Internship Report on Experience at Safwan Bashundhara Global: The way Safwan Bashundhara Global Works

Tanvir Anjum Pial

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

Internship Report on Experience at Safwan Bashundhara Global: The way Safwan Bashundhara Global Works

Submitted To:

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Major: Supply Chain Management

Registration Trimester: Fall 2025

School of Business and Economics

United International University

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Letter Of Transmittal

Dr. Saad Hasan

Associate Professor,

School of Business and Economics

United International University

Subject: Submission of the Internship Report

10/3//2026

Dear Sir

I am happy to present my Internship Report on " Experience at Safwan Bashundhara Global". I participated in the day-to-day operation of the Safwan Bashundhara Global as inventory audit. I really appreciate all your advice and stable support, which is invaluable to our project. During my internship, I gained insights into strategic planning processes, marketing industry trends in Bangladesh, supply chain management the company’s competitive scenery and experienced dynamic corporate environment.

I want to thank you for giving me a chance to develop personally and get new knowledge. I would like to interact with you to learn more about my ideas on analysis of the report. This has been a valuable learning experience of working under your supervision. I appreciate your time in reviewing this report and welcome any reaction to further improvement.

Sincerely

Tanvir Anjum Pial

ID: 111 212 061

Major: Supply Chain Management (BBA)

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Declaration of the Student

I, Tanvir Anjum Pial, hereby declare that this internship report is work of my own and has not been submitted previously, either in full or in part, to any other institution for any degree or any other purpose.

Tanvir Anjum Pial

111 212 061

Bachelors of Business Administration

United International University

Corporate Evidence

S A F W A N BASHUNDHARA G L O B A L
Inspired by life

Ref: SBG/ AHR/ 169/ Date: 22-Jan-2026

TO WHOM IT MAY CONCERN

This is to certify that **Mr. Tanvir Anjum Pial,** S/O: **H.M Nazrul Islam & Jamila Akter Onu** , **Address:-** 27, no Lalbagh Roaad, Dhaka, has worked as **Intern** under **Sales & Marketing Department** in **Bashundhara Fine Paper Mills Limited**, A Concern of **Safwan Bashundhara Global** for a period of **Three Month** from 04-Nov-25. We found him dedicated, motivated and proactive during the tenure.

We wish him every success in his life.

For Safwan Bashundhara Global

22/01/26

Imran Bin Ferdous
Chief Human Resources Officer

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Acknowledgment

First of all, I am grateful to the Almighty for giving me the ability to complete this internship report.

I would like to express my sincere gratitude to my internship program supervisor, Dr. Saad Hasan, Associate Professor, School of Business & Economics, United International University, for his consistent support, valuable instructions, and encouragement throughout my internship period. His clear instructions and guidance helped me to complete my entire report successfully

Lastly, I am grateful to my family and my honorable professors and faculty for their valuable support and advice. Their encouragement of me has been a great source of strength throughout my internship journey. This achievement would not have been possible without their support.

Executive Summary

This report presents a summary of the internship experience at Safwan Bashundhara Global (SBG). The internship was done through Bashundhara Group, which is a highly diversified and well, known corporate group in Bangladesh. Bashundhara Group is involved in different sectors such as FMCG, paper and tissue manufacturing, hygiene products, industrial production, logistics, real estate, and media. The internship was in the Inventory Audit department, which closely works with the company's Sales, Distribution, and Supply Chain functions.

The main aim of the internship was to get firsthand knowledge of inventory control, stock reconciliation, and distributor, level supply chain operation in the context of the FMCG sector. I was given the task of auditing three major product channels: Tissue, Exercise Book & A4 Paper, and Hygiene Products, throughout the internship period. The geographical coverage of the operation included distributor premises in Faridpur, Gopalganj, Madaripur, and Shariatpur, which gave me direct exposure to the field experience in the regional distribution networks.

Key responsibilities were physical stock verification, recording and updating inventory data in the company, owned SBG CRM system, and ensuring accurate reconciliation between the physical inventory and system, recorded stock. Besides, I checked the quality of goods at the distributor warehouses and inventory points to make sure they were suitable for company standards. Discrepancy identification between the physical stock and CRM data, along with inconsistency reporting, were pivotal parts of the inventory audit process.

The internship allowed me to learn first, hand how inventory audits are done, stock managed via CRM, operated Distribution Performance Index, level, and quality monitored in a large FMCG company. I developed my analytical skills, detail orientation, and supply chain knowledge through this experience so the internship was a good academic, professional practice connector for me specially since my degree in Supply Chain Management.

Table of Contents

CHAPTER 1: INTRODUCTION

1.1 Introduction of the Report

This internship report is submitted in partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) degree program at United International University. Internships are an important link between academic study and work experience. They help students to understand the world of work and develop necessary professional skills.

The report covers three months of hand on experience at Safwan Bashundhara Global (SBG), a branch of Bashundhara Group, the largest and most diversified conglomerate in Bangladesh. The internship was in Inventory Audit where interaction with sales, distribution, and supply chain departments helped in understanding the practical aspects of business.

1.2 Purpose of the Report

The primary purpose of this report is to present a systematic and analytical overview of the internship experience at Safwan Bashundhara Global (SBG).

The report aims to bridge the gap between theoretical knowledge acquired through academic coursework and practical exposure gained in a real corporate environment.

Additionally, the report serves as an academic document for evaluation by the university and provides insight into real-world inventory auditing, distributor-level operations, and CRM-based inventory management practices within the FMCG sector.

1.3 Objective of the Report

Main Objective

- During the internship, physically check inventory at distributor locations and compare it with the data kept in the SBG CRM system at distributor homes in Faridpur, Gopalganj, Madaripur, and Shariatpur.
- One of the primary responsibilities is to accurately enter product quantities into the SBG CRM system and identify discrepancies within designated distributor locations in order to match physical inventory with stock recorded in CRM.
- To evaluate how well the SBG CRM system can support data management, stock accuracy, and inventory tracking over the course of the internship.
- During physical inventory checks, find any damaged, expired, or non-compliant products. Report findings in accordance with company protocols within the audit timeline.
- To improve professional abilities through practical participation in inventory audit tasks, including analytical aptitude, accuracy, reporting proficiency, teamwork, and operational discipline.

1.4 Source of data

The data is collected through primary and secondary source.

Primary Sources

- Direct involvement in physical inventory audits at distributor houses
- Practical use of the SBG CRM system for stock entry and reconciliation
- Observation of distributor warehouse operations and inventory conditions
- Informal discussions with supervisors, sales officers, and distribution personnel

Secondary Sources

- Bashundhara Group and Safwan Bashundhara Global official publications
- Academic textbooks and lecture materials related to supply chain management
- Relevant websites and publicly available corporate information

CHAPTER 2: COMPANY PROFILE

2.1 Overview of Safwan Bashundhara Global

Safwan Bashundhara Global (SBG) is a core business of Bashundhara Group, which is one of the biggest and most diversified conglomerates in Bangladesh. Bashundhara Group initiated its real estate development journey in 1987 under East, West Property Development (Pvt.) Ltd. The group later on opened multiple strategic sectors such as FMCG, paper and pulp manufacturing, tissues and hygiene products, cement, industrial manufacturing, logistics, media, and real estate.

Safwan Bashundhara Global is a diverse industrial company. It manufactures paper, steel, cement, operates a logistics and real estate business, and is involved in the media and consumer products sectors. The company sees itself as a multifaceted corporate organization that one hand drives business excellence and on the other hand, takes care of social responsibilities. Besides commercial objectives, the company also puts the community and stakeholders first through its focus on innovation, leadership, and sustainable development.

SBG brands consist of well, established household names such as Power Wash, Petal Tissue, Monalisa, Lit, Xtreme Mosquito Coil, Bashundhara Diapant, and Bashundhara Toiletries, which reaffirm its dominant presence in the fast, moving consumer goods (FMCG) and household essentials market sectors. These products are designed for a wide range of consumers, providing quality, trust, and availability all over Bangladesh.

The company runs its activities through a number of strategic business units and subsidiaries that illustrate its dedication to industrial diversification and development of the national infrastructure, among them: Bashundhara Fine Paper Mills Ltd, Bashundhara Multi Trading Ltd, Bashundhara Multi Steel Industries Ltd, Bashundhara Ready Mix & Construction Industries Ltd, Toggi Green Ship Breaking & Recycling Ltd.

These business units help SBG to stay deeply rooted in the industrial sector thereby, making a significant contribution to the industrial, economic, and social development of Bangladesh. The company is focused on quality assurance, supply chain management efficiency, and market responsiveness hence, it is a major player in both industrial manufacturing and FMCG distribution sectors.

On the whole, Safwan Bashundhara Global stands for a vibrant and socially responsible business which combines the expansion of business with the development of the community, operational excellence, and innovation, driven strategies.

2.2 Mission and Vision of Safwan Bashundhara Global

Mission:

The mission of Safwan Bashundhara Global is to drive inclusive growth across diverse industries by delivering excellence, fostering local and global partnerships, and upholding commitment to social responsibility, community development, and national progress.

Vision:

Safwan Bashundhara Global's vision is to be a transformative force in Bangladesh's development by leading with innovation, integrity, and impact—empowering lives and building a stronger, more sustainable nation.

2.3 Product and Service

Figure 1: Top-Selling Tissue Products of SBG

Figure 2: Bashundhara Toiletries and household cleaning products

Figure 3: Petal brand tissue and personal care products.

Figure 4: Bashundhara A4 paper and exercise book.

Figure 5: Bashundhara Tissue brand recognition and market leadership.

2.4 Product Segments

1.Household & Hygiene Products:

Bashundhara Tissue – Facial tissue, toilet tissue, kitchen towels, and napkins, Power Wash – Detergent powder for clothing and stain removal, Xtreme Mosquito Coil & Aerosol – Insect-control solutions, Bashundhara Toiletries Products – Dish wash (Lit), toilet cleaner, air fresheners, and oral hygiene products

2. Paper & Stationery Products:

Exercise Books & A4 Paper – Educational stationery products. Petal Paper Products – Tissue and paper products for hygiene and office use.

3. Personal Care & Feminine Hygiene:

Monalisa Sanitary Napkins – Feminine hygiene products with high absorbency and quality materials. Bashundhara Diaper and Diapant, Toggie and Skewed feeder.

4. Industrial & Strategic Units

Bashundhara Fine Paper Mills Ltd. – Paper and tissue manufacturing, Bashundhara Multi Trading Ltd. – Trading and distribution of consumer goods, Bashundhara Multi Steel Industries Ltd. – Steel production and industrial solutions, Bashundhara Ready Mix & Construction Industries Ltd. – Construction and infrastructure services, Toggi Green Ship Breaking & Recycling Ltd. – Sustainable ship breaking and recycling services.

2.5 Services

SBG mainly focuses on providing high-quality corporate services rather than selling physical products. The organization offers a broad range of services designed to assist businesses in improving their operations and maintaining regulatory compliance. These services include:

- Internal auditing and compliance assessment
- Business consultancy and strategic advisory
- Support for import and export operations
- Assistance with legal documentation, company registration, and licensing
- Logistics and supply chain management services
- Market research, data analysis, and feasibility studies

CHAPTER 3: Method

3.1 Field Visit

Field visits were the major approach for observing real-world inventory management practices. The internship involved several visits to the approved distributor houses and inventory points in the regions Faridpur, Gopalganj, Madaripur, Shariatpur. A total of 55 distribution points were covered in the Faridpur, Gopalganj, Madaripur, Shariatpur regions.

During these visits, hands-on activities were conducted, including:

- Physical stock verification – Counting stock at SKU level for tissue, exercise books & A4 paper, and hygiene products.
- Quality inspection - Checking product condition, expiry dates, and storage conditions.
- Stock handling observation - Noting warehouse organization, product stacking, and inventory handling processes.

The field visit method provided direct insight into distributor-level supply chain activities and allowed for discovery of operational difficulties, such as mismatches between real stock and recorded data in the CRM system.

Figure 6: Distributor Warehouse Stock Verification

Figure 7: Tissue Product Storage and Stacking

Figure 8: A4 Paper and Notebook Inventory Inspection

Figure 9: Physical counting and inspection of damaged stock.

3.2 Primary Data Collection

The study is based on original data, gathered directly during the internship through hands-on involvement.

The main methods included:

3.2.1 Physical Stock Verification

In the physical stock verification part, we had to count everything for the three main product channels, like tissue stuff, exercise books and A4 paper, and then hygiene products also recorded any items that were damaged or expired, or just misplaced somewhere. And making sure the stock was stored right, according to what the company wants.

3.2.2 CRM System Data Entry

• Adding product amounts to the SBG CRM database

• Real-time stock information updating

• Comparing system-recorded stock to physical stock

3.2.3 Observation and Interviews

Monitoring distribution procedures and inventory flow Talking about stock-related issues with Sales representatives and DSM District sales Manager and supervisors Making sure that company inventory standards are followed

Real-time operational insights into supply chain and inventory management procedures were obtained through primary data collection, which also guaranteed the accuracy of the results.

3.3 Quantitative Analysis

To assess the accuracy of inventory records and find differences between CRM data and physical stock, quantitative analysis was used.

3.3.1 Stock Reconciliation Analysis

Inventory accuracy was calculated using the formula:

$$\text{Inventory Accuracy (\%)} = \frac{\text{Physical Stock}}{\text{CRM Recorded Stock}} \times 100$$

This measure helped to determine:

- Percentage of accurate stock
- Stock shortages
- Excess or surplus stock

3.3.2 Discrepancy Measurement

Discrepancies were analyzed using the formula:

$$\text{Discrepancy} = \text{Physical Quantity} - \text{CRM Quantity}$$

If result is positive (+) = Stock Surplus / Excess

On the other hand

If result is negative (-) = Stock Shortage / Decrease

This allowed identification of operational errors, including:

- Counting mistakes
- Late CRM entry
- Damage or loss during storage

3.3.3 Product Channel Analysis

To assess variations in demand trends, turnover rates, and inventory control issues, a quantitative comparison of the three product channels—Hygiene Products, Exercise Books & A4 Paper, and Tissue.

Since the tissue category is a high-volume, fast-moving SKU with steady demand throughout the year, stockouts must be avoided by regular restocking and effective distributor-level stock monitoring. Because of its high turnover, keeping safety stock levels and CRM updates up to date is essential to maintaining service performance.

Exercise books and A4 paper, on the other hand, show seasonal demand patterns that are especially impacted by institutional purchasing periods and academic cycles. This leads to a medium turnover rate with irregular fluctuations in demand, making forecasting difficult and raising the possibility of stock shortages or overstocking during periods of high demand.

Because of their sensitivity to storage conditions and expiration issues, hygiene products required extra monitoring, which included quality checks and appropriate warehouse management procedures.

In addition to emphasizing the necessity of unique inventory control strategies, effective restock cycles, and improved coordination between distributors and the central supply chain team, this analysis went deeper into channel-specific inventory challenges, such as the risk of stock discrepancies, overstocking, or product decline.

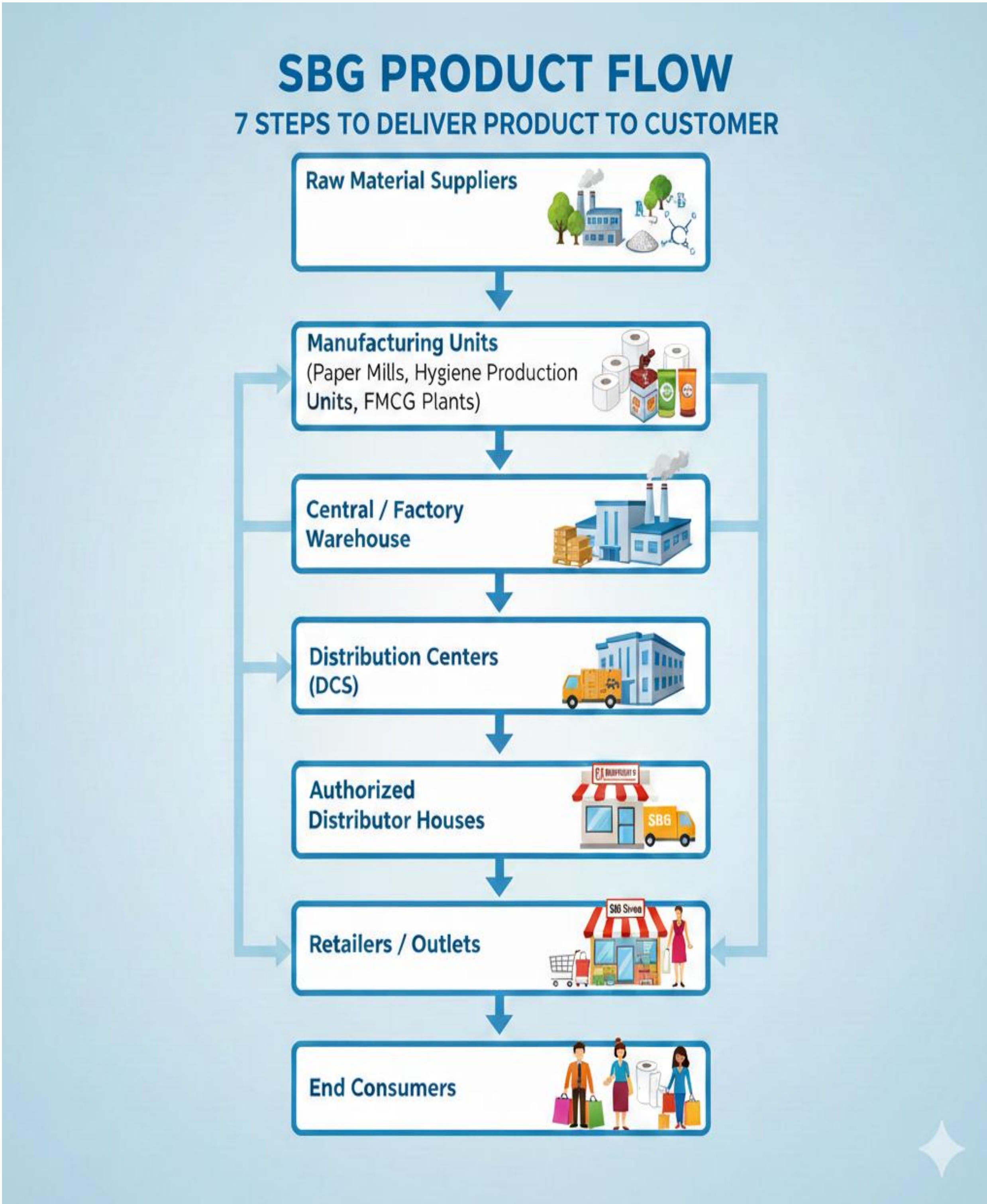
Chapter 4: SCM Activities in Safwan Bashundhara Global

4.1 Supply chain management and Safwan Bashundhara Global

This chapter focuses on the supply chain system of Safwan Bashundhara Global (SBG), a concern of Bashundhara Group, operating in FMCG, paper, hygiene, and industrial sectors in Bangladesh. Through a well-organized network of manufacturing facilities, warehouses, distribution centers, and authorized distributor houses, the company manages the sourcing, production, storage, and nationwide distribution of raw materials. An effective and well-coordinated supply chain has become crucial as SBG increases its market presence. To ensure product availability at the lowest possible cost, SCM at SBG combines procurement, production planning, inventory control, transportation, warehousing, and distribution.

The business uses strategic sourcing, choosing reliable domestic and foreign vendors based on factors like delivery performance, cost effectiveness, and quality. Real-time stock monitoring and distributor-level reconciliation are supported by a CRM-based inventory system. Even with its well-organized network, SBG still has to deal with problems like changing demand, insufficient inventory, delayed shipping, and CRM update problems. The Sales, Distribution, Supply Chain, and Audit teams maintain cross-functional coordination in order to overcome these challenges. All things considered, SBG's technology-driven supply chain promotes competitive advantage, market responsiveness, and operational efficiency.

4.2 Suppl Chain Chart



1. **Raw Material Sourcing**

The first step in the supply chain is sourcing raw materials from domestic and foreign suppliers. These materials are necessary inputs for the production of paper, tissue, and hygiene products.

2. **Manufacturing Units**

At this point, paper mills, hygiene production facilities, and other FMCG manufacturing facilities transform raw materials into completed goods. To ensure product standards, appropriate quality control processes are followed.

3. **Central / Factory Warehouse**

After production, finished goods are transferred to the central or factory warehouse. Products are examined, recorded, and prepared for distribution in this warehouse, which serves as the main storage and inventory control facility.

4. **Distribution Centers (DCs)**

After that, the goods are delivered to regional distribution hubs. These facilities oversee inventory distribution based on local demand and ensure distributors receive their orders on time.

5. **Authorized Distributor Houses**

Distributors store goods in their own warehouses after receiving them from the distribution centers. They are responsible for supplying products to retailers within their assigned territories.

6. **Retailers / Outlets**

Retailers collect product from authorized Distributor Distributor’s Houses according to consumer demand and make them available to consumers in local markets.

7. **End Consumers**

This is the final Stage where products reach final Consumer. Customers buy products from their local retail Shop.

4.3 Raw Materials

SBG selects the raw materials based on the product line. For tissue and paper, their main raw materials are waste paper, chemicals, virgin and recycled pulp, and packaging materials. The principal production is at Bashundhara Fine Paper Mills Ltd , which not only supports the productivity but also helps maintain the quality of the products. For their hygiene products, the components include non, woven fabric, absorbent polymers, adhesives, plastic packaging, fragrances, and various chemicals. Their detergents and cleaning products are mainly made up of chemical compounds, surfactants, soda ash, and a few extra additives to enhance the product's performance. They source their raw materials from both local and international suppliers, which, in turn, allows them to maintain the quality and reduce costs. To prevent production stops and to ensure that there are always enough inventory to meet the demands of the FMCG market, procurement planning is done with great care.

Chapter 5: Distribution System

5.1 Distributions

Distribution is one of the main parts of SBG’s supply chain system. The company implements a distributor, based distribution model in the districts of Faridpur, Gopalganj, Madaripur, and Shariatpur. In each region, the market is covered by authorized distributor houses only. Sales officers are also working on specific territories to collect orders and manage retailers. Distribution Centers deliver goods to distributors according to order demands, and distributors then do secondary distribution to retailers.

During the internship period a total of 55 distribution points were inspected. This is a great way to see the need for a close working relationship between the distributor warehouses and the CRM system. Both stock reporting and stock replenishing at the right time have to be done accurately to avoid stock mismatches and to keep the product flowing at the market without any obstacle.

5.2 Warehouse

Distributors' warehouses are managed through systematic SKU, level stacking, proper labeling, segregation of product channels, and monitoring of expiry, sensitive hygiene products. FIFO (First, In, First, Out) principle is used to ensure proper stock rotation and thus reduce the risk of products going past their expiry date. On, site check revealed that warehouse discipline plays a major role in inventory accuracy. Neglected stock piles, insufficient documentation, or delayed CRM updates are common causes of discrepancies between physical stock and system, recorded stock. A well, organized warehouse facilitates lowering product damages, better space usage, more accurate stock counting, and heightened control over operations.

5.3 Distribution Center

The Distribution Center (DC) acts as an intermediate hub between the manufacturing units and distributor houses. It takes in large quantities of finished goods from the factories, gathers the stock, keeps the safety inventory levels, and sends out the products to distributors according to their demand. The DC also manages the transport and logistics functions to make sure that the delivery is made on time. How well the DC is run will affect to what extent the stock will be available at the distributor level. If there is a delay in the dispatch, an error is made in the documentation, or there is a miscommunication, it can lead to stock shortage or overstocking problems in the regional markets.

5.4 R-7 Reporting

R, 7 is a systematic reporting and monitoring system implemented in the distribution and audit process. It’s main function is to support inventory auditing by closely checking stock variances, tracking excesses and shortfalls, identifying defective or expired items, and overseeing the accuracy of CRM entries.

The R, 7 report framework ensures accountability at the distributor level and at the same time it is a tool for central management to assess the operational performances of different regions. Furthermore, it helps the supply chain system to detect the root causes of operational problems and thus to implement more effective corrective measures.

Chapter 6: Inventory Control and Analysis

Inventory control at Safwan Bashundhara Global (SBG) is essential to keep the operation running smoothly and make sure the products are always available while the financial loss is limited. Being in the fast-moving consumer goods (FMCG) sector, SBG handles a wide range of products including tissue products, paper items, exercise books, A4 paper, and hygiene products. Since these products are distributed through several warehouses and distributor houses, it is crucial to have accurate and current inventory records for the efficient functioning of the supply chain and the making of appropriate decisions.

SBG operates an inventory control system based on a two, way control approach that integrates physical stock checking and CRM based digital stock tracking.

The physical verification is a method of involuntary counting of the inventory at both warehouse and distributor levels that the personnel carry out periodically. The stock physically counted is used for the stock balance that the CRM system shows. By doing this comparison, it is possible to locate discrepancies and be sure that the physical stock corresponds to the system data.

Inventory performance is evaluated using the Inventory Accuracy formula:

Inventory Accuracy (%) = (Physical Stock / CRM Recorded Stock) × 100

This Calculation is used to determine how well the physical stock matches with the stock recorded in the system.

100% accuracy means that the stock records are in perfect sync.

Any figure under 100% points out to stock losses, damaged stock or shrinkage.

Over 100% could mean that the CRM entries have been delayed or there are errors in system postings.

The inventory accuracy assessment is a tool that helps management identify:

- Stock shortages
- Surplus or excess inventory
- Data entry or posting errors
- Damage, wastage, or shrinkage
- Operational inefficiencies

Regular monitoring strengthens internal control and improves decision-making.

6.1 Product Based Inventory Analysis

Since SBG offers a variety of product categories, the inventory control strategies each product require are different.

Tissue products belong to the high, volume, fast, moving stock keeping units (SKUs) in the FMCG category. These products have high daily sales turnover and go to replenishment very often. They are very vulnerable to stockouts because even very short, term shortages can directly lead to the loss of sales and market share. As such, tissue

products need timely CRM updates, shorter reorder cycles, a strong tracking mechanism at the distributor level, and the carrying of sufficient safety stock.

Exercise books and A4 paper have seasonal patterns in the demand which mainly result from the academic calendar. Before school admissions and new academic sessions, the demand is at its highest, while the sales remain moderate during the off, season. These items typically need to be moved in large quantities before the peak demand periods. However, if the demand is not properly forecasted, it can result in excessive stock before the peak season or failure to recognize the sudden demand wave, either way, increasing the stock holding costs and financial risks. Therefore, precise forecasting and proper inventory planning are the key to ensuring product availability at a reasonable cost.

Hygiene products are items that are sensitive to expiry and quality and therefore require stricter inventory control measures. They have a limited shelf life and are susceptible to temperature and humidity changes. Consequently, they need appropriate storage facilities, frequent quality checks, and strict batch control. It is especially important to implement the First, In, First, Out (FIFO) system to prevent the older stock from being replaced by the newer one. Not keeping up with the proper storage and monitoring can lead to product deterioration, complaint from customers, and financial losses.

6.2 Causes of Inventory Discrepancies

While conducting inventory analysis, various operational factors have been identified as the main causes of stock mismatches between the physical inventory and the data recorded in the CRM system. These stock variances lower the inventory accuracy level and can have a detrimental impact on operational efficiency as well as financial accounting.

Delayed CRM Entries: One of the main reasons for inventory discrepancies is delayed data feeding in the CRM. If the sales, goods receipt, or stock transfer transactions are not recorded in the system right away, there will be temporary differences between the physical stock and the records in the system. Even if the physical stock is correct, the

CRM system will show wrong numbers, and that will result in misleading stock reports and the wrong decisions about replenishment.

Counting Errors: Another major factor is errors from manual counting during the physical check. Human errors such as misunderstanding the number of cartons, unintentionally skipping items in a stack, or wrong total counting can bring about incorrect physical stock counts. As a physical check is the basis of inventory reconciliation, small counting errors can cause big discrepancies in large FMCG operations.

Improper Warehouse Stacking: One of the most common causes of stock mismatches is poor storage practices. If warehouses are poorly stacked and arranged, it is not only very likely that products get hidden behind other cartons but even the mixing of different SKUs may happen. This, in turn, makes it very hard to count them and the chances of miscalculations are higher. Storage that is not well, organized greatly reduces the visibility of the product and makes it very difficult to do both physical verification as well as stock management.

Damage During Storage: The storage and handling of items can lead to damage of products and if these are not recorded immediately, it leads to stock discrepancies. This is the case especially when storage conditions are not suitable such as high humidity, careless handling, or when products are piled up too high. The plant may be carried out at a later date. Also, the aftermath of such mishandling is a mismatch between the physical stock which is in a usable condition and the stock records because the physical stock is in a usable condition but the records do not acknowledge it. This applies more to paper, based and hygiene products because they are more vulnerable to such factors.

Shrinkage: The explanation for another source of discrepancies lies in shrinkage or robbing which stands for the losses during handling, transporting, or storing of the goods that are unexpected (e.g., stolen, lost). However, even the smallest, continually occurring losses can add up over time and have a significant impact on inventory records. If the company doesn't have proper oversight and internal controls, such losses could go unnoticed for a long time.

6.3 Importance of Effective Inventory Control at Distributor Level

Effective inventory control at the distributor level plays a vital role in maintaining the smooth flow of supply chain operations at SBG. Distributors act as a bridge between distribution centers and retailers, so the retailer's availability of products and the overall business performance are highly influenced by distributors' stock management.

Supply Chain Visibility: Supply chain visibility is boosted when management gets accurate and real, time stock data, which among other things enables them to follow product movement and figure out quick, or slow, selling SKUs.

Demand Forecasting Accuracy: Complete and precise inventory and sales data are used to enhance demand forecasting, production planning can be done more efficiently, and replenishment can be timely.

Distributor Performance Monitoring: Inventory turnover rates and the level of stock management proficiency serve as a basis for the assessment of distributor performance and the verification of the implementation of operations.

Financial Accuracy: Accurate inventory records lead to precise calculation of costs, proper measurement of profit, and effective control of working capital, all of which are important in financial management.

The inventory control practices at SBG exhibit core Supply Chain Management (SCM) concepts that students typically learn in their academic studies. Such concepts comprise the measurement of inventory accuracy, calculation of reorder points, management of safety stocks, implementation of FIFO, demand forecasting, and analysis of inventory turnover.

Chapter 7: Conclusion

Internship is a vital part of business education which enables students to practice their theoretical knowledge in the actual working environments of business firms. From my internship undertaking at Safwan Bashundhara Global (SBG), a concern of Bashundhara Group, I was exposed practically to supply chain operations, inventory auditing, distributor management, and CRM, based stock tracking in the FMCG sector. I got an opportunity to gain practical experience through stock reconciliation, physical verification, warehouse monitoring, and coordination with different operational teams when I worked for 55 distribution points across Faridpur, Gopalganj, Madaripur and Shariatpur.

This experience made me realize that for efficient inventory management, there must be a great collaboration of Sales, Distribution, Audit, Logistics, and Supply Chain departments. The integration of physical stock confirmation with digital system monitoring is essential for keeping inventory accuracy and minimizing the chances of discrepancies. Besides, I figured out how using a well, organized reporting system, carrying out constant checks, and maintaining good records can help to increase internal control, transparency, and overall operational effectiveness.

In addition, watching the real business operations gave me a better understanding of the professional corporate functions, teamwork, and problem, solving skills. I believe that the internship taught me how to bridge between the classroom and the work field by applying the knowledge gained from situations such as inventory accuracy measurement, FIFO implementation, demand monitoring, and performance evaluation in the most practical way. I believe the knowledge, insights, and experience I acquired during my internship will help me build a supply chain career in the future.

Referances

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