network of offices, warehouses, and transportation hubs enables it to provide integrated transportation, logistics, and supply chain management solutions to a wide range of industries.

Overall, DSV's innovative, sustainable and global drive helped it to grow, allowing the firm to keep apace in an increasingly competitive logistics landscape.

2.1.3 Service mix

DSV offers an extensive portfolio of logistics solutions to meet the different requirements of companies from a wide array of industries. The Company provides logistics and transportation services including supply chain management, distribution and transportation management services to its customers. Keeping things versatile, efficient and innovative, DSV's project and product portfolio is broadly flexible and perfectly tailored to suit a multitude of customers.

2.1.4 Company Operations / Activity

About DSV is a global supplier of transport and logistics services with offices in more than 80 countries. The company offers efficient, flexible and sustainable solutions through road, air, sea and rail, with more than 60,000 employees and operations in 130 countries. DSV's services cover a broad range of transport modes and include all service aspects for fulfilment operations, which are closely interconnected to deliver optimal end-to-end solutions for companies. Through innovation and a relentless customer focus, DSV has responded to changes in the market by expanding our service offerings and developing solutions that meet the ever-complex global supply chains.

Incoterm of DSV

Incoterms® 2020											
Transportation	Any mode of transport		Sea and inland waterway transport				Any mode of transport				
Incoterm	EXW Ex Works (Place)	FCA Free Carrier (Place)	FAS Free Alongside Ship (Port)	FOB Free On Board (Port)	CFR Cost and Freight (Port)	CIF Cost Insurance & Freight (Port)	CPT Carriage Paid To (Place)	CIP Carriage and Insurance Paid to (Place)	DAP Delivered at Place (Place)	DPU Delivered at Place Unloaded (Place)	DDP Delivered Duty Paid (Place)
Export packaging	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Loading charges	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Delivery to port/place	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Export duty, taxes and customs clearance	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Origin terminal charges	Buyer	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Loading on carriage	Buyer	Buyer	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Carriage charges	Buyer	Buyer	Buyer	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Insurance	Negotiable	Negotiable	Negotiable	Negotiable	Negotiable	*Seller	Negotiable	**Seller	Negotiable	Negotiable	Negotiable
Destination terminal charges	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Seller	Seller	Seller	Seller	Seller
Delivery to destination	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Seller	Seller	Seller
Unloading at destination	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Seller	Buyer
Import duty, taxes, and customs clearance	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Seller

This chart shows who will pay the cost for individual every different cost.

In Bangladesh, these incoterms are mainly used:

1.FOB – Free on Board

2.CFR – Cost and Freight

3.CIF – Cost, Insurance, and Freight

4.DAP – Delivered at Place

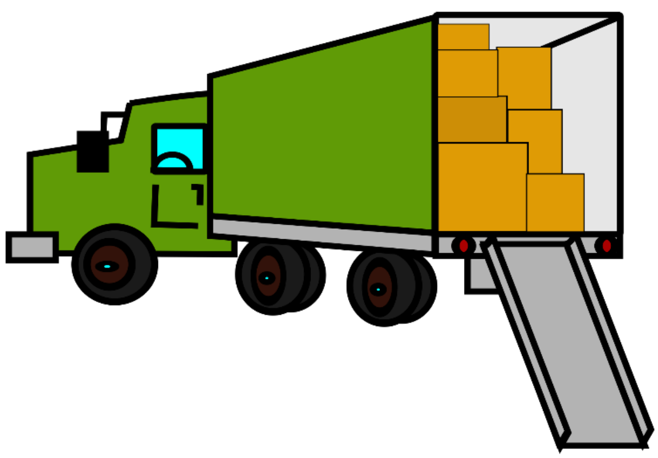
5.EXW – Ex Works

6.FCA – Free Carrier

Road Transport Services

FTL (Full Truckload) and LTL (Less Than Truckload): DSV offers FTL and LTL transport services, giving customers flexible and cost effective road transport solutions.

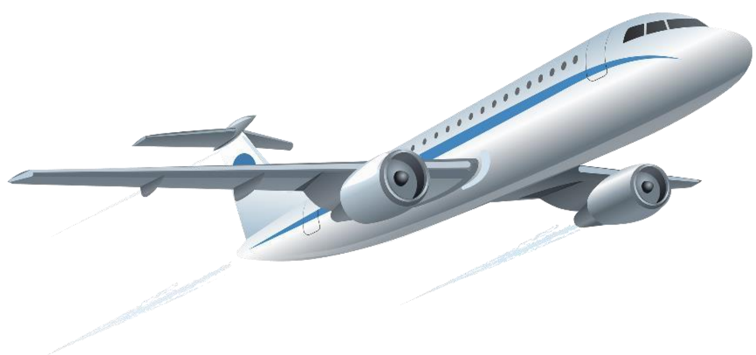
Domestic and International Freight: They cross borders handling everything from long-haul to regional transportation, and serve a range of industries including automotive, retail and manufacturing.



Air Freight Services

Standard and Express Air Freight With Standard and Express A ir Freight your goods are in good hands: you can ship easily and reliable with DSV's air transport IT solutions target: fast but above all reliable transport of your goods.

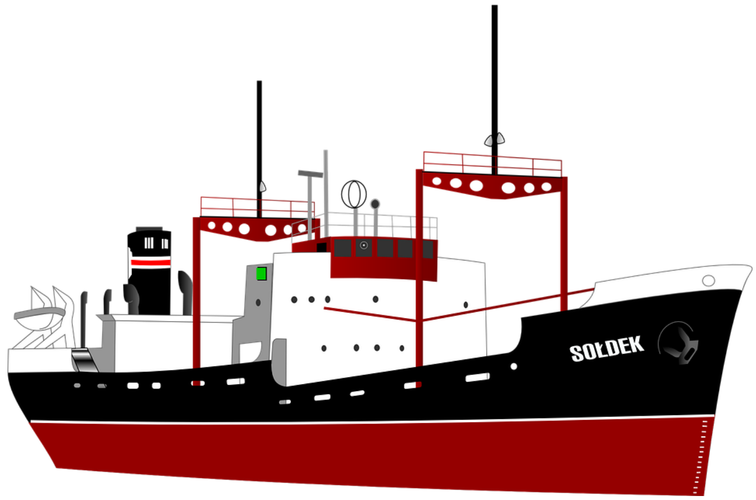
One-Off Solutions for Critical Shipments: In addition to handling high-value goods, electronics, pharmaceuticals, and textiles, custom processing meets the needs of air freight services providing bespoke service and global scope.



Sea Freight Services

Containerised and Breakbulk Shipping: general cargo is handled in containers, larger and heavier items are shipped as breakbulk.

Worldwide: Specialising in global sea-port locations, DSV offers robust and reliable ocean freight services for a range of industries.



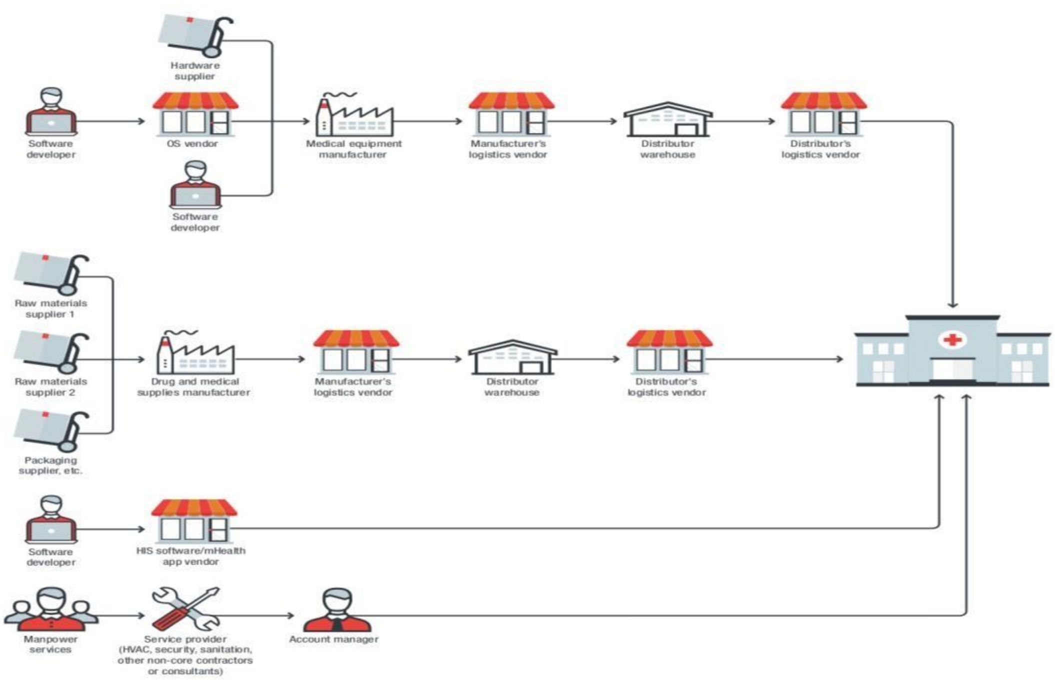
Rail Transport Services

Long Distance Rail DSV offers long distance rail services, those are mainly designed for European markets, rail as more environmentally efficient and cost effective than airborne and road movement of goods.

Supply Chain Solutions

Warehousing and Distribution: DSV provides full supply chain warehousing solutions that range from simple/multi-user storage to complex/industry-specific storage (chemical, temperature-controlled, high-bay/automated).

Total Supply Chain Management: From transportation to warehousing and inventory management, the company coordinates the entire supply chain to become an enabled business partner for its customers.



Value-Added Services

Customs Clearance and Compliance: DSV offers customs clearance solutions to facilitate cross-border trade.

Packaging, Labeling And Assembly: DSV provides packing and assembly services for customized solutions, in particular for customers within the electronics and retail sectors.

2.1.5 SWOT Analysis

SWOT Analysis of DSV Global Transport and Logistics

Strengths:

1.Global Footprint and Powerful Network: DSV has a strong presence in more than 80 countries worldwide, with a massive network of office premises, storage facilities and transportation terminals. This broad geographic coverage enables the Company to achieve good results with customers in different countries and industries.

2.Diverse Range of Services; Road, air, sea and rail are some of the many services that DSV offers. and end-to-end supply chain management solutions. This diversity allows the company to address such a wide range of sectors, including automotive, healthcare, e-commerce, and energy, Javascript vector graphic library.

3.DSV has also increased its market share via strategic acquisitions (Frans Maas in 2006 and UTi Worldwide

(2016). These acquisitions have greatly strengthened DSV's service offering, network and customer base.

4.Technological innovation: The firm has also made investment in digital innovation to enhance its operational efficiency in warehousing, keep tabs of on-the-go shipment and integrate the responsible platforms for handling supply chain. By using tech, the delivery of service will be better and customer's satisfaction will be higher.

5.Sustainability: DSV has high sustainability aspirations, with an ultimate objective of carbon-neutral logistics by 2050. The company's emphasis on alternative fueling, energy-efficient vehicles and green operations also improves our footprint and remains congruent with the emerging business sector of green logistics.

Weaknesses:

Very Sensitive to Global Trade Cycles: Performance of RAM is very sensitive to the cycles involving the world trade. Disruptions The business can also be disrupted by events that impact demand for transport and logistics services, such as economic recession or geopolitical instability, in turn reducing profitability.

Post-acquisition integration challenges: Even as acquisitions have added fuel to the growth engine, the integration of newly acquired businesses, such as UTi Worldwide, could be complicated and expensive." Short-term disruption could also occur due to operational and cultural integration issues.

Overhead Costs: An extensive distribution network that delivers aspects of your service is costly to run. These may include the need to operate extensive fleets, invest in infrastructure and to comply with international rules – activities which potentially impact on the profit margin.

Limited Market Reach in Certain Regions: While DSV is a well-established in most of the world, it does face competition in some of the fast-growing markets where it is not known to have a lot of exposure. This can restrict its capacity to fully exploit growth opportunities in regions such as Africa or Southeast Asia.

Opportunities:

E-commerce growth: A substantial growth potential for DSV is seen in the e-commerce. Due to the increasing need for last-mile delivery and integrated logistics solutions and to e-commerce being one of the fastest growing online industries, DSV can provide professional and scalable solutions to accommodate the development of the online retail industry.

Emerging markets:EMs such as Asia, Africa and Latin America, have tremendous potential of growth. DSV can leverage the shot of demand in the arm for logistics services in those regions to beef up its own infrastructure and partners.

Sustainability Trend: Driving environmentally safe transportation and logistics services as business and consumers may want to be more sustainable. DSV can also appeal to businesses that are interested in shrinking their carbon footprint by expanding its environmentally-friendly offerings.

Technology Integration: Further advancements in Blockchain, IoT, and AI technologies give DSV an opportunity to enhance its online platforms. If incorporated into operations, these technologies have the potential to help customers and DSV to reduce costs and better coordinate operations.

Green Logistics and Fleet Electrification As regulations continue to push for reduced carbon emissions, DSV can drive its investments into electric & alternative energy power vehicles to form a more sustainable transport solution 俺 pill.subInfo.moduleName This is a paywalled.

Threats:

The Crippling Passion for Competition Logistics and transportation are fierce businesses, ruled by players such as Kuehne + Nagel, DHL, and XPO Logistics. This intense competition could pressure Profit margins and market positioning for DSV.

Global Supply Chain Disruptions: Events such as pandemics, natural calamities, political instability, and trade wars (for example, the US vs China trade war etc.) can severely disrupt global supply chains. The interruptions can cause delays, increased costs and reduced customer satisfaction.

Negative- Fuel Price Fluctuations (Opex CONSTRAINT)(DSV is very fuel-sensitive as it directly impacts its transportation cost) Although the company is seeing strides toward sustainability, fluctuating fuel prices can remain hazardous to profitability.

Regulatory and Compliance Risks: Multiple country operations expose DSV to diverse and constantly shifting regulations. Tougher environmental laws, tariffs, and customs regulations can drive up costs and cut the room for maneuver.

Cybersecurity Risk: With the further integration of digital solutions and automation into DSV, there is a greater risk of cyber-attacks. Its reputation and bottom line could be hurt by data breaches or interruptions in its digital infrastructure.

2.2 Industry Analysis

2.2.1 Specification of the Industry

The logistics and transportation industry involves the planning, transportation and storage of goods, services and information from the point of origin to the point of consumption. This can include services such as supply chain consulting, inventory management, warehousing and freight forwarding. Players operating in this space, such as DSV Global Transport and Logistics, provide full packages for a seamless supply chain.

2.2.2 Size, Trend, and Maturity of the Industry

This CAGR level is exceeding the forecast growth rate of global logistics market, estimated as 4.2% from USD 5.4 trillion in 2023 to USD 7.9 trillion in 2032. (A report link is given.)

This expansion is due to a number of key reasons:

• E-commerce Boom: With the rise of e-commerce, the demand for reliable logistics support, particularly in the area of last-mile delivery services, has increased significantly.

• Technological Innovation: The integration of the blockchain, artificial intelligence (AI) and the Internet of Things (IoT) technologies has helped logistics services become more transparent and efficient.

• Globalization - With trade increasingly globalized, supply chains have grown, making it harder to coordinate complex global networks and raising the demand for logistics solutions with the capability of managing them.

The market is experiencing constant evolution, as it responds to new technologies and changing consumer dynamics. The core business, providing traditional logistic services, remains key, but with a clear tendency towards going digital and focus on sustainability, which points to maturity focused on innovation.

2.2.3 Industry SWOT Analysis

Strengths:

• Technology Integration – Advanced technologies such as AI and IoT are enhancing operational efficiency, real-time monitoring and data analytics feature.

• Global Network: Global networks that have been established can be used to provide comprehensive services throughout different regions and meet different customer requirements.

• Scalable: The industry has also managed to scale Au clair de la lune• flexible operations in order to keep up with growing demand, particularly from e-commerce.

Weaknesses:

And complex supply chains : The situation is similar in the management of complex and fragmented supply chains, which not only can result in inefficiencies but also in increased operating costs.

• Focus on External Factors:External factors such as volatility of fuel prices and changes in regulation may have a severe impact on operational cost and eco¬nomic (net) prof¬it.

• Manpower Deficit: Labour is in short supply and the industry struggles with attracting and retaining talented workers, which is impacting the quality of service provided and the efficiency of service operation.

Opportunities:

• Advances in Technology: Ongoing implementation of cutting-edge technologies - from AI to IoT to blockchain - offers potential for improved efficiency and new service offerings.

and • E-commerce Trends: The growing e-commerce sector boosts

need for logistics services, including in last-mile delivery and fulfillment centers.

• Going green practices: the move towards sustainable practices, such as electric vehicles and efficient delivery routes, supports global sustainable trends and appeals to a market that is more environmentally asserting.

Threats:

• Financial Crises: A slowdown in the world economy results in lower volume of trade which directly affects the demand of logistic services.

• Competitive challenges: With the influx of newcomers and technology disruptors, competition is getting stronger and forcing incumbent players to bring out new ideas all the time.

• Geopolitical Instabilities: Political unrest and trade disputes can disrupt supply chains, causing delays and increased costs.

External Economic Factors:

The global financial situation reflects on transport and logistics. Trade should breathe in and breathe out, paper after all, as long as the economy expands the demand for the transportation and logistics should also expand, or contract if the economy contracts. In addition, operating costs and earnings may be affected by fluctuations in fuel prices and exchange rates.

Technological Factors:

The Logistics industry is changing fast due to technological development. Artificial Intelligence, IoT and blockchain have been successfully integrated to boost efficiency and transparency as well customer satisfaction. Businesses that take advantage of these technologies can get ahead and those that don’t can have problems.

Barriers to Entry:

High level of investment needed, difficult to comply with regulations, and same network is one of the major barriers for new entrants in the industry. With their economies of scale and brand names, emerging companies find it “extremely challenging” to compete with firms like DSV, according to Detlef Trefzger, the head of Kuehne + Nagel International AG.

Threat of Substitutes:

Substitutes Little threat of substitutes exists in the logistics industry. While companies could choose to construct their own logistics, it’s usually cheaper, because of the complexity and the cost, to outsource logistics to logistics specialists.

Industry Rivalry:

The logistics industry is home to a large number of players, including multinational and regional service providers. While the competition is great for efficiency and innovation, it can also lead to price wars and smaller profit margins.

In summary, the logistics and transportation industry is a growing field shaped by advancements in technology, economics and trends in international trade. DSV Global Transport and Logistics companies must constantly be adjusting to these things to stay competitive and successfully leverage current openings.

CHAPTER 4: INTERNSHIP EXPERIENCE

4.1 Position, Duties, and Responsibilities

As an intern with Sea Freight at DSV, you will be assisting the team with tasks relating to logistics and shipping services and you will focus on sea transport. This role aims to allow you to experience and get involved with one of the supplier to the Sea Freight Logistics industry and the departmental day to day tasks. The following is a list of the standard duties and responsibilities you may have as a purchase manager:

Position:

Sea Freight Intern

•Department: Sea Freight

•Location: DSV office (DHAKA)

•Duration: Typically 3 months, AS per contract.

Assist in Managing Shipments:

- Assist sea freight department with the handling of import and export shipments.
- Assist in tracking cargo and “no waiting status” of shipments for timely delivery.
- Receive and file shipments through updating corresponding records in the system with accurate information. o Example: making BL, packing, EGM, shipment trucking, Mother Vessel Follow up & etc.

Documentation Support:

- Help in generating and issuing essential shipping papers like B/L, Packing List, Customs Declaration, Tax Invoices, Departure notice.
- Ensure all documentation is in accordance with international standards and company procedures.
- Work closely with other departments to enable correct documentation flow between sea freight operations, customs and billing teams.

Customer Communication:

Assist customers with inquiries about sea freight shipments – tracking, arrival and troubleshooting.

Actively participate in the resolution of minor customer complaints or issue with Suppliers, Port Authorities and other relevant people.

Ship lines/suppliers of MARCY Shipping and Port ESCO so:

Help arrange transportation of goods by dealing with shipping lines, port authorities and other freight forwarders.

Assisting with the bookings and load / discharge of the containers in the port to move the cargo fastly.

Data Entry and Reporting:

Aid for input data to the in-house system for shipment monitoring, reporting and billing. o Prepare reports on goods carried, freight costs and departmental performance measurements to assist in the evaluation of the department.

Market and Logistics Research:

Research the shipping market: freight rates, ports, and possible suppliers.

Help in the research and analisation of new routes or new shipping options to enhances the company's sea freight services.

Supporting Customs and Compliance Activities:

Assist in the observance of international shipping laws to comply with custom regulations, safety standards, and policies regarding environmental protection. o Help the team to compile necessary customs clearance papers as not to delay at port.

Inventory Management and Coordination:

Manage and oversee inventory and tracking of cargo by sea, ensuring all cargo is documented and shipments are received in good order.

Coordinate the transport of goods between DSV warehouses and shipping ports, providing a high level of logistic services.

Collaboration with Internal Teams:

Interact extensively with departments, including sales, operations and finance, to coordinate efforts and resolve issues expeditiously. oParticipate in internal meetings and help prepare operational performance reports and presentations.

Learning and Development:

Understand the logistics and supply chain management industry, especially within the sea freight field.

Participate regular training and team meetings, increasing knowledge of sea transport procedures, customer service and tools related to the logistics field.

4.2 Training & Development

At DSV, learning and development are key in making sure that employees, including interns, are equipped with the skills and expertise necessary to thrive in transportation and logistics.

The17 company offers a range of programs and resources that promote professional and personal development. Here is a description of DSV’s training and development offerings.

Onboarding and Orientation:

• First Introduction: New interns are introduced through a familiarization week with the corporate culture, values and the way of working at DSV. This entails a summary of the company, including organization, worldwide distribution, and logistical industry experience.

• Position Specific Training: Intern will be provided training specific to their position (Sea Freight, Air Freight, Accounce & Finance, Import). This coaching goes a long way to ensure they are familiar with important processes and tools they need for their job.

Technical Skills Training:

• Software and Tools: Trainees in DSV are taught how to operate logistics management software and systems in order to handle shipments, track cargos, and manage customer information.

• Field Exposure: Interns are exposed to a diverse range of activities related to global logistics procedures, shipping laws, customs documentation, and freight forwarding and they work with various modes of transport including sea, air and road. It does this to help to make the interns familiar with logistics systems and standard practices.

• Freight Operations: We also learn about freight related processes like port operations, customs, international trades etc.

Soft Skills Development:

• Communication Skills: DSV provides specialized training aimed at enhancing the communication skills, both written and verbal, of the employees. You know you have to communicate clearly and effectively to forge strong relationships with your coworkers, clients and counterparts from other businesses.

• Analytical and problem-solving capabilities: Addressing troubleshooting specific delays or miscommunication cases, interns are being trained to think independently and critically and to face logistically complex challenges.

• Customer Service: Interns learn to deliver responsive and professional customer service to answer questions, troubleshoot issues and address customer expectations.

Mentorship and Coaching:

• Mentor: Each intern is paired with a mentor and will be coached on how to create a professional development plan, receive feedback, and incorporate that feedback into his/her/their professional journey.

• Ongoing feedback: Interns are able to identify their performance strengths and opportunity areas, allowing them to develop into their roles over time.

Cross-Department Exposure:

• Co-learning: DSV interns are encouraged to learn from colleagues across the business, from logistics to air and sea freight to gain a wider insight the logistics operation centers working at their locations.

• Rotational Internships Some internships offer the possibility to move from one department to another in order to get an understanding of a variety of functions of a corporation.

Industry Knowledge and Compliance Training:

•Regulatory Compliance: Interns learn about international regulations, including customs laws, safety standards, and sustainability practices.

This ensures DSV’s operations remain compliant with both local and international laws.

•Sustainability Initiatives: DSV emphasizes sustainability, and interns are educated on the company's green logistics efforts, including carbon neutral targets.

4.3 Contribution to Organization

Despite being an intern at DSV one can make a significant impact as tasks cover a variety of activities such as raising operational efficiency and documentation quality, to supporting customer service and enabling decision by providing meaningful data. They can add value across the business, make sure processes are as efficient as possible, and play a role in driving the business to success. Interns also gain valuable experience they can use in future positions within supply chain management and logistics. The win-win pack of internship program also backs up DSV's support for training young generation and boost up business performance.

4.4 Evaluation

Based on performance they offer job if there is any vacancy. They provide certificate .GAB award to the best performer. Fortunately I'm the luckiest one who got the job opportunity.

4.5 Skills Applied

DSV I learned a lot business wise and had the possibility to apply, and develop, skills that are a must-have in the logistics and transportation industry. I developed my analytical and problem-solving skills by monitoring shipments and pinpointing operational deficiencies. I honed my abilities to correspond over the phone and through writing by liaising with clients, colleagues, and partner organizations and provide clear and professional communication. Strong organization and time management skills allowed me to multitask, prioritize work assignments, and meet deadlines. Additionally I've acquired great customer services skills by answering queries and dealing with problems with the aim of providing a positive customer experience. My technical abilities widened as I became proficient with logistics management software, tools including Excel required to track data and generate reporting. As well, I adapted to working with multiple teams across the organization, enhancing my teamwork skills and knowledge of cross-departmental teamwork. Lastly, I demonstrated adaptability and flexibility in adapting to the nature of logistics, coping with new challenges and shifting focus. This internship provided me with an opportunity to develop these skills and a solid base for my future logistics/supply chain career.

CHAPTER 5: CONCLUSION

5.1 Recommendations

Expand Internship Opportunities:

Expand the intern seats to provide a range of students with different academic experience a chance to learn.

Strengthen Digitally Enabled Tools and Platforms:

Create and optimize next-generation digital tools and platforms to facilitate application, communication, and project management to maximize efficiency and effectiveness for both Intern and mentor.

Enhance Post-Intern Engagement:

Develop a formalized follow-up programmed to retain relations with former interns – such as engagement opportunities and possible pathways to full-time employment at DSV.

Encourage Environmentally Sustainable Practices:

Motivate interns to join in projects and initiatives where sustainability is in focus in line with DSV's sustainability mission and targets for a greener company.

5.2 Key understanding

Global Exposure and Multiple Divisions:

DSV is present in 80+ countries and this presents interns with an international view of logistics and supply chain. Interns can rotate through different departments such as Road, Air & Sea, and Solutions, learning from a number of perspectives across the logistics sector.

Opportunities for Professional Development:

DSV interns are mentored by professional experts, participate in various training programs throughout their internship, and are provided resources to develop their skills and knowledge. Such focus on professional development sets the interns up for career success.

Novelty and Sustainability:

DSV is a forward thinking company with an awareness of sustainability, interns may be able to work on projects to ensure a greener tomorrow and also pioneer sustainable solutions for the logistics sector.

Hands-on Exposure to Real World Projects:

We highly encourage the interns to work on real projects and challenges they would have to face in the day-to-day life which are very highly recognized in the world of logistics and supply chain management business.

5.3 Conclusion

Internship programme We offer an in depth and all-round internship to students and recent graduates keen on working in logistics and supply chain management. The scheme offers international experience, personal development and a chance to work on cutting-edge and sustainable projects. Our interns receive real-world training that enables them to join the logistics industry workforce with ease.

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