



United International University

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Submitted to: Dr. Saad Hasan

**Associate Professor
(SOBE)**

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Date of Submission: 11th December, 2022

Letter of Transmittal

December 11, 2022

Dr. Saad Hasan

Associate Professor

United International University

Subject: Submission of Internship Report on “Shipping Survey Automation”.

Dear Sir,

With great pleasure I hereby submit my internship report on "Shipping Survey Automation" The report is based on my internship work experience at Nodes Digital Ltd a technology firm based in Dhaka, Bangladesh. In addition, knowledge gathered from various courses during my BBA Degree at United International University (UIU) has been utilized to prepare this report. I made every effort to complete the report to the best of ability.

Sincerely yours,

Muna Farin

University ID: 111 162 110

School of Business and Economics

United International University

Declaration by the Student

I, Muna Farin, hereby declare that the internship report titled "**Shipping Survey Automation** " is entirely established on the information and activities I have performed as intern at Nodes Digital Limited, a reputable Bangladeshi technology firm.

I further affirm that the report was written only for the purpose of meeting my academic requirements and not for any other reason. I further, declare that the report is the work of my own and is not plagiarized.

Muna Farin

University ID: 111 162 110

Supervisor's Certification

This is to certify that the internship report on "Shipping Survey Automation" is prepared by Muna Farin, ID No: 111 162 110 as a partial requirement of Bachelor of Business Administration (BBA) degree from the School of Business & Economics, United International University. The report can be accepted in terms of quality and form as directed by the university authority.

Dr. Saad Hasan
Associate Professor
School of Business and Economics
United International University

Acknowledgement

First of all, I want to thank my honorable faculty Dr. Saad Hasan, Associate Professor United International University for supervising my internship work and guidance in writing this report. I would like to thank management of Nodes Digital Limited for providing me the opportunity to undertake the internship.

Also, I'd like to thank Dr. Md. Rashedul Haque , Director, Nodes Digital Ltd, Mr. Aqib uz Zaman, Senior Business Analyst, Nodes Digital Ltd and Mr. Shaiak Salahuddin, Operations Manager, Nodes Digital Ltd for supervising my work. Furthermore, I would also like to thank everyone at Business Development Unit for their cooperation.

Executive Summary

This is a report on my internship which I undertook as part of Bachelors in Business Administration Degree at United International University (UIU). I completed my internship at Nodes Digital Limited a technology firm based in Dhaka, Bangladesh. The shipping industry has a significant potential for expansion and is essential to Bangladesh's strategic and economic interests. The report discusses my work related to shipping survey automation. I was assigned to one of the commercial projects of the company which is to automate the shipping survey process for one of the largest shipping group in Bangladesh.

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Chapter 1: Introduction

1.1. Introduction

As part of internship work at Nodes Digital Ltd, I was assigned to the Business Development Unit of the company. Considering I am doing my major in the “Supply Chain Management”, I was assigned to one of the commercial project of the company which is to automate the shipping survey process for one of the largest shipping group in Bangladesh.

1.2. Objectives

The major objectives of my internship work are as follows:

- To gather real like work experience and learn work culture, work ethics, time management
- To learn about shipping survey process
- To understand how automation in the shipping industry can increase productivity and efficiency.
- To understand how commercial projects are undertaken.
- Understanding the organizational process and research activity
- To gather experience on use of tools and techniques.

1.3. Methodology

The report is based primary and secondary data sources:

- Primary Source: I had access to confidential documents of client. In addition, I had multiple face to face meetings various stakeholders including technical and business roles.
- Secondary: I have done literature review on relevant topics which included analysis of journal papers, news reports, reports etc.

Chapter 2: Company Profile

2.1. Introduction of Nodes Digital Limited

Nodes Digital Limited is a technology, research and development firm based Dhaka, Bangladesh. The company works in various industry sectors including agriculture, shipping etc. At present Nodes Digital has several projects in collaboration with the government of Bangladesh. This company is led by a team of technology, business and other domain experts who have a breadth of experiences from startup to leading large IT organization. The company's approach focuses on turning one's concept into dependable, strong digital solutions. At the forefront of their endeavors are stunning designs and personalized client experiences.

2.1.1. History of the Company

Nodes Digital Limited started operations in 2019. Since then, Nodes Digital has been providing and facilitating all kinds of cutting-edge technological support to reputed firms in Bangladesh and all across Europe, North America and Australia. Nodes digital also pioneered the use of AI and ML in agriculture in Bangladesh.

2.1.2. Vision and Mission

Vision: To be a market leader in development cutting edge quality products and services that leverage technology to provide innovative solutions.

Mission: To ensure Innovation, technology development and service delivery based on research, need of our clients and society.

2.2. Services of Nodes Digital Limited

Service offering of Nodes Digital includes:

- ✓ Software Development
- ✓ Artificial Intelligence and Machine Learning
- ✓ Project Management
- ✓ IT Consultancy
- ✓ Web Development
- ✓ Research and Development
- ✓ Mobile Applications

2.3. Organizational Structure

Nodes Digital Limited is a technology start up with Operations in Bangladesh, Canada and UK. The company is headed by it's Managing Director, Mr. Shovan Samaddar. The company has three wings- Software Development, Engineering and Research. The overall operations of the company is managed by it's Operations Manager, Mr. Shaiak Salahuddin. At present, there are more than 25 employees working at the company in various roles.

Chapter 3: Theoretical Aspects

3.1. Theoretical implications and literature review

This chapter provides a summary of specific areas of knowledge that is related to my internship work which includes 1) Shipping industry 2) Shipping survey 3) Automation and 4) Process mapping.

3.1.1. Global Shipping industry

In its simplest form, shipping refers to the actual physical movement of goods from one place to another, such as the transfer of goods from the warehouse to the consumer. This activity will be managed by a shipping or logistics company. Since the beginning of time, shipping by sea has always been popular, as it is (DRG SOLUTIONS, n.d.). Ninety percent of global trade is transported through the shipping sector, also known as "shipping." In other words, 90 percent of global trade is moved by sea.

The global economy depends on shipping, says the International Chamber of Shipping (ICS). If we stopped carrying commodities by ship, international trade would be impossible. Imports and exports, or trade between nations, are referred to as international trade. "Seaborne trade is growing and helps consumers worldwide by offering competitive freight rates. The prospects for the industry's continued growth remain favorable due to the increasing efficiency of shipping as a mode of transportation and further economic liberalization. Over 50,000 merchant ships operate abroad, carrying all different kinds of cargo. Over a million sailors of essentially every nationality make up the world fleet, which is registered in over 150 countries. The maritime sector is enormous. Freight rates for merchant ships are thought to be worth half a trillion dollars annually. (MBN, Market Business News , n.d.). In 2019, the total value of world shipping trade had reached more than 14 trillion US Dollars. (International Chamber of Shipping, n.d.)

3.1.2. Bangladesh shipping industry

With a sea area of 1.66,000 square kilometers and an abundance of both living and non-living resources, Bangladesh is undoubtedly a maritime nation. For inland commercial activity and economic development, rivers and water transport play a crucial role. 80% percent of this country's exports and imports are seaborne. Currently, more than 5000 inland and coastal ships are in operation throughout the nation, transporting more than 90% of the nation's demand in terms of oil products, 70% of its cargo, and 35% of its people. The shipping sector in Bangladesh

is in its infancy and mostly disorganized, but awareness of corporate governance standards is growing Bangladesh has lagged behind India, Pakistan, Sri Lanka, Thailand, and Malaysia, particularly in the marine industries like shipping and shipbuilding (Wahidul Sheikh, September 2021).

Chittagong port, Bangladesh's main seaport, is regarded as the engine of the country's economy. This port handles more than 90% of all national trade (Mahmud and Rossette 2007). More than 3 million TEUs (Twenty Equivalent Units) were handled by the Chittagong Port Authority (CPA).

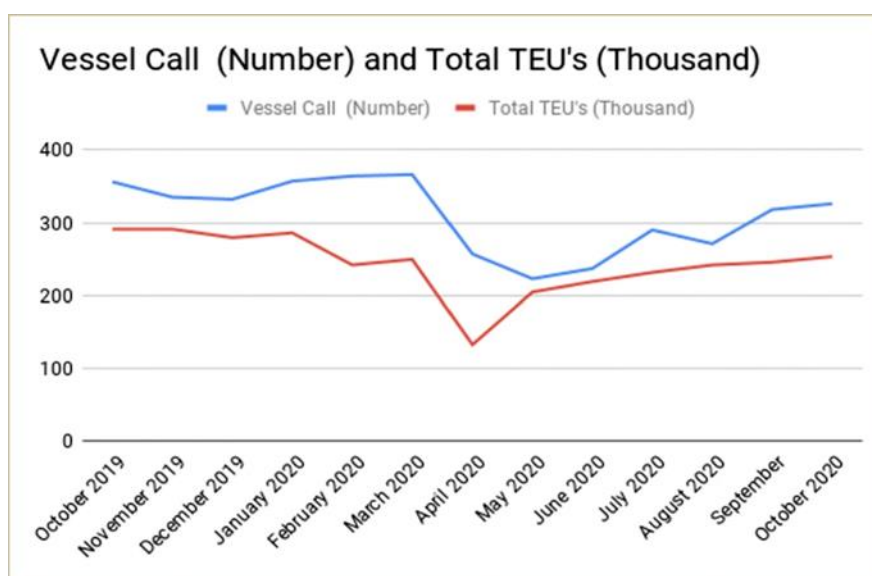


Figure 1: Vessels handled in Chittagong port

The country's main port has been negatively impacted by the coronavirus outbreak, just as the rest of the world. From January 2020, there was a decrease in exports and imports through Chittagong Port. Export-import activity in containers (TEU) and bulk cargo (MT) both had significant declines in April, falling by 46.76% and 27.59%, respectively (CPA 2020). The extraordinary COVID-19 epidemic has exposed weaknesses in maritime networks, port efficiency, and hinterland connectivity. (Samsul Mannan, 2021).

Mongla, the second busiest sea port in the nation, generated a record profit of over TK 115 crore in 2019–20 fiscal year (FY). (The Business Standard, 2020). Since 2012, the port has seen an average yearly rise of 17% in ship handling, while over the previous ten years, cargo handling

has increased by 19%. Also, as part of a Tk-433 crore initiative, the Mongla Port Authority is in the midst of purchasing a significant amount of machinery and equipment to handle goods. Furthermore, as part of another project costing Tk 767 crore, the port administration plans to buy six ships to handle ocean-going ships (The Daily Star, 2022).

3.1.3 Shipping surveys

Loading and unloading refers to the actions of transferring supplies and equipment into and out of the vehicles of the stallholders as well as the setting up and taking down of the stall or pitch. (Law Insider, n.d.). Cargo loading, sometimes known as "to load the cargo," is the process of loading cargo onto a ship. The cargo that needs to be moved from one port to another is loaded appropriately. When a port is involved, the process of delivering the goods to the appropriate clientele is referred to as cargo unloading. It describes the process of handing the cargo to the port authorities and the appropriate clients once products have been unloaded from ships.

So, there are various types of Cargos which are transported by ships. They are, (Sailor Staun, 2021)

- Container cargo (Electronics, Toys, Medicines and food stuff –in reefers)
- Liquid bulk (LNG, LPG, Product Oils, Crude Oil, Edible oils, Chemicals)
- Dry bulk (Grains, Ores, Coal, Salt, Sugar, Corn etc.)
- Livestock and Animals
- Automobiles

There are different kind of surveys that needs to be conducted before unloading of goods when a ship arrives in a port. These surveys are at present conducted manually hence there is inefficiency and productivity loss in the industry.

3.1.4. IT Automation

One way to tackle the problem of inefficiency and productivity loss is through automation. IT automation is the process of developing software and systems to replace repeated activities and minimize manual involvement. By automating manual operations that traditionally required a human touch, it expedites the delivery of IT infrastructure and applications. IT automation is a potent tool that may grow a business, offer significant cost savings. It is believed that automation

in the survey process in the shipping sector in Bangladesh can improve efficiency and productivity.

3.1.5. Business Process Mapping and reengineering

However, before automation can take place it is important to map the existing process and undertake necessary process reengineering. Process mapping gives workflow a visual representation, making it easier for a team to comprehend a process and all of its parts. There are various types of process maps, such as flowchart, detailed process map, document map, high-level process map, rendered process map, swimlane, value-added chain diagram, value-stream diagram, flow diagram, process flowchart, process model, or workflow diagram.

Business process mapping is the process of identifying what a business entity performs, who is responsible, to what level a business process should be accomplished, and how a business process's success can be assessed. Business process mapping is primarily used to help firms become more effective. A comprehensive and thorough business process map or diagram enables other organizations to enter and assess if the current procedure may be improved.

Many businesses use business process mapping tools to examine metrics and processes as part of reengineering a process or to enhance a particular step. Basically, business process reengineering, often known as BPR, is the analysis and redesign of fundamental business processes with the goal of significantly increasing their effectiveness, productivity, and quality. Business process reengineering aims to rethink workflows to drastically enhance customer service, attain better levels of efficiency, reduce operating costs, and provide a world-class competitive advantage.

Chapter 4: Internship Experience and Results

4.1 Internship Experience

I was assigned a temporary role in Business Development Unit at Nodes Digital Limited (NDL). In line with my major concentration in “Supply Chain Management” as part of BBA Degree at United International University (UIU), I was tasked with assisting in a project related to automation of shipping survey. I reported to Mr. Aqib Uz Zaman, Senior Business Analyst at Nodes Digital Limited. My initial orientation at NDL included lessons in communication, office protocol and brief on the project I was assigned to, and other activities.

4.2 Shipping Automation Project

NDL is involved in a project pertaining to automating shipping survey for large client in Bangladesh. The client that the project belongs to offers a range of maritime services including P&I and Claim Correspondent services to the Ship Owners, Ship Management Companies & Charterers. One of the services offered by the client is to conduct surveys on containers that are in the ships in Chittagong and Mongla port. At the moment these surveys are conducted manually, NDL is developing software solution to automate these surveys. However, in order to develop the software solution, it is important to first develop process maps. NDL has vast data in the form of documents such as survey report, recorded interviews from surveyors, management of the client. I was tasked to develop some of the process maps based on the confidential data available. In this report, I am providing illustration of some of the process maps I have developed. Further detailed, information cannot be provided in this report due to confidentiality reasons.

4.3. Research on the shipping industry

In order to complete the task, I had to first familiarize myself with the shipping industry. I have read journal articles, industry reports, newspaper articles in relation to the shipping industry related supply chain activities. I had compiled data on the most well-known shipping businesses globally and recorded in an excel spreadsheet. This research helped me to correlate to lessons learned in course works in supply chain management such as transportation modes (e.g. trains, water roads, and air), custom activates, documentation requirement etc.

4.4. Shipping Surveys

As part of my work, I have studied the various shipping surveys that are in practice. Below is a summary of the various shipping surveys that the client conducts:

Draft/ Draught Survey & Ullage Surveys: Draft or draught survey is a method used for ships loaded with liquids to figure out how much of the load the ship is carrying using numerous static computations done on the ship. The Ullage Surveys load computation method is used by surveillance and inspection body inspectors for ships transporting liquid cargo. The calculation of the distance between a tank's inner surface and the surface of its liquid load serves as the method's main premise.

Tally or Continuous Discharge Monitoring: The cargo survey and tally are carried out for the vessel during the loading phase to inspect the conditions of the cargo, the safety of the handling and stowage operation, the lashing and securing to be fixed, the weight and quantity to be delivered from shore to ship, and to prevent loss and damage before transportation at sea.

Contact Damage Survey/ Collision survey: This survey is an examination of a damaged item by an insurance company to ascertain the degree and cause of damage for which an insurance claim has been made. The objective of the ship's collision survey is a thorough examination of the circumstances leading up to the accident and damage. A method to limit the damage is presented, potential underlying reasons are found, potential causes are measured, ship repairs after collisions are observed, and all of these things are done.

Underwater Inspection: The underwater survey is a planned or impromptu inspection that is necessary owing to specific conditions, knowledge, and threats. No matter the kind or cargo-carrying capacity of the ship, an underwater survey of the hull state is a technique that is necessary.

Full P & I Condition Survey: P&I insurance, often known as ship owners' liability insurance, is a type of marine insurance that defends ship owners, ship operators, and charterers of ships from third-party indemnity claims (third party liabilities attributable to operation of a ship). Due to the "Risk" component, a ship owner may suffer significant financial losses if an accident occurs that results in damage to the environment, cargo, or vessel.

Container Survey: An in-depth analysis of the container goods and equipment is done through a container survey. It happens either ahead of or following a business's container leasing. To prevent damage to the container and the cargo itself, extra caution is advised.

On/Off Hire Bunker and Condition Survey: Before a vessel is handed into a charter or redelivered from a charter, on-hire surveys and off-hire surveys are conducted to ascertain its condition. By doing this, it is guaranteed that each party is aware of the situation's current state.

Heavy Lift & Project Cargo Discharge: The term "heavy lift" describes the handling and installation of bulky, indivisible objects with weights commonly regarded as exceeding 100 tons and widths/heights exceeding 100 meters. Generators, turbines, reactors, boilers, towers, casts, heaters, presses, locomotives, boats, satellites, military troops, and equipment are examples of common heavy-lift cargo.

4.5. Process mapping for automated survey solution

Figure 2 illustrates a process map of the survey activities I have developed. The map incorporates technological interventions to the existing manual survey process. Further detailed process maps are not included in the report due to confidentiality reasons.

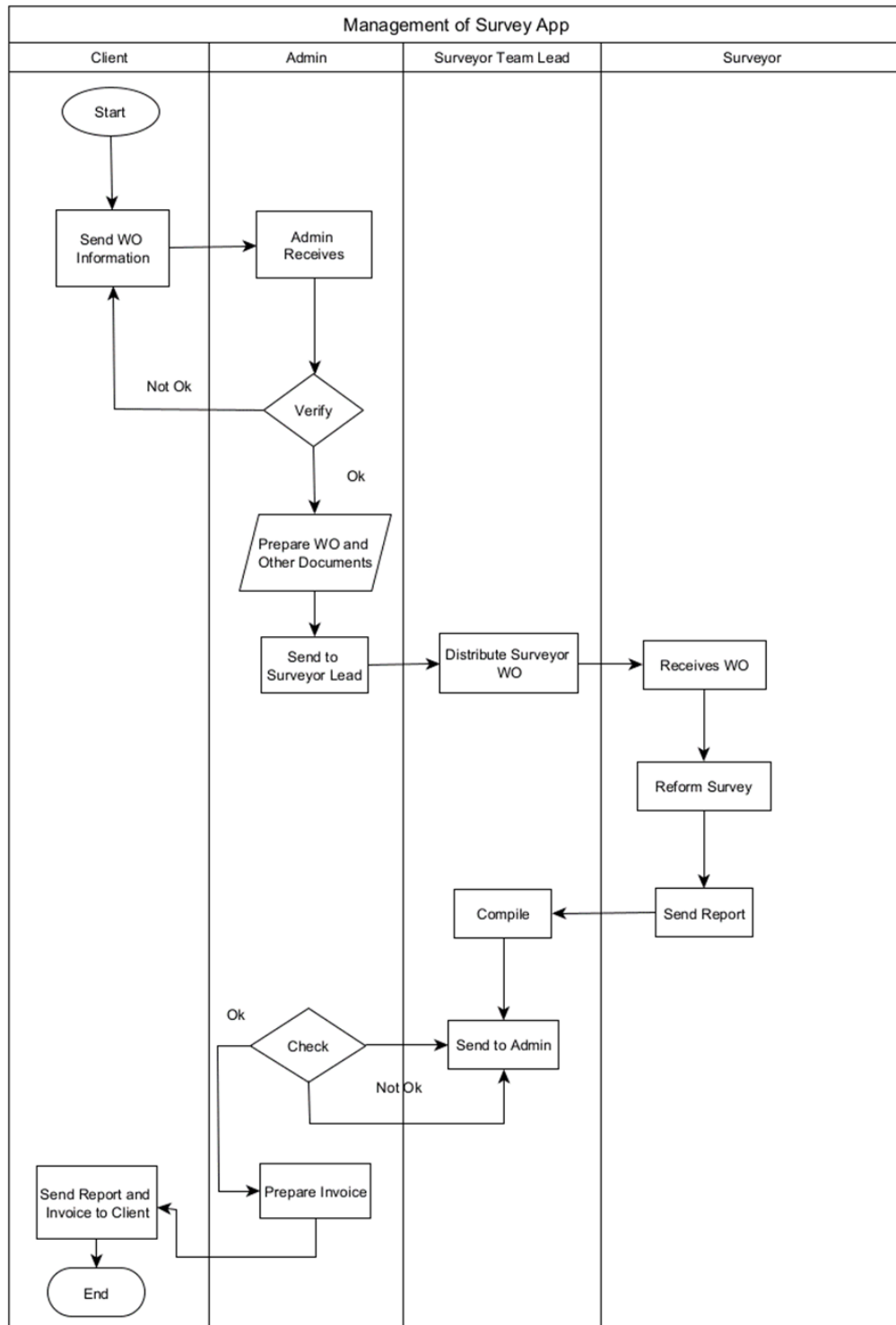


Figure 2: Process Flow

The process begins with gathering of information or requirements, after which the admin receives the information and confirms it; if it is all right, the admin moves on to preparing Work Order (WO) and other documents; if it is acceptable, the admin then moves on to distributing surveyor WO to the surveyor. After getting the WO survey, the surveyor does a reform survey and sends the report to the lead, who then compiles it before sending it back to the admin for review. If everything is fine, create an invoice and submit it to the client. The modified survey process incorporating software intervention is provided in Figure 3. The re-engineered process has been developed based on advice and consultation of my supervisor at NDL.

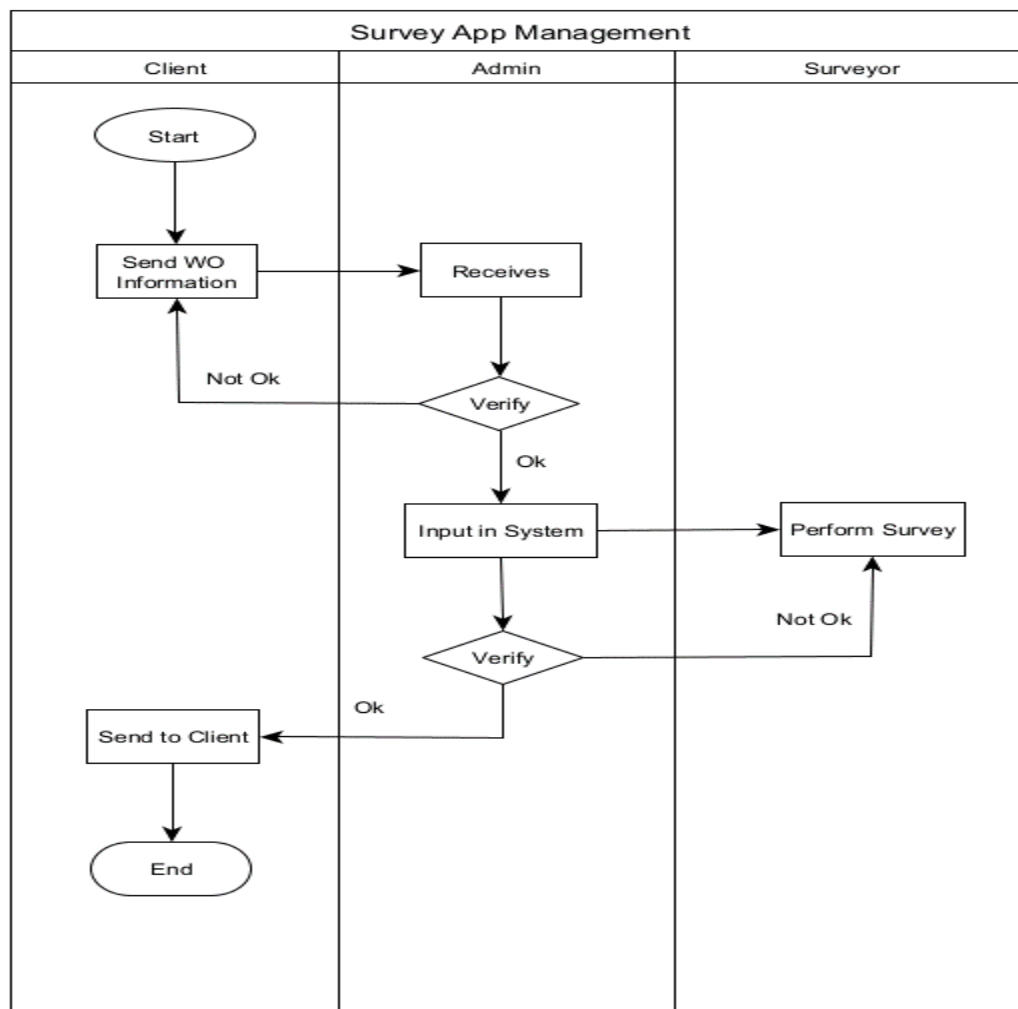


Figure 3: Re-engineered process flow

Chapter 5: Conclusion

5.1. Learning outcomes

Bangladesh has a rich history and pedigree as a country that has a shipping industry, but this industry only recently come into spotlight. The success of this industry was only possible because of the hard work of the policy makers and businesspeople. New opportunities are knocking for the industry due to foreign investment and geopolitics. This report in particular addressed automation of shipping industry surveys which can further add value to the industry. It is expected that automation in shipping industry can increase efficiency and productivity which will lead to further growth of the sector. On a personal note, I have acquired soft skills such as professional communication and hard skills such as process mapping during my internship period.

5.2. Limitation

As I was an intern, the time period was limited and in this limited time, I was not able to see through the entire lifecycle of the commercial project that I was assigned to. If I had the opportunity to work further on the project, it would have led to further skill development on my part. It is my suggestion that, students should be engaged with the industry more regularly during the entire BBA study period.

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Appendix: Internship Experience Certificate

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22/08/2022

TO WHOM IT MAY CONCERN

This is to certify that, Muna Farin, as part of her BBA Degree requirement at United International University (UIU) has successfully completed Four Months long internship at Nodes Digital Limited.

She worked as a supporting role to the Business Analyst team and her job required collaboration with cross functional team like PMO, Development team and Admin. She has contributed crucially in Process Improvement, Business Analysis and Project Management domain. She was involved task like:

- Requirement Elicitation from clients
- Preparing Business Requirement Specification
- Prepared other project documents like Process Flow and Project Schedule and Project Update slides
- Follow up different stakeholders to maintain the project timeline
- Arrange and manage different meetings and sessions

During the span she had been exposed to different processes was found punctual, Inquisitives and hardworking for which the institution is extremely thankful. Her learning abilities were outstanding and She picks up swiftly. Her feedback and evaluation proved that she learned keenly. Moreover, her interpersonal and communication skills are brilliant.

We wish her best for her future as she has indeed been a valuable intern to our branch, as I am sure she will continue to be at any future organization she works in.

For Nodes Digital Limited

Shaiak Salahuddin

Shaiak Salahuddin
Operations Manager
Nodes Digital Limited

22/08/2022

Shaiak Salahuddin
Operations Manager
Nodes Digital Ltd.