INTERNSHIP REPORT ON

“Operations Management Activities in Global Islami Bank PLC”

Nabila Akther

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

INTERNSHIP REPORT ON

" Operations Management Activities in Global Islami Bank PLC "

Course Name – Internship

Course Code – INT 4399

Submitted To:

DR. Saad Hasan

Associate Professor

School of Business and Economics

United International University

Submitted By:

Nabila Akther – 111 183 015

Supply Chain Management (SCM)

Date of submission: January 26th, 2024

GIB

banking with faith

গ্লোবাল ইসলামী ব্যাংক®

غلوبل إسلامي بنك Global Islami Bank

Letter of Transmittal

Date: 26th January, 2024

DR. Saad Hasan,

Associate Professor,

School of Business and Economics

United International University

Subject: Submission of Internship Report on "Operations Management Activities in Global Islami Bank PLC."

Dear Sir,

With all due respect, I thus announce that I have finished writing my report from my internship, which was on " Operations Management Activities in Global Islami Bank PLC." I've given careful thought to every prerequisite needed to finish the internship report for the Bachelor of Business Administration (BBA) program. This report is based on my internship at the Pragati Sarani Branch of Global Islamic Bank PLC in Dhaka.

I have made every effort to ensure that the report is completed according with the criteria and has been as informative as possible. Throughout the report-writing process, I was committed to your insightful guidance. It would be an enormous honor and pleasure if you would accept my report after giving it careful attention and offer feedback on the entire document, taking into account my efforts.

Sincerely yours,

Nabila Akther

Nabila Akther

ID: 111 118 3015

School of Business and Economics

United International University

Declaration of the student

I, Nabila Akther, proclaim that the internship report designated by "Operations Management Activities in Global Islami Bank PLC" is utterly constructed on the recognition and practical knowledge I have gathered as an intern at Global Islamic Bank PLC, a prestigious Bangladeshi commercial banking company. It is essential to consider that this study was written exclusively to gratify my academic commitments and not for any other motivation.

Furthermore, I publicise that the report is the findings of my learnings and achievements and is not plagiarized. The exertion is original and has not been imitative or plagiarized by other sources. The work reflects my explanation and study.

Nabila Akther

ID : 111 118 3015

Supervisor's Certification

This is to verify that the internship report entitled **"Operations Management Activities in Global Islami Bank PLC"** has been prepared by Nabila Akther, ID: 111 118 3015, as a partial gratified requirement for Bachelor of Business Administration (BBA) degree from the School of Business & Economics, United International University. The report meets the excellence, guidelines, and quality required to be accepted in terms of quality and procedure administered by the university authority.

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

Acknowledgement

Firstly, I want to express my gratefulness to Almighty Allah, who has given me the ability to pursue my studies. Secondly, I would heartfelt thank my supervisor, Dr. Saad Hasan, Associate Professor of United International University, for giving me this guideline, opportunity, support, and courage to work on this internship report. Without his help, it was quite Impossible for me to do the report.

Also, It gives us immense pleasure to thank a large number of individuals from Global Islamic Bank PLC Pragati Sarani Branch, Dhaka, for their cordial cooperation and encouragement, who have contributed directly or indirectly in preparing this report, which helped me to do the report successfully.

Executive summary

The internship report provides a comprehensive overview of the practical knowledge I obtained while working at Global Islami Bank. The primary area of my focus was operations management. Global Islami Bank is a top financial institution that offers Shariah-compliant banking services in Bangladesh. During the internship, I learned a lot about how the Bank works and how they make sure things run smoothly. I studied their processes and strategies to see how they make the bank work efficiently. This program's primary objective was to evaluate the association between the practical tasks we performed and the theories we studied during our Business Administration (BBA) program, emphasizing supply chain management.

The short internship program I did from June 4th to September 3rd, 2023, helped me gain a quick understanding of the field I've been studying. I learned how the theoretical knowledge I acquired applies in the business world. I had a great time because I learned about banking, got work experience, and became good at it.

The report starts by talking about the Bank's history and how it is committed to following Islamic banking principles. The importance of operation management for a bank is discussed in this passage. It helps the Bank keep its service quality high, follow the rules, and be better than other banks.

The report summarizes the important things learned during the internship, including what worked well, what was difficult, and how things could be improved. Some essential things the study found were that the Bank focuses on putting customers first, uses technology to make things easier, and follows Islamic banking rules.

In conclusion, my internship experience at Global Islami Bank gave me a valuable opportunity to acquire first-hand knowledge of the banking industry. The report says that operation management is very important for Global Islami Bank's success. This shows the importance of always getting better and making changes to stay competitive in the fast-changing banking industry.

Table of Contents

Chapter 1

Introduction

1.0 Introduction

For a student studying Business Administration (BBA) at the undergraduate level, an internship program is an imperative opportunity to gain constructive experience and progress toward finalizing their degree. The internship program itself is an opportunity to experience the difference between the practical work done and the theoretical knowledge we captured throughout our journey of Business Administration (BBA) as a supply chain major. The overall short-term internship program has given us a fast glitch of the field itself that we are studying over the era and sympathetic how much the hypothetical knowledge applied in the business world.

While considering how much this internship can provide me with, I had the chance to work as an intern at Global Islamic Bank PLC at their Pragati Sarani Branch in Dhaka starting from June 4th,2023, till September 3rd, 2023, for three months period. The internship program allowed me to gain valuable experience throughout my time working for Global Islamic Bank PLC. It was a wonderful experience for me because I learned about banking activities, gained work experience, and developed significant expertise.

The vital purpose of doing my internship at a bank is to accumulate statistics of all the fields available in Bangladesh at once, as the Banking division has a vital role to play in the economic activities and expansion of any nation and has all the information on one before providing service to them.

This opportunity allowed me to gather lots of different information about the financial sector's culture, structure, and all the contributions it has to overall economic activities. This program helped me decide which career I want to pursue and allowed me to closely understand all the other sectors of jobs available within the global and Bangladesh industries. The main focus of the entire phase was to learn about the entire process with which the bank functions and how they prioritize customer service above all, with the help of the overall team and handling pressure. I learned a lot from experienced executives, and their advice has given me a clear understanding of the field; I wish to work as per the experience I gathered.

1.1 Objectives

For foundation employees who wish to boost their prospects of finding employment and launching careers, the internship provides a range of support. Internships allow you to build your professional resume, meet individuals who can aid you in your future, and offer you an overview of what employment is like.

An internship's primary goal is to introduce you to a specific profession or industry. Although we may have a notion of what a job entails, we won't know unless we virtually experience it in the field. Theoretical knowledge varies as we start experiencing it in industry, from how we thought it was to how we are trained. My abilities and academic knowledge can only be tested with the internship golden opportunity that we are offered before we partially finalize the requirements of Business Administration (BBA) as a Supply Chain major at United International University.

To achieve my BBA degree, I pursued my role as an intern at Global Islamic Bank PLC at their Pragati Sarani Branch in Dhaka starting from June 4th, 2023, till September 3rd, 2023, for three-months.

I solely generate a thorough understanding of the workplace association as an intern, where the performance of the activities and engagement of oneself in the working environment is highly acknowledged. My efforts to advance both academically and personally are aided by the BBA programme as a whole. The report's general objectives have been labelled, and its specific purposes are highlighted below.

1.1.1 General and Specific Objectives

- Recognize assorted products and services.
- Gather practical experience based on theoretical knowledge.
- For the broader banker-customer relationship's purpose.
- Estimate the degree to which the overall financial system operates.
- Review the manner in which a commercial bank operates.

- Establish interpersonal, administrative, and communication skills.
- To participate in the physical corporation world.
- To accomplish the requirement of the BBA Program.

1.2 Methodology

With the restriction to primary data sources due to corporate security purposes, very minimal data was visible to use; hence, for this reason, the overall paper is mainly based on secondary data sources. A combination of primary and secondary data are used to ensure the accuracy of this study, and the evidence is valid and dependable.

1.2.1 Primary Data Sources

- Serviceable desk appointment
- Self-reliant data from diverse sources
- Meeting in person with the administrators
- Consultation with the client in an individual
- Observations and survey

1.2.2 Secondary Data Sources

- Annual Testimony of Global Islami Bank
- Brochures and seminars hosted by Global Islami Bank
- Different scripted and publicized documents of Global Islami Bank
- Newspaper
- Website

1.3 Research Limitations

While preparing a report on the performance of Global Islamic Bank PLC, Pragati Sarani Branch, Dhaka, as an intern, it was an amazing opportunity, however there were constraints to work within. It has been discussed listed below:

- Lack of workforce due to few employees in the branch
- Insufficient data about the practices of this bank
- Absence of information accessible because of the bank confidentiality
- Inadequate quantity of Secondary data is not plenty to compresence the report
- Upholding office hours
- Entirely new location
- Internal Communication in a fresh setting

Chapter 2

Global Islami Bank PLC Overview

2.0 Global Islami Bank PLC Profile

Global Islamic Bank, formally known as NRB Global Bank, is a third-generation private Shariah-compliant bank in Bangladesh. Originated on July 25, 2013, as a fourth-generation commercial bank, after practically three years of guideline and supervisory instructions to operate a banking business in Bangladesh. Bangladesh Bank provided authorizations to 9 banks including NRB Global Bank to format it from the full-term Islami Bank to full-growing Islami Banking Operations under Islami Shari'ah Ethics as "Global Islami Bank Limited" (GIB), modified the name from "NRB Global Bank Limited."

GlB began its journey with a small staff, three fully operational branches across the nation, and economic products (finance and deposits). These branches offered trade services, private and commercial banking, cash management, reserves, securities, and custodian facilities. Today, GlB employs 2223 people (including provision staff), 99 branches, 116 sub-branch, 5 AD branches, 103 ATM booths, and a multitude of other services.

With over 3.5 decades (35 years) of banking experience, Mr. Syed Habib Hasnat was formerly the additional Management Director of the first Security Islami Bank. He was officially named the Managing Director on August 1, 2018. On July 21, 2013, Mrs. Maimuna Khanam began her tenure as a director of the bank. She is now the vice-chairperson of the board of directors and the chairperson of the executive committee. Along with other managements who are well regarded in their field of endeavor, Nizam Chowdhury, who has worked in the United States for the past thirty years, has the formal title of chairwoman of the Bank..

Both the Chittagong Stock Exchange PLC and the Dhaka Stock Exchange Limited have registered GIB. As of May 15, 2023, the bank's title was changed from "Global Islami Bank Limited" to "Global Islami Bank PLC" by the Corporations (2nd Amendment) Act, 2020. GIB offers an extensive set of banking products and a service area constructed on Islami Shari'ah moralities to commercial, SME and retail clients through a diversity of distribution networks.

Company Name	Global Islami Bank (GIB)
Founded	July 25, 2013
Type	Commercial bank
Industry	Banking
Banking Segment	Shari'ah based Full-fledged Commercial Islami Bank
Products	ATM services, banking facilities, investment banking, corporate banking, and consumer banking
Headquarters	Dhaka, Bangladesh
Chairperson	Mr. Nizam Chowdhury
Website	http://www.globalislamibankbd.com/

2.1 Logo of Global Islami Bank PLC

2.2 History

2022		
	Opening of 100th Sub-Branch as GIB DC Road Sub-Branch, Chattogram	August 24, 2022
	Opening of 100th GIB ATM Booth at Patiya Shantirhat Branch, Chattogram	July 07, 2022
	Obtaining Consent letter from BSEC in respect of IPO	September 08, 2022
	Suscription Period for IPO	October 16-20, 2022
	Ninth Anniversary of GIB Banking Operations	October 23, 2022
	Pro-rata allotment Ceremony of Shares at DSE	November 07, 2022
	Listing with Dhaka Stock Exchange Limited (DSE)	November 10, 2022
	Listing with Chittagong Stock Exchange PLC (CSE)	November 13, 2022
	Commencement of trading of shares of GIB in DSE & CSE	November 16, 2022
	Achievement of "ICMAB Best Corporate Award 2021"	December 02, 2022
	Signing of Agreement between GIB and WZPDCL	December 21, 2022
	Achievement of ISO/IEC 27001:2013 Certificate	December 28, 2022

2021	Inauguration of "Go Fast" Internet Banking Service	January 31, 2021
	Inauguration of GIB Agent Banking Service	February 07, 2021
	Opening of 50th Sub-Branch as GIB Hazirhat Sub-Branch, Pabna	September 09, 2021
	Agreement signed on Automated Challan System with Bangladesh Bank	October 07, 2021
	Eighth Anniversary of GIB Banking Operations	October 23, 2021
2020	Seventh Anniversary of GIB Banking Operations	October 23, 2020
	Opening of First Sub-Branch as GIB Baunia-Badaldi Sub-Branch, Dhaka	November 08, 2020
	Approval for Full-fledged Islami Banking	December 31, 2020
2019	Approval from BB for Opening of GIB Islami Banking Window/Branch	April 30, 2019
	Opening of First Islami Banking Window at GIB Gulshan Corporate Branch, Dhaka	August 01, 2019
	Opening of First GIB Islami Banking Branch at Pacchor, Madaripur	September 08, 2019
	Opening of GIB Call Center	October 15, 2019
	Sixth Anniversary of GIB Banking Operations	October 23, 2019
2018	First Dividend Declared for the Shareholders	April 18, 2018
	Opening of 50th Branch as GIB Aturar Depot Branch, Chattogram	August 12, 2018
	Fifth Anniversary of GIB Banking Operations	October 23, 2018
2017	Fourth Anniversary of GIB Banking Operations	October 23, 2017
2016	Inauguration of GIB Training Institute	July 31, 2016
	Third Anniversary of GIB Banking Operations	October 23, 2016
2015	Launching of GIB Credit Card	June 16, 2015
	Launching of GIB Debit Card	August 23, 2015
	Second Anniversary of GIB Banking Operations	October 23, 2015
2014	Approval from Bangladesh Bank for BACH live Participation	January 01, 2014
	Statutory Meeting of the Board of Directors of the Bank	January 12, 2014
	Approval from Bangladesh Bank for BEFTN live Participation	June 04, 2014
	First GIB ATM Booth Installation	June 23, 2014
	First Annual General Meeting (AGM) of the Bank	July 14, 2014
	First Anniversary of GIB Banking Operations	October 23, 2014

2013		
	Getting NOC from Bangladesh Bank	June 19, 2013
	Consent from BSEC for raising Paid up Capital	July 07, 2013
	Incorporation from RJSC	July 21, 2013
	Commencement of Business	July 21, 2013
	License from Bangladesh Bank for Banking Business	July 25, 2013
	Enlistment as a Scheduled Bank	July 29, 2013
	First Board of Directors Meeting of the Bank	August 04, 2013
	Opening of GIB Corporate Head Office	September 09, 2013
	Start of Banking Business through GIB Gulshan Corporate Branch	October 23, 2013
	Obtain License from Bangladesh Bank as Authorized Dealer	November 17, 2013
	Opening of GIB Agrabad Corporate Branch as 1st Branch in Chattogram	December 29, 2013

2.3 Vision and Mission

2.3.1 Vision

- Create a remarkable brand in the financial services industry by providing outstanding assistance and creating value for all parties involved—clients, bondholders, colleagues, the economy, and mankind. We'll do this by acting accurately, utilizing modern technology, and remaining true to ourselves.

2.3.2 Mission

- Build self-assurance among the NRBs for investment
- Providing prompt and ethical support to clients, ensuring accuracy and transparency
- Elevate the amount of money being transmitted as remittance
- We strive to ensure the growth and strength of communities, societies, and economies by offering our assistance
- To align technology with the assistance of knowledgeable experts and qualified supporters from the Bank
- Fabricate a respectful and professional workplace for the Employees

2.4 Goals

Our primary objective is to “deliver reliable banking services”, and to achieve this, we prioritize ensuring “positive experiences” for our customers and stakeholders.

2.5 Commitments

- To the Islami Shari’ah
- To the Supervisors
- To the Investors
- To the State
- To the Civilization
- To the NRBs
- To the Clients
- To the Teams
- To the Setting
- To the other Shareholders

2.6 Services and Products of Global Islami Bank PLC

2.6.1 service

- Mudaraba Gift Cheque
- Internet Banking (Gofast)
- ATM 24/7 Service station
- Agent Banking
- Automated Clearing Service area
- Electronic Fund Transfer Service area
- RTGS (Real Time Gross Settlement) Service station

- Call Centre Service area
- Locker Service Facility
- Online Banking Service area
- Evening Banking Service area
- SMS Banking
- POS (point of Sale)
- Centralized Trade Processing Service area
- Foreign Remittance Service area
- Export Service area
- Import Service area
- Bank Guarantee Service area
- Utility Bills Service area
- Correspondent Banking Service area

2.6.2 Product

GIB ASSET A PRODUCTS

- Bai Muajjal - FO
- Bai Murabaha - Hypo
- Bai Murabaha - General
- Bai Muajjal - Specialised/ Executive/ Festival/ Adhoc/ Marital/ Travel
- Bai Muajjal - Nandini/ Utshoho/ Shohoyata/ Proshar/ Kishan/ Uddom
- HPSM - Industrial/ Commercial/ Consumer/ Retail/ Auto/ Staff
- Local Documentary Bill Purchased (LDBP)
- Foreign Documentary Bill Purchased (FDBP)
- Bai-Murabaha Post Import (MPI) - Trust Receipt
- Murabaha Import Bills (MIB) – Cash LC

GIB LIABILITY PRODUCTS

- Al-Wadeeah Current Account (A/C)
- Mudaraba Short Notice Deposit Account (A/C)
- Mudaraba Savings Account (A/C)
- Mudaraba Queen Savings Account (A/C)
- Mudaraba Perfect Savings Account(A/C)
- Mudaraba Junior Savings Account (School Banking Account) (A/C)
- Mudaraba Freshers Savings Account (A/C)
- Mudaraba Farmers Savings Account (A/C)
- Mudaraba Salary Savings Account (A/C)
- Mudaraba Term Deposit Account (A/C)
- Mudaraba Student Savings Account (A/C)
- Mudaraba Swadesh Savings Account (A/C)
- Mudaraba Foreign Currency Savings Account (A/C)
- Mudaraba Tawfiq (Probable Lakhpoti) Deposit Scheme System
- Mudaraba Tayeba (Probable Millionaire) Deposit Scheme System
- Mudaraba Hasanah (Probable Kotipoti) Deposit Scheme System
- Mudaraba Tahseen (Probable Double) Deposit Scheme System
- Mudaraba Deposit Pension Scheme System
- Mudaraba Monthly Profit Deposit Scheme System
- Mudarabah Labbaik Hajj Deposit Scheme System
- Non Residence Foreign Currency Deposit Account (A/C)
- Residence Foreign Currency Deposit Account (A/C)
- Mudarabah NRB Savings Bond Scheme System
- Mudarabah Mohorana Savings Scheme System

GIB CARD D PRODUCTS

- Debit Card
- Dual Gold Card
- Platinum Card

2.7 Organizational Structure

2.7.1 Board of Directors

Mr. Nizam Chowdhury
Chairman

Mrs. Maimuna Khanam
Vice Chairperson

Dr. Mohammed Faruque
Director

Mr. Shahidul Alam
Director

Ms. Shahana Ferdous
Director

Mr. Arif Ahmed
Director

Mr. Mohammad Mostan Billah Adil
Director

Mr. Bourhanul Hasan Chowdhury
Director

Mr. Wahidul Alam Seth
Director

Ms. Rokeya Yesmin
Director

Mr. Subrata Kumar Bhowmick FCA
Director

Ms. Farzana Begum
Director

Mr. Mohammed Oheidul Alam
Director

Mr. Mohammad Shahjahan Meah
Director

Mr. Hasan Mansur
Director

Dr. Md. Nizamul Hoque Bhuiyan
Independent Director

Mr. Ahmed Muktadir Arif
Independent Director

Mr. Hasan Iqbal
Independent Director

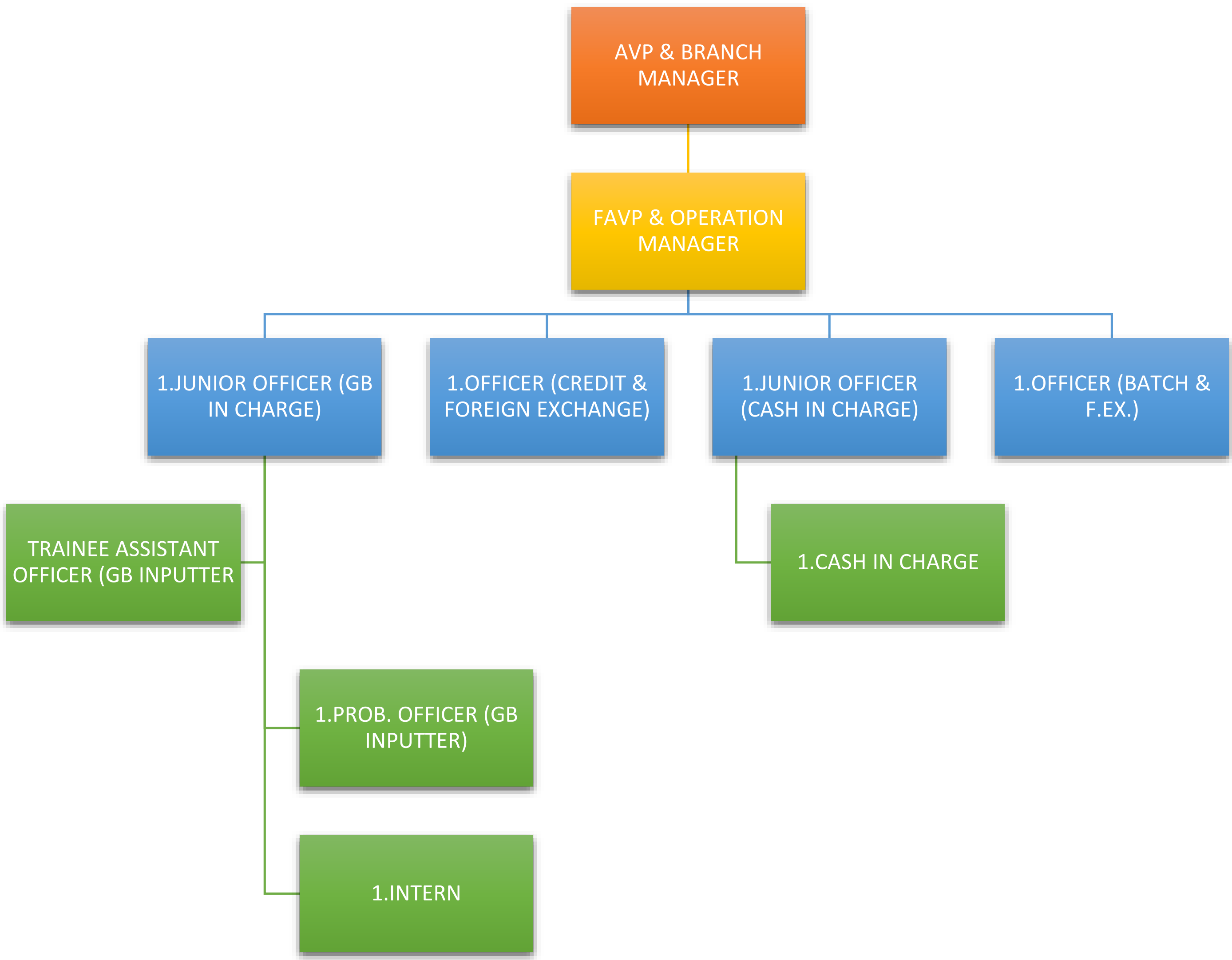
Mr. Syed Habib Hasnat
Managing Director

2.8 Department Overview

Global Islami Bank (GIB), possess a modernised administrative arrangement, with a vibrant line of reporting. The GIB framework permits rapid communication and straight engagement across the numerous stages of the banking departments, Hence supporting rapid and superior decision construction and providing a business environment to modify. The departments which are included in the process are:

- Finance and Accounts Department
- Treasury Department
- Investment Administration Department
- Retail Banking Department
- CMSME Department
- Agricultural Investment Department
- Sustainable Finance Unit
- ADC & Cards Department
- Risk Management Department
- Special Assets Management Division
- Human Resources Department
- Agent Banking Department
- R&D Department
- Information Technology Division
- MIS Department
- General Services Division
- Training Institute, Dhaka
- Regional Training Institute, Chattogram
- Central Trade Service Unit
- Uposhakha Controlling Unit
- Investment Division
- Branch Operations Division
- Central Clearing Department
- Communication & Branding Department
- Marketing & Development Department
- Legal Division
- AML Division
- International Department
- Contact Centre Division

2.9 Branch structure of GIB Pragati Sarani Branch, Dhaka, Bangladesh



- MD NAZRUL ISLAM
  - AVP & BRANCH MANAGER
  - (2019 - PRESENT)
- MA RAHIM
  - FAVP & OPERATION MANAGER
  - (2017 - PRESENT)
- SUSMITA SHAHA
  - OFFICER (BATCH & F.EX.)
  - (2014 - PRESENT)
- MD. ABDULLAH AL WAHID
  - OFFICER (CREDIT & FOREIGN EXCHANGE)
  - (2015 - PRESENT)

- MD. KAMRUL HASSAN LABID
  - PROB. OFFICER (GB INPUTTER)
  - (2022 – PRESENT)
- KAZI LUBNA AKHTER
  - JUNIOR OFFICER (GB IN CHARGE)
  - (2017 - PRESENT)
- SYEDA SIMIA SOHAIL
  - TRAINEE ASSISTANT OFFICER (GB INPUTTER)
  - (2022 - PRESENT)
- MD. DIDARUL ALAM
  - JUNIOR OFFICER (CASH IN CHARGE)
  - (2017 - PRESENT)
- MD. TAWKIR AHMED
  - CASH IN CHARGE
  - (2022 - PRESENT)
- NABILA AKTHER
  - INTERN
  - (JUNE – SEPTEMBER 2023)

As an Intern under the General Banking Department at GIB Pragati Sarani Branch, Dhaka, Bangladesh I was supervised by Kazi Lubna Akhter. Kazi Lubna Akhter assisted and guided me during my time there and has given me an understanding of the role I was appointed for with both realistic and hypothetical perspectives. Henceforward has provided me with a further realistic understanding.

2.10 SWOT

2.10.1 STRENGTHS

- Strong loyalty to corporate governance
- Strong Compliant Ethos
- Market reputation as Shari’ah-compliant bank
- Secure Liquidity Position

2.10.2 WEAKNESSES

- Restriction on Deposit and Investment percentage
- Development in some Branches/ Sub-branches is moderately delaying
- Completed dependence on the Corporate sector
- Reduction margin/yield due to heavy price rivalry

2.10.3 OPPORTUNITIES

- Rising interest for Islami Banking
- Upward middle-income group
- The government is implementing mega ventures
- Impressive economic development

2.10.4 THREATS

- Challenge of Investment Regaining and Asset Quality
- Digital and Cyber Danger
- Absence of satisfactory economic instruments for Islami Bank
- Minor investment appetite

Chapter 3

Theoretical association

3.0 Introduction of Bank

Commonly by the word “bank” we can effortlessly understand that the financial establishment is licensed to deal with receiving deposits with currency and providing financial services with wealth management. The entire scenario of the economy of a country can be ascertained by examining the condition of the banking division. The banking segment has a vital role to play in the economic activities and progress of any country. There are many different kinds of banks, such as Central Banks, Commercial Banks, Savings Banks, Investment Banks, Industrial Banks, and Co-operative banks. However, when we talk about a "bank" with no additional details, we are referring to Commercial Banks.

Commercial Banks are the prime contributors to the economy of a nation like Bangladesh. In Bangladesh, commercial banks are in control of the financial segment and the overall organization of the economy relies heavily on how well these banks perform.

In today's world of Globalization, it's impossible to survive on your own. Modern technology and international relations have made people from different parts of the world come closer to each other. As we know Bangladesh cannot survive without help in this fastest growing community. The bank plays a critical part in the development procedure of the country as it helps to accelerate the pace of development by securing a continuous supply of financial capitals to the public engaged in numerous economic activities. These financial institutions have helped the world economy grow a lot. The role of banking is similar to the role of the human body's artery system.

Moreover, the bank offers various services through its extensive network. The banking sector of Bangladesh is very important and helps the country grow by providing services to people and businesses. The Bangladesh Bank oversees and controls 60 banks operating in Bangladesh, as stated on their official website.

3.1 Introduction of Operation Management

Operation management (OM) can be defined as the process of planning, organising, leading, and controlling the capital and activities of an establishment to achieve its goals. It encompasses the whole thing from production and manufacturing to logistics and client facility.

Operations management is a fundamental discipline that revolves around the efficiency of the organisational performance by ensuring that the right capital is allocated to the accurate tasks at the right time, all while minimising waste and maximising efficiency. This discipline is essential across diverse industries, from manufacturing and logistics to healthcare and finance, as it directly impacts an organisation's ability to meet customer demands, maintain quality standards, and achieve strategic goals.

3.1.1 Global Operation Management

Global operations management means managing an establishment's resources, processes, and actions in diverse countries and regions to be efficient, make good products, and be competitive globally. This means bringing together different tasks like managing supply chains, production, distribution, logistics, and customer service in different places. The objective is to improve how things are done by taking into account the difficulties and differences that come with operating in different markets and cultures. Important things to consider in managing operations globally include making sure different parts of the supply chain work well together, finding the right balance between making things the same across locations and adapting them to local needs, getting resources from around the world, managing risks, making sure things are done right, using technology effectively, being aware of and respectful of different cultures, following rules and regulations, finding and keeping good employees, planning for growth in different countries, being responsible and ethical, and taking care of the environment.

Global operations management faces challenges such as difficulty with different languages, time differences, and managing operations in different economic conditions. However, when done well, it can provide great chances for growing, entering new markets, and becoming more competitive worldwide.

3.1.2 Bangladesh Operation Management

In Bangladesh, operation management refers to the skilled management and coordination of diverse business activities within companies. Bangladesh is a country in South Asia. It has different types of jobs and businesses like making clothes, farming, making things in factories, and helping people with services. Businesses in Bangladesh need to have good management in order to compete well, make sure they have good products or services, and help the country's economy expand.

In Bangladesh's changing and competitive business world, having good operational management helps the economy grow, creates jobs, and makes businesses perform better. Operation management in Bangladesh involves various industries and activities, such as textiles and agriculture, manufacturing, and technology integration. It helps organizations deal with difficulties, grasp chances, and stay competitive both locally and internationally.

3.2 Operation Management of Banking

Operational management in banking refers to the practices and procedures used to run the day-to-day operations of a bank. It involves managing various tasks such as customer service, transactions, and administrative functions to ensure the efficient and smooth functioning of the bank. Development design and improvement are important in making sure that the operational processes in a branch or organization follow both Islamic finance principles and are efficient like conventional banking. Processes are fashioned to make things more efficient, reduce waste, make it easier for customers to interact with a business, and use resources in the best way possible. Continuous enhancement methods can be used to make Islamic banking processes better and more efficient. This will ensure that the services provided meet the required standards.

3.2.1 Important of Operation Management in Banks

Operational management is an organized technique to supervise and improve the daily activities of an organisation. whose goal is to make sure that services are delivered efficiently and effectively while following important principles and ethical guidelines to the customer and employees. Operational management is very important for Global Islamic Bank PLC's Pragati Sarani Branch in Dhaka. It affects how the branch works, delivers services, and follows Islamic finance principles. This includes planning, organizing, coordinating, and controlling resources and processes to achieve the bank's goals. Theoretical aspects of operational management form the basis for smooth and successful banking actions in Islamic banking. Let's take a clear look at these aspects.

- Operational Continuity
- Time Efficiency
- Resource Allocation
- Cost Control
- Risk Management
- Efficient Customer Service
- Strategic Planning
- Innovation
- Data security
- Cash Flow Management
- Customer satisfaction
- Quality Control

Chapter 4

Internship Overview

4.0 Working Environment

Working environment at the Pragati Sarani Branch in Dhaka, of Global Islamic Bank, is unique due to its blend of professionalism, ethical banking approaches, and customer-centric focus. In this place, employees feel like they have a purpose to be here and all believe in similar things as they help the bank achieve its goals.

The branch follows Islamic finance rules and promotes a sense of authentic banking. Employees should not only know and follow these values, but also use them in their everyday interactions and transactions, making sure that all services provided follow Sharia rules.

Working together as a team is really important in our work culture. Co-workers work together smoothly across diverse departments to make sure everything runs smoothly and customers receive excellent service. This working together spirit improves our capability to solve problems and gives us a chance to learn from each other's experiences.

Putting the customer at the centre is a vital part of the environment. Employees are given support to help customers in a personal way, going beyond systematic tasks to meet their specific money-related requirements. This approach helps to make customers want to keep coming back and helps to build strong and lasting connections with them. The place where you work focuses on helping you grow and expand professionally. Employees get chances to learn and improve their abilities. This investment in serving employees grow not only helps them personally but also makes the branch work better overall.

The way people behave in the branch is based on being kind and welcoming to everyone. People with different experiences are respected and treated well, which makes everyone feel peaceful and supported. The branch makes sure to follow Sharia principles and ethical standards very carefully to make sure its operations are in line.

In simple terms, the workplace at Global Islamic Bank PLC's Pragati Sarani Branch is focused on doing banking in an ethical way, by putting customers first, working as a team, and helping employees grow professionally. This place helps employees to contribute to the bank's goals and helps them to grow personally and as a team.

4.1 Job Responsibilities

- ✓ Product information and promotion
- ✓ Cross-Selling products and service
- ✓ Documentation processing
- ✓ Teamwork in group
- ✓ Learning opportunity

- ✓ Professional growth
- ✓ Providing customer service
- ✓ Record keeping and updating
- ✓ Assistance with organizational responsibilities
- ✓ Customer support and issue resolve
- ✓ Obedience and supervisory awareness

4.2 Internship Experience and learning

My time as an intern at Global Islamic Bank PLC Pragati Sarani Branch in Dhaka was a valuable and eye-opening experience. While I was at the branch, I got to learn a lot about Islamic banking and gained hands-on experience in diverse parts of the industry. A brief overview of my internship experience is placed down below:

Orientation and training

- The internship started with a detailed introduction to the bank's background, purpose, and the basics of Islamic bank.
- I received training on basic banking procedures, on providing good customer service, and the specific products that are compliant with Sharia law.

Customer Interaction

- Best parts of my internship was talking to customers when they came to the branch.
- This experience helped me become better at conversation with people and understanding their need and want.

Teamwork

- I worked closely with qualified banking professionals who were always willing to share their knowledge and guide me during my internship.
- Collaborating with colleagues from diverse backgrounds enriched my understanding of banking practices and adopted a dynamic learning environment.

Ethical Banking Practices

- Important thing I learned was how ethical banking is used in real-life circumstances.
- I personally witnessed how the bank's commitment to helping humanity and the community affected the work.

Transactions observation

- Throughout my time, I witnessed a variety of banking activities such as the initiation of new bank accounts, the transferring of funds between different accounts, and the proposal of loan applications.

Professional progression

- All through my internship, I learned a proportion about Islamic banking and also became better at managing my time, solving complications, and doing multiple tasks at once.
- I got helpful feedback from my supervisors that made me realize areas where I can get better and grow.

Ultimately, Working as an intern at Global Islamic Bank PLC Pragati Sarani Branch had a profound impact on me. The book offered a clear explanation of the rules governing Islamic finance, ethical banking approaches, customer service practices, and the day-to-day workings of a financial organization. This experience made me learn more about the industry and also made me passionate about helping banks to be ethical and responsible in the future.

4.3 Challenges and limitations

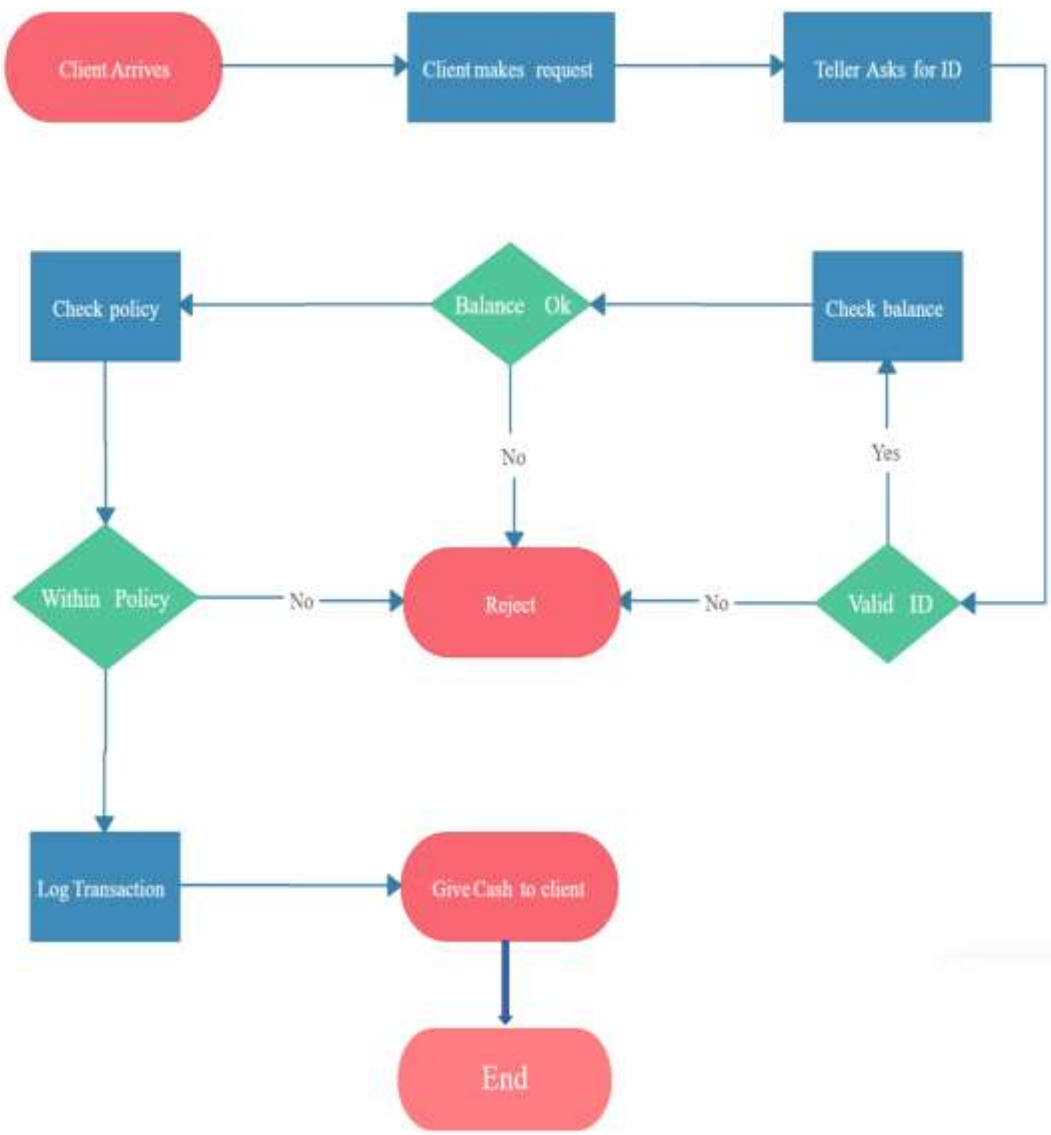
During my internship at Global Islamic Bank PLC's Pragati Sarani Branch in Dhaka, I encountered various challenges and limitations that provided me with valuable insights. These obstacles were vibrant indicators of the areas that essentially required improvement and transformation. Certainly, there are complications and restrictions that I may have face during an internship at Global Islamic Bank PLC's Pragati Sarani Branch in Dhaka. The lists are provided below:

- Technological Restrictions
- Understanding Customer
- Regulatory Obedience
- Product and service diversity
- Skill Gaps and Training obligatory
- Communication Challenges
- Customer Traffic
- Cultural Understanding
- Struggle to Change
- Innovation Limitations
- Customer Service throughout Rush hours
- Limited Exposure to Finance
- Resource Restrictions
- Complex Operation Structures

The difficulties and restrictions that a person faces and observes during an internship can give them special knowledge but may also create obstacles. However, these challenges also allow for valuable learning experiences. They emphasized the importance of always learning, using technology better, communicating with customers more effectively, and continuously adjusting Islamic banking principles to fit modern financial needs. During my internship, I learned how important it is to come up with creative solutions, communicate well, and be flexible when facing challenges in Islamic banking operations and practices.

4.4 Process mapping for customer support and issue resolve

The figure.1 illustrate a process mapping diagram based on the customer support and issue resolving department activities which is developed by me. The map displayed the process in which a customer request of cash withdraw is being placed and handled.



The process mapping has been solely created by my overall observation on the banking operation and can slightly vary from the original formation.

The steps of customer support and issue resolving department are as follows of the request is approved:

1. When an customer arrives the bank welcome them and they are asked how the bank can help them.
2. Then the request or service desired of cash withdrawn is placed in front of the workforces.
3. The workforce ask for the required documents such as ID
4. ID verification process take places and if the ID is verified the request is approved after checking the balance and the policies are made.
5. The transaction is finalised and the cash is handed to the customer

The steps of customer support and issue resolving department are as follows of the request is rejected:

1. When an customer arrives the bank welcome them and they are asked how the bank can help them.
2. Then the request or service desired of cash withdrawn is placed in front of the workforces.
3. The workforce ask for the required documents such as ID
4. ID verification process take places and if the ID is verified the request is rejected after checking the balance and the policies are made.
5. The transaction would not be finalised and the cash would not be handed to the customer after identifying the issue.

4.5 ERP Software

Global Islami Bank PLC used to use a CBS developed by Temenos AG namely T24, who later trademarked as Transact. T24 was a traditional and non-islamic banking software. Therefore, Global Islamic Bank PLC (GIB) was requirement to modification to a Islamic banking solution as it became a shariah compliant bank. Global Islami Bank (GIB) PLC is looking for a cheaper software with more customisation for its core banking software (CBS) as due to cost cutting measurements but making sure that the standard of banking maintained throughout.

TEMENOS AG also known as T24 is a Switzerland-based corporation specialising in Enterprise software based banks and financial facilities The control centre is located in Geneva, Switzerland. The overall costing of T24 is higher as investment, with per person cost hence, account created for 5/16 member for the Global Islamic Bank PLC Pragati Sarani Branch and with bare minimum customisation facilities offered. The subscription period for the rental are yearly bases. But thereby on of the best and most sophisticated enterprise banking software providers globally.

ABABIL NG who is located in Dhaka, Bangladesh created by Millennium Information Solutions Limited. It is an Islamic banking solution following Islamic Shariah Based Banks, Financial Institutions, Islamic Micro Finance and established locally. ABABIL NG who is more flexible and are more user friendly UI (user interface) and has a wide range of customization facilities on the software which are required on GIB. The ABABIL NG cost lower then TEMENOS AG (T24), with a monthly and yearly subscription period and now the software can be available for all 16 employees in the Global Islamic Bank PLC Pragati Sarani Branch.

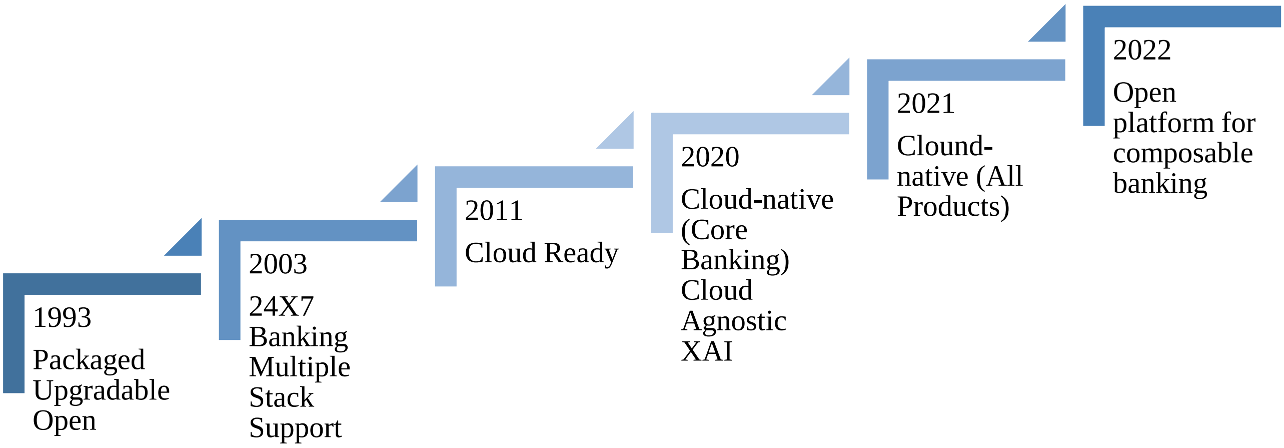
Therefore, Global Islamic Bank PLC (GIB) now has decided to shift to ABABIL NG (September 2023 - present) after using TEMENOS AG (T24) (Past to August 2023).

4.5.1 TEMENOS AG (T24) VS ABABIL NG

	TEMENOS AG (T24)	ABABIL NG
Company headquarter	Geneva, Switzerland	Dhaka, Bangladesh
Cost of investment	Higher fee	Lower fee
Facilities of customization	Barely available	Widely available
User friendly UI (user interface)	Less user friendly	More user friendly
Software specialised in	Enterprise software based banks and financial services	Islamic Shariah Based Banks, Financial Institutions, Islamic Micro Finance
Availability of the software	Costly to create account for the employees (5/16 employees excess)	Permitted to all employees
Training of software	Training provided of few working days for stuff.	Training provided of two working days for stuff.
Subscription period	Yearly	Monthly & yearly

4.5.2 Timeline

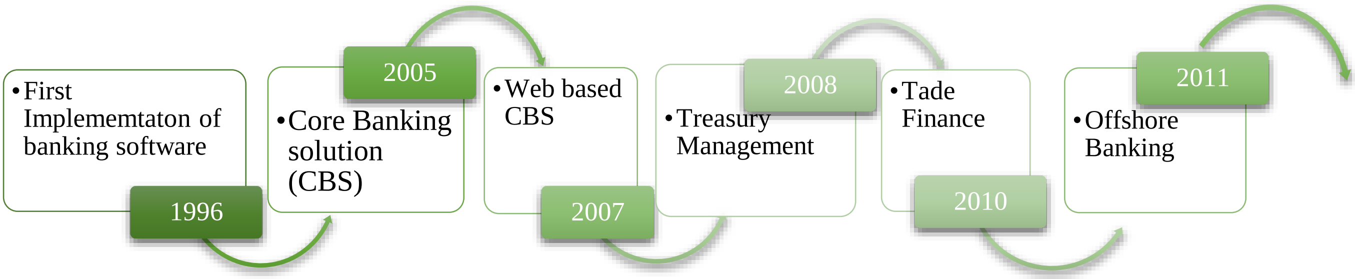
TEMENOS AG (T24)



Key advancements:

- In 1993, Temenos AG was started with the goal of providing easy-to-use and customizable banking solutions.
- In 2003, T24 made its services better by providing 24/7 banking and support for multiple tasks. This made it easier and more flexible for people to use.
- In 2011, T24 recognized the significance of cloud technology in the financial industry and made itself compatible with it.
- In 2020, T24 went through a big change. It became cloud-based for core banking, able to work on different cloud systems, and started using Explainable Artificial Intelligence for more advanced features.
- In 2021, all Temenos products have been changed to work better with cloud technology. This is in line with the industry moving towards using cloud solutions.
- In 2022, Temenos becomes a flexible and customizable platform for banks to create their own banking solutions.

ABABIL NG



Key advancements:

- In 1996, ABABIL NG started its journey by creating the "First Implementation of Banking Software. " This marked the beginning of their work in the banking software industry.
- In 2005, the company started offering a "Core Banking Solution (CBS)" to help financial institutions with their basic banking needs.
- In 2007, ABABIL NG progresses by releasing a "Web-based CBS," which shows that the industry is moving towards using web-based and digital solutions.
- In 2008, the company started offering "Treasury Management" solutions to help its clients with their financial and treasury management needs.
- In 2010, ABABIL NG started providing "Trade Finance" solutions to help banks with trade and financial transactions.

Chapter 5

Conclusion

5.0 Conclusion

During my internship, I learned about the General Banking Department's significance and how it functions in a global Islamic bank and its other branches. The internship helped me understand how important the General Banking division is in carrying out many important banking tasks. The significance of this department in the bank's overall service is evident through activities such as account openings, transaction handling, fund transfers, and customer assistance.

During the internship, I noticed that the division is very focused on putting customers first and doing things efficiently. The bank showed its commitment to giving customers fast and smooth services through efficient processes and professional staff. Moreover, the use of technology in the division demonstrated the bank's dedication to keeping up with the latest trends and being important in a world that is becoming more and more digital.

In summary, the internship at Global Islami Bank's General Banking division has given me a valuable opportunity to see how operation management principles are put into action in Islamic banking. The internship showed the good things about the division and also found ways to make it better and grow. The things I learn during this internship will help me continue to learn and get better at managing operations. This will help the bank provide excellent service and follow Islamic banking ethics.

5.1 Recommendations

After interning at Global Islami Bank's Pragati Sarani Branch in Dhaka, I found some suggestions to improve the general banking division. Several suggestions have been identified to further enhance the operation management practices and contribute to the ongoing success.

- **Digital Innovation**

  Digital innovation refers to the development and implementation of new technologies and ideas within the digital realm. It involves creating inventive solutions to problems using digital tools and platforms. The bank must enhance its online and mobile banking services to accommodate customers' digital banking preferences. Create easy-to-use interfaces for managing accounts, making fund transfers, and paying bills. This will make it more convenient for customers and reduce the number of people coming to the physical branches.

- **Customer Relationship Management**

  Customer Relationship Management, also identified as CRM, is a system that helps businesses manage their relationships and interactions with clients. It involves assembling and organizing customer statistics in order to better recognise their needs and preferences. With CRM, industries can improve customer satisfaction, enhance sales and marketing strategies, and develop stronger customer relationships. By using CRM software, businesses can easily track and analyse customer interactions, keep track of customer information, and create personalized experiences for their customers. In summary, CRM is a tool that supports businesses build and sustain positive relationships with their clients. Spend money on good customer relationship management (CRM) tools to learn more about what customers like, how they act, and what they want. This method of using data can help create services and offerings that are personalized to each individual.

- **Process Standardization**

  Process standardization means making sure that all procedures and steps involved in a process are consistent and follow a set of established guidelines. This helps to ensure that the process is carried out efficiently and effectively, and that the same results are achieved each time the process is performed. Standardization reduces errors and variability, making it easier to monitor and improve the process. It also promotes consistency across different teams or departments within an organization. Ultimately, process standardization helps to streamline operations and increase overall productivity. Make sure all branches follow the same procedures to guarantee that the service quality is the same and they follow the principles of Islamic banking. Create step-by-step instructions for regular tasks in the General Banking department to make them more consistent and less likely to have mistaken.

- **Regular Performance Reviews**

  Regular performance reviews are evaluations conducted on a regular basis, typically once or twice a year, to assess an individual's performance in their job or role. These reviews allow employers to provide feedback and discuss areas of strength and areas that may need improvement. They are an important tool for employee development and can help identify goals and objectives for the future.

Regularly assess the performance of the General Banking division by looking at how well they are meeting their goals, making customers happy, and following Islamic banking rules. Give recognition and rewards to team members who do exceptionally well in order to inspire and encourage them to continue performing at a high level.

Bibliography

- Wikimedia Foundation. (2023, August 13). Global Islami Bank. Wikipedia. https://en.wikipedia.org/wiki/Global_Islami_Bank
- Branch information | Global Islami Bank PLC. (n.d.). https://www.globalislamibankbd.com/branch-information/
- Board of directors | Global Islami Bank PLC. (n.d.-a). https://www.globalislamibankbd.com/board-of-directors/
- Gib Profile. Global Islami Bank PLC. (n.d.). https://www.globalislamibankbd.com/corporate-info/about-us/
- Gib Profile | Global Islami Bank PLC. (n.d.). https://www.globalislamibankbd.com/corporate-info/about-us/
- Ababil Pricing, alternatives & more 2023. Capterra. (n.d.). https://www.capterra.com/p/129201/Ababil/
- Annual reports. Global Islami Bank PLC. (n.d.). https://www.globalislamibankbd.com/annual-reports/
- June, T. R., & Report, T. (2022, June 6). Global Islami Bank opens its 91st Branch at Pragati Sarani. The Business Standard. https://www.tbsnews.net/economy/banking/global-islami-bank-opens-its-91st-branch-pragati-sarani-434210

Appendix

Experience Certificate of GIB

GIB গ্লোবাল ইসলামী ব্যাংক
غلوبل إسلامي بنك Global Islami Bank

GIB/PGS/GB/2023/258

Date: 24.08.2023

TO WHOM IT MAY CONCERN

This is to certify that Ms. **Nabila Akther**, D/O- Md. Habibur Rahman & Mrs. Rowshon Akter, Student ID: 111183015, BBA (Major in Supply Chain Management), United International University (UIU) is continuing her **Internship Program** in Global Islami Bank PLC, Pragati Sarani Branch, Dhaka from June 04, 2023 which is due to be completed on September 04, 2023. She has been working here with integrity and sincerity.

I wish her all the best and success in life.

Sincerely,

24.08.23

Md. Nazrul Islam
AVP & Manager
Global Islami Bank PLC
Pragati Sarani Branch, Dhaka

Global Islami Bank Limited
Pragati Sarani Branch : Car Selection, Holding No.: 44, Block: J, Pragati Sarani, Ward: 40, Dhaka North City Corporation, Vatara, Dhaka.
www.globalislamibankbd.com, SWIFT: NGBLBDDH