

A STUDY ON
Enhancing Business Assurance through
Efficient Supply Chain Management at
INTERTEK

Internship report
On
Enhancing Business Assurance through Efficient Supply Chain
Management at INTERTEK

SUBMITTED TO

Dr. Md. Shariful Alam
Professor - School of Business and Economics

SUBMITTED BY

Shirin Sultana Tonny
111 201 126

Major

Supply Chain Management



School of Business and Economics
UNITED INTERNATIONAL UNIVERSITY

DATE OF SUBMISSION

15th November, 2025

UNITED INTERNATIONAL UNIVERSITY

Letter of Transmittal

To

Dr. Md. Shariful Alam

Professor- School of Business and Economics

United International University

Subject: Internship report submission on “Enhancing Business Assurance through Efficient Supply Chain Management at INTERTEK.”

Dear Sir,

With the utmost respect, I would like to submit the internship report entitled “Enhancing Business Assurance through Efficient Supply Chain Management at INTERTEK,” as a part of the requirement that must be accomplished and submitted within the framework of the course requirements for the degree of Bachelor of Business Administration of the School of Business and Economics at United International University. This report has been prepared in accordance with the recommended academic standards and analyzes the results and the thought processes during the internship, with special regard to the supply chain and related operational practices at INTERTEK, including audits.

During my internship, I gained direct experience with supply chain operations, audit processes, supply coordination, and inventory management at INTERTEK. I made sure that this report is correct, useful, and fulfils both program criteria and your expectations.

Thank you for your support, feedback, and assistance during my internship and report writing. Your mentorship made this learning and the quality of my report possible.

Your obedient student,

Shirin Sultana Tonny

ID: 111 201 126

School of Business and Economics

United International University

Date of submission: 15th November, 2025

Declaration of Student

I, Shirin Sultana Tonny, testify that the internship report titled “Enhancing Business Assurance through Efficient Supply Chain Management at INTERTEK” is accessible. This report is unique and has not been archived or published anywhere. This report was prepared as part of my academic program in partial fulfilment of my B.B.A degree.



Signature: _____

Shirin Sultana Tonny

Student ID: 111 201 126

School of Business and Economics

United International University

Certificate of Supervisor

This is to confirm submission of the internship report entitled “Enhancing Business Assurance through Efficient Supply Chain Management at INTERTEK,” in partial fulfillment of the requirements of the Bachelor of Business Administration (BBA) degree offered at the United International University. This report has been compiled by a student of the School of Business and Economics by the name Shirin Sultana Tonny, Student ID: 111 212 076, under my close supervision and guidance. She performed her duties diligently during the internship period and upheld a high level of academic integrity. As far as I know, and based on her statement, no part of this report was submitted for any other academic degree or professional certification.

I sign this report as required by her degree and wish her even more success in all her future professional endeavors.

Best regards

Dr. Md. Shariful Alam
Professor
School of Business and Economics
United International University

Acknowledgement

I owe my success in completing my internship program successfully and delivering this report on time to Almighty Allah, who has given me the energy, determination, and the chance to overcome numerous obstacles on the way to my goal. I would also like to personally thank the members who, in some way or other, assisted me in completing this report.

To begin with, I wish to state that I want to give my utmost thanks to my honorable supervisor, Dr. Md. Shariful Alam, PhD, Professor of United International University. His unrelenting support, keen sense of direction, constructive and systematic feedback, and encouragement throughout the learning process were instrumental in facilitating my learning and helping me complete this report with a sense of industry.

I am very thankful to Intertek for the valuable internship experience and assistance. I would like to thank Shoriful Islam, head of the Business Assurance Department, and MD Najmul Alam. My supervisors were friendly, and they actually stood by me. This recommendation made me grow as a student and a professional, and it even facilitated the quality of this work.

I would also like to acknowledge my fellow employees in the Intertek coordination department. It was also given special thanks to Mahmuda Sultana Anita (senior auditor and ISO trainer), Mohmmud Tapu (senior auditor), and MD Sakib bin Salek (logistics). They showed me to be experimental and provided me with advice based on their observation. This taught me how hard it is to operate in an office and deal with clients. They changed the way I thought about the logistics field.

Finally, I would like to thank United International University and the entire Intertek team. They were hospitable, they motivated me to study, and they assisted me in writing my job placement report. I think this report can have a positive influence on the image of the online business logistics solutions in Bangladesh. It is also the knowledge and experience I gained during my internship.

Executive Summary

This report presents the major findings and conclusions of the study I conducted during my 6-month internship at Intertek Bangladesh. The internship would begin on 22nd December, 2024. As a Supply Chain Management student, I worked in the Supply Chain and Sales-Operations department at the company's head office in Dhaka. I sought to explore the intrinsic value of successful supply chain management in fostering consumer confidence in Bangladesh's export-driven economy. Intertek Bangladesh was established in 2000, and it is a major player in the Bangladesh quality assurance landscape. The company's structure, aligned with global quality, safety, and sustainability measures, is specialized, especially in the textile and Ready-Made Garment (RMG) industries. They can achieve this through their ATIC system, which stands for assurance, testing, inspection, and certification.

During my internship, I worked across major supply chain functions. I used digital applications, the Global Supply Chain Compliance (GSCC) platform, and Salesforce Lightning, and organized data audits and vendor relationships. I also managed inventory. These instruments were essential for ensuring the smooth execution of audit duties and compliance with the rules. They also provided the customers with a fair picture of their supply networks. This exercise made me understand the prevailing environment of supply chain management within a global corporate environment. Formal communication, time management, and collaboration are just a few of the professional skills I honed. Nonetheless, it must have strategic areas of focus, and this is what I understood during the internship. The company needs to expand its sustainability audit services and hire more programmers to improve employee welfare and reduce workload.

Generally, the internship was meaningful. It provided a clear idea of how an excellent supply chain and quality assurance strategies can be used to expand the company's international business. Intertek has remained fast, accurate, and reliable among players in Bangladesh's industrial development. The company has helped target achieving international quality and product integrity in the country.

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Lists of Abbreviation

UIU	United International University
BBA	Bachelor of Business Administration
GSCC	Global Supply Chain Compliance
SOPs	Standard Operating Procedures
ATIC	Assurance, Testing, Inspection, and Certification
ISO	International Organization for Standardization
ASTM	American Society for Testing and Materials standards
EN	European Standards
CAGR	Compound Annual Growth Rate
SEDEX	Supplier Ethical Data Exchange
BSCI	Business Social Compliance Initiative
GOTS	Global Organic Textile Standard
GRS	Global Recycled Standard
WRAP	Worldwide Responsible Accredited Production
GSCC	Global Supply Chain Compliance
TQA	Total Quality Assurance
HRDD	Human Rights Due Diligence
BSTI	Bangladesh Standards and Testing Institution
GSCC	Global Supply Chain Compliance

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CHAPTER I: INTRODUCTION

1.1 Overview

An essential first step for undergraduates pursuing a Bachelor of Business Administration (BBA) is the internship program. An internship is a guided learning experience designed to provide students with skills, knowledge, and practical exposure to enable them to meet the requirements of the corporate world. It is also used as a course or study program in which students must participate in a hands-on experience in an organization's working environment, thus gaining first-hand knowledge of the corporate setting, professional work experience, and evidence of workplace skills.

The idea of theoretical knowledge mastered only at the classroom level is insufficient to prepare a student for the challenges of the real world and to take on the duties of a professional. I strongly believe in that. An internship experience helps close this gap by giving students an opportunity to be part of the organizational environment, where they can observe, participate, and learn about the business side of the business. It is that one cannot build a successful career just by learning theoretical concepts; one has to experience and apply them in real-life situations. This was the reason why I chose to complete my BBA in Supply Chain Management as an intern. I will be entering the Supply Chain department of Intertek as an intern on December 22, 2024. The 6-month internship has provided me with firsthand experience of the business, strengthened my specialization, and increased my interest in the organizational culture.

It is a report dedicated to an in-depth study of Intertek's supply chain processes. It also includes the company's history, an in-depth overview of the four main services the organization offers to its clients, and a retrospective of the real-world experiences I have gained throughout the internship. The report also includes recommendations based on my observations and my final reflection on my overall learning experience. Besides gaining better practical experience, I have also gained a holistic view of how global supply chain management is dynamic and complex through the internship. The experience has emphasized the value of experiential education in producing well-rounded businesspeople who can address the needs of the modern business environment.

1.2 Justification of the Study

It is a requirement for my Bachelor of Business Administration (BBA) in Supply Chain Management internship report at United International University. This report fulfills the credit-based undergraduate internship requirement of the program. This internship was conducted under the supervision of Professor Dr. Md. Shariful Alam, at the School of Business and Economics. The main goal of this internship was to combine theoretical content with practical experience. This combination is an essential step in introducing students to the professional environment. I completed my internship with Intertek, a major Total Quality Assurance consulting firm worldwide. Since December 22, 2024, I have completed a 6-month faculty internship with the Supply Chain & Sales-Operations department at the company's head office in Bangladesh. This was a very specific placement. It aligned directly with my major and also guaranteed a placement in the Supply Chain department.

My major goals during this internship included:

- Gain practical experience in the logistics and supply chain of a multinational company. Learn how a global assurance provider handles supply and demand, supplier coordination, and audit processes.
- Gain hands-on skills and business savvy by engaging in the business culture of one of the most successful companies in Bangladesh's business environment.
- Use the theory of supply chain in practical assignments. These involved inventory control, data input and output in supply chain management systems, and backup supplier audit records.
- Acquire professional skills, including communicating with companies, managing your time well, and working well with others. The acquisition of such skills requires working with colleagues, attending departmental meetings, and experimenting with alternative business intelligence models.

The experience offered by such an internship in quality assurance and compliance is, in itself, a lifetime opportunity. It has direct effects on world supply chains. Being a former employee of Intertek in its Assurance, Testing, Inspection, and Certification services, I have a broad knowledge of regulatory compliance, risk management, and the integrity of the global supply chain. The

significance of effective supply chain management and business assurance was highlighted by this priceless experience. Thanks to my current level of development, I am better able to operate in the highly complex and strictly controlled corporate sector.

1.3 Objective of the Study

General Objective

The purpose of this internship report is to interpolate and report on the role of effective Supply Chain and Sales & Operations management in improving business assurance at Intertek Bangladesh. The report will address a practical combination of auditing, logistics, and data management processes and guarantee quality, compliance, and client satisfaction, and will comment on the professional skills learned during the internship.

Specific Objectives

- To review the service portfolio of Intertek, in particular, the Supply Chain Management and Supplier Audit services, and learn their role in ensuring total quality assurance to the clients.
- To explore the business processes in the Supply Chain & Sales-Operations department, logistic support, and inventory management, data entry, and generating reports.
- To determine how business intelligence tools and platforms, including Salesforce Lightning and the Global Supply Chain Compliance (GSCC) system, can be practically used to simplify the process of audit and supplier management.
- To learn and assess the difficulties and knowledge acquired in the corporate setting, such as working under pressure, adjusting to the culture of the organization, and closing the gap between theory and practice in the workplace.
- To examine the coordination and communication procedures with its internal teams (e.g., coordination, auditing) and how it contributes to carrying out auditing of suppliers and fulfilling client demands.
- To process the professional and personal competencies acquired, such as technical skills on Microsoft Office Suite, time management, formal communication, and workplace professionalism.

- To ensure that the findings of the observations are actionable and used to give a recommendation on how to improve the efficiency and effectiveness of the supply chain and operational workflows within Intertek.

1.4 Methodology of the Study

The report is based on an in-depth analysis of primary and secondary data gathered during my internship at Intertek. A mixed-methods strategy was used to ensure the analysis was complete and informative.

Data collection

Primary Data:

The main source of information was obtained on the ground through direct involvement in the Supply Chain and Sales-Operations department, providing a ground-level view. The methods included:

- **Practical Work Involvement:** On-the-job experience with daily operations of logistics and supply chain, such as tracking files, supporting audits in logistics, and managing data in such systems as Salesforce Lightning.
- **Structured Observation:** A regular observation of the departmental operations, processes, and use of Business Intelligence utilities to learn the relationship between supply chain effectiveness and business assurance.
- **Informal Interviews and Discussions:** It involves discussing with colleagues, senior auditors, and supervisors to understand particular processes, difficulties, and the practical implementation of theoretical ideas. This comprised learning by the coordination team, ISO trainers, and logistics people.
- **Attending Meetings:** This will entail taking part in team meetings and compliance meetings to get acquainted with the strategic decision-making process, problem-solving process, and corporate communication rules.

Secondary Data:

The following secondary sources were used to put my practical experience into context and form a background knowledge of the company and industry:

- **Company Documentation:** Comprehensive analysis of the company resources, such as Standard Operating Procedures (SOPs), company reports, and training materials on auditing and supply chain management.
- **Official digital platforms:** The research of the data on the corporate site and the professional ones of Intertek, including the Global Supply Chain Compliance (GSCC) portal, to learn about what is offered in terms of services and the global standards of work.
- **Academic Knowledge:** I will apply the theoretical principles that I learned in my Supply Chain Management curriculum to analyze and interpret the practices that I observe in the real world during the internship.
- **Online Research:** Browse through industry journals and online forums to be abreast of the general trends in quality assurance, testing, inspection, and certification.

This approach combines learning from direct experience with documentary and academic research. As a result, the analysis is informed and evidence-based.

1.5 Scope of the Study

This report summarizes my work experience and knowledge gained during my internship in Supply Chain Management at Intertek Bangladesh. This study will be narrowly limited to the Business Assurance and Supply Chain operating department. The areas covered are the following:

- **Routine internship activities:** A comprehensive description of the work done, which includes supplier data management, audit coordination, monitoring of inventory levels, inputting of data into supply chain systems, and creation of performance reports.
- **Exposure to Core Services:** A review of the integration of the services provided by Intertek, e.g., Supplier Audits, Regulatory Compliance, and Quality Control, in the supply chain processes of its clients.

- **Application of Academic Knowledge:** The practice of academic concepts of supply chain within a corporate, real-life, logistics-oriented, supplier relationship management, and inventory control environment.
- **Technological and Process Insight:** A list of the tools and platforms visited, as well as personal experience with data management systems, and an observation of Intertek-owned Global Supply Chain Compliance (GSCC) platform.

However, it is important to note that this report is based solely on information from public sources and on the work assigned to me. No proprietary, sensitive, or financial data has been presented or disclosed in strict response to corporate confidentiality policies.

1.6 Limitations of the Study

Despite the fact that this experience with the internship was a priceless part of learning, it has certain limitations that influenced the depth and breadth of this report:

- **Availability of Confidential Information:** Because Intertek had strict confidentiality and non-disclosure policies, none of the sensitive information, including client-specific information, audit results, internal financial reports, and strategic decision-making processes, was available.
- **Operational-Level Involvement:** I was interning, and my major obligation was support. This restricted my direct participation in upper-level strategic planning, as well as in more complex client negotiations or in the ultimate choices about interventions in supply chains.
- **Time Constraint:** The internship program was constrained; it was difficult to gain end-to-end knowledge of all the processes involved in the supply chain and the long-term strategic effects within an organization such as Intertek, a global organization.
- **Practical Task Scope:** I received particular assistance with logistics and data. This was a brilliant reflection of these functions, but provided a more limited picture of others, such as higher-level analytical modeling and the life cycle of the GSCC platform from a developer or administrator perspective.
- **Assimilation to the Corporate Culture:** The first section of the internship focused on adapting to the official corporate culture, work communication rules, and the peculiarities

of the multinational corporation's work, which required spending less time on technical matters.

Nonetheless, the internship was quite an exciting experience that enabled filling the gap between theory and practice. Assisted in developing a strong background with the workings of a corporate supply chain as well.

CHAPTER II: ORGANIZATIONAL BACKGROUND

2.1 Introduction to Intertek

Intertek is a globally recognized company in Total Quality Assurance. It began operations in Bangladesh in 2000, and its headquarters are at Phoenix Tower, 407 Tejgaon, Dhaka. Intertek Bangladesh began with a global system comprising more than 1,000 laboratories and offices in over 100 nations. Throughout the years, it has offered new services beyond the initial inspection and audit services. It currently owns state-of-the-art laboratories in Dhaka, Chittagong, Gazipur, and Savar, offering a full range of services. The company has over 800 employees and offers Assurance, Testing, Inspection, and Certification (ATIC) services to the domestic industries. It specifically targets the textile, apparel, leather, and footwear industries, hardline industries, and other consumer products.

Intertek Bangladesh is at the forefront of helping the country's export-driven manufacturing industry comply with international standards amid increasing global regulatory pressures. The firm has to contend with the challenges of an ever-evolving market, where Bangladesh has ready-made garment and textile industries that contribute greatly to the economy's cash flow, and where, in recent years, the export of these garments has exceeded 40 billion dollars annually. Through its international experience and local base, Intertek supports risk reduction, quality, and sustainability for clients of small-scale manufacturers to large-scale exporters to meet the industrial expansion of the country, projected to grow at about 6-7 percent, compound annual growth rate (CAGR) by the year 2030, through urbanization and diversification efforts.

Whereas the global certification industry and local testing companies compete directly, Intertek has an active global contract, quick service provision, and a commitment to end to end supply chain assurance, and has little direct competition with foreign companies in specific, specialized test niches like mechanical and chemical testing. The organization is part of the quality assurance ecosystem of Bangladesh, which supports an import-export framework worth billion in goods compliance services per year, making Intertek one of the enabling factors behind industries meeting the standards of various bodies, including ISO, ASTM, and EN. Intertek, in a market that is increasingly concerned with environmental and social responsibility, is working with key players in the supply chain through sustainable sourcing and ethical auditing, which improve the integrity of raw materials and operational efficiency.

2.2 Services Provided by SM Enterprise

Intertek refers to itself as a Total Quality Assurance service provider in Bangladesh. It also provides Assurance, Testing, Inspection, and Certification (ATIC) services to verify the integrity of supply lines for the industrial, consumer goods, and textile industries. The firm's global network of over 100 countries is also used to learn new things and enhance its technology. This helps provide tailor-made services that meet Bangladesh's quality, safety, compliance, and sustainability requirements in an export-dependent economy.

Assurance Services: Intertek provides assurance services, including supplier audits, regulatory compliance audits, and risk management, to improve supply chains and help overcome supply chain disruptions and ethical scandals. These are in the form of ethical audits against the standards of SEDEX, amfori BSCI, ISO 9001, ISO 14001, and ISO 45001, wherein clients observe a high level of due diligence in labor, environmental, and quality practices in Bangladesh. On-site testing and performance benchmarking will help Intertek work with manufacturers to reduce reputational risk and enhance the resilience of businesses prone to supply interruptions.

Testing Services: Intertek focuses on chemical, analytical, and mechanical testing to assess the composition, contamination, and performance of products in compliance with international standards from ASTM, EN, and ISO. This touches on fabric safety, dyes, toy durability, and food-contact textile and hardline materials in Bangladesh, and will help exporters break into markets in the USA, the EU, and the remainder of the world. To check its pressure, mass, and electricity factors, the company has established state-of-the-art laboratories in Gazipur and Dhaka. This is attributed to reduced downtime and improved quality control for its commercial customers.

Inspection Services: Intertek conducts rigorous inspections of raw materials, finished products, and assets to verify their quality. These are supply chain checks that are rule-based, safety-based, and value-based. Its services include checking assets, controlling transport, and inspecting clothes and consumer goods prior to shipping. It is also required in ports in Bangladesh, such as Chattogram, which receives approximately 10,000 exports per year. The reason Intertek prefers digital tools is that they allow it to monitor something in real time, serve as a highly effective marketing tool, and avoid delays.

Certification and Training: Intertek is a recognized, licensed certifier that issues management system certifications and sustainable certifications, including GOTS, GRS, and WRAP. Feelings make people feel they must comply with the rules, which fosters trust in the market. The professional training center is the Intertek Academy Bangladesh, which the company relies on to educate individuals on the ISO Systems, sustainability, and compliance. This assists individuals and companies in adapting to the changes in the law. Intertek is an industry with numerous competitors, both local and foreign. The Global Supply Chain Compliance (GSCC) tool is a novel concept. This will assist businesses in Bangladesh that require numerous employees and ensure that audits, reports, and benchmarking are done in time. This hybrid strategy will enable clients to match the competition on price, quality, and supply stability in both local and international markets, driven by increased demand.

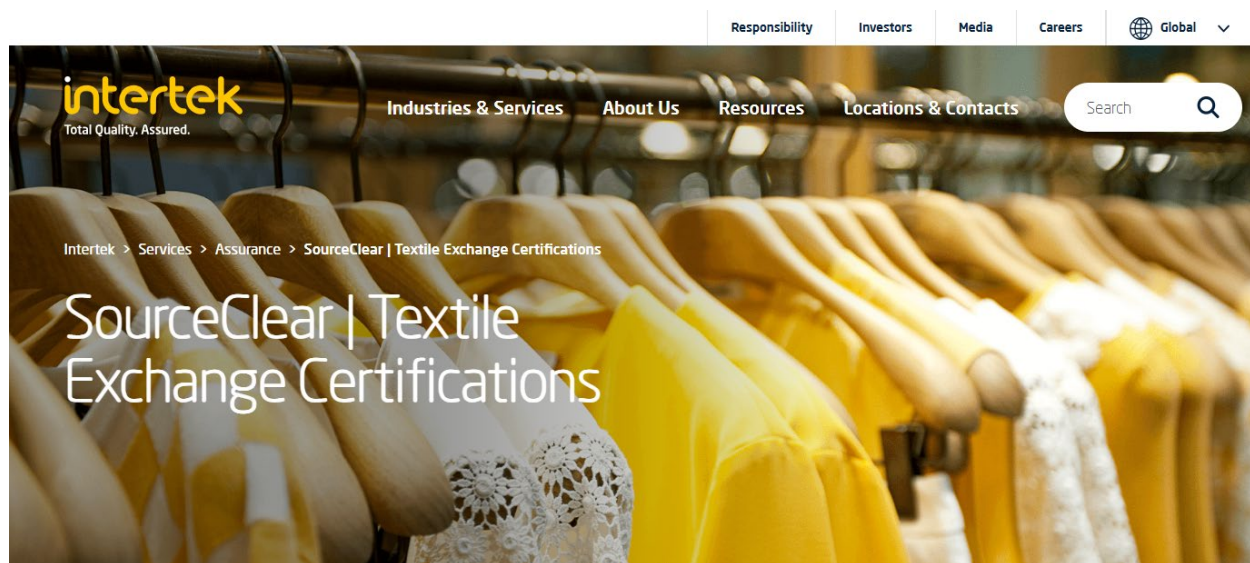


Figure 01: Website Interface of Intertek

2.3 Core Services and Strategic Approaches

2.3.1 Service Offerings and Market Differentiation

ATIC Solutions: Intertek is one of the largest firms in the business due to its ability to develop Total Quality Assurance at a global level. The business has been doing business in Bangladesh since 2000. It has established its labs and offices within Dhaka, Chattogram, Gazipur, and Narayanganj, among other big manufacturing hubs. It possesses over 800 employees in the

country. The major service that Intertek offers is under its ATIC (Assurance, Testing, Inspection, and Certification) scheme. The model can be configured to accommodate changing requirements for hardlines, leather, fabrics, cloth, and shoes. The joint solutions are in line with the global guidelines and expectations. This will help businesses produce goods that are adequate, safe, and high-quality to meet the demands of the world market.

Market Positioning and Client Base: Intertek Bangladesh has positioned itself as a service provider to large retailers, brands, and manufacturers that need quality, safe, and environmentally friendly goods. The company works with local and international brands, manufacturers, and creators of textiles, clothing, and consumer products. The image of Intertek is positive, as the company has long-term experience in the field, extensive professional knowledge, and is part of the international Intertek system, which involves over 40,000 people working in different countries worldwide. Any company seeking assurance that its products are honest, perform well in business, and can easily enter international markets would consider Intertek a valuable and trustworthy partner. It can be a global player while also enhancing local performance.

Operational Excellence Laboratory Network: Intertek is investing heavily in a sophisticated laboratory network in Bangladesh to support its strategic direction, which offers fast, reliable, and objective testing and inspection of goods. These facilities are anchored in knowledge of fabric composition analysis, product safety with respect to dyes, product performance, and product labeling, all in absolute adherence to international standards. Besides, the calibration laboratory in Gazipur ensures the accuracy of industrial equipment measurements, thereby boosting productivity and reducing production costs. This kind of infrastructure, coupled with a culture of reliability, precision, and speed, enables manufacturers to meet deadlines, comply with regulations, and compete on the international level.

2.3.2 Financial Performance and Competitive Positioning

Market Leader in Quality Assurance: Intertek has a long history of doing business in Bangladesh. Through its work, the textile and clothing industries and the export business, worth billions of dollars and constituting a significant portion of Bangladesh's economy, have been assisted. It also has strong financial performance, and the company has developed new, high-value solutions to issues in its area. This assists in managing a company. Intertek's position as an

intermediary between Bangladeshi manufacturers seeking to enter new markets and ensure the quality of their products is also self-evident. Intertek enables brands to meet customer needs and comply with legislation.

Competitive Benefits over the Competition and Supply Chain Integration: Intertek is well-positioned relative to competitors due to its technical know-how, foreign licenses, and integration of a single service model. Intertek, with its network of labs and experience, assists supply chains in ensuring quality throughout the production cycle, thereby increasing compliance. It also uses fast, accurate, and reliable services, and its employees are dedicated to Total Quality Assurance. This assists its firms in overcoming complex regulations and emerging as the best in their industry. Intertek's services are innovative and smart in the global market, and it can partner effectively with credentialing agencies worldwide.

Strategic Relationships with Clients: Intertek is building long-term relationships with its clients by providing personalized service that supports each client's goals within the bounds of its business. Intertek's customer-oriented strategy provides a competitive advantage by fostering trust and loyalty, giving the firm an edge over competitors who are shifting rapidly.

2.3.3 Operational Practices and Client-Centric Models

Supplier Relationship Management: Intertek maintains strong relationships with accrediting bodies, technical experts, and other industry players to meet foreign standards. Organizational purchasing and technical operations are under the executive management and the technical managers. This facilitates access to the state-of-the-art technology, processes, and expertise for the customers. Under the joint partnership arrangement, Intertek could provide new services tailored to support Bangladeshi business entities that produce and market merchandise.

Laboratory and Quality Management Excellence: Intertek operates laboratories in Dhaka, Chittagong, Gazipur, and Narayanganj staffed by skilled personnel. Quality control, world standards, and licensing also ensure that customers are consistently assured of the same credible results they have come to expect. Many people find it easy to access labs, therefore, ensuring that the customers of these labs receive speedy service and that businesses do not lose money.

Client-Centered Distribution Strategy: Intertek offers flexible, client-centered services. It provides services that require active participation from manufacturers, exporters, and brands,

thereby making the services transparent, responsive, and satisfactory to customers. A long-term strategy is created based on the relationship and investments, thereby facilitating the organization's attainment of operational excellence and market leadership.

2.3.4 Strategic Highlights

Service Diversification and International Response: Intertek is able to provide the whole array of quality assurance services, comprising testing, inspection, certification, and training, in order to support businesses in Bangladesh. The firm leverages its global network and internal knowledge base to provide customers with resources and services to navigate and adapt to changing regulatory standards.

Strategic Positioning in Quality Assurance: Intertek has positioned itself as a quality assurance service provider to improve the global competitiveness of Bangladesh's textile and apparel export industries. It has a large customer base, a creative culture, and membership in the Intertek global network, positioning it as a leading entity in the Bangladesh market for quality assurance.

Competitive Strategy and Market Adaptation: Intertek adapts to market, regulatory, and client needs to ensure corporate strength and stability. Intertek responds to market, regulatory, and client needs so businesses can survive and remain robust. The company's quality assurance, compliance, and sustainability enable manufacturers and exporters to meet the demands of foreign markets and help them grow.

2.3.5 Operational Excellence in Import and Supply Management

Laboratory Operations and Quality Control: Intertek has state-of-the-art laboratories and internationally recognized methods to provide accurate testing and inspection services. To make its products successful in international markets, quality control ensures that internationalized products meet regulatory standards, thereby enabling its clients to be more successful across borders.

Effectiveness of the Network and Distribution: The Intertek strategic laboratory network and distribution system enable the corporation to deliver its services on time and reduce the risk of operational failures. The company's geographic coverage would ensure on-time service delivery, regardless of location.

Supply Chain Coordination: Intertek's supply chain management platform, along with its client-centric orientation and attention to their needs, can help the business achieve operational excellence and market dominance. To build trust, loyalty, and a long-term relationship, direct client interaction, quality assurance, and compliance are key.

2.4 Mission, Vision & Values

Every organization possesses a mission, a vision, and a value system that provides it with unity of purpose, future aspirations, and the values with which it conducts its activities. The mission statement highlights the organization's short-term goals, while the vision highlights its long-term goals. The values will establish the firm's moral and performance standards, and the firm's culture will align with its strategic objectives.

Mission Statement

Intertek Bangladesh believes it is the most preferred American partner for quality. It offers quality and practical Total Quality Assurance (TQA) services. The organization provides custom testing, certification, and product inspection services to companies in Bangladesh and other nations, as well as assurance services. It also assures good quality, longevity, safety, and compliance with international standards for goods and services. Intertek also seeks to ensure that its customers are more competitive and do great work, hence its emphasis on speed, accuracy, and enthusiasm.

Vision Statement

Intertek seeks to be the global standard of excellence in integrity and fairness. It aims to become the most successful company in the local and global Total Quality Assurance market. The company's culture is founded on its commitment to staying fresh, sourcing materials ethically, and conducting business in an environmentally responsible manner. Intertek aims to broaden its foundation in quality assurance, industry growth, and its contribution to the local environment in which it operates.

Core Values of SM Enterprise

- **Quality and Accuracy:** The clients' products and services will be tested, checked, and certified to ensure compliance with their quality standards and market regulations.

- **Reliability and Responsiveness:** It offers high-quality, timely services by leveraging the latest technology, professional staff, and responsiveness to new needs.
- **Customer Partnership:** On the same note, transparency, effective communication, and sensitivity to customer needs are mechanisms for establishing a long-term, trust-based customer relationship.
- **Innovation and Excellence:** Ongoing improvement of technologies, techniques, and skills to introduce quality guarantee resolutions of state-of-the-art, which will lead to changes in the operations.
- **Ethical Business Practices:** The business will not ignore its business transactions, embrace integrity and professionalism, and show due respect in its dealings with customers, suppliers, and workers.
- **Sustainability Pledge:** Use certification and advice services to enhance the social and environmental responsibility of clients and enable the construction practices to be environmentally friendly.
- **Industry Contribution:** This facilitates economic growth and export development by promoting Bangladesh's industrial sector in terms of product quality and safety, as well as accessibility.

2.5 Corporate Structure

Executive Leadership

Intertek is a multinational corporation structured on a hierarchical operating model with regional leaders. Intertek has a worldwide command team under the Chief Executive, led by top-level executives who should provide strategic direction, drive innovation, and deliver operational excellence across all regions. The management of Intertek in Bangladesh is led by country heads and regional managers who monitor operations and client relationships, and who abide by international and national regulations. This can be constituted by the fact that it has a global presence of over 40,000 employees as well as 1000 offices, and this has allowed it to offer Total Quality Assurance (TQA) services at a high degree of local presence in the main economic centers across the globe, including Dhaka, Chittagong, Gazipur, and Narayanganj.

Regional Management and Operations

The regional management of Intertek Bangladesh is organized to facilitate coordination of the wide range of services it provides across the country, including Assurance, Testing, Inspection, and Certification (ATIC). The company's headquarters and main laboratories are in Dhaka, and its satellite offices and labs are in Chittagong, Gazipur, and Narayanganj. The regional managers, department heads, and team leaders oversee day to day operations and ensure smooth coordination among labs, client services, and supply chain functions.

Departmental Structure

The Intertek Bangladesh organizational structure aims at assisting focused service provision and operational superiority:

- **Assurance and Certification:** Oversees audits, compliance, and certification of management systems, social and sustainability standards, as well as regulatory needs.
- **Testing Laboratories:** Manage advanced-level testing of textiles and apparel, leather, footwear, and consumer and food-contact materials, and ensure adherence to international standards.
- **Inspection Services:** Ensure product quality and safety by conducting pre-shipment, in-process, and final product inspections.
- **Calibration Services:** This provides high-accuracy measurement and calibration of industrial equipment.
- **Supply Chain Coordination:** Coordinates international logistics, domestic sourcing, and distribution of products to clients in order to help them have access to raw materials and final products in a timely manner.
- **Client Relations:** It involves relationships with manufacturers, exporters, retailers, and government agencies to maintain client satisfaction and ensure retention.

Organizational Hierarchy

The following organogram in the form of a text will depict the reporting structure of Intertek Bangladesh, including the supply chain line:

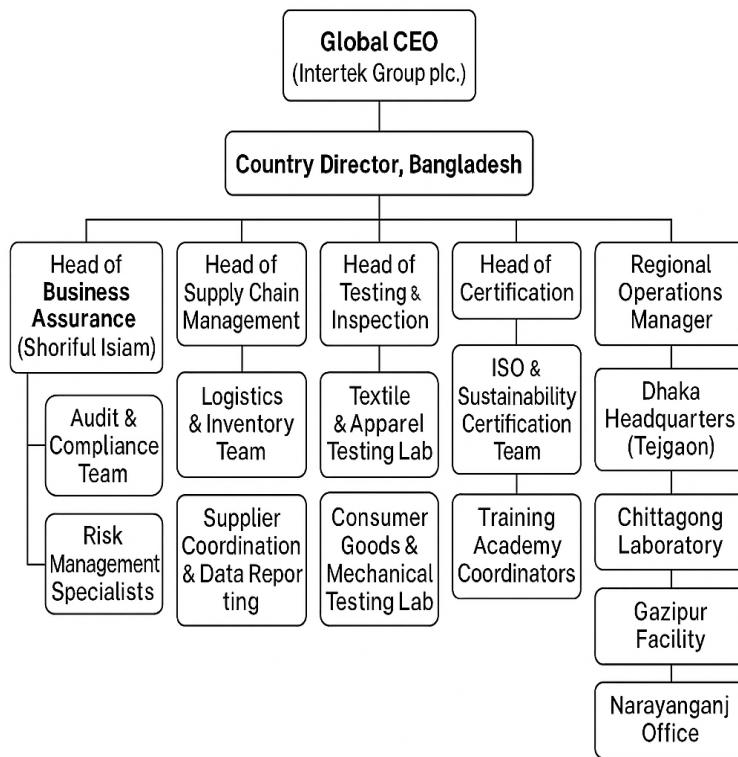


Figure 02: The Organizational Structure of Intertek

2.6 SWOT Analysis

Intertek is a large global TQM supplier and has had a high presence in Bangladesh since 2000. It offers specific testing, inspection, certification, and supply chain management services to ensure the goods delivered to the sectors meet quality, safety, compliance, and sustainability standards.

Strengths

- Intertek has over 1,700 labs and offices worldwide, with offices in Dhaka, Chittagong, Gazipur, and Savar, Bangladesh, and provides a myriad of services.
- The services offered are supplier audits, regulatory audits, safety and quality assurance, and sustainability assessments. Intertek also provides other value-added packages such as intensive testing and supply management of chemicals and mechanical items.
- The employees of Intertek are not satisfied with the routine work; they are also trained and highly specialized in administration and auditing. The organization has advanced supply chain technology, ensuring timely, accurate, and reliable services.

- It is an efficient, responsive organization that provides solutions to complex needs and meets the standards of a specific industry.
- There should be professionalism, discipline, lifelong learning, and an amenable working environment as motivational factors and as a way of showing respect to workers.
- Intertek accomplishes sustainable development by providing evaluations, ISO certifications, and corporate social responsibility to customers and, in the process, assists them in remaining environmentally responsible and becoming more attractive in the market.

Weaknesses

- The high-quality assurance services will not be able to compete with local smaller firms or with price-sensitive groups.
- Frequent changes in compliance laws contribute to operational overhead.
- Technical competency requires ongoing training, and any lapse could lead to adverse consequences for service provision in a competitive market, with severe consequences ensuing.
- The global service is a difficult aspect to manage in an expanding market, as it involves inconsistency and rapid response.

Opportunities

- The industrial and manufacturing sectors in Bangladesh need assurance of quality, safety, and sustainability to gain access to international markets.
- The latest digital tools and data analytics can be used to streamline supply chain management, audit processes, and reporting, thereby increasing customer satisfaction and operational efficiency.
- Bangladesh has a strategic location, and the government has been encouraging export-based industries, which can be exploited to further penetrate the markets and introduce new service lines.
- Increased awareness and regulation of environmental and social governance provide new opportunities for Intertek to grow its sustainability certification and consulting.

- The possibility of collaborating with the local manufacturers, exporters, and policymakers to create standards and capacity building in accordance with the international standards.

Threats

- Growing competition among assurance providers in the area and among those offering other quality solutions might strain market share and costs.
- Changes in Bangladesh's political and economic environment could influence client investment and the development of its regulatory framework.
- Global politics, trade tariffs, and logistical hiccups may also strain Intertek's capacity to deliver its services and disrupt its clients' operations.
- Differences in compliance standards across countries may be an obstacle to service provision and increase organizations' risk.
- The risk of data breaches and cybersecurity issues in the application of digital platforms exists; therefore, the supply chain management software will need to be hardened with strict security measures to ensure customers do not lose trust.

This SWOT analysis justifies Intertek Bangladesh's strategic position and business environment in the quality assurance and supply chain management market, highlighting the company's global strengths, weaknesses in other regions, and growth prospects in the volatile Bangladesh market.



Figure 03: SWOT Analysis of Intertek

CHAPTER III: QUALITY ASSURANCE MARKET IN BANGLADESH

3.1 Quality Assurance Industry in Bangladesh

In Bangladesh, the quality assurance (QA) industry is considered an inseparable part of economic growth, which has accompanied the expansion of the export sector encompassing ready-made garments (RMG), textiles, leather, and medicines. Since the onset of the 21st century, Bangladesh has evolved into a large-scale manufacturing hub, and the ready-made garment (RMG) sector has grown to over USD 45 billion in annual exports, accounting for over 80 percent of total exports as of 2025. This growth has provided a robust quality assurance program to meet international standards, reduce supply chain risks, improve product reliability in response to rising global demand, and ensure our supply chains are secure, ethical, and sustainable. The QA business in Bangladesh aims to resolve multifaceted issues, including regulatory compliance, supply chain challenges, and environmental concerns.

The industry's historical background is associated with the involvement of multinational companies, e.g., Intertek in 2000, which launched new testing and certification services to serve industries in the country. The result of the ground forces that led to the tight QA was the Rana Plaza tragedy in 2013, followed by the Fire and Building Safety. At present, QA companies operate a network of laboratories and offices in key industrial areas, such as Dhaka, Chattogram, Gazipur, and Narayanganj, and hire thousands of individuals, thereby contributing to the GDP. QA has ensured the country's economic competitiveness by helping reduce the rate of export rejections, a major issue affecting Bangladeshi suppliers in earlier days due to quality lapses. To indicate that compliance with QA measures has been used to minimize non-compliance costs, estimated at 5-10 percent of the value of exports, and to promote sustainable practices and innovation. It fosters ethical working environments and workplace safety, in line with the country's Sustainable Development Goals (SDGs). Nevertheless, it is not devoid of challenges, among which are low adoption among small and medium enterprises (SMEs), the high cost of certification, and a shortage of employee skills. The gaps are bridged by the government, in cooperation with private QA providers, with particular emphasis on capacity-building through the Bangladesh Standards and Testing Institution (BSTI).

In general, the QA business in Bangladesh is expected to help the country become more of a quality-based economy rather than a low-cost producer, so that strategic national policies can be

addressed and the country can achieve its development agenda, such as Vision 2041, to become a developed one. It has been adopting best practices globally and meeting local demands to remain resilient in volatile markets, and has seen demand for QA services expected to increase by 15-20 percent a year, according to trends in e-commerce and green manufacturing.

3.2 Relevant Industry Services in Bangladesh

Bangladesh's QA industry offers critical, results-oriented lip-reading services, which are instrumental in ensuring the quality and safety of its products and, by all parties concerned, guaranteeing their consistency and reliability worldwide.

Supplier Audits: Suppliers are expected to provide quality products at affordable prices in the right quantities to make the supply chain less risky and more dependable, so buyers can access qualified suppliers that adhere to quality, ethical, and environmental standards.

Regulatory Compliance: The business should ensure that products comply with national and international standards to minimize legal risks that could negatively impact the business and reduce sales in the markets.

Product Safety Testing: The product safety validation should be conducted in compliance with internationally approved standards to protect consumers and reduce the impact of product recalls.

Quality Control and Inspection: Maintain product and process controls to meet all required procurement and regulatory quality standards.

Sustainability Evaluations: Review sustainability assessments of carbon footprint, resource use, and social responsibility, as outlined in ISO 14001 sustainability certifications.

Chemical and Mechanical Testing: Test products for chemical composition, mechanical strength, durability, and toxicity to meet industry standards.

Certification Services: Provide recognized certifications such as ISO 9001, ISO 14001, ISO 45001, ISO 27001, and textile sustainability standards (e.g., GOTS, GRS), assuring buyers of product quality and enabling easier market access and a competitive advantage.

These services comply with international QA standards and address the challenges faced by businesses in rapidly developing industries in Bangladesh. They aid in building trust in organizations, serving the needs of global buyers, saving, and being sustainable.

3.3 Quality Assurance Firms in Bangladesh and Their Services

A number of the top companies are present in Bangladesh, offering key services such as logistics management, warehousing solutions, and quality control to improve supply chain integrity.

Firm Name	Services Provided	Notable Features
Intertek Bangladesh	Supplier inspection, regulatory control, safety testing, quality control, sustainability review, supply chain, chemical and mechanical testing.	An international network with several local laboratories, excellent testing technologies, and GSCC-compliant platform integration to make the supply chain transparent.
QIMA	Product inspection, supplier audit, lab testing, certification.	Leverage targeted global sourcing, audit, and inspection strategies to ensure your exports from Bangladesh meet and exceed international standards.
HQTS Bangladesh	Pre-production, production, pre-shipment inspection, loading control, and factory inspection.	Experts in the third-party inspections of hard and soft goods.
Tetra Inspection	Product inspections, supplier checks, social audit, and factory audit.	Domestic experience and rapid inspection turnaround, as well as full coverage of audits.
Pro QC	Supplier audit, factory audit, corrective action plan.	Personalized auditing and emphasis on addressing quality problems in supply chains.

Table 01: Quality Assurance Firms in Bangladesh

These firms provide end-to-end quality assurance to make their suppliers more reliable, reduce supply chain risks, facilitate compliance, and help organizations in Bangladesh conduct sustainable sourcing. Businesses that trade globally rely on their services to ensure their supply chains are both high-quality and sustainable.

3.4 Certifications of Quality Assurance

The QA firms in Bangladesh offer a package of all certifications aligned with international standards, which are very important to the organization's credibility and to market development. Key examples include:

ISO 9001 (Quality Management Systems): Guarantees the quality process. In Bangladesh, due diligence is essential for RMG companies, as defects are minimized and buyer confidence is enhanced due to reliance on exports.

ISO 14001 (Environmental Management): It focuses on sustainability. Noteworthy regarding the decrease in the pollution of textiles, adherence to the tendencies of the EU norm, and the creation of the corporate image.

ISO 45001 (Occupational Health and Safety): The development of this standard was influenced by the Rana Plaza tragedy and is focused on workplace safety, accident prevention, and ethical supply chains.

SEDEX, amfori BSCI, WRAP: Labor rights and CSR, social and ethical compliance audit. They reduce reputational risk and enter high-end markets important to consumers.

GOTS, GRS, RCS (Sustainability Standards): For organic or recycled materials, the positioning of the apparel should be communicated through eco-innovation.

The following are necessary in Bangladesh. They lead to the attainment of trade agreements, competitiveness in the 40-billion RMG export market, attracting FDIs, promoting SDG 9, operational resilience, and confidence among responsible parties.

3.5 Strategic Importance of Quality Assurance in Bangladesh

Quality assurance has a critical strategic value to a business in Bangladesh, especially an export business. A good reputation might also become an important point of difference and a generator of sustainable competitive advantage in a highly competitive global market. Considering the quality control in the Bangladeshi business, it will be possible to attain the following core goals:

Improved Access to the Market: An International quality standard is the resistance-to-compromise rule, a typical philosophy of successful operation in and of the already developed markets.

Customer Satisfaction and Customer Loyalty: Repeat business, word of mouth, and customer satisfaction are achieved by the continued provision of high-quality products to the customers.

Cost Reduction: A quality focus would reduce production costs by preventing waste, eliminating rework, and minimizing product recalls.

Increased Efficiency and Productivity: The quality management system could be established to improve operational and process efficiency.

3.6 Sustainable Development and Innovation Responsibility

The quality assurance sector would significantly enhance Bangladesh's sustainability, in terms of growth and innovation, to a high level. The quality assurance services are employed to ensure compliance with quality and safety standards and to enhance environmental and social responsibility.

Environmental Sustainability: The quality assurance industry practices are environmentally friendly, and the organizations are provided with ISO 14001 certification and environmental audit services to make them more sustainable and reduce their environmental impact and footprint.

Social Responsibility: Fair labor practices, safe work conditions, and safeguarding of worker rights are encouraged by social compliance audits and certifications such as SA8000 and amfori BSCI, which will result in social sustainability.

Driving Innovation: Innovation in products, processes, and business models is usually motivated by the quest for greater quality and compliance with changing international standards. For example, the need for sustainable, environmentally friendly goods has driven innovation in materials and production in the textile industry.

The quality assurance industry supports Bangladeshi businesses by providing the means and expertise to become more sustainable and innovative, in line with the two leading principles of long-term success and responsible development.

CHAPTER IV: FINDINGS & ANALYSIS

4.1 Service Portfolio Overview

The service portfolio of Intertek in Bangladesh, as it has been displayed during the internship and confirmed by the global operations of the company, comprises a complex of ATIC solutions specific to the textile, apparel, leather, footwear, and consumer goods industries of the country, which contribute to more than 80% of exports with approximately 50 billion dollar per year in 2025. Having been established in 2000 in Bangladesh, Intertek has labs in Dhaka, Chittagong, Gazipur, and Narayanganj, and has extended its services to cover regulatory complexities in a market estimated to grow at a rate of 6-7 percent CAGR through 2030, starting with simple inspection and audit services before its expansion to a full-spectrum QA provider. The Intertek portfolio of end-to-end supply chain assurance and its whole-life-cycle approach to STLC are among the key deliverables of the internship activities. For example, the risks can be stated as supplier audits and compliance services, which seem to correspond to the requirements-gathering stage of STLC, where compliance with international standards, such as ISO, ASTM, and EN, is obligatory. The sustainability conditions, the carbon footprint report, and the CSR audit address the needs of the international community following the Rana Plaza disaster, encouraging ethical suppliers in the industry that are easily influenced by environmental concerns. The analysis of company reports as secondary data shows that Intertek has positioned its offerings on three properties: precision, pace, and passion, which offer clients customized solutions that enable cost reduction and access to a wider market, a market that is growing more complex in relation to the EU and the US. New technologies such as the 2025 Supply Tek platform can provide real-time monitoring, benchmarking, and corrective action across the supply chain, which has raised QA demand by 15-20 percent annually due to trends in e-commerce and green manufacturing.

Intertek is not only reducing operational risks but also adding value by enabling Bangladeshi enterprises to run their businesses in a controlled international setting and focus on their core competencies, just as STLC has been doing to ensure that wireless protocol operations are error-free. The services provided by Intertek are of great importance to Bangladesh's economy and to the ready-made garment (RMG), textile, and consumer goods industries, which are export-oriented and heavily reliant on them. It can be concluded that Intertek can assist its customers in understanding global rules, expanding their market penetration, and building a compelling market image.

4.2 Core Service Offerings

Intertek's core business propositions, as they appear within the Supply Chain and Sales Operations department, aim to mitigate business risk by implementing a set of interventions concurrently with the test run and defect-reporting phases of STLC. Some core services are:

Audits of Suppliers and Supply Chain Management: Auditing suppliers helps assess performance against standards for quality, ethics, the environment, and the law. It also helps identify risks and build reliable supply lines. As part of the work, data gathering and working with providers to organize activities were used to conduct an audit. This saved the business money and made things easier. Performance scorecards and task makers were used to compare national norms to foreign ones.

Regulatory Compliance and Safety Standards: The services help with checking compliance with IEC, and ASTM standards and with following complex rules. Findings indicate that legal risks, which play a paramount role in Bangladesh, are reduced through compliance, which may lead to the recall of purchased products due to product safety tests by buyers; buyer due diligence suits this.

Quality Control and Testing (Chemical, Analytical, Mechanical): The durability and the safety of the product are defined by mechanical Tests (e.g., stress, fatigue) and chemical Tests (e.g., contaminants). The input from observations made during my internship in logistics helped me understand the industry's contribution to those that can be classified as batch-sensitive in terms of toxin minimization and performance.

Sustainability and Certification: CSR can be complemented by sustainability practices, such as certifications (e.g., ISO 14001) and sustainability reports. It is discovered that they are required to remain in line with the SDGs, and that the 2025 upgrades focus on Human Rights Due Diligence (HRDD) through the use of facilities such as Supply Tek.

Inventory Control: Inspection and Inventory Management. The interns should be involved in tracking and reporting stock, and the profits generated by automated processes should be highlighted. Competitive analysis would place Intertek alongside other firms such as SGS, Bureau Veritas, TUV Sud, Eurofins, and Dekra, and the integrated ATIC model would put Intertek ahead,

as it is quicker and more tailored. Results of the internship interviews and reports demonstrate that these offers enhance operational potential and reduce inconveniences associated with changing supply chains, just as the testing method for a healthy wireless system, as elucidated by STLC.

4.3 Service Delivery Model

A significant implication of this review is that Intertek has been using technology to encourage efficiency and transparency when delivering its services. The most eye-catching system was the Global Supply Chain Compliance (GSCC) system.

GSCC Platform: A Web platform that provides the possibility to plan, schedule, track, and analyze the information about supplier audits and compliance. This system was connected to the data entry and reporting that the intern was involved in. The GSCC system will eliminate labor-intensive paper-based processes, thereby minimizing the time required to conduct audit reporting.

Implications for Supply Chain Performance: The GSCC platform provides clients with real-time data on the level of compliance of their suppliers and their previous performance. Consequently, the supply chain management is proactive and leverages information to enable customers to make informed sourcing decisions based on factual knowledge of the risks, not anecdotal information.

Salesforce Lightning: Intertek's dedication to a connected, effective service model where information flows across departments without hindrance is demonstrated by its use of this CRM technology to communicate with customers and manage their data, including client information.

The result of such integration would make Intertek a service provider and a strategic partner built into its clients' supply chain management systems.

4.4 Type of Business

Intertek is an International TQA firm that is seen as a provider of business services, including B2B compliance services for regulated businesses. Its packages are not the same as classical manufacturing, which is based on knowledge-based solutions and a global network, creating local economic effects through exports in Bangladesh. The results of the internship reflection, along

with the discussion of the gaps between theory and practice in corporate data management, inform the strategy, which increases competitiveness through the application of QA.

The parallels between the analysis and STLC are that, just as the wireless system upgrades rely on defect analysis, Intertek can use the scorecards to drive improvements in suppliers, much as the Vision 2041 targets innovation-driven growth in Bangladesh. This type of business is associated with SDG 9, as it helps build resilient infrastructure, and revenue projections indicate the business will perform strongly in 2025, with an industrial CAGR of 7-8 percent. Professionalism-related interns (e.g., time management, communication) can be viewed as strategic HR investments, whereas experience with cultural adjustment can signal inclusion models to retain talent in dynamic markets.

Overall, these results support the central position of QA in the supply chain assurance, similar to that of STLC in wireless reliability. Future studies can remain quantitative by measuring effects through indicators such as defect rates to inform policy in developing economies.

CHAPTER V: INTERNSHIP EXPERIENCE

5.1 Position, Duties, and Responsibilities

Position

Supply Chain Intern at the Head Office of Intertek Bangladesh, Tejgaon, Dhaka.

Duties

- **Supplier Coordination and Communication:** Interacted with suppliers to ensure that product specifications, delivery schedules, and continued adherence to quality and safety requirements of the supply chain. Provided support in gathering data to conduct a supplier audit and supported the process of audit results to ensure compliance of the suppliers.
- **Inventory and Data Management:** Assisted in the monitoring of inventory quantities within the different client supply chains, ensuring that the stocks are available and replenished according to the production and distribution goals. Helped to enter and maintain supplier and inventory records in supply chain management systems, and the data were accurate and up-to-date.
- **Reporting and Documentation:** Daily, weekly, and monthly reports were prepared throughout the supply chain to monitor key metrics, including inventory turnover, order fulfillment rates, and supplier performance, to support operational knowledge and decision-making.
- **Logistics Support:** Facilitated supply chain logistics to synchronize supply and demand, in order to enable the smooth flow of products and to deliver them to the consumers promptly. Attended meetings in an attempt to be exposed to supply chain management, auditing, and client service approaches in the multinational environment.

Responsibilities

- **Order Management:** It was overseen in Intertek's systems, and quality standards for ordering, shipping, and delivery were followed. Both reacted and facilitated the amendments concerning the shipment modification and client demands.
- **Supply Monitoring:** Supply chain operations were actively monitored to identify potential disruptions and ensure delivery to the client in line with Intertek Bangladesh's expectations and operational requirements.

- **Cooperation between departments:** Co-operated with other departments, including the auditing department, client coordination department, and logistics, to make sure that the processes of the supply chain and client satisfaction run smoothly.
- **Documentation Compliance:** The maintenance of the proper documents with respect to audit documentation, inventory control, and supplier performance in efficient control of the supply chain.

5.2 Training

Throughout my internship in Intertek Bangladesh, I gained practical and technical skills, as the training was very intensive:

- **Industry and Company Orientation:** Indigenous in the global and local activities of Intertek. Introduced to the Total Quality Assurance (TQA) services, such as Assurance, Testing, Inspection, and Certification (ATIC). Also gained an understanding of quality assurance settings in Bangladesh and other countries.
- **Practical Exposure to Supply Chain Activities:** Organization and administration of auditing and supplier activities; helped set up audit schedules, compose required documentation, and communicate audit requirements to suppliers, with guidance from top-level supervisors and team members.
- **Training of Technical Skills:** Underwent some technical training on the subject of business intelligence tools. Edited to make use of Salesforce Lightning and the Global Supply Chain Compliance (GSCC) platform to plan audits, report, and manage auditor performance of suppliers.
- **Sustainability and Compliance:** Certain awareness of services offered by Intertek in the sector of environmental standards and ethical audit. Researched the relevance of sustainable supply chains in the export business in Bangladesh.

5.3 Contribution to Departmental Functions

Improved Supply Chain Co-ordination: Data management, Supplier data management, and audit logistics became more efficient within the department, enabling timely auditing and compliance reporting.

Client Relationship Development: Assisted in the activities to arrange the clients and suppliers for the delivery plan realization. Assisted in maintaining the quality of high standards and cementing the satisfaction and trust of the customers.

Process Optimization: Assisted in tracking the disruption of supplies and the stock to assist the team in correcting the problems that enhanced the smooth running of the supply chains and operational reliability.

Relevant Documentation and Analysis: Well-maintained audit and inventory documentation, which helped in enhancing the performance measurement as well as control of the supply chain department.

5.4 Evaluation

This internship was a 3-credit course in the supply chain management program at United International University, towards a Bachelor of Business Administration. It was a wonderful experience that gave me priceless experience under the instruction of Dr. Md. Shariful Alam and Intertek leaders, and which I could evidently implement and easily associate with the notion of supply chain and its practice. It was also a chance to broaden my technical and interpersonal skills, which are crucial to success in a professional environment.

5.5 Skills Applied

- **Analytical Skills:** Applied analytical processes to evaluate the supply chain information on supply chain compliance, inventory, and supply logistics.
- **Communication Skills:** Revealed as a professional communicator to foreign suppliers, national clients, and acquired verbal and written communication skills required in a corporate setting.
- **Project Management:** These are systematic processes and actions that cross multiple departments and set priorities to ensure a supply chain business completes tasks on time.
- **Problem Solving:** Applied logical thinking to work around supply chain challenges and handle the red tape.

5.6 New Skills Developed

- **Global Supply Chain Knowledge:** Achieved the knowledge on the dynamics of the international supplier relationship, audit, and compliance standards that are critical to the Bangladesh export industries.
- **Supply Chain Performance:** Gained practical experience in the field of supplier management, inventory management, processing of orders, and audit data management in a multinational supplier of quality assurance.
- **Sustainability Awareness:** Educated on the idea of sustainability and its application to the modern supply chain in terms of environmental and ethical compliance frameworks.
- **Business Communication:** Built professional communication skills that are specific to fostering different functional teams and international stakeholders.

5.7 Application of Academic Knowledge

My BBA studies in supply chain management, operations management and business analytics were directly utilized as follows:

- **Supply Chain Management:** Theoretical knowledge applied to study supply chain operations, supplier audit coordination, and inventory management in the changing business environment of Bangladesh.
- **Operations Management:** Applied lean management and efficiency principles to analyze operations within the supply chain logistics to ensure that the operations are in line with industry best practices.
- **Business Analytics:** Data analysis methods were employed to identify performance measures and optimization opportunities to enhance the supply chain's performance.

CHAPER VI: RECOMMENDATIONS & CONCLUSION

6.1 Recommendations

Enhance Skill Training and Development Programs: Intertek should expand its training programs, especially in technical skills, across its supply chain and audit teams. It will prevent threats to the quality of the service provided and keep leading the pack, as continuous professional education must be reviewed regularly, and one should be informed of new instructions regarding international standards, including ISO 45001, ISO 27001, and sustainability certification. The lack of systematic knowledge and operational consistency may be addressed by investing further in Intertek Academy courses and by providing digital training modules.

Digital Supply Chain: As advanced as relatively new solutions, like GSCC, are, it is possible to further extend the supply chain data analytics, AI-based demand forecasting, and IoT to permit real-time inventory and quality monitoring. Through these technologies, bottlenecks can be minimized, audit scheduling can be enhanced, and the accuracy of client reporting can be increased. This will address the logistics coordination and inflexible production schedules that customers in Bangladesh's fast-paced garment industry experience. Expand SME services and offer customized services.

Expand Services to Customize Solutions for SMEs: Quality assurance processes in Bangladesh are low-cost and have limited capacity among SMEs. Intertek may consider creating a pricing structure for service packages, with low-cost packages that progressively increase in focus on SMEs, e.g., modular audits and certification support. Not only would it develop new markets, but it would also make it easier to achieve national objectives that concerned industrialization and export diversification.

Expand Sustainability Audits and Certifications: As the global environment continues to move towards sustainable and ethical manufacturing practices, Intertek will need to offer services in sustainability assurance, including carbon footprint testing, GOTS, GRS, and WRAP quality assurance. As a result, they will become a stronger sustainability leader in Bangladesh, enable clients to meet more stringent environmental and social business requirements imposed by buyers, and increase the competitiveness of exports.

Improved Work and Well-being: Another theme observed during the internship was Low performance Appraisals, which led to poor reviews due to too much work and insufficient time to finish. To reduce burnout and turnover, Intertek should introduce employee planning and wellness

programs. To make employees happier without compromising service quality, we need to enhance communication and create a more flexible company environment.

6.2 Conclusion

Intertek Bangladesh is a well-known brand in quality assurance in the country, and the organization is well-positioned to help local businesses meet international standards in safety, sustainability, and quality. Intertek provides its customers with a full range of Assurance, Testing, Inspection, and Certification services through its international supply chain management stations, which also feature state-of-the-art test facilities, such as GSCC. This relieves suppliers of the burden of managing supply chain risks and provides clients with an easy entry into export markets. The other strategic action is the development of the finest laboratories in Dhaka, Chittagong, Gazipur, and Narayanganj. All these labs ensure that the tests they use to export to the leading Bangladesh export destinations are valid and meet global standards. The good, working supply chain established by Intertek has led to two outcomes: improved supplier alignment and a greater understanding of the compliance hurdles necessitated by the regulatory environment in the developed world. The development of green certification services is also driven by the modern global trend toward greater sustainability; these services will enable customers to obtain ethical manufacturing certificates and gain a competitive edge in international markets through high-quality products. The internal strategy of monitoring workforce workload imbalance and contributing to professional development may help motivate workers and encourage them to continue delivering high levels of service excellence. Through these actions, Intertek can be considered a global leader in quality assurance and a constituent of the export process in Bangladesh, thereby complying with national and international industrial development in both local and overseas markets. The company in Bangladesh is well-positioned to meet the three needs of quality, fulfilment, and sustainability, which, in turn, drive growth and international confidence in Bangladeshi products. This is made possible by Intertek's accuracy, speed, and eagerness, as well as its strong domestic presence and global expertise.

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