

Import Procedure in Supply Chain: A Case Study of Transcom Foods Limited

Yeasir Khan

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

Import Procedure in Supply Chain: A Case Study of Transcom Foods Limited

Submitted to:

Dr. Mimmun Sultan
Assistant Professor
School of Business & Economics
United International University

Submitted by:

Y easir Khan
111213060
Major: Supply Chain Management
Registration Trimester: Spring 2026



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

Date of submission: 23rd February 2016

Letter of Transmittal

Date: July,2026

Dr. Mimmun Sultana

Assistant Professor

School of Business & Economics,

United International University

**Subject: Submission of Internship report on Import Procedure in Supply Chain:
A Case Study of Transcom Foods Limited.**

Dear Ma'am,

Hope you are doing well.

It is a pleasure to submit the internship report entitled “**Import Procedure in Supply Chain: A Case Study of Transcom Foods Limited**” as partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) program at United International University.

This report presents the knowledge and practical insights gained during the internship in the Supply Chain Department of Transcom Foods Limited, a concern of Transcom Group. The internship provided valuable exposure to import procurement operations, timely distribution processes, vendor communication, ERP-based purchase order approvals, and other key supply chain activities. The report also highlights the organization's import procurement practices, identifies operational challenges, and discusses potential areas for improvement.

The continuous guidance, encouragement, and valuable support throughout this internship journey have played a significant role in the successful completion of this report. The knowledge, direction, and constructive feedback received have been instrumental in enhancing both the quality of this work and the overall learning experience.

Thank you for the time, guidance, and kind consideration.

Sincerely yours,

Y easir Khan

111213060

United International University

Certification of Similarity Index

Import Procedure in Supply Chain: A Case Study of Transcom Foods Limited

ORIGINALITY REPORT

6%	7%	1%	1%
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	dspace.uiu.ac.bd	Internet Source
2	tredefinancer.com	Internet Source
3	docslib.org	Internet Source
4	Submitted to National School of Business Management NSBM, Sri Lanka	Student Paper

Exclude quotes	On	Exclude matches	< 1%
Exclude bibliography	On		

Declaration of the Student

This is to certify that the internship report titled **“Import Procedure in Supply Chain: A Case Study of Transcom Foods Limited”** has been prepared by **Y easir Khan**, a student of United International University (UIU), in partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) program.

The report is based on practical knowledge and professional experience acquired during the internship in the Supply Chain Department of Transcom Foods Limited. All analyses, observations, findings, and interpretations presented in this report are original and have been developed through independent work. Every source of information used has been properly cited and acknowledged in accordance with academic standards.

Furthermore, this report has not been submitted, either in whole or in part, to any other institution for the purpose of obtaining any degree, diploma, or academic award. The report has been prepared with integrity and in full compliance with the guidelines and instructions provided by the academic supervisor.

Y easir Khan

111213060

BBA, School of Business & Economics (SOBE)

United International University (UIU)

Corporate Evidence



Rupayan Golden Age, Level 5
99, Gulshan Avenue, Dhaka-1212
+880 2 222286579, 222294045

April 01, 2026

Mr. Yeasir Khan
House # 31,
Rahim Uddin Road, Arichpur, Tongi,
Gazipur

Subject: Internship Offer

Dear Mr. Khan,

We are pleased to inform you that following your application and interview, you have been selected for an internship with Transcom Foods Ltd. The details and terms of your internship are as follows:

1. **Internship Duration:** Your internship will commence on April 5, 2026 and continue for three (03) months.
2. **Department & Supervision:** You will join the Supply Chain Department, under the supervision of Mr. Rezaul Karim, Head of Supply Chain Management.
3. **Allowance:** You will receive Stipend BDT 6,500.00 (Six thousand five hundred only) and BDT 500.00 (Five hundred only) as Mobile Allowance monthly.
4. **Reporting:** At the end of your internship, you are required to submit a draft internship report to your supervisor and one final copy to the Human Resources Department.
5. **Working Hours & Policies:** You are expected to follow the working hours set by the Company. Your internship will be governed by the existing policies and practices of Transcom Foods Ltd.
6. **Termination:** This internship may be terminated by either party with one day's notice.
7. **Employment Status:** Please note that this internship does not imply any long-term or permanent employment with the Company.

If you agree to the above terms, please sign both copies of this letter and retain one for your records.

We congratulate you on your selection and welcome you to Transcom Foods Ltd., wishing you a rewarding and enriching learning experience.

Sincerely,

Arman Al-Huda
Head of HR & Admin

Copy to: Internship File - Transcom Foods Ltd.
Finance & Accounts Department



Registered Office : Gulshan Tower (5th Floor), Plot 31, Road 53, Gulshan North C/A, Dhaka 1212.

www.transcombd.com

Acknowledgement

First and foremost, all praise and gratitude are due to the Almighty Allah for granting the strength, patience, and perseverance needed to successfully complete the internship and this report. Sincere thanks are due to Dr. Mimmun Sultana, Assistant Professor, School of Business and Economics (SOBE), United International University for her fruitful advices, valuable guidance, encouragement and constructive supervision in preparing this internship report. Her guidance and knowledge proved to be invaluable in the process of creating a comprehensive and well-organized report. Special thanks goes to Transcom Foods Limited for giving us the opportunity of doing an internship at the Supply Chain Department. Special thanks to Sazzad Mohammad Rizvi, Senior Manager, SCM and his entire team of SCM for the ongoing support, professional guidance and willingness to share practical knowledge. The exposure they afforded to corporate supply chain operations, as well as their overall contribution to the learning process was very useful. Special thanks are also due to family and friends for their perpetual encouragement, motivation and support during this journey. This internship and report has been successful due to the guidance, cooperation and encouragement of numerous people. Their contributions are greatly valued and appreciated.

Executive Summary

This internship report presents a comprehensive overview of the supply chain and import operations of Transcom Foods Limited (TFL), the franchise operator of KFC and Pizza Hut in Bangladesh. The report is based on practical learning and observations gained during the internship within the Supply Chain Management Department. It highlights the company's procurement practices, import procedures, supplier management, food safety standards, and enterprise resource planning (ERP) system. The report explains the fundamentals of international trade, including Incoterms 2020, HS Codes, Bangladesh's tariff structure, customs duties, UCP 600, and the role of the Office of the Chief Controller of Imports and Exports (CCIE). It also describes how these regulations are applied during the import of raw materials required for restaurant operations.

A detailed discussion is provided on the complete import process followed by Transcom Foods Limited, beginning with supplier approval and product sourcing, followed by proforma invoice preparation, insurance coverage, Letter of Credit (LC) opening, shipping, customs clearance, and final delivery of goods to the warehouse. The report further demonstrates the significant role of C&F agents in facilitating customs procedures and ensuring timely delivery of imported products.

The study also examines the supplier approval, evaluation, and audit procedures established by YUM! International, emphasizing food safety, quality assurance, GFSI compliance, and continuous supplier performance monitoring. In addition, the report discusses the use of the Sage 300 ERP system, which integrates procurement, inventory, finance, and reporting functions to improve operational efficiency and maintain accurate business records.

Overall, the internship provided valuable practical exposure to import documentation, procurement activities, supplier coordination, customs compliance, and ERP-based inventory management. The experience strengthened both technical knowledge and professional skills while demonstrating the importance of efficient supply chain practices in ensuring product quality, regulatory compliance, and uninterrupted business operations at Transcom Foods Limited.

Contents

Letter of Transmittal	iii
Certification of Similarity Index.....	iv
Declaration of the Student.....	v
Corporate Evidence	vi
Acknowledgement	vii
Executive Summary	viii
List of Acronyms & Abbreviations.....	xi
Import Process Flow Chart.....	1
Chapter 1: Introduction	2
1.1 Background of the Study	3
1.2 Objectives of the study	3
1.3 Methodology	4
1.4 Scope of the Report	5
1.5 Internship Experience	6
1.6 Limitations of the Report.....	7
Chapter 2: Company Overview and Business Profile	8
2.1 History of the company	9
2.1.1 Mission.....	10
2.1.2 Vision.....	10
2.2 Organizational Hierarchy of Transcom Foods Limited	11
2.3 How YUM operates their business in Bangladesh with Transcom Foods Limited?	11
2.4 Recent Development and Innovation	12
2.5 Certifications followed by Transcom Foods Limited	13
2.6 Duties and Responsibilities of TFL Warehouse	14
2.6.1 Review of Product Specification.....	14
Chapter 3: All About Incoterms & Import Policies	15
3.1 Category-A Terms of any mode of Transport	16
3.2 Category-B In case of Water Transport	17
3.3 HS Code	17
3.4 Bangladesh Tariff Schedule	18
3.5 Duty Structure for the Imported Goods.....	18
3.5.1 Customs Duty	19
3.5.2 Supplementary Duty.....	19
3.5.3 Regulatory Duty.....	19

3.5.4 Value Added Tax	19
3.5.5 Advance Income Tax	19
3.6 Finding the Assessable Value of Imported Product	19
3.7 About UCP Latest version	20
3.9 Import Policy followed by Transcom Foods Limited	21
Chapter 4: Import process of Raw materials of Transcom Foods Limited & their ERP Systems	23
4.1 Proforma Invoice making for importing the Raw materials	25
4.2 Opening an Insurance for importing the Raw materials	27
4.3 Required documents for opening an LC in to the Bank	28
4.3.1 Charges related in LC processing	29
4.4 Shipping Process of the product by the Exporter's Country	30
4.4.1 Required Documents for Shipment of the Product	31
4.5 C & F Agents- A helping Hand of Importer	31
4.5.1 Customs Clearing function and Process	32
4.6 Payment to Exporter	33
4.7 Integrated ERP system of Transcom Foods Limited	34
Chapter 5: Process of Supplier approval, evaluation.....	35
rejection program by YUM! Restaurants	35
5.1 Supplier Audit Process	38
5.2 Supplier Performance Evaluation	49
5.3 Emergency Procurement Procedure of Transcom Foods Limited	50
Chapter 6:A Comparative Analysis & the Major Challenges faced by Transcom Foods Limited in their operations	53
6.1 Comparative Analysis between the food brands KFC & Burger King	54
6.2 Comparative Analysis between the Food Brand Pizza Hut & Domino's	57
6.3 SWOT Analysis	62
6.4 Major Challenges faced by Transcom Foods limited	63
Chapter 7: Recommendation & Conclusions.....	66
7.1 Recommendation regarding the Operations of the Company	67
7.2 Conclusions	68

List of Acronyms & Abbreviations

Abbreviation	Elaboration
ERP	Enterprise Resource Planning
PO	Purchase Order
PI	Performa Invoice
LC	Letter of Credit
CD	Customs Duties
SD	Supplementary Duties
RD	Regulatory Duties
ATV	Advance Tax VAT
AT	Additional Taxes
VAT	Value Added Tax
TIN	Tax Payer Identification Number
ICC	International Chamber of Commerce
CCIE	Chief Controller of Import & Export
UCP	Uniform Customs Practices
FCA	Free Carrier
DAP	Delivery At Place
DPU	Delivery At Place Unloading
DDP	Delivery Duty Paid
CIP	Carriage & Insurance Paid
CPT	Carriage Paid To
FAS	Free Alongside Ship
FOB	Free On Board
CFR	Cost & Freight
CIF	Cost Insurance Freight
HS Code	Harmonized Standard Code
BSTI	Bangladesh Standard Testing Institute
BCSIR	Bangladesh Council of Scientific and Industrial Research
BSE	Bovine Spongiform Encephalopathy
GFSI	Global Food Safety Initiative
BRCGS	British Retail Consortium Global Standard
FSSC	Food Safety System Certificate
SQF	Safe Quality Foods
HACCP	Hazard Analysis and Critical Control Points
IFS	International Feature Standard
SOP	Standard Operating Procedure
CCP	Critical Control Point
FIFO	First In First Out
FEFO	First Expired First Out
Dept	Department
TFL	Transcom Foods Limited
LTD	Limited

Import Process Flow Chart



Chapter 1: Introduction

1.1 Background of the Study

Transcom Foods Limited is one of the major food service organizations in Bangladesh and has the franchise of KFC and Pizza Hut brands. As a food business the company have to maintain strict international food safety standards, supplier quality requirements and efficient supply chain operations, given the nature of their business. The present report has been prepared to examine the procurement system, supplier management practices, inventory control, import process at the Company and the challenges faced in the operations in maintaining the quality of products and customers satisfaction. Transcom Foods Limited is an international food service company with leading brands like KFC and Pizza Hut in Bangladesh. The company procures raw materials and packaging materials from local and international suppliers according to the YUM! Guidelines. TFL abides by the strict supplier approval procedures, performs supplier evaluations and conforms to international certifications like GFSI, BRCGS, FSSC 22000, SQF, IFS and Global G.A.P. to maintain global food safety and quality standards. The report has been prepared in order to gain an understanding of and analyze their procurement, supplier management and import operations.

1.2 Objectives of the study

General Objective:

To analyze the procurement, supply chain management and import of Transcom Foods Limited and understand their role in running the business efficiently.

Specific Objectives

- To gain insight into the structure and functions of the company Transcom Foods Limited.
- To look at the local procurement process undertaken by the company.
- To study the import process and customs clearance requirements.
- To become familiar with the functions of Incoterms, HS Codes, tariff procedure and Letters of Credit in international trade.
- To evaluate the supplier approval and performance evaluation process.

- To evaluate the performance of the ERP system that is used in the company.
- To determine the quality assurance and food safety procedures and practices of Transcom Foods Limited.
- To discuss the challenges and opportunities of procurement and supply chain management.

1.3 Methodology

The report is prepared from the primary and secondary sources of information.

Primary Data:

On-site evaluation during internship.

- Discussions with company officials and supervisors.
- Practical experience in procurement, supplier evaluation and warehouse activities.
- Data gathered from departmental documentation and processes and procedures
- Internal operational procedures and documents.
- Real life experience of procurement and supply chain activities

Secondary Data:

- Company policies, procedures and protocols
- Supplies audit documents and evaluations.
- YUM! supplier requirements.
- The procurement and supply chain policies.
- Import and customs regulations
- A system of reports and records generated by the ERP system.
- Academic books, articles and electronic resources that are relevant.
- YUM! Compliance guidelines and procedures for suppliers internationally

The data gathered was systematically analyzed to gain an understanding of the implementation of the procurement, logistics and supplier management and quality assurance system in the organization.

1.4 Scope of the Report

Transcom Foods Limited's procurement and supply chain management activities are the main focus of the report. The study covers all operational and strategic activities such as:

- Introduction to the organization, its history and mission.
- Yum! The two winners - restaurants group RI and Transcom Foods Limited - have a business relationship.
- Strengths and weaknesses of Transcom Foods Limited.
- Concept of International Trade (Incoterms 2020, HS code, Bangladesh Tariff Schedules).
- Import taxation procedures, customs duties, VAT and regulatory duties.
- Importation policies for foodstuffs.
- Inventory and procurement managed using ERP system – Sage 300.
- Local sourcing and vendor management process.
- Sourcing and supplier approval processes worldwide.
- Banking charges for opening Letter of Credit.
- Risks and insurance for cargo.
- Shipping and Customs Documentation processes.
- The duties and responsibilities of the C&F Agents.
- Supplier audit systems, supplier evaluation systems, and performance monitoring systems.
- Emergency procurement procedures.
- From a food safety point of view, the national system of food safety certifications and standards for quality assurance along the food chain maintained.

The report thus gives a thorough account of the management of procurement and supply chain activities in a multi-national food service franchise business

1.5 Internship Experience

Intern, Supply Chain Management Department

Transcom Foods Limited

I have learned a great deal from Transcom Foods Limited. Since my childhood, I have been highly interest in global import and international trade business. I was always eager to learn how products and inventories are brought in to the country from abroad. I had a strong curiosity about the entire process, especially how businesses communicate and coordinates with suppliers in foreign countries to import products from an unfamiliar market. By the grace of Almighty Allah, I've got the chances to learn and to know about the foreign import procedure from a leading company Transcom Foods limited through Internship. I'm much thankful specially to the Senior Manager Sazzad Mohammad Rizvi sir, who taught me every aspect of the process step by step through each detail carefully.

Roles and Responsibilities:

As an intern, I was assigned to the Supply Chain department team. There my key responsibilities included the following:

- Gained a practical experience regarding the Supply Chain operations of a global food service company
- Practical experience regarding the procurement, inventory management and logistic operations of the company
- Making a good coordination with the vendors.
- Learned how a company imports its maximum raw materials from the foreign countries by maintaining the strong lead time.
- Gained ideal knowledge about the Incoterms
- Learned about the duties and responsibilities of Exporters, shipping documentation, customs clearance and others
- Gained practical knowledge regarding the paper work of opening Insurance to the submission of LC documents.
- Learned about the work of C & F Agents.
- Learned in details about the SWIFT Code machine.
- Preparing Purchase Orders

- Updating the Price Quotation to the ERP Software
- Learned about the Assessable value, Custom Duty structures and others.
- Regular taking updates from the warehouse with senior executive.
- Interaction with General managers and CEO about the task updates
- Evaluating supplier performance
- Finding new vendors if necessary
- Daily checking the Packing list of the vendors

1.6 Limitations of the Report

There are some drawbacks to the Study. A considerable amount of information was gathered but difficulties were found in preparing this report.

- There were restrictions on access to the Company's highly confidential procurement contracts and pricing agreements, and on financial records.
- Some strategic supply chain decisions and supplier negotiations were not fully disclosed in this instance due to commercial confidentiality.
- There was little opportunity to observe extended procurement cycles and supplier evaluation activities due to time constraints.
- Some details on the international business relationships and the international franchise relationships with Yum! Only limited access to international.
- The study centered mainly on the Supply Chain Management and Procurement processes and departments and hence other departments were not explored extensively.
- Not all operational and performance data and information of the companies were independently verifiable.
- Some procedures may be subject to future changes and policy updates, due to the dynamic nature of the operations of the supply chain.

Chapter 2: Company Overview and Business Profile



Transcom Foods limited is one of the most leading and prominent food service provider company of Bangladesh. As a successful wings of the biggest leading conglomerates Transcom group, the company have played a vital role in developing the country's food chain business. Company have played a vital role in developing and modernizing the Food service Industries of Bangladesh. They're the first to introduce the systems of international dining facilities in Bangladesh. They have transformed the international food in to local test preference of Bangladesh. Company maintains a strict rules and regulations regarding the services. Transcom Foods limited is the real example of a successful international franchise business which operates in the most competitive business environment of Bangladesh.

2.1 History of the company

Transcom Foods limited is one of the Dominant Leader in Bangladesh's Restaurant Industries. It is the sole Franchisee of YUM. Restaurant Brand KFC & Pizza Hut started their journey in 2006 and 2003 in Bangladesh with the honorable franchisee Transcom Foods limited. It has expanded to 25 Pizza Huts and 47 KFCs across the country. TFL becomes the largest restaurant company in the country and employing 1700+ individuals.



YUM is the world's largest Restaurant company. It operates 63000+ restaurants in more than 155+ countries having 4 iconic brands with approximate 1500 franchises. It was found in 1997. Having a mission of growing the most loved, trusted and a connected restaurant brands globally they are expanding their business gradually. TIME Magazine named Yum! to its annual list of the "Best Companies for Future Leaders" for three consecutive years.



2.1.1 Mission

To serve customers food, great service and amazing dining times through maintaining international standards of quality, cleanliness and with smooth operations.

2.1.2 Vision

To be the prominent leader in Bangladesh's restaurant industry by providing the excellent dining experiences, by maintaining global standards, and achieving long-term success through own innovation and customer's satisfaction.

2.2 Organizational Hierarchy of Transcom Foods Limited

Transcom Foods Limited follows functional organizational structure along with elements of a divisional structure base on the two restaurant brand KFC & Pizza Hut. The company operates under the policy provided by Transcom Group. Each wings of Transcom group operates by individual functional structure.

Transcom Foods Limited has-

Position	Name
Chief Executive Officer (CEO)	Amit Dev Thapa
Deputy General Manager – Finance	Rajib Kanti Bhowmik
Head of Supply Chain Management	Md. Rezaul Karim
Head of Development	Khondoker Taiabur Rahman Sajjad
Head of Corporate Liaison	Momen Uddin Ahmed
Head of Operations – KFC	Rupam Prasanna Tagore
Head of Marketing – KFC	Muradul Mustakin
Head of Operations – Pizza Hut	Abdul Aziz Khan Manik
Head of Marketing – Pizza Hut	Farhan Hadi

2.3 How YUM operates their business in Bangladesh with Transcom Foods Limited?

In Bangladesh, Transcom Foods Limited is the sole operator of Pizza Hut & KFC in the country. According to Transcom Foods, it launched KFC in Bangladesh in 2006 and Pizza Hut in 2003.

Yum is the owner of the Intellectual property, trademarks, recipes, operating standards and the global brand strategy for both KFC & Pizza Hut. Transcom Foods Limited operates the business locally over the country. They perform the followings-

- Invests the necessary Capitals.
- Opens and operates the restaurants.
- Recruits the necessary Employees, manages Supply Chains and the daily operations.
- Performs all the marketing strategies.

- They sometimes adapt some menu items to local tastes while staying within Yum standards.

Aside, they also perform several welfare activities following the national days of Bangladesh. Yum provides the franchise system by maintaining their brand standards and operational procedures. It makes all quality control frameworks and necessary operation guidelines. Like most Yum! franchisees worldwide, Transcom pays fees and royalties in exchange for the right to operate the brands. Yum global business model is heavily franchise-based. Revenue from the restaurant primarily goes to Transcom, while Yum receives franchise-related payments.

2.4 Recent Development and Innovation

In recent Transcom Foods limited has made some technological changes along with their operational expansions. It has included the following things-

- Enhanced digital ordering platform
- Innovative menu offerings
- Continuous new Outlet opening
- Strategic partnership with Financial institution
- Introduce new Mobile Apps service for online order placement
- Providing greater accessibility and convenience

They have introduced two new items in the menu of KFC includes Box master and Curry crunch. And Pizza hut includes the new items named Shrimp Pizza and Detroit style pan pizza in their menu. More new items are upcoming for both KFC & Pizza Hut. Aside of this, one new outlet of Pizza Hut in Lalbhag branch has been opened and two new outlet of KFC Centre point branch and the Mohammadpur Tajmahal road branch has been opened and 3 more new outlet are on the way. Those are- KFC Mirpur-1 branch, Bashundhara branch and Tongi branch are on the way to open. They are much cautious regarding customer services. Every month several Quality inspections of every branch takes place. And TFL has separate Quality inspection team for the food testing of every branch.

2.5 Certifications followed by Transcom Foods Limited

Yum maintains proper certifications of each and every single products including all the food items, raw materials, utensils, small cups, sauce pot, plastic fork, knives, spoons, plastic containers along with lids, packaging materials, etc. They ensure FSSC Certificates to their food wrapping papers and paper bags. That's why each and every product's price is little bit much.

They maintain the following certificates to ensure their product quality-

- **GFSI:** Global Food Safety Initiative certifies that the food is safe for consumptions and is free from all type of biological, chemical and any types of physical hazards. It ensures the reduction of health risk and facilitates international food trade, and increases consumer confidence in food products. TFL ensures this certificates while purchasing Vegetables and Fruits from their vendors.
- **BRCGS:** British Retail Consortium Global Standard ensures a framework for effective implementation of food safety management systems. It ensures risk assessment, quality control, hazard analysis and continuous improvement process. This certificate ensured by the company in sourcing the Agricultural Products.
- **FSSC 2200:** Food Safety System Certificate is a globally recognized food safety certification scheme ensures the total Safety and Quality through the help of supply chain.
- **SQF:** Safe Quality Foods ensures that the food products are produced, processed, and handled according to the highest safety and quality standards. The program is managed by the Safe Quality Food Institute and is recognized by the Global Food Safety Initiative. SQF certification is based on the principles of **HACCP (Hazard Analysis and Critical Control Points)**
- **IFS:** International Feature Standard is globally recognized certification program helps to ensures that the food products meet regulatory requirements and customer expectations. It is widely used by the food manufacturers, producers, processors and distributors, It is developed by the European retailers and manufacturers.

- **Global G.A.P:** This certification is for ensuring standards for Agricultural products. It ensures safe and sustainable Farming practices. This certificate ensures food safety, environmental protection, worker health and safety, animal welfare, and traceability from farm to market. Transcom purchase their Dairy product from local vendors following on Globally GAP standardization vendor.
- **Premium GFS:** It is designed for the fresh produce sector. It focuses on minimizing food safety risks during production, harvesting, handling and processing of foods and vegetables.

Aside, Transcom Foods limited also follows the IFS certificates for logistics, Pac secure and HPC. Those certificate ensures safe and human consumable friendly food storage and transportation, packaging materials, household and personal care products.

2.6 Duties and Responsibilities of TFL Warehouse

TFL Dry warehouse receives all raw and packaging materials as per SOP on Inbound. The warehouse team will keep all product receiving records based on a receiving checklist.

In case of any deviation in CCP mentioned in checklist while receiving the stocks, same should not be accepted. Stock to be kept separately at quarantine area. For local suppliers Stock to be returned to the vendor followed by communication asking for replacement of stocks. While receiving the replacement stock sent by the suppliers, the above-said verification process will be carried out for before accepting the stocks. For import items, stocks to be kept in NC room and communicate with city corporation and supplier for destroying the stock.

TFL Dry WH doesn't have an internal laboratory, and all products are received in packed or sealed condition. Rework, packet opening and repack is not allowed here. They do 3rd party lab test of some product in yearly basis.

2.6.1 Review of Product Specification

TFL Dry WH will review or request suppliers to review the product/packaging material specifications every 5 years or to ensure continued compliance with food safety, quality, legal and customer's requirements

Chapter 3: All About Incoterms & Import Policies

Incoterms is a set of globally recognized trade terms published by the International Chamber of Commerce (ICC). Full form of Incoterms is International Commercial Terms. Terms clearly define the responsibilities of Buyer & Seller in international trade transactions specifically regarding the transfer of risk, transportation costs, and exports & imports formalities.

They clarify; who pays for shipping, arranges transportation, handles export and import customs, when the risk will transfer from seller to buyer. They do not cover; ownership transfer, payment terms like LC and liability beyond delivery.

Latest version of incoterms is followed 2020. This includes 11 terms based in to two categories:

3.1 Category-A Terms of any mode of Transport:

- **Ex works:** Seller makes goods available at their own premises. Buyer will go there and purchase their necessary goods. They handle transport facilities, export and insurance. Under this condition the risk transferred at seller's location.
- **FCA:** Free Carrier facilities. Under this condition, seller deliver the goods to the buyer's place. Seller clears goods for export. And the risk transfer when the goods are handled to the carrier.
- **DAP:** Deliver at Place. Under this condition, seller deliver the goods to given destination. Buyer handles the import duties and unloading of goods. Risk transfers after reaching destination before unloading.
- **DPU:** Delivered at Place unloaded. Under this condition the seller bears the responsibility of delivering and unloading the goods to the buyer's destination. And the risk is transferred after the unloading of the goods.
- **DDP:** Delivered Duty Paid. Under this condition the seller bears the full responsibilities of transportation, customs clearance, import duties and taxes until the goods are delivered to the buyer destination.
- **CIP:** Carriage and Insurance Paid to. Under this condition the transport cost along with the insurance cost for the buyer's benefit. Risk transferred when the buyer get their product in hand.

- **CPT:** Carriage Paid to. According to this condition the seller bears the transport cost to the buyer's destination. Risk transfer when the goods are handed over to the first carrier of buyer.

3.2 Category-B In case of Water Transport:

- **FAS:** Free Alongside Ship. Under this condition the seller deliver the goods to the sea port. Then the buyer handles loading and shipping. There the risk transfer at the port.
- **FOB:** Free on Board. Under this condition the seller load the goods on to the vessels. And the risk transfer once the goods are on board.
- **CFR:** Cost & Freight. Under this condition the seller pays the shipping cost and the risk transfer when the goods are on board.
- **CIF:** Cost Insurance and Freight. Seller provides the cost under this condition along with the freight and insurance.

Transcom Foods Limited follows C & F rules when they import their raw materials. Carriage charge and the Freight cost is paid by the exporter and sometimes TFL also pays it.

3.3 HS Code

Harmonized Code, an international standardized numerical system that used to classify the traded goods for customs, tariffs and for regulatory purpose. Harmonized Code gives a unique identification to the assigned products in international trade. It ensures a consistent classification across the countries. It helps the customs authorities, importer and exporter to identify the goods accurately. Without HS Code, the calculation of tariffs is not possible. It helps to ensure compliance with regulations and facilitate smooth customs clearance. Generally, HS code consists of 6digits but countries can add more digit 8 to 10 depending on them.

HS code of a product is recognized by the following way-

- **0901.21-** It's a HS Code of Roasted coffee and it is not decaffeinated. Each and every types product have their unique code. Customs identify the

product based on this HS Code. After identifying, the customs complete their Tariff calculations. In the following code;

- **09**= Coffee, Tea, Mate and Spices
- **0901**=Coffee
- **0901.21**= Roasted coffee not decaffeinated.

3.4 Bangladesh Tariff Schedule

The customs classification and the necessary duty schedules which is used to identify the imported and exported goods. The applicable taxes and duties are determined by Bangladesh tariff schedules. It is maintained by the National Board of Revenue under the custom laws of Bangladesh.

3.5 Duty Structure for the Imported Goods

A structure on which the customs duties and taxes are imposed on imported goods are known as duty structures. It helps to generate revenues, protect the domestic industries, support the economic development and keep a smooth trade. It is administrated by the National Board of Revenue under the customs laws of Bangladesh.

Based on product's HS Code; the classification of duty structure are different. The duty structure consists of several components that includes-

- Customs Duty (CD)
- Supplementary Duty (SD)
- Regulatory Duty (RD)
- Value Added Tax (VAT)
- Advance Tax (AT)

The rate varies from product to product based on their specification and purpose of the goods. The description of each component are given below-

3.5.1 Customs Duty (CD): Customs Duty is a tax imposed on imported goods based on their assessable value. The rate depends on the type of product. It is meant to protect the local industries and enhance government revenue.

3.5.2 Supplementary Duty (SD): An additional tax applied to certain goods that may both imported and locally produced and also contain luxury or nonessential. The rate varies depending on the product category.

3.5.3 Regulatory Duty (RD): This duty imposed on specific imports to regulate trade. Such duty is used to discourage excessive imports of certain goods and to stabilize the local market.

3.5.4 Value Added Tax (VAT): A consumption tax charged at a standard rate which is commonly 15% in Bangladesh on the value of goods and service. It is most common and every customer pays in case of purchasing our regular commodities.

3.5.5 Advance Income Tax (AIT): The purpose of this tax is to collect the tax revenue and tax compliance in early. This amount is generally adjustable against the importer's VAT liability.

3.6 Finding the Assessable Value of Imported Product

The value of goods determined for the purpose of calculating VAT & Taxes. It includes the cost like insurance and freight. It typically starts with the amount paid for the goods. The formula for calculating the Assessable values given below-

Assessable value= Cost of Goods+ Freight+ Insurance+ 1% landing charge

For example- You have Imported 10tons of Brazilian Coffee from Brazil which assessable cost is Tk. 100000. To know the duty value, you've to find the HS code from the customs website.

Here the rates are given below-

CD=20%, RD=5%, SD=30%, VAT=15%, AIT=5%

Now the calculation along with the Formula are given below;

Customs Duty (CD)= Assessable value * CD Rate = Tk (100000*20%) = TK 20000

Regulatory Duty (RD)= Assessable Value * RD Rate =Tk (100000*5%) = Tk 5000

**Supplementary Duty (SD)= Assessable Value + CD + RD = (100000+20000+5000)
*30%=37500**

Value Added Tax (VAT) = Assessable Value + CD + RD + SD) * 15% = (100000+20000+5000+37500) *15%= Tk 24375

Additional Income Tax (AIT) = Assessable value* AIT Rate= Tk 100000*5%= Tk 5000

Total Tax Payable= Tk 20000+Tk 5000+Tk 37500+ Tk 24375+Tk 5000= Tk 91875

That's how the product assessable value is calculated by the customs.

3.7 About UCP Latest version

Uniform Customs Practice for Documentary credits. It's a global recognized framework that regulates how documentary credits that operates between buyers and seller and banks. It ensures consistency and reduce misunderstandings and provide legal clarity in foreign transaction.

In Bangladesh, the UCP 600 which introduced in 2007 is being followed.

- Standardization of Trade Practice
- Focus on Documents not in Goods
- Defined role and responsibilities of the parties involved in import activities
- Time limits for Examination
- Irrevocability, deed can't be cancelled without the consent of any party.

3.8 CCIE

Chief Controller of Imports and Exports. It refers to the head of government department that oversees and controls the flow of goods in to and out of a country. They ensure all the trade activities in a country comply with national laws, policies, and international agreements.

- They issue Licenses of Import and Export to business those allows trading of goods across the border.
- They implement government policies related to foreign trade including restrictions, quotas, and banned items.

3.9 Import Policy followed by Transcom Foods Limited

Transcom Foods Limited import several things from foreign countries. They import all types of spices from India, cheese from New Zealand, fries from India, pizza sauce and nashville sauce from India. Sometimes they have to import milk items and meat items according to the requirement of YUM.

While importing anything from outside the country, Transcom Foods Limited maintains the following things-

- Importing any Food items from any country, TFL ensures Radioactivity test and the test should be done from the government authorized lab of that country.
- In case of Radioactivity test, TFL make sures that the level of Cesium-137 test before shipment of the product.
- In case of importing Milk or any items made with milk, TFL ensures that the product is free from Added Melamine. The cow from which the milk is collected does not given any Estrogenic Hormones and Hormone Growth Treatment.
- Oils imported from Malaysia, Singapore and Indonesia doesn't require any Radioactivity Test. Sometimes Bangladesh Atomic Agricultural Research Institute may perform some lab test and if they found any inappropriate results then they may cancel the bill of lading.
- It is necessary that each and every imported food items should be tested from Bangladesh Standard of Food Testing Institution (BSTI) or Bangladesh Council of Scientific and Industrial Research (BCSIR).
- For importing fish items, a certificate issued by the government of exporting country or by the government approved authority should be stated that the fish is free form Formalin and free from any harmful preservatives.
- In case of importing Canned fish items the date of manufacture, expiry date, and the net weight must be clearly printed on the Can using permanent ink or computerized printing.
- In case of importing Poultry meat and Beef, prior approval must be obtained from the Livestock Department. And it should be mentioned the name of the exporting country, the date of manufacturing and expiry dates using embossing ink or printed markings in the packaging of the product.

- The imported Meat must be free from Bovine Spongiform Encephalopathy (BSE) and Avian influenza. And it should be certified by the government of the exporting country.
- Certificate of Origin is must for exporting any goods from the foreign country.

Yum maintains strict rules and regulations in exporting any food items from the foreign country. Each and every test report and necessary certificates are ensured by the Transcom Foods Limited and is submitted to the Customs house. After getting the necessary paper the customs house examines and then issue the custom clearance paper to Transcom Foods Limited to release their goods from the port.

Chapter 4: Import process of Raw materials of Transcom Foods Limited & their ERP Systems

Transcom Foods Limited imports their maximum raw materials from different countries. They import from India, USA, New Zealand, China, Singapore, Vietnam, Japan, Philippines, South Korea, Germany and other countries. They source their raw materials maintaining proper guideline of YUM International. Yum mainly arrange the necessary criteria and contracts. They perform all the negotiation activities with the vendors. Yum ensures each and every necessary certificates of food safety. They won't do any contracts without having the proper healthy and food safety certificates of the vendor.

In case of importing raw materials, they perform the following things before selecting the **vendor**-

- Factory visiting
- Audit and Document reviewing
- Compliance Audit
- Sourcing assessment
- Business License and risk assessment
- Export permits
- Supplier questionnaire
- Traceable capacity of the firm
- Food safety audit
- Their Delivery systems of the product
- Credit facility

After ensuring those things, the Yum takes up the vendor in their choice list. Now the vendor will have to submit the following things for getting the **product approvals**-

- Food Safety Certifications
- Specification of the Products
- Details about their Ingredients
- Product specification sheet
- Certificate of Analysis
- Microbiological Test reports
- Nutritional Information

- Shelf life Validation of the product
- Country of Origin Certificates
- HALAAL Certificate (It is must for importing something to Bangladesh)
- And other certificates as per requirement of Yum International.

Generally, the Transcom Foods Limited can import only YUM approved raw materials. First YUM QA team visit the plant, checks the facility and document. Trial on products, if it matches with their requirements, then approve the product and facility. Then TFL can import the materials.

4.1 Proforma Invoice making for importing the Raw materials

After the getting the Product approvals of the vendor from Yum, the TFL goes for necessary procedure of importing the raw materials from the country. The process starts from opening Letter of Credit (LC) for starting the import procedure. Before opening LC to a bank, it is necessary to get the Insurance done in order to reduce the risk assess with the product delivery. Only a Performa Invoice is required for opening an insurance. Performa invoice is a document contains the following things-

- Proforma Invoice making Date
- Proforma Invoice No
- Validity period
- Supplier Information
 - Supplier's name
 - Company Information
 - Company's Addresses
 - Contact Person
 - Email Address & phone numbers
 - Tax & Vat registration number
- Buyer Information
 - Buyer's Company name and address
 - Contact person's number
 - Tax & Vat registration number
- Product information
 - Required Product name

- HS Code
- Product Description
- Product Quantity
- Units Price
- Total Price
- Agreed Trade Terms
 - FOB (Freight on Board)
 - C&F (Cost and Freight)

Transcom Foods Limited follows C&F and FOB destination terms in Importing their Goods.

- Payment Terms
 - Transcom Foods Limited pays the charges immediately after getting the products in their mentioned Port.

A Sample copy of **Proforma Invoice** is given below of Transcom Foods Limited. And this document is to be submitted to the Insurance company to get the insurance cover note.

Proforma Invoice

Exporter :- BANASHRI ENTERPRISES Jonepur, P.O.: Kanchrapara, Dist. : 24 Parganas (North) West Bengal - 743 145, INDIA Contact No : 0091-99034-24193. E - mail id: sunitarg13@yahoo.com		Proforma Invoice No. & Date BE/TFL/01/2022-23 dtd. 17.07.2022		Exporter's Ref: IEC No. 0203020383	
Consignee :- TRANSCOM FOODS LIMITED. SE (F) 5, Gulshan Avenue, Gulshan, Dhaka-1212 BANGLADESH Tel: 0088-0171-3065 473. E - mail id: reza@tfl.transcombd.com		LUT - ARN Acknowledgment AD190422014038E dated 28.04.2022		Buyer's Order No. & Date	
SHIPPING MODE By Road (Freight Paid)		Port of Loading Kolkata (India)		Country of Origin of Goods INDIA	
Port of Discharge Benapole		Final Destination Dhaka (Bangladesh)		Country of Final Destination BANGLADESH	
Term of Delivery and Payment : (At Sight) Delivery at : Dhaka (Bangladesh) Payment Terms- Irrevocable Letter of Credit 100% at sight or T/T after received the goods.					
Our Bank : The Karnataka Bank Ltd., Park Street Branch, Kolkata Bank AD Code: 6220304-1000009 Bank Swift Code: KARBINBBXXX Swift of Our Branch: KARBINBBCAL					
S. No	Description of Goods	Quantity	Net Weight (Kg)	Unit Price Per unit (US\$)	Total Amount (US\$)
1	Roasted Rice Flour Packing: 1kg X 10 pck X 1 ctn H.S. Code : 1102.90.10 (India) H.S. Code : 1102.90.00 (BD)	610 KG 61 CTN	10.00	-	-
2	Freight Charges				-
Total C & F Benapole US\$					-
Amount in Words :					
Total Net Weight :		610	KG		
Total Cartons :		61	CTN		
				Signature & Date For Banashri Enterprises	

4.2 Opening an Insurance for importing the Raw materials.

- Only a Proforma Invoice is required for opening a insurance.

TFL follows ICC- Institute Cargo Clause “B” category insurance in importing their goods. It is because, ICC “B” provides broad protections within budget. It gives higher protection against the major Transit risk whenever the cargo is not in highly Fragile condition. ICC “B” covers the following risk-

- Fire and Explosion
- Vessel sinking
- Grounding or Capsizing
- Collision
- Vehicle over turning
- Overcoming the natural disasters like – Earthquake, lightning, and Volcanic eruption
- Sea water entering to the containers or cargo holds
- Cargo overboard or lost during loading and unloading

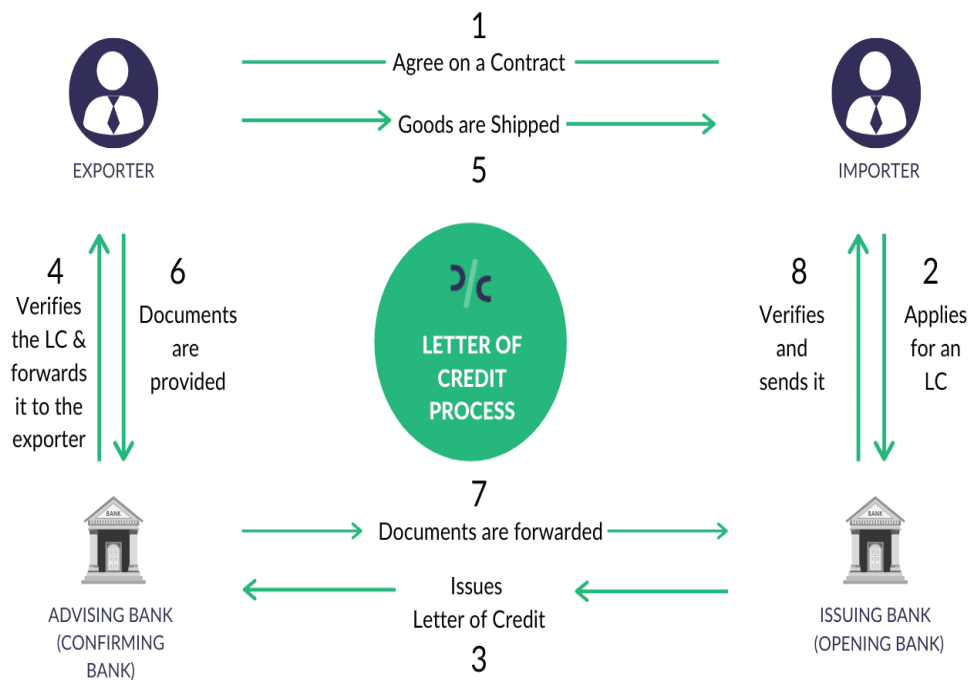
4.3 Required documents for opening an LC in to the Bank

The following documents are to be submitted to the selected bank for opening the LC-

- Requirement letter
- Form fill up from Bank
- Requirement of Importer
- Proforma Invoice copy- 1original copy and 2photocopy
- Insurance Cover note
- Money Receipt of the Insurance
- Insurance Vat copy from Govt.

All this documents are to be submitted to the bank with proper seal and sign of the Authorized person of the company.

A short picture of LC Opening process is attaching here which was given by on-site instructor



4.3.1 Charges related in LC processing

- Issuance Fee:** This Fee is charged by the issuing bank to open the LC on behalf of the Importer. It may be 1% of the LC value. It covers the administrative effort, credit risk assessment and document verification.
- Advising Fee:** It is charged by the advising bank for notifying the seller about the LC and confirming its authenticity. A flat charges of \$50-\$300 is charged by the bank. It ensures the seller receives a verified authenticated LC.
- Confirmation Fees:** It is paid to the confirmation bank if the LC is confirmed adding an additional guarantee of payment. It may 0.25% to 2% of the LC value. It protects the seller from payment risks associated with the issuing bank.
- Negotiation Fees:** It is charged by the negotiating bank for examining and forwarding compliant documents for payment. It covers the document review, compliance check and others.
- Amendment Fees:** It is charged for making any changes to the terms of the LC after issuance. It is basically \$50-\$300 per amendment depending on the complexity of changes.
- Reimbursement Fees:** It is paid by the Buyer to the reimbursing bank for releasing payment to the seller on behalf of the issuing bank. The purpose of this fees is to ensure the smooth payment flows across multiple banks. It may be 0.1% to 0.5% of the LC value.

- g) **Swift Charges:** It covers the cost of transmitting LC related messages securely between banks.
- h) **Foreign exchange Fees:** Charges involves in currency conversion. 0.1% to 0.5% of transaction amount.

All of the charges are provided by the Transcom Foods Limited while importing the Raw materials from the foreign country.

4.4 Shipping Process of the product by the Exporter's Country

While the LC is done successfully by the importer, now the exporter will make the necessary arrangements for shipping the product. According to the conditions of Transcom Foods limited, the exporter will have to send the necessary Lab Test report of the food items to the importer. Terms and necessary conditions are given attached with the LC copy to the Bank. According to FOB Shipping points, the seller has to send the goods to the Chittagong sea port. After reaching the goods, the rest responsibility goes on the importer. Importer will now handle the rest; transporting, unloading etc.

While the Exporter perform the following things while shipping the product-

- Receives the Proforma Invoice
- Checking the Export Requirements
 - Export License or Permits from the Government
 - Necessary Certifications
 - Country of Origin certificate
 - Inspection Requirements
- Finish the production of the required Product
- Pack and Label the product according to international standard
- Prepare the required Export documentation
 - Commercial Invoice making
 - Packing list making
 - Insurance certificate
 - Bill of Lading
- Book cargo space through a carrier or freight forwarder

Customs may review the documents and may want to inspect the cargo. After getting the clearance from customs office the exporter can gain the export clearance.

4.4.1 Required Documents for Shipment of the Product

The following documents are required for shipping the goods to a country-

- Proforma Invoice
- Packing List
- Country of Origin Certificate
- Bill of Lading or Challan paper

In case of importing food items the necessary Health certificates, Radioactivity certificate and other food safety certificates are to be ensured.

4.5 C & F Agents- A helping Hand of Importer

Clearing and Forwarding Agents a widely used terms by the Importer. C&F Agents works as a helping hands of the Importer. They work as a representatives of the Importer. Transcom Foods Limited usually appoints such agents while importing their goods. After opening the LC, TFL assigns a C&F agents named Sharothi Logistics Ltd and handover their all responsibilities to the agents by signing an agreement. They look after all the procedures regarding the shipping process. Clearing goods from the port and reach the goods to the Importer's warehouse, customs clearance including everything is handled by the Sharothi Logistics Ltd.

Their work described below-

- Checking the necessary documents
 - Commercial Invoice
 - Packing list
 - Bill of Lading
 - Letter of Credit
 - Insurance documents

- Customs Clearance
 - Submits the necessary documents for customs clearance through the customs system.
 - Calculates the applicable customs duties; VAT, TAX, Supplementary Duties, Regional Taxes, and other charges
 - Coordinates with the customs officers during the assessment and examination.
- Collect the delivery orders from the shipping lines or carriers
- Makes the necessary arrangements for releasing the Cargos from the port
- Arrange Transportations for carrying the goods from port to Warehouse.

Therefore C&F agents makes the path smooth and reduces the risk of document errors. It saves time and administrative effort for the Importer. They act as the importer's representative before customs, port authorities, shipping lines, and other government agencies, ensuring that imported goods are legally cleared and delivered efficiently.

4.5.1 Customs Clearing function and Process

While after the arrival of Goods to the port, the importer receives the following documents-

- Commercial Invoice
- Packing List
- Bill of Lading paper
- Certificate of Country Origin
- Insurance documents
- Lab certificates

The appointed C&F Agents of importer will submit the Bill of Entry through electronic media to the Customs system. Bill of entry includes the following things-

- Importer details
- Importer's Address
- Description of the goods

- HS Code
- Customs value
- The country of origin certificate

After submitting the Bill of Lading to the customs, the customs officer will review the following things-

- HS Code of the product
- Customs value
- The documents received with the bill of lading
- Regulatory requirements

After reviewing all the documents by the customs officer, now the importer will have to pay all the assigned customs duties. Charges includes; **CD, SD, RD, VAT, AIT, AT, ATV** and other applicable charges. All the payments will made through their authorized Bank.

Sometime customs may inspect the goods physically if the imported goods are the Food items. They may take samples for testing if necessary. After the successful assessment and payment, the customs will issue a clearance order to the importer and the cargo gets ready for releasing from the port. And the C&F agents will arrange the transportation to the importer's warehouse.

4.6 Payment to Exporter

Payment is made through Bank. According to the rules and regulations, if the documents are Compliance documents then payment is made within 5 working days. Transcom Foods Ltd follows mostly the LC at Sight. If there is any reimburses in the documents, then the issuing bank reimburses the negotiating or confirming bank according to the reimbursement instructions stated in the L/C. The payment at that time is done after the National Bank receives the Bill of Lading paper and the exporter gets their payment after the disputes.

Generally, payment period is mentioned in the agreement, such as; 30days, 60days, 90days and 120days from the bill of lading date. Transcom Foods Ltd receives the

shipping documents from the issuing bank after the payment done. Then the document used to clear the goods from customs.

4.7 Integrated ERP system of Transcom Foods Limited

Transcom Foods Limited use a digital centralized ERP software which connects with every department. It ensures efficient work flow of all the connected departments. Transcom Foods Limited use the ERP software named **Sage300** for their daily operation. It's a UK based company. ERP of TFL connects with two department Finance & Accounts department and Supply Chain management department.

Sage300 helps them to-

- Store the Information in accurate way.
- Record keeping efficiently.
- Easy input of Inventory information within a short time,
- Stock report can be seen easily.
- Can organized, customized and extracted the data from the software.
- Data can be extracted to Excel sheet if necessary.
- Historical data can be found easily from the software.
- Purchase order can be made easily, just input the product item number and click the Tab button, the software will take the order and give the option to write the quantity to be ordered.
- Accounts department can find the PO's and they use them while calculating VAT & Tax at the end of fiscal year.
- It has better supplier management and purchasing control.
- Invoicing are faster and time saver.

That's why Transcom Foods Limited is using such n ERP software in their daily operations. Although Sage300 provides multiple benefits but the information regarding expiry date and manufacturing date of the inventory can't be found. Aside of this, the SCM team sometime face problem in seeing the real time receiving date of the received inventory. Although it ensures smooth operations by ensuring proper accountability and offer traceability of the daily business.

Chapter 5: Process of Supplier approval, evaluation rejection program by YUM! Restaurants

This procedure is applicable for identifying the YUM! or TFL approved products, suppliers and Restaurants and describing whenever a new vendor is to be introduced, evaluated at TFL Dry Warehouse. To ensure the products, suppliers and restaurants are YUM! International or TFL Approved as per described procedure-

1. TFL SCM Dept initiate the requirements of new raw and packaging materials and inform to TFL QA Dept for searching from existing supplier or new supplier.
2. QA dept./SCM dept. communicate with YUM! India QA team for searching existing YUM! Approved supplier. If the materials available in YUM! Supplier list then proceed to communicate with supplier for sending sample.
3. YUM! Compliance system have their own food safety and quality criteria for supplier approval and as a franchise organization we can easily approved that supplier without any further audit.
4. All the imported raw and packaging materials are approved, and yearly audit done by YUM! India QA team or YUM! Global QA team. So, TFL QA will not conduct any food safety audit.
5. As per YUM! Compliance system, they allow GFSI bench marking (certified) company that materials will be in certification scope and no need to any food safety compliance audit for the supplier.
6. TFL QA team only do yearly supplier evaluation as per own criteria.
7. If there is any critical food safety and quality issues with imported products, then TFL QA will communicate with suppliers in concern of YUM! QA team and YUM! QA team and TFL SCM, TFL QA will decide the next step for rejecting or continue or searching for alternative supplier.
8. For the local suppliers, TFL QA communicate with suppliers for visiting their facility and check GFSI certificate for approval processing (If any) and collect sample for quality checking.
9. If the supplier doesn't have GFSI certificate, then TFL QA conduct a food safety audit as per basic food safety requirements and submit the report to SCM team and management. Based on approval audit score ($\leq 60\%$ marks) SCM team will proceed to collect sample and hand over to QA team for checking purpose and negotiate for pricing if quality is good. After completing all formalities, the supplier will be added in approved supplier list and every quarter TFL QA will share updated supplier list to YUM! India QA team.

- 10.** Approved local supplier assessment is to be conducted annually as per Transcom Foods Ltd. supplier audit criteria.
- 11.** If not possible to go supplier facility for conducting audit, TFL QA will complete the audit over phone or video call.
- 12.** If any supplier achieves score below 60 then product receiving will be temporarily off/rejected and to be noticed for recovery the respective weak area.
- 13.** Basis on their improvement and audit notification the supply will be continued.
- 14.** In the same audit format Transcom Foods Ltd. evaluate every supplier performance as per evaluation criteria and based on evaluation marks (below 50), TFL SCM/QA will notify the supplier and decide to reject and to be noticed for recovery the respective weak area.
- 15.** TFL QA will not conduct a food safety audit of non-contact material suppliers. Only yearly evaluation will be assessed.

5.1 Supplier Audit Process

Generally, the Evaluation Criteria per suppliers are-

Total Mark: 100

Mark Obtained 60: Passed & Approved. Supply will continue.

Mark Obtained <60: Failed & Not approved/cancelled/discontinue.

Note: If failed, need supplier improvement & further evaluation will require.

Transcom Foods Limited Dry Warehouse

Demra, Staff Quarter

SUPPLIER AUDIT TOP FORM

Supplier List

Total marks: 100

SL No	Supplier Name	Address	Supply Type	Supplies to Brand	Weighing marks	% of weighing marks	Audit Date
1	AgriCare	Narshindi, Dhaka	Vegetable	KFC & Pizza Hut	80	0.8	10.01.2024
2	BANGLADESH EDIBLE OIL	UTTAR RUPSHI, RUPSHI BAZAR, RUPGONJ, NARANGONJ, DHAKA.	Oil	KFC & Pizza Hut	90	0.9	30.04.2024
3	C.P. Bangladesh Com.Ltd	Rishipara, Hemayetpur, Savar	Chicken Processed Product	Pizza Hut	85	0.85	21.03.2024
4	Coopers (Gweebarra Bakery Ltd).	Barorangamati a, Ashulia, Dhaka.	Burger Bun, Tortilla, Garlic Bread	KFC & Pizza Hut	85	0.85	07.05.2024

5	TRANSCOM BEVERAGE LTD.	Mouchak, Gazipur, Dhaka, Bangladesh	7 up, pepsi, aquafina, mountain dew	KFC & Pizza Hut	85	0.85	25.05.202 4
6	SCHREIBER DYNAMIX DAIRIES PVT. LTD	E-94, MIDC BHIGWAN ROAD, BARAMATI- 413133 DIST. PUNE, MAHARASHT RA, INDIA.	Butter, Cheese	KFC & Pizza Hut	YUM! India QA Approved		
7	GLOBO FOODS LTD.	482 MU 1 SOI POOKMITR,R OD RANG KAO RD, SAMRONGTA I, PHRAPRADA ENG, SAMUTPRAK ARN 10130, THAILAND	YGB 2.0 DOUGH BLEND	Pizza Hut	90	0.9	22.03.202 4
8	ABDUL MONEM LTD	Ice cream & Milk Unit, 71/A-71/B, Kadamtali shilpa Area,Shampur , Dhaka-1204	BUTTERS COTCH, CHOCOL ATE ICECREA M, EXOTICA ICE CREAM,	Pizza Hut	85	0.85	30.04.202 4

			VANILLA ICE CREAM				
9	Berilla G e R Fratelli	SOCIETA PER AZOIONI, VAI MANTOVA,16 6 PARMA,- ITALY	FUSILLI, SPAGHE TTI	Pizza Hut	80	0.8	12.05.202 4
10	Shaheen Foods	1/17, Rajnarayan dhar road, Lalbagh, Dhaka 1211	Sweet Corn	Pizza Hut	80	0.8	20.04.202 4
11	Dry Blend Foods Pvt. Ltd.	Chadpur Village, Hempur Road, Kashipur (Uttarkhanda)- 244716.	Garlic Powder, Mushroom Spice Mix, Chocolav a Cake Premix	Pizza Hut	YUM! India QA Appro ved		
12	NOOR TRADE HOUSE	Road 1520 PO Box 21701Building 1528Bloc Al Hidd, PO Box 21701, Building 1528, Bloc Al Hidd, Kingdom of Bahrain, 50658, Bahrain	Dano St. Cream	Pizza Hut	80	0.8	18.04.202 4

13	VKL Seasoning Ltd.	43/771, Beach Road, P.B No. 4621, Alleppey 688012, Karala, India.	Crushed Red Chilli, Pizza Spice Mix, BBQ Spice Mix, Garlic Sprinkle, Biran Bereziak Rice Seasoning, Hot&Spicy Marinade, Extrem seasoning, Turmeric Powder, Hot&Spicy breading mix, Peri Peri Herbs, Rizo Spice Mix.	KFC & Pizza Hut	YUM! India QA Approved		
14	DOEHLER INDIA PVT. LTD.	Plot No. 3, Survey No. 285, Raison Industrial Park, Hinjewadi,	BLUE CURACAO SYRUP, HAZEL NUT	KFC & Pizza Hut	YUM! India QA Approved		

		Taluka Mulshi, Pune-411057, Maharashtra, India.	SYRUP, GREEN APPLE FRUIT SYRUP, MOJITO SYRUP, GREEN MANGO FRUIT SYRUP				
15	UNIVERSAL TRADING & DISTRIBUTION	Mohammadpur, Dhaka	BLACK OLIVE, Sweet Corn, LEE&PER INS	Pizza Hut	YUM! Global QA Approved		
16	NEO FOODS LTD.	Plot 107/108/121 &122, KIADS Industrial Area, Antarasamahalli, 2nd Phase, Tumkur-572106, India.	Jalapeno, Red Paprika	Pizza Hut	YUM! India QA Approved		
17	PRAN DAIRY LTD.	PIP, Bagpara, Palash, Narshingdi.	Pasteurized and UHT Milk	Pizza Hut	90	0.9	29.05.2024
18	Fonterra Ltd.	Private Bag 92032, 109 Fanshawe St.	Mozarella Cheese	Pizza Hut	YUM! Global QA Approved		

		Auckland, New Zealand					
19	Dr. Oetker India Private Limited(FUN FOODS LTD.)	SP 03, SP 04, Industrial Area Kaharani Bhiwadi (Ext), Alwar Rajasthan-301019	VEG. Mayonnaise, Tomato Ketchup,T ANDOORI SAUCE, Chocolate Sauce Topping, BBQ Sauce (Smoke Flavoured)	KFC & Pizza Hut	YUM! Global QA Approved		
20	Tasty Bite Eatables Limited	PO-BHANDGAON , GAT NO-490, TAL-DOUND, PUNE SOLAPUR ROAD, PUNE-MAHARASHTRA,(INDIA).	SEASON ED PIZZA PASTA SAUCE, PIZZA SAUCE, ROGINI CURRY	KFC & Pizza Hut	YUM! India QA Approved		
21	Fujian Haishan Foods Co. Ltd/Golden Harvest	No. 166, Gaige Road, Chengxi Town, Longhai,	Whole Mushroom	Pizza Hut	95	0.95	25.05.2024

		Zhangzhou, Fujian, China.					
22	NESTLE BANGLADESH LTD	Rajendrapur Cantanment, Sreepur, Gazipur. Dhaka.	CHICKEN SOUP MIX , COFFEE MATE, NESCAFE COFFEE, NESTEA ICE PREMIX	Pizza Hut	85	0.85	15.03.202 4
23	MONIN MALASYA	MONIN ASIA KL SDN BHD, 48000, RAWANG, SELANGOR, MALASYA.	MONIN PEACH SYRUP, MONIN COFFEE POWDER , MONIN GREEN APPLE SYRUP, MONIN MANGO FRUIT CRUSH, MONIN MOJITO MINT SYRUP, MONIN	KFC & Pizza Hut	YUM! Global QA Approved		

			APRICOT SYRUP				
24	Bashundhara Food and Beverage Industries Limited	Pangon, Konda, South Keraniganj, Dhaka-1311, Bangladesh	Wheat Flour	KFC & Pizza Hut	85	0.85	21.04.2024
25	MARITIME ENTREPRENEUR S PTE LTD	3RD FLOOR, HALLMARK TOWERS, PLOT NP-35 (SP), THIRU VI KA INDUSTRIAL ESTATE, GUINDY, CHENNAI-600032.	LAVAZZA COFFEE BEAN	Pizza Hut	YUM! India QA Approved		
26	ANGEL CAMACHO ALIMENTACIÓN	Avenida del Pilar, 6 Ctra. Morón - Marchena Km. 15.5 Morón de la Frontera Sevilla 41530 Spain	BLACK OLIVE	Pizza Hut	YUM! Global QA Approved		
27	McCain India Pvt. Ltd	S.H.-41, PO. Baliasan, Mehsana-382732, Gujrat, India.	French Fries, Potato Wedges, Veg, Patty	KFC & Pizza Hut	YUM! India QA Approved		

28	SUPER OIL REFINERY LIMITED	Shimrail, Sddhirgonj, Narayangonj, Bangladesh	Soyabean Oil, Palm Olein	KFC & Pizza Hut	85	0.85	15.05.202 4
29	PRAN FOODS LTD.(Banga Millers)	Rangamati, Fulbari,Dinajp ur	Chinigura Rice	KFC & Pizza Hut	75	0.75	03.05.202 4
30	PRAN AGRO LTD.	Ekdhala, Natore	Tomato Ketchup 8 gm, 1 kg	KFC & Pizza Hut	80	0.8	04.05.202 4
31	ADONUS Printing & Packaging	Adonus Printing & Packaging, Paltan Tower- 2nd Floor, 57, Purana Paltan Line, Dhaka- 1000.	Pizza Box, Garlic Bread Box, KFC Food Contact packaging	KFC & Pizza Hut	80	0.8	05.06.202 4
32	DJS PRINTERS PVT. LTD.	Plot No. 100, SECTOR- 8, IMT MANESAR, HARYANA, INDIA	Pepsi Cup, Chicken Bucket	KFC & Pizza Hut	YUM! India QA Approved		
33	Total Pack & Packaging	H#6/1, FLAT# 2/A, SEGUNBAGE CHA, PALTON, Dhaka-1000	Comfort Cap, Aluminium Box, Cling Wrap, Poly Gloves	KFC & Pizza Hut	75	0.75	22.05.202 4
34	ISPAHANI MARSHAL LTD	CJMCL Complex,	Rebag Bag,	KFC & Pizza Hut	80	0.8	17.03.202 4

		Ispahani Jetty Road, Mohora, Kalurghat, Chittagong	Garbage Bage				
35	Nahar Corporation	46/1, Purana Palton, Sobhan Mansion (4th Floor), Dhaka- 1000, Bangladesh	PIZZA LID SUPPOR T, Plastic Straw	KFC & Pizza Hut	70	0.7	16.03.202 4
36	ACE FILTERS AUSTRALASIA	9 EASSPUR COURT, KILSYTH VIC 3137, PO BOX 90, EAST RINGWOOD VIC 3135,MELBO URNE,AUSTR ALIA	FILTER PAPER FOR FRYMAS TER, MIRACLE POWDER	KFC & Pizza Hut	YUM! Global QA Approved		
37	MOZIR & CO.	361/A , Shahid Janani Jahanara Imam Sharani, Dhaka - 1205	Plastic Fork, Plastic Knife, Plastic Spoon, Tea Spoon	KFC & Pizza Hut	75	0.75	11.05.202 4
38	BEGA Cheese Ltd	23-45, RIDGE STREET,	Slice Cheese	KFC	YUM! Global QA Approved		

		NORTH BEGA NSW, 2550, REG. NO. 575, AUSTRALIA					
39	Mais Industry Ltd	1/C, South Begun Bari, Dhaka, Fax: 8878512	Sauce pot with lid, rice box with pot, Rogini curry pot	KFC & Pizza Hut	75	0.75	29.04.202 4
40	Transcraft Ltd	Nayabari, Kanchpur, Sonargaon, Narayanganj.	All Kinds of KFC&PH food contact packaging	KFC&Piz za Hut	85	0.85	27.07.202 4

5.2 Supplier Performance Evaluation

Transcom Foods Limited Dry Warehouse Demra, Staff Quarter Supplier Performance/Service Provider Checklist

Supplier/service provider Performance

To be evaluated by the Purchase/QA Department

Supplier Name:

Address:

Contact Person:

Product / Services:

Evaluator Name:

Date:

Has the vendor regularly met his commitment to the company with respect to :-

- | | | | |
|---|------------------------------|-----------------------------|---|
| 1. Is product Quality Ok during receiving? | ☐ Yes | ☐ No | 5 |
| 2. On time delivery? | ☐ Yes | ☐ No | 5 |
| 3. How satisfied were you with this supplier staff support in resolving your problem? | ☐ Yes | ☐ No | 5 |
| 4. Are the supplier maintain Invoicing Accuracy and physical stock receipts? | ☐ Yes | ☐ No | 5 |
| 5. Is the supplier prompt in reply to enquiries? | ☐ Yes | ☐ No | 5 |
| 6. Does the vendor enjoy good market reputation? | ☐ Yes | ☐ No | 5 |
| 7. Overall Vehicle condition in which stocks are supplied to stores is good? | ☐ Yes | ☐ No | 5 |
| 8. Does the supplier maintain business ethics? | ☐ Yes | ☐ No | 5 |

Weighting mark=

% of weighting mark=

Total Marks: 40

- If any supplier achieves a score below 20 then product receiving will be temporarily off and to be noticed for recovery the respective weak area.
- Basis on their improvement and audit notification the supply will be continued.

Signature:

TFL/DWH/SPC-REC/035

5.3 Emergency Procurement Procedure of Transcom Foods Limited

i. Purpose

To ensure the procurement of goods and services during emergency situations while maintaining conformity to specified requirements and ensuring supplier evaluation.

ii. Scope

This procedure applies to all emergency procurement activities within the organization.

iii. Definitions

- **Emergency Situations:** Circumstances that require immediate procurement actions to prevent significant harm, loss, or disruption to operations.
- **Specified Requirements:** Quality, safety, and performance criteria that the procured products or services must meet.
- **Supplier Evaluation:** The process of assessing potential suppliers to ensure they can meet specified requirements.

iv. Responsibilities

- **Procurement Manager:** Oversees the emergency procurement process.
- **Emergency Response Team:** Initiates the procurement request during emergencies.
- **Quality Assurance (QA) Team:** Ensures that procured products meet specified requirements.

v. Procedure

➤ Identification of Emergency Needs

- The Emergency Response Team identifies the need for immediate procurement of goods or services.
- A written request detailing the required items, quantities, and urgency is submitted to the Procurement Manager.

vi. Supplier Selection and Evaluation

- The Procurement Manager maintains a list of pre-approved emergency suppliers evaluated based on:
 - Previous performance
 - Capacity to deliver on short notice
 - Compliance with quality and safety standards
- In the absence of pre-approved suppliers, the Procurement Manager conducts a rapid evaluation of potential suppliers:
 - Review of supplier credentials and certifications
 - Assessment of supplier's ability to meet specified requirements
 - Verification of supplier's past performance and reliability

vii. Approval and Authorization

- The Procurement Manager reviews the emergency request and identifies the best-fit supplier(s).
- The Procurement Manager seeks authorization from senior management or designated authority if required by the organization's policy.
- Upon approval, the Procurement Manager issues a purchase order to the selected supplier(s).

viii. Ensuring Conformity to Specified Requirements

- The QA Team collaborates with the Procurement Manager to define acceptance criteria for the procured items.
- Upon delivery, the QA Team inspects the products to ensure they meet specified requirements.
- Inspection criteria may include quality checks, safety assessments, and functional tests.
- Any non-conforming items are reported to the Procurement Manager for immediate resolution with the supplier.

ix. Documentation and Record-Keeping

- a. All emergency procurement activities are documented, including:
 - The initial request and justification for emergency procurement
 - Supplier evaluation records
 - Purchase orders and delivery receipts
 - Inspection and conformity reports
 - Any correspondence with suppliers regarding non-conformities
- b. Documentation is maintained in accordance with the organization's record-keeping policy and is available for audit and review.

Chapter 6:A Comparative Analysis & the Major Challenges faced by Transcom Foods Limited in their operations

6.1 Comparative Analysis between the food brands KFC & Burger King

Comparison Point	KFC (Kentucky Fried Chicken)	Burger King
1. Food Concept & Brand Focus	KFC is a fast-food chain that specializes in chicken. It is a chicken-centric food concept with various chicken products, buckets, strips and wings.	Burger King is primarily a fast food chain that specializes in burgers. Its food idea is based on burgers, particularly beef burgers, sandwiches and fast food.
2. Main Ingredient / Primary Protein	Chicken is the key component of KFC. The majority of its popular products are based on chicken, such as chicken wings, chicken strips, fried chicken pieces and chicken sandwiches.	The main ingredient in Burger King's is beef. Its signature burgers feature grilled beef patties, but it also offers chicken sandwiches, nuggets and vegetarian burgers in some markets.
3. Signature Food Item	KFC is known for its Original Recipe Chicken, made with the secret recipe of 11 herbs and spices. This product is the symbol of KFC's identity and uniqueness around the world.	Burger King is known for the Whopper, a large flame-grilled beef burger with a beef patty, lettuce, tomato, onions, pickles, ketchup and mayonnaise.
4. Cooking Method	KFC cooks its chicken using pressure frying. This technique ensures that the chicken remains crispy on	Burger King burgers are made with flame grilling. The beef patties are prepared with an open

	the outside and tender and juicy on the inside.	flame, imparting a smoky and grilled taste.
5. Flavor and Taste Profile	KFC foods are crispy, spicy and heavily seasoned. The combination of herbs and spices creates a unique flavor that differentiates KFC from other chicken restaurants.	Burger King food is smoky, grilled and savory. The barbecue-style cooking imparts a barbecue taste, particularly to the beef burgers.
6. Menu Categories	KFC's menu primarily consists of fried chicken, chicken buckets, wings, chicken strips, chicken burgers, wraps, rice meals, fries, desserts and drinks.	Burger King's menu primarily features beef burgers, chicken burgers, sandwiches, nuggets, fries, onion rings, desserts, breakfast foods, and drinks.
7. Meal Style	KFC is more about sharing meals. Chicken Buckets and Family Combos are for groups and families to share food together.	Burger King focuses more on individual meals. Typically, customers buy a burger meal which includes fries and a beverage for their own use.
8. Portion Size	KFC is known for its bucket meals which often includes several pieces of chicken making it a great option for families and groups,	Burger King primarily offers single burgers or meal deals, but larger burger options are available.

9. Customization Options	KFC offers little customization due to standardized chicken recipes. Typically, there are options for customers to select which meals to have.	Burger King offers greater options for customization. Customers can customize burgers by adding or removing toppings, sauces, and ingredients.
10. Use of Spices and Seasoning	KFC's secret spice mixture is a key component to the company. This is largely due to the seasoning, which gives it its distinctive flavor and makes it popular all over the world.	Burger King's secret to flavor is more in the grilling method, sauces, cheese and fresh toppings.
11. Health Consideration	Fried chicken may have more oil and calories due to the frying. However, grilled or smaller portions may be lighter options.	Beef patties, cheese, sauces and buns can make burgers high in calories. Serving sizes or topping amounts can be decreased to lower calories.
12. Customer Preference	KFC's customers are those who like crispy chicken, spicy flavours, and family-style meals.	Burger King is a restaurant that appeals to those who like burgers, grilled foods, and options to customize their meals.
13. Dining Experience	KFC is synonymous with family, eating together and	Burger King is synonymous with fast

	having chicken food together.	food, easy food, and easy burger experiences.
14. Competitive Advantage	The most important thing KFC has going for it is its own special chicken recipe and reputation as a fried chicken expert.	The most important thing Burger King has going for it is its flame-grilled burger technology and customizable burger experience.

6.2 Comparative Analysis between the Food Brand Pizza Hut & Domino's

Comparison Point	Pizza Hut	Domino's
1. Main Food Focus	Pizza Hut is primarily known for its restaurant-style pizza options featuring numerous crusts, toppings, and dine-in options. It focuses more on the more indulgent and richer pizza experience	Domino's is primarily known for its pizza delivery service, convenience, quick preparation, affordable prices and easy ordering.
2. Signature Product	The Pizza Hut's Pan Pizza is renowned for its thick, soft and crispy crust. It's also a pizza joint that serves specialty pizzas and stuffed crusts	Domino's is known for its Classic Hand Tossed Pizza (a pizza with a balanced crust, cheese, and quick delivery), which is a pizza that is hand-tossed, has a balanced crust, cheese, and quick delivery.

Comparison Point	Pizza Hut	Domino's
3. Pizza Crust Style	Pizza Hut features thicker crusts and a variety of crusts, such as cheese-filled crust, thin crust, pan crust, and stuffed crusts. Crust is typically soft, buttery and thick.	Domino's is more concerned with light and flexible crusts, such as hand-tossed, thin crust, and handmade pan pizza. Generally, the crust is softer and less chewy.
4. Dough Preparation	Pizza Hut's dough is formulated to make the pizza fluffy and rich. The dough is so often made to give the restaurant experience to a pizza.	Domino's makes dough in a way that seeks uniformity and speed, so that it tastes the same and is the same quality no matter where the dough is made.
5. Cheese Quantity and Style	Pizza Hut usually has a thicker layer of cheeses, which results in a creamy and indulgent flavor.	Domino's prioritises a balance between cheese and toppings, offering a lighter taste without compromising flavour
6. Sauce Flavor	The sauce typically has a chunky tomato taste and a more robust seasoning and herbs, which leads to a traditional pizza taste.	Domino's sauce is slightly sweeter and has a more well-rounded taste, which is great for the crust and toppings.
7. Taste Profile	Pizzas from Pizza Hut are well flavored, cheesy, buttery, and thick. They are concentrated on	Domino's pizza is noted for its convenience and consistency, and a savory, slightly lighter taste.

Comparison Point	Pizza Hut	Domino's
	satisfying and high quality flavors.	
8. Topping Variety	Pizza Hut offers a variety of toppings such as vegetables, chicken, seafood, meat and specialty combinations.	Domino's offers numerous options as well, though they are more likely to stick to the popular options which are suitable for easy ordering.
9. Meat Options	Some of the available meats at Pizza Hut include, by country, chicken, beef, sausage, pepperoni, and other specialty meats.	Domino's offers common meats like chicken, beef, sausage and pepperoni – and a focus on quick preparation.
10. Vegetarian Options	Many vegetarian pizzas are available from Pizza Hut, they contain vegetables, cheese and may have customized toppings.	Domino's offers vegetarian pizzas that have various combinations of vegetables, cheese and sauces.
11. Menu Variety	Pizza Hut has pizzas, pasta, garlic bread, wings, desserts, rice dishes (some locations) and drinks.	Domino's menu features a large variety of pizza items, but also has a variety of chicken wings, sandwiches, bread sides, desserts and drinks.
12. Side Dishes	Garlic bread, pasta, chicken wings, breadsticks and desserts are popular sides. The	Garlic Bread, Chicken Wings, Cheesy Bread, Sandwiches and

Comparison Point	Pizza Hut	Domino's
	sides are crafted to give a restaurant dining experience.	Desserts are all popular sides, typically for delivery meals.
13. Dining Experience	The Pizza Hut offers a more traditional restaurant experience with its comfortable seating, family dining options and dine in facilities.	Domino's is more driven towards takeout and delivery than dine-in.
14. Delivery Service	Pizza Hut does deliver, but has traditionally been more about restaurant dining and brand experience than delivery.	Domino's Pizza is well known for its excellent delivery system and quick pizza delivery.
15. Ordering Convenience	Order in restaurants, online, via apps and delivery services	Domino's heavily focuses on online ordering via applications, websites and online tracking systems
16. Cooking Style	For pan pizzas, pizza hut most often will use ovens that bake the bottom of the pizza crispy and thick.	Domino's utilizes conveyor ovens that are designed for speed, consistency and large production.
17. Pizza Size and Sharing	Pizza Hut frequently offers large pizzas and family/party packages.	Domino's has a greater emphasis on individual and group orders, and has flexible sizes for various events.

Comparison Point	Pizza Hut	Domino's
18. Customization Options	Crusts, toppings and cheese amounts and sauces can be customized to individual customer requirements available	Digital ordering helps simplify customization, which Domino's offers, with toppings, crusts and sauces.
19. Price Positioning	This is because Pizza Hut is seen as a slightly more upscale brand with restaurant-style menus and more flavorful pizzas.	Domino's is typically marketed as a value and convenient choice, particularly for delivery orders.
20. Target Customers	Invites families, groups, and customers to enjoy a safe dining experience.	Catches the attention of busy customers, students and anyone seeking quick and convenient meals.
21. Brand Identity	Pizza Hut is the epitome of quality pizza eating which offers variety, comfort and indulgence.	Pizza Hut is the epitome of quality pizza eating which offers variety, comfort and indulgence.
22. Food Texture	The crust of Pizza Hut's pizzas is thicker and softer, and comes with more cheese, making them more filling	Domino's pizzas will typically be crispy and soft as well.

6.3 SWOT Analysis

Transcom Foods Limited has a strong brands and strategic market position. As a result, they get the most competitive advantages among the other competitor. They have a leveraging growth opportunities in the country's food service industry.

Analysis says-

Strengths

- They have the strong and well known food brands in Bangladesh.
- Operates one of the most known global franchise- Pizza Hut & KFC.
- Wide network of outlets in key cities.
- Good reputation for providing quality services to the customer.

Weakness

- Operating and Franchise cost are much High.
- They mostly depend on the Imported raw materials
- Food price are high compared to other food chain shop.
- Challenges faced to open new stores by maintaining the criteria of Yum.

Opportunities

- Growing fast development of food market in Bangladesh.
- Demand of brand restaurant are increasing day by day in Bangladesh.
- Wide spacious outlets.
- Introducing of innovative technologies in making the food.

Threats

- Ingredient items costing is gradually increasing.
- Operational cost is getting high day by day.
- Customer's test preference is gradually changing.
- Economic instability is gradually, effect the purchasing power of customers.
- Geopolitical distractions, as a result the freight charge changes suddenly.

6.4 Major Challenges faced by Transcom Foods limited

Transcom Foods limited is one of the biggest food service company in Bangladesh. A concern of Transcom group, operates two world class restaurant brand KFC and Pizza hut in Bangladesh. With a strong focus and innovative mindset along with efficient operational facilities the company is running its operations successfully and gradually expanding its business.

While, a major challenges faced by the company in operating their daily business. According to their operation they faced much complication and challenges in the following area-

The Demand Forecasting-

One the challenging activities faced by the company is the identifying of Demand about their inventory. The company faced challenges in ensuring the right quantity of ingredients with in time. Effective demand forecasting helps a company to estimate the future customer demand. Customer demand in the restaurant is highly dynamic. This are influenced by several factors such as; seasonal changes, weather demands, festivals, public holidays and changing customers taste preference. For example-

during in major festival the customer demand increases rapidly, and sometimes the ongoing campaign also changes the customer demand. That's why both KFC and Pizza hut offers massive discounts and promotions in their outlets. The SCM division have to ensure the availability of raw materials in their warehouses. They continuously analyze their historical sales data, market trends, seasonal patterns in order to predict the customer demand.

Managing and handling the Perishable items

The most complexity faced in inventory management of food service industry is handling the Perishable items. Fruits and Vegetables, Meat items, Dairy products cheese & butter, all types of frozen items are required to handle carefully. They have short shelf life that's why the freshness and quality of the product requires careful handling ensuring the food safety standards. As the Transcom Foods limited operates under franchise contracts, they have to maintain strict rules and regulations of Yum International. Improper inventory planning can lead to food spoilage and quality

deterioration. That's why the demand forecasting and inventory management is one of the most challenging process faced by the company.

Supplier Relationship Management

One of the major challenges faced by the company is managing the relationship with a large number of suppliers. TFL has to maintain a strong relationship with the suppliers as they purchase their required raw materials from different vendors. They have to assess the suppliers based on several criteria including delivery performance, supplying quality product, pricing competitiveness, flexibility and responsiveness, and maintaining the food quality standard. A supplier may supply quality product but fails in delivering the product with in time or they may fail in maintaining the consistent quality of the product. It requires a huge time and resources in taking corrective actions and identifying under quality suppliers. Poor performance suppliers can result in inventory shortage which results in production disruption which results a huge financial loss. These factors increase supply chain complexity and make supplier management more challenging.

Maintaining Food quality and Safety standards

A primary challenges faced in maintaining the consistent food quality across all the restaurant locations. Transcom Foods limited operates multiple outlets in several location of Bangladesh. The customer expects the same taste and service quality regardless of location. TFL faces much challenges in maintaining this consistency because ingredients are sourced from various suppliers and transported from varies location over long distances. Maintaining Food quality and safety standard is one of the most significant challenges faced by the Transcom Foods limited. Another major challenges faced is in managing the temperature sensitive products. Such as chicken, meat cheese, dairy products, frozen foods, and sauces, require strict temperature control. The SCM department is responsible for maintaining an uninterrupted cold chain system from suppliers to central warehouses. Transportation delays can expose food products to unsafe temperature. Managing inventory while maintaining food quality presents another challenge. Most food products have limited shelf lives and must be consumed before their expiration dates. Overstocking can increase the risk of product expiration and food wastage, while understocking can disrupt restaurant operations and reduce customer satisfaction. To address this issue, the warehouse

department implements inventory management techniques such as first in first out (FIFO) and first expired first out (FEFO). These methods ensure that older inventory is used before newer inventory, minimizing waste and maintaining product freshness.

Cost Control and Inflation-

Rising in Inflation increases the operational cost which creates a constant pressure on daily operations. One of the major challenges faced by the company is continuous in price of raw materials and operational resources. The cost of essential food products like meat items, dairy items, vegetables, flour, cooking oil, spices often fluctuates due to high market demands. If price of such primary components get increased than it directly affects in the procurement costs. In recent the price of packaging materials such as pizza box, paper cups, tissue papers, plastic containers, carry bags get increased due to their production cost. Aside of this, the recent increase of fuel price has increased the transportation cost. As a result, the overall cost of logistics operations increases. Managing these rising expense become a major challenge for the Transcom Foods limited.

Exchange Rate Fluctuations

Another significant challenges faced by the company is the exchange rate volatility. As Transcom Foods limited imports their major products from the foreign countries, they have to faced such challenges regularly. It creates uncertainty in procurement planning and budgeting. The company often faces much difficulties in forecasting the future procurement cost because currency values can change unexpectedly. This lead a high operational expenses and reduce the profit margins. It increases financial risks highly.

Therefore, the effective planning, strong supplier relationships, digital supply chain systems, and efficient logistics management are crucial for overcoming these challenges and ensuring uninterrupted restaurant operations.

Chapter 7: Recommendation & Conclusions

7.1 Recommendation regarding the Operations of the Company

According to my observation Transcom Foods should overcome the major challenges they faced in their daily operations at first. Aside of this, I recommended the following things for the improvement of Import Supply Chain Operations-

- a. Update the ERP Software to get the facilities of real time expiry date and the date of receiving the product along with the details.
- b. Make a better Inventory management with the help of updated method of predicting the future demand planning tools.
- c. Proper utilizing of machine learning in Forecasting Demand.
- d. Introduce the digital procurement process by making them more efficient and digitalized.
- e. Increase supplier development efforts with local suppliers which would increase the opportunities for local sourcing.
- f. Enhance digitalization in emergency approval of supplier
- g. Scale up the scope of frequency supplier audit
- h. Try to introduce sustainability assessments to ensure the supplier meet international standards in the long-term.
- i. To continue to invest in food safety management systems and certificates compliance programs.
- j. Enhance collaboration with cross functional working between procurement, operations and quality assurance and finance
- k. Enhance the performance dashboard to support an integrated supply chain and real-time decision making.
- l. Create a supplier dashboard within the updated ERP.
- m. Track the delivers of inventory timeliness.

7.2 Conclusions

Transcom Foods Limited has a well-structured and integrated Supply Chain operational system. It is a crucial foe the success of KFC & Pizza hut in Bangladesh. The company essentially has the global franchise conditions set forth by Yum! in one package. International and local operational skills to ensure a consistent product quality, food safety and customer satisfaction.

Strict supplier selection process, quality control and ensuring proper health certification the company is now one of the most diversified food business champion. Importation procedure and customs requirements are just a few of the rigid procedures required in the procurement process. To keep the company's extensive restaurant network running efficiently, the company is equipped with Sage 300 ERP software.

The proper functioning of the procurement, logistics, strict quality control, proper financial management are the key to success of franchisee business. Those are essential for successful management of the food service supply chain. The business of Transcom Foods limited can be taken as an actual case study of an effective implementation of the above global standards in context of studying business environment un Bangladesh.

The report provides an in-depth analysis of the prevailing trends in procurement and supply chain, and highlights the importance of effective procurement, supplier management, quality control and logistics processes to achieving sustainable success in organizations

References

- Bangladesh customs operative tariff. <https://customs.gov.bd/>
- Customs duty calculator and trade information. <https://customs.gov.bd/>
- Global Food Safety Initiative (GFSI). <https://mygfsi.com/>
- Incoterms® rules. <https://iccwbo.org/business-solutions/incoterms-rules/>
- UCP 600: Uniform customs and practice for documentary credits. <https://iccwbo.org/business-solutions/trade-solutions/rules/ucp-600/>
- Tariff schedule. <https://nbr.gov.bd/>
- Value added tax (VAT). <https://nbr.gov.bd/>
- Office of the Chief Controller of Imports and Exports. <https://ccie.gov.bd/>
- Transcom Limited. <https://www.transcombd.com>
- Yum! Brands. <https://www.yum.com/>