

Internship Report
On
Service and Operations Coordination at Hanabi

Tanvir Ahmed Ferdous

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

Internship Report
On
Service and Operations Coordination at Hanabi

Submitted to:

Name: Dr. Saad Hasan

Designation: Associate Professor, School of Business and Economics

Submitted by:

Name: Tanvir Ahmed Ferdous

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Major: Supply Chain Management

Registration Trimester: Summer 2025



School of Business and Economics
United International University

Date of submission: 21 November, 2025



Letter of Transmittal

Date: 21 November 2025

Dr. Saad Hasan Associate Professor

School of Business and Economics United International University

Subject: Submission of Internship Report

Dear Sir,

I feel honored to present my internship report and it is the end-point of my three months internship experience at the Operations department at Hanabi Limited. In a comprehensive manner, this report outlines what I have undergone, learned and understood during my working time with the organization.

My internship has been characterized by actively making efforts to contribute towards the achievement of the goals of the department and at the same time having a dynamic experience to grow and learn in a dynamic environment. Thanks a lot and I sincerely congratulate myself that I am blessed with such an opportunity to be part of the Hanabi's team and so much guidance and support provided by you and the entire department. It is through your mentorship that I enjoyed the success of my internship under you, and received much in professional growth under you.

There is a possibility that you are having any questions, require a clarification, or you would like to talk about something in the report and hence do not even think twice to send me a message. This form of education was very pleasant and I hope that in future, there can be a collaboration.

.

With best regards,

Tanvir Ahmed Ferdous

ID: 111-191-132

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Declaration of the Student

I, Tanvir Ahmed Ferdous, a student of the Bachelor of Business Administration program at United International University, hereby declare that this report is entirely my own work. I have not knowingly violated any copyright regulations, and to the best of my knowledge, this report is an original and authentic piece of work.

Furthermore, I confirm that this report has not been submitted, in whole or in part, for the purpose of obtaining any degree or certificate at any other institution.

I have strictly followed all academic rules and guidelines in the preparation of this report.

Regards,

Tanvir Ahmed Ferdous

ID- 111 191 132

Corporate Evidence



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Date: 02 November 2025

Internship Confirmation Letter

This is to certify that **Tanvir Ahmed Ferdous** has been working as an **Intern** at **Hanabi Limited** under the **Service and Operations Department**. The internship commenced on **1 July 2025** and has been conducted at our main office.

During the internship period, **Tanvir Ahmed Ferdous** has actively participated in various operational and administrative activities including:

- Assisting counsellors in client profiling and visa category assessment
- Supporting document collection, verification, and file management
- Coordinating Japanese language training schedules and attendance
- Communicating with students and clients regarding service updates

We confirm that **Tanvir Ahmed Ferdous** has been an official intern at Hanabi Limited for the specified period, fulfilling all assigned responsibilities with sincerity and dedication.

We wish Him every success in his academic and professional endeavors.

Sincerely,

Mohammad Talha Mahmud
Chief Operating Officer



Acknowledgment

Alhamdulillah (all praise is due to the Almighty Allah) that I gained the strength, direction and a chance to travel this far to complete my internship program and write this report within the required time. Despite these difficulties on the way, I finally managed to overcome them due to the unreserved assistance of my parents. In my own behalf, I would like to express my gratitude to all those who assisted me directly/indirectly in this process.

I would first like to express my gratitude to Dr. Saad Hasan an Associate Professor at the School of Business and Economics who so good heartedly provided me with guidelines as well as his contribution that helped to a great deal in timely completion of this report. I also owe a great debt of gratitude to MD Mahfuzur Rahman, Operation Manager and Head Consultant of the Hanabi Limited, who took my responsibilities and informed me a lot of information and knowledge he acquired. This was a great piece of advice and mentorship that would help me to overcome my performance in the internship.

The Operations team was a great place to work. I am pleased to say the greatest thanks to the whole team members that cooperated and supported me as it is this very cooperation and support that allowed me to make this internship experience meaningful and deeper to my professional development.

Executive Summary

This internship report offers detailed description of my work experience in Hanabi Limited, a leading Japanese Visa Consultancy and Language Training Centre in Bangladesh. The organization offers end to end services such as Student Visa Processing, Technical Intern Training Program (TITP), Specified Skilled Worker (SSW) Visa Assistance and Japanese Language Training. Its mission statement is to act as an inlet between the applicants in Bangladesh and the Japanese educational and employment institutions by carrying out clear, ethical, and efficient service delivery.

The main goal of the internship was to get exposed to the practical service operation, clients, and documentation aspects, and also how an international consultancy operates in a highly competitive and policy sensitive sector. Being an intern at the Service and Operations Department, my main duties were to assist in counselling sessions, document verification, organizing language training activities, and observe the process of communication in the embassy. These activities offered practical exposure to how to handle client files, make sure they adhere to the rules and regulations of the embassy, and operate efficiently.

The report gives the major fields of research such as organizational structure, service provision, operational workflow, service blueprint, FMEA analysis, industry risks and the quality assurance mechanisms. The results indicate that the strengths of Hanabi are in its integrated service system, qualified staff, and its good relations with institutions in Japan. Nevertheless, there are still issues in such areas as manual data processing, policy reliance, and technological adjustment, which may influence the speed and quality of the processes. With the help of the Failure Mode and Effects Analysis (FMEA), such problem areas as embassy coordination and documentation verification were viewed as the critical points that required additional control and digital supervision. The Industry Risk Analysis identified regulatory uncertainty and market competition as the greatest threats originating outside the company, whereas the SWOT analysis validated a high prospect of long-term development by innovation and expansion of partnerships with Hanabi.

The experience during the internship helped a great deal in shaping my career as it enhanced my analytical, communicative and operational management skills. I gained

a profound knowledge of the direct relationship between service quality, cultural awareness and compliance and client trust and reputation of organizations. The report ends with the strategic recommendations such as implementation of digital client management system, staff training, and enlargement of online language program to improve the operational effectiveness and competitiveness of Hanabi in the market.

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Chapter 1 Introduction

1. Introduction

Hanabi is one of the leading Japanese Visa Consultancy and Language Training Center that offers a full package of services to fill the gap between the Bangladeshi applicants and the Japanese institutions. The services offered by the organization are; Japanese language education, documentation assistance, coordination of the embassy as well as cultural orientation- which offers one stop shop to students and professionals who are planning to relocate to Japan. Through a combination of training with consultancy, Hanabi has helped in creation of capacity to provide a quality language-sensitive workforce capable of operating within global environments. In the current globalized society, international education and employment migration have become a characteristic phenomenon of the socio-economic progress.

Japan being among the most technological states in the globe has presented various avenues that enable foreign nationals to study, develop skills and grow in their fields. The rising need in the opportunities offered through the visa categories of Student Visa, Technical Intern Training Program (TITP), Specified Skilled Worker (SSW), and other International Visa programs has posed a rising demand in the professional consultancy and training services that would help applicants to fulfill all the requirements of the procedures and language requirements. Being a Service and Operations Intern at Hanabi, I got a realistic exposure to the overall scope of operations operationalization of visa consultancy and training management process. This involved aiding in the communication with clients, supporting documentation processes, service records and coordination with the local personnel and other external parties. This experience has helped me to see how service design, process efficiency and customer experience overlap to determine the business performance of a business over all in an international consultancy setting.

This internship report seeks to examine how Hanabi has been able to operate its service operation in the best way possible, its procedural organization, operational issues and quality assurance practices. The study sheds light on how the organization is able to provide accuracy, compliance and satisfaction to its clients in the processing of various classes of visas especially Student Visa, TITP and SSW and how it

manages to maintain consistency in its service delivery chain. Finally, the report gives a reflection on how the practical exposure at Hanabi helped me to improve my knowledge on service operations management, cross-cultural coordination and customer-oriented business practices in the global environment.

1.1 Objective of the Report

This report is aimed at providing a detailed review of the operations of Hanabi with regard to service operations and procurement operations of the company as a Japanese Visa Consultancy and Language Training Center. The report also seeks to show how the organization strategies, organizes, and provides services in various types of visas, namely, Student Visa, TITP, SSW, and other international programs, and still remains efficient, accurate, and customer-satisfied. This report is both a scholarly necessity and a work retrospective of the internship experience. It gives one a chance to relate the theoretical knowledge of service management, operations, and supply chain coordination to practical things observed at the time of the internship.

In addition, the report will aim to:

- Show the way in which the service structure at Hanabi works in facilitating the visa application and training procedure.
- Evaluate operational issues and areas of process enhancement of the organization.
- Provide insights and recommendations that could help Hanabi enhance its service quality, coordination and sustainability.

Essentially, this report aims to make a contribution towards a better comprehension of how a contemporary consultancy such as Hanabi incorporates the element of service efficiency, cultural training and procedural accuracy towards facilitating international movement between Bangladesh and Japan.

1.2 Background of the Report

Due to the present-day globalization, cross-nation education and job prospects have become essential avenues to personal and national growth. As a highly developed economy in Asia, Japan experiences numerous opportunities to its foreign students and qualified workers in the form of such schemes as the Student Visa, the Technical Intern Training Program (TITP), and the Specified Skilled Worker visa category. These programs do not only help Japan in improving the workforce but also provide a new opportunity to people wishing to be exposed to the world and enhance their professions.

Bangladesh has recorded a sharp rise in the student and professional population that wishes to study, train or work in Japan. Nonetheless, visa process can be divided into several steps such as language skills, documentation, verification, and communication at the embassy- those spheres when specialists are needed by the applicant more than ever. This has seen the development of consultancy firms and training centers that deal with the education of the Japanese language and visa processing services.

Hanabi, a well-known Japanese Visa Consultancy and Language Training Center is a very essential in filling this gap by offering an end-to-end visa processing, training and documentation. The organization helps in advising applicants in preparing the correct visa files, studying about the Japanese language and culture as well as meeting embassy requirements. It incorporates both service and operational accuracy towards client satisfaction and success in the long term. This report has been developed as a course of my internship program at Hanabi where I was employed as a Service and Operations Intern. The internship also gave me a hands-on experience of the corporate structure of the organization, as I was able to see and be involved in the process of coordination of the visa applications, communication with clients, and managing the service processes. The experience was useful to bridge the gap between academic theories of service operations, procurement and customer relationship management and real-world practices in a global consultancy environment.

Thus, the report is the reflection of the academic knowledge and the experience acquired during the internship. It will provide an overall picture of the role of the service

operations and procurement mechanisms of Hanabi in the overall effectiveness of visa processing, language training and organizational expansion.

1.3 Methodology

The research method of this report aims at providing a systematic and realistic description of the operations of Hanabi in terms of its services and procurement processes and how the organization intends to handle the visa consultancy and language training services to various categories of Japanese visa programs including Student Visa, TITP, SSW and other international arrangements. This report has been prepared using both primary and secondary sources of information.

Primary Sources

- Firsthand experience in the day to day running of the business under the internship at Hanabi.
- Hands-on experience in communicating with clients, handling documents and coordinating services.
- Unstructured interviews and talks with the supervisors, visa consultants, trainers and the administration.
- Involvement in service tracking, training session management and operation reporting activities.

Secondary Sources

- official brochures of Hanabi, and internal rules of operation.
- Circulars of Japanese embassy and documentation requirements regarding visa process.
- Academic journals, textbooks, and online materials which are related to service operation management and procurement strategy.
- Governmental sources and official Japanese Ministry of Justice policy on types of visas (Student, TITP, and SSW).

Data Collection and Analysis Process

The data obtained were methodized, interpreted and assessed to have an overall picture regarding the service process and the operational structure of Hanabi. The evaluation of service procedures, workflow efficiency, and customer experience was mainly done through qualitative analysis. The results were then contrasted with the theoretical models of service operations to establish similarities, gaps, and areas of improvement.

1.4 Scope of the Study

This research paper focuses on an analysis of Hanabi, a Japanese Visa Consultancy and Language Training Center, operations of the service and procurement system. The report is concerned with the organization planning, managing and carrying out its visa consultancy and language training services on several visa categories, such as; Student Visa, Technical Intern Training Program (TITP), Specified Skilled worker (SSW) and other visa programs offered to international students.

The paper discusses the operational structure of Hanabi, its client counseling, its documentation management, its connection with Japanese institutions and agencies conducting education, and the connection within the service departments of Hanabi. It also examines the procurement variables of the organization- especially acquisition of translation services, education materials, as well as embassy related documents support that are necessary in efficient service delivery.

Moreover, this report also speaks of the relationship between service delivery and customer relationship management, which is how efficiency, accuracy, and communication can lead to overall customer satisfaction. It sheds some light on how digital tools, language teaching and administration work together to keep the company in good standing and performance.

Chapter 2 Company Profile

2. Overview of the Organization

Hanabi is a Japanese Visa Consultancy and Language Training Center located in Bangladesh and committed to help students, trainees and professionals to realize their dreams in studying, working or training in Japan. The organization offers a complete end-to-end service, such as visa documentation, language training, embassy management, and cultural orientation. Hanabi has gained the confidence of the Japanese education and workforce placement firms in the country through its dedication to the quality of its work, honesty and customer satisfaction, thereby becoming a household name within the industry. The organization works as an intermediary between the applicants in Bangladesh and the Japanese institutions, as well as, to make sure that each client gets sound advice and guidance on the whole process, e.g. preparation of Japanese Language Proficiency Test (JLPT) to issuing visa and pre-departure training. Its seasoned consultants, trainers and coordinators collaborate to ensure the standards of services are maintained and that they have good relationships with partner organizations in Japan.

2.1 Vision

To be the most reliable and productive Japanese consultancy and training Organization in Bangladesh by being transparent, professional and excellent in each stage of the visa and training process.

2.2 Mission

To empower the Bangladeshi students and professionals through offering quality visa consultancy and Japanese language training that enhances education, skills building and cultural interchange between Bangladesh and Japan.

2.3 Core Objectives

- **Integrity:** To be honest, fair, and transparent in the whole consultancy and training business.
- **Professionalism:** Providing services in an accurate manner that is disciplined and with cultural respect.
- **Customer Commitment:** To make sure that each customer is provided with

personal attention and sense of direction.

- **Cultural Exchange:** The mutual understanding between Bangladesh and Japan.

- **Continuous Improvement:** Changing in accordance with the new visa rules, trends in education and using technologies to improve the quality of services.

Services Offered by Hanabi

Hanabi provides an extensive variety of consultancy and training services, which majorly include the Japanese visa process. Key services include:

Student Visa Consultancy: Information on students who wish to be enrolled in Japanese language schools, colleges, and universities.

Technical Intern Training Program (TITP): Assistance to individuals joining Japan on the technical training system approved by the government.

Specified Skilled Worker (SSW) Visa Support: Assistance in the preparation of documents and advice to skilled workers who intend to work in the Japanese industry, including manufacturing, caregiving and hospitality.

Language Training: Japanese Scheduled language classes (N5-N1 levels) including JLPT preparation and development of communication skills.

Documentation and Translation: Academic and official documents translation, verification and notarization.



Pre-Departure Orientation: Behavioral, cultural and travelling advice to new migrants in Japan.

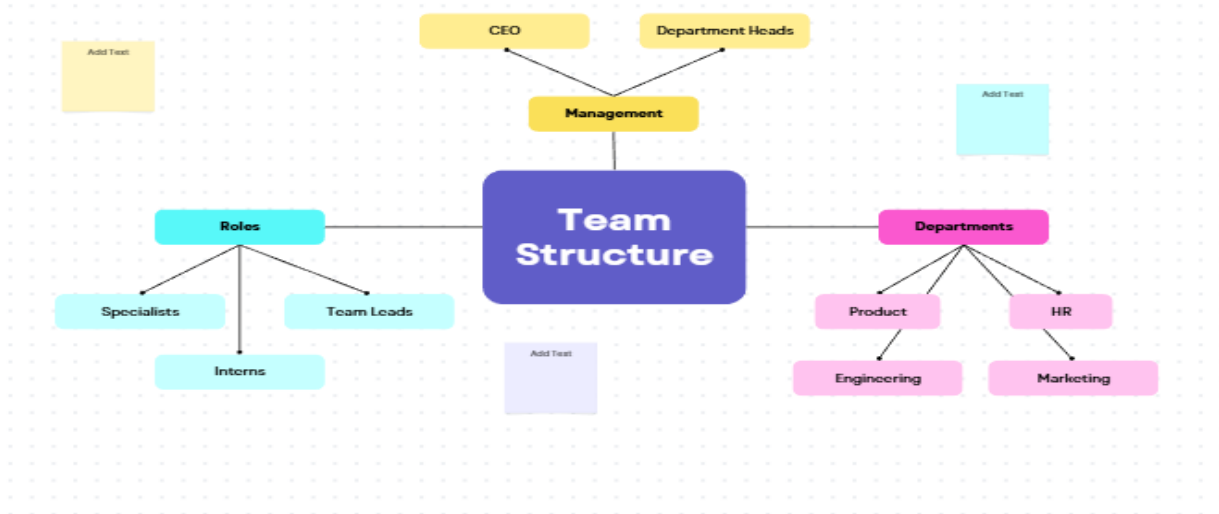
After-Visa Support: Accommodation, organization of pickup at the airport and first settlement recommendations.

2.4 Organizational Structure

Hanabi uses a centralized functional structure which is aimed at providing coordination between departments. The key divisions include:

- **Chief Executive Officer (CEO)/Managing Director:** In charge of all strategic activities and global alliances.
- **Operations Department:** Controls visa application procedures, organization of the embassy, and interdepartmental communication.
- **Training Department:** Trains Japanese language and cultural trainings.

Team Organizational Structure



- **Documentation and Compliance:** The department is in charge of document verification, translation, and legal processes.
- **Marketing and Client Relations Unit:** advertises services, keeps the clients involved, and communicates with them through social media.
- **Finance and Administration:** Monitors accounting, budgeting and allocation of resources.

2.5 Competitive Advantage

It is in a very competitive consultancy industry where accuracy, trust and the quality-of-service delivery is the determining factors and Hanabi has incorporated into its business model a well-integrated operational design incorporating visa consultancy, language training and culture preparation all under a single umbrella. Not only does this holistic approach allow to increase efficiency, but also provide each client with a comprehensive and trustworthy experience regarding his or her service journey, starting with the counseling session and continuing with the assistance upon his/her arrival to Japan.

A. Integrated Service Model

Contrary to other consultancy companies that offer to outsource the implementation of language teaching or documenting, Hanabi offers an integrated service. It has all the

key functions such as consultation, language training, documentation, and coordination of the embassy in the same organizational setting. This will help lessen reliance on outside suppliers, limit the amount of communication errors, and shorten the visa processing schedule. The integration also aids in the consistency of quality in all service process stages.

B. Specialization in Multiple Visa types

Hanabi has created specialized expertise and teams of workers in diverse categories of Japanese visa, namely Student Visa, Technical Intern Training Program (TITP), and Specified Skilled Worker (SSW). All types of the visas will demand different documents, evaluation of eligibility and coordination with Japanese institutions. The skills of the Organization to manage all three streams enable it to serve a wide pool of clients, which include students, trainees, and professionals, boosting its ability in market and reliability.

C. Great Institutional Partnerships

Hanabi has over the years developed close relationships with the Japanese language schools, technical institutes, and the representatives of the industry. Such partnerships give customers assurance of admissions, genuine data, and a greater success rate of visas. This type of institutional connection, in addition to making the Organization more credible, assists Hanabi to be abreast with the current immigration policies and changes in the procedures that are issued by the Japanese authorities.

D. Culturally Competent Team

The employees and the instructors of Hanabi are not only knowledgeable in the language but also culturally sensitive, which allows them to equip their clients to live in Japan. The trainers usually have some previous contact with Japanese schooling or workplace, and they can provide lessons that are not based on the grammar and vocabulary only, but on etiquette, workplace behaviors, and communication standards that are necessary when a person wants to fit the Japanese society. This advantage to human capital is a great contribution to client satisfaction and readiness.

E. Online Organization and Customer Service

In order to facilitate the processes, Hanabi relies on digital solutions to manage client records, progress, and document verification. The implementation of technology has facilitated quicker response rate, correct data handling and transparency in the process of service provision. Clients are able to make updates and file documents electronically and thus the process is made more convenient and efficient.

F. Reputation of Transparency and Ethical Practice

Hanabi is one company in an industry that has been accused of misinformation and unknown costs, but they have a decent reputation of having ethical operations and fair pricing. The Organization has transparent cost-break down, timelines and requirement conferences before the application process begins. This transparency generates confidence in the clients which create high referral rates and good publicity by word of mouth- one of the most sustainable growths in the consultancy industry.

G. Constant Improvement and Adaptation to the market

The management of Hanabi pays significant attention to the continuous enhancement with the help of the regular performance review, gathering feedback, and training of staff. The organization keeps changing its processes according to the new Japanese immigration policies and makes sure that they are adhered to and precise. This flexibility provides Hanabi with the first-mover edge on reacting to policy shifts and new opportunities in the Japan-Bangladesh education/employment corridor.

To conclude, the competitive advantage of Hanabi is related to integration of service, specialized competence, institutional connections, ethical conduct, and cultural orientation. All these qualities put it in a better position as one of the trusted, professional and progressive consultancies that can address the changing needs of the Bangladeshi applicants who want to study or work in Japan.

2.6 Services of Hanabi Limited

Hanabi limited offers a large variety of professional training and consultancy to individuals wishing to seek education, training or employment opportunities in Japan. Its service set includes visa consultancy, document organization, and teaching Japanese language and after settlement services- providing clients with a one stop shop experience in terms of pre-counseling activities to settlement in the foreign

country. The service system of the Organization is arranged in such a way that efficiency, transparency and cultural preparedness will be ensured hence making it a one-stop system among the Japan bound applicants.

A. Student Visa Consultancy

Hanabi supports students who have a desire to attend higher education or language classes in Japan. The consultancy service will consist of:

- Advice on the need to choose the right Japanese institutions depending on career objectives and education.
- Assistance in the process of eligibility by Japanese immigration government and schools.
- Constant alignment of communication between the students and the guardians and schools in Japan to verify proper flow of information.

There is also the support of JLPT (Japanese Language Proficiency Test) preparation to obtain a visa and admission.

B. Technical intern training program (TITP) Consultancy

The TITP program allows the Bangladeshi youths to be trained in Japanese industrial and manufacturing sectors in skill-based training. The TITP consultancy of Hanabi includes:

- Pre-screening and counseling of potential candidates to join certain technical areas.
- Co-ordination with the Japanese training organizations and sending organizations.
- Documentation services, health examination advice and pre-departure orientation.
- Training contract and other related document translation and authentication.

Hanabi makes sure that an applicant is well prepared to fit within the Japanese culture of working and the workplace.

C. Specified Skilled Worker (SSW) Visa Assistance

The SSW visa enables skilled workers to work in selected industries in Japan including care giving, hospitality, construction and agriculture. Hanabi promotes applicants by:

- Helping them through the SSW exam registration, preparation and application procedure.
- Sponsorship of Japanese language and job specifications training in partnership with other institutions.
- Scheduling paperwork and contracting with the Japanese employers.
- Providing help with visa application, communication at the embassy, and preparation of interviews.

The service is especially relevant to the workers that want to find long-term job opportunities and future perspectives of being resident in Japan.



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D. Language Training Centre

Hanabi has an organized Japanese language training department to prepare students and professionals to the levels of JLPT of N5 to N1. The programmes are aimed at improving on reading, writing, listening, and speaking skills and focusing on Japanese etiquette and communication culture.

- Experienced instructors, who are well versed in the Japanese culture and linguistics, teach the courses.

- Mock tests and progress assessments that are done regularly will guarantee continuous improvement.
- Cultural workshops will be organized to make the learners acquainted with the Japanese customs, behavioral patterns, and professional communication patterns.

E. Documentation, Translation and Verification Services.

The Japanese visa procedure involves proper documentation which is an important aspect. The services offered by Hanabi include:

- Academic, financial, and legal translation to Japanese.
- Certificates and authorized institution verification and attestation.
- Relation of Statements of Purpose (SOP), certificates of guarantee and application forms.
- Meeting the requirements and format standards of the Japanese embassy.

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F. Pre-Departure and Post-Arrival Services.

Hanabi acknowledges that the support of the client is not limited to visa acceptance. It provides: to help an individual have a smooth transition to life in Japan;

- Briefings on lifestyle, culture and social etiquette in the Japanese.
- Instruction of travelling, lodging and first settlement.
- After arrival services by the Japanese partner Organizations to receive at the airport, register at the city offices, and accommodation.

This in-house support generates confidence and provides customer satisfaction with all the phases in the migration process.

G. Skills and Career Counseling

Besides visa consultation, Hanabi also aims at the career development and skills match in the Japanese labor markets. The training and workshops offered by the Organization include:

- Writing the resume and preparation of the interview in Japanese format.
- Information on the professional skills training on the requirements of the Japanese labor market.

Hanabi is able to improve both the career counseling and the visa and training services to make its clients more employable and successful in the long-term.

2.7 The service provision of the company entails

Service provision of Hanabi Limited involves a full-fledged and structured process that accounts to provide high quality consultancy and training services to individuals who want to study, train, or work in Japan. The operations of the company combine various interdependent functions client counseling, documentation assistance, language training, coordination with the embassy and pre-departure orientation to make sure that every applicant is properly directed and served by means of personal client guidance and efficient assistance to the visa issuance and further.

The service process starts with the client consultation under which an applicant is evaluated by their education, career aspirations and their eligibility in the following Japanese visa types including, Student Visa, Technical Intern Training Program (TITP), and Specified Skilled Worker (SSW). Subsequently, the firm helps in preparing

and approving documentation and keeping all records within the legal and procedural requirements of the Japanese authorities.

Parallel to this, Hanabi is offering Japanese language training depending on the type of visa, training the clients to pass the Japanese Language Proficiency Test (JLPT) and prepared to communicate in the real world in Japan. After the documentation and training processes, the operations team of the Organization liaises with the Japanese partner institutions, agencies and embassies to effective and precise processing of applications. Besides, Hanabi does not only offer services such as visa approval but also includes pre-departure and after arrival assistance to clients, cultural adaptation services, travel planning, and first settlement orientation services. The given full-cycle approach guarantees that the company has long-term relations with the clients, which increases the rates of trust as well as success.

Altogether, the service delivery of Hanabi is characterized by the professionalism, accuracy, and cultural orientation which can make it a reputable power between the Bangladeshi applicants and Japanese organizations in terms of international education and work.

Chapter 3 Industry Analysis

3.1 Overview of the Industry

The Japanese visa consultancy and language training business in Bangladesh has seen great expansion during the last 10 years following the growing number of Bangladeshi students and professionals who are attracted to Japan. The demographic issues affecting Japan which include ageing population, lack of labor have prompted the growth of foreign schemes such as Technical Intern Training Program (TITP), Specified Skilled Worker (SSW) visa and Student Visa schemes. These programs have made available new avenues to migration by skilled and semi-skilled workers in the developing world, one of them being Bangladesh.

In this environment, there has developed a specialized service industry serving visa consultancy, Japanese language training and cultural training. Firms such as Hanabi Limited have become critical agents of connection between Japanese educational and employment establishments and the Bangladeshi candidates. The industry is not only competitive but also policy sensitive as it involves an aspect of education and migration as well as international development of the workforce.

3.2 Hanabi Limited PESTEL Analysis

The PESTEL model will look into the Political, Economic, Social, Technological, Environmental and Legal aspects that influence the operations of Hanabi Limited in the Japanese visa consultancy and language training sector. This analysis assists in the perception of the external environment influencing the strategic decision of the Organization and its sustainability in the long-term.

Political Aspects

The international relations and political stability between Japan and Bangladesh are very important in influencing the business environment of Hanabi.

- Bangladesh-Japan bilateral relation has grown tremendously in the past years, and Japan is one of the largest development partners and the major contributor in the mobility of human resources in Bangladesh.

- There are government-to-government programs including Technical Intern Training Program (TITP) and Specified Skilled Worker (SSW) agreements, which have provided a structured migration pathway, which promotes legal migration.
- The Welfare and Overseas Employment through the Ministry of Expatriates in Bangladesh, as well as the Immigration Services Agency (ISA) of Japan, has a direct impact on the policy framework by which Hanabi will operate.

Yet, the alteration of the government priorities, visa policy, or bilateral contracts may have a direct impact on the demand of consultancies and the functioning procedures.

Impact: PR and government collaboration and cooperation increase the credibility of Hanabi and sustain its business, but the instability of the policy also demands continuous adjustment.

Economic elements

Both Bangladesh and Japan have economic patterns that have a great impact on the demand of Hanabi services.

- The increasing unemployment rate and excess of young population in the labor force in Bangladesh has resulted in great enthusiasm towards foreign job opportunities, mainly under TITP and SSW schemes.
- The Bangladeshi Taka (BDT) and Japanese Yen (JPY) exchange rate influences the applicant choices and affordability.
- The labor shortages experienced in Japan in such areas like care giving, farming and manufacturing make the foreign workforce a permanent demand.
- The economic slowdown or recession in worldwide economies might temporarily decrease overseas recruitment or decrease the visa issuing rules.

Impact: The general economic situation augers in the growth of the Hanabi business; however, business may be impacted by global recessions or currency variations, which may influence the number of applicants.

Social Factors

The industry is heavily influenced by social cognizance, culture, and demographics.

- Raising the level of legal and formal migration awareness has contributed to the transformation of informal agents to professional agencies such as Hanabi.
- Japanese culture and lifestyle has become appealing to the young Bangladeshi because it is seen to be safer, disciplined and has career opportunities.
- The increase in the interest in language learning and cross-cultural education testifies to the shifts in the social ambitions of students and professionals.
- The role that parents play in the selection of overseas education is significant and consultancies must be credible and trusted.

Impact: The image of the Japanese as a secured and successful destination keeps the demand on the service of Hanabi and language training programs high.

Technological Aspects

Technology is a revolution to the contemporary consultancy practices.

- Hanabi uses online communication more, online documentation systems and e-learning solutions more in training the Japanese language.
- Customer records, tracking of progress and more prompt coordination with Japanese partners is guaranteed through the use of data management software.
- Service transactions have been made simple by online payment systems and by submitting forms digitally.
- But sometimes trivial technological literacy of certain clients can become a barrier to the digital adoption.

Impact: Hanabi is more efficient, more transparent, and its customers have a better experience with digitalization, yet additional investments in IT infrastructure have the potential to improve its performance.

Environmental Factors

Even though the direct impacts of the consultancy activities are minimal on the environment, the consideration of sustainability is increasing.

- Hanabi encourages paperless communication whereby documents are handled digitally and clients are managed using e-mail which minimizes waste paper.
- Clients are highly environmental conscious, which impacts the training content and cultural orientation since Japan is very eco-conscious.
- Having sustainable operational policies and green office environment helps in the ethics of the Organization.

Effect: Sustainability raises the social reputation of Hanabi and positions it in line with the environmental principles of Japan, which indirectly helps to increase brand integrity.

Legal Aspects

The legal environment controls legality and transparency of the operations of the consultancy.

- Hanabi is bound to abide by the regulations of the Ministry of Expatriates Welfare and Overseas Employment, the BOESL and Bangladesh Technical Education Board (BTEB) regulations.
- The Organization complies with the Japanese immigration rules, such as the eligibility of a visa category, the verification of the documents and language proficiency.
- The use of Japanese learning materials and branded resources have a relation to intellectual property laws.
- Procedures of data privacy and confidentiality in working with personal clients should be adhered to.

Impact: Due to adherence to Bangladeshi and Japanese laws, the sustainability, reputation, and trust of clients of Hanabi is guaranteed.

3.9 SWOT Analysis of Hanabi Limited

The SWOT analysis (Strengths, Weaknesses, Opportunities and Threats) offers a strategic analysis of internal strength and weaknesses and external environment of Hanabi Limited. It shows the use of Organizational resources to keep it competitive in the Japanese visa consultancy and language training business in Bangladesh.

Strength

Integrated Service Structure:

Hanabi provides visa consultancy, documentation, training in the Japanese language, and pre-departure services in the same platform. With this integration, there is reduced cases of confusion among the clients, increased coordination, and consistency in services.

Knowledge of Japanese Systems:

The Organization has a deep insight on the visa types of Japan, the embassy services and the educational procedures- Student Visa, TITP and SSW programs in particular. This knowledge makes Hanabi have a clear benefit over generic consultancy agencies.

Seasoned and Culturally Aware Team:

The employees of Hanabi have good linguistic and cultural skills as a majority of them studied or trained in Japan. Their own experience enables them to provide practical and culturally fit advice to the clients.

Ethical and Open Operations:

The company is honest in pricing and documentation and communication. The issue of ethical service delivery has contributed to Hanabi gaining the confidence of its clients and a good reputation in the market.

Japanese Partnerships within the institution:

Through partnerships with other established Japanese language schools and industries, Hanabi will have a better positioning pipeline and visa success rate.

Weakness

Weaknesses

Limited Geographic Reach:

The services of Hanabi are mainly located in the large cities, which restricts the access to potential clients in the remote areas that could also desire Japanese opportunities.

Relying on Policy Stability:

Any fluctuation of the Japanese immigration laws or the embassy requirements may interfere with the operations causing the abrupt changes in the workflow.

Digital Infrastructure is Limited:

Although Hanabi is a company employing simple digital tools, the company has numerous manual procedures in terms of documentation and client tracking. Scalability demands more automation and integration of systems online.

Minor Marketing Operations:

The promotional activities are modest compared to the competitors that are having aggressive online marketing campaigns and this limits the brand perception in a competitive market.

Resource Constraints:

Being a developing consultancy, Hanabi has financial and human resource constraints that may influence growth and long-term strategic planning.

Opportunities

Increased Demand of Skilled Labor in Japan:

The current labor shortage in Japan in various industries offers a long term opportunity to Hanabi because of the demand of skilled workers under the TITP and SSW programs.

Growth of Web-based Learning Centers:

Remote learners can be attracted both at the national and international level with the introduction of digital learning platforms related to the training of Japanese language (N5-N1).

Government Co-operation and Accreditation:

The collaboration with the governmental organizations like BOESL and BTEB will help Hanabi to become more credible in institutions and be officially recognized.

Diversification of Services:

There are new sources of revenue that can be generated by expanding services to cover Japanese business communication training, internship placement, and cross-cultural exchange programs.

Brand Internationalization:

International coordination offices or online relationships in Japan would help Hanabi build the reputation of an international consultancy.

Threat

Intense Market Competition:

The high number of independent consultancies and unregistered agents providing similar services in the market provides price competition and confusion that may be very misleading.

Changes in Regulations and Policies:

Improper changes in the immigration rules, directive in the embassy or changes in documents without warning can interfere with visa processing schedules.

Reputation Risk due to malpractices in the industry:

Unethical agencies might create a negative perception of the whole industry and this may have a negative impact on the image of Hanabi even though it is not their direct fault.

Economic Instability:

The affordability of clients and rates of applications could be lowered due to currency fluctuations, visa processing costs or economic downturns in Japan.

Technological Disruption:

The advent of tech-focused, AI-centered international consultancy platforms can call into question conventional models of consultancy such as the one by Hanabi.

SWOT analysis shows that Hanabi Limited has a very good ground on integrity, cultural competence and integrated services. Although its development is hindered by the inadequate marketing and infrastructure, the Organization has a huge potential of growth based on digital transformation, government partnership, and service development. Hanabi can also improve its status as one of the leading consultancy services that help Japan-bound migration and education services by addressing internal weaknesses and eliminating external threats.

Chapter 4 Operations at Hanabi

Hanabi Limited is a business entity that operates on the basis of providing accurate, punctual, and transparent services to its customers who are in need of the Japanese visa and language training. Being a consultancy and training center, Hanabi combines the operations of various functional areas, such as client counselling, documentation management, language instruction, coordination with the embassy and post-service support, to guarantee efficiency of end-to-end processes.

The operational strategy used by Hanabi has three main objectives and these are: the accuracy of the services provided by Hanabi, client satisfaction and the ability to remain in compliance with the Japanese immigration regulations. All the departments are closely interrelated with a centralized management style functioning to allow the flow of information and decisions to be made quickly.

4.1. Operational Framework

The daily activities of Hanabi are planned to be organized at five significant stages, which guarantees systematic working process since first visit of the client to post-departure follow-up.

Client Inquiry and Counselling.

- Clients can visit Hanabi through walk-in, social media or referrals.
- Preliminary profile test is carried out by the counselling team, where eligibility to either Student, TITP or SSW visas is established.
- Individual meetings map out the visa arrangements, the documents needed and training programs.

Documentation and Verification.

- The operations department gathers, translates and authenticates the required documents (academic transcripts, passports, financial statements).
- Translations are certified by the embassy standards, and file completeness is guaranteed by using the checklists.
- Electronic monitoring software documents achievement and keeps its clients transparent.

Language Training Coordination Japanese

- The training department deals with scheduling of courses, monitoring classes and preparation of JLPT exam.
- Operational coordination also makes sure that the completion of training is in accordance with the embassy deadlines.
- Weekly reports to the operations supervisor on attendance and progress data are taken up to check the quality.



Entry of Application and Embassy Liaison

- After documentation and language certification, the operations department makes visa applications to be submitted to the Japanese institutions and embassies.
- The communication with Japan partner schools and agents is carried out through official email and frequent updates.
- The team also makes sure the guidelines of Japan Ministry of Justice and Immigration Service Agency are followed.

Departure Management and Post-VISA Services

- Once the visa is approved, the operations team will organize pre-departure briefings, travel assistance and cultural orientations.
- Post arrival services comprise of airport pick up arrangements and residence orientation by Japanese partner Organizations.
- Client satisfaction is gathered through feedback which is used to make improvement on operations aspects.

The operational tools and technology will be adopted to optimize the process of overcoming opposition to change and enhancing communication and collaboration among team members. The operational tools and technology will be embraced in order to streamline the process of overcoming resistance to change and improving communication and collaboration among teammates.

Quality Assurance Practices

Hanabi has strict quality control in the course of its operations, to guarantee the excellence of its services:

- All documents are checked on several levels before being submitted.
- Periodic performance review of the language instructors and counsellors is conducted.
- Embassy circulars are revised on a weekly basis to ensure that operations are in tandem with policy changes.

The accuracy, trust of the clients, and the continuous improvement make the operation management style of Hanabi unique.

The Service and Operations Intern plays a crucial role in the company by assisting with phone calls, documenting, keeping records, and scanning and printing documents. Service and Operations Intern works in the company significantly as they help in handling phone calls, documenting, record keeping, scanning and printing documents.

4.2. Operational Challenges

In spite of a good coordination, Hanabi experiences a number of operational issues:

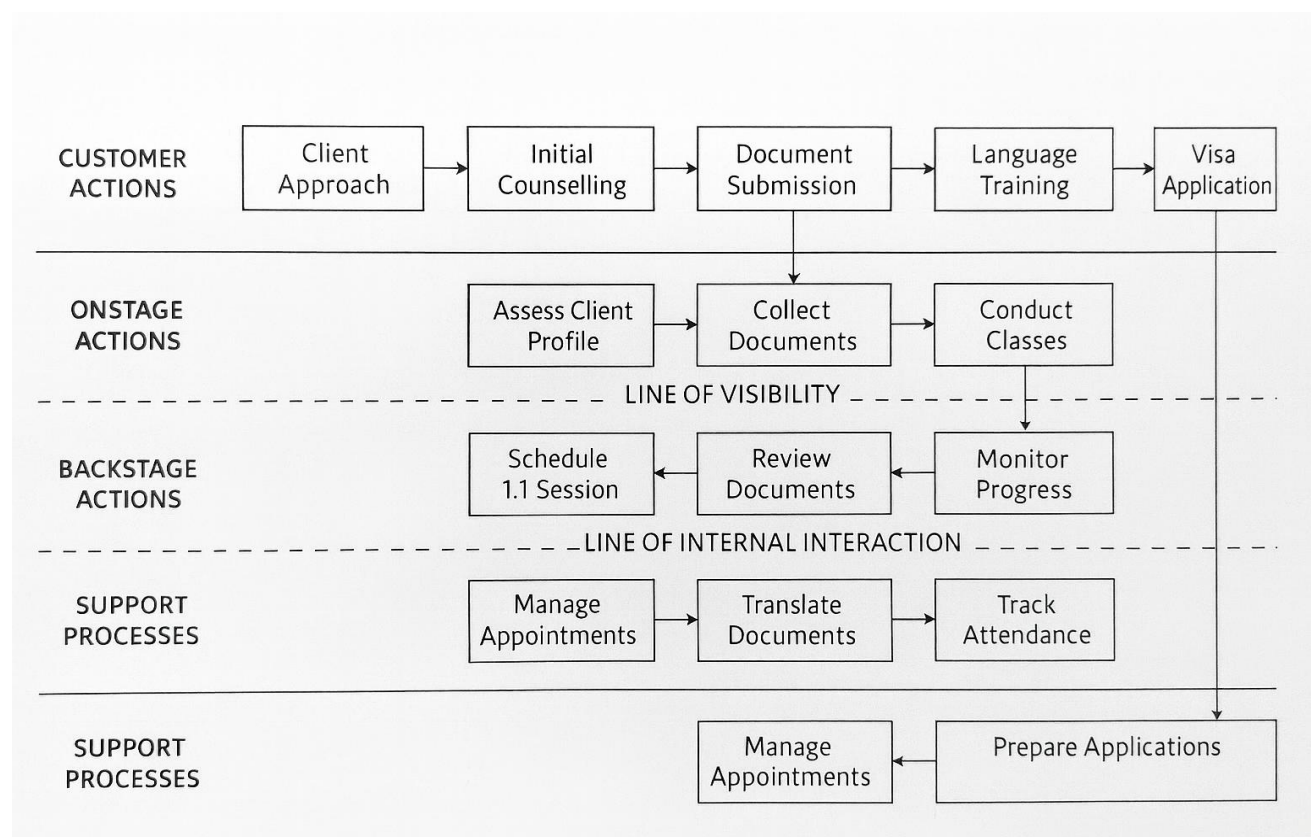
- Paperwork is sometimes a hindrance to the work process.
- Visa policy transformation demands quick modification of the documentation standards.
- Little digitalization reduces real-time interdepartmental monitoring.
- Turnaround time is influenced by workload pressure in season of peak applications.

Operational efficiency will be further increased by addressing these challenges with the help of automation, digitalization, and training of the staff.

Hanabi has operations that are a combination of human skill, systems and organizational culture. The effectiveness of its process guarantees uninterrupted flow of counselling to post-arrival support, which is an expression of professionalism and satisfied clients. The key to operational excellence and achieving the increasing demands of Japanese visa consultancy and training services in Bangladesh are through continuous technology improvement and capacity building.

Chapter 5 Service Map

Hanabi Limited is a specialized Japanese Visa Consultancy and Language Training Center which offers full service to persons who would like to study, work or train in Japan. Its services are meant to be sure that the clients fulfill all the academic, linguistic, and legal necessities of the Japanese immigration programs. Hanabi provides the link between the applicants of Bangladesh and Japanese institutions, making their communication unapologetic, well-documented, and culturally prepared. Accuracy, professionalism, and personalized services are the basis of service philosophy of the company. It also provides pre-visa and post-visa services, to include all the steps of the applicant, including their first counselling and guidance after arrival.



The service blueprint of Hanabi Limited shows the entire process of workflow and interaction to provide visa consultancy and training services to the clients. It represents how the coordination between the customers (clients), the frontstage (visible) employees, backstage (internal) activities, and support systems are integrated with one another to provide efficient service delivery.

The blueprint has five layers that include Customer Actions, Onstage Actions, Backstage Actions, Support Processes, and Lines of Visibility and Interaction. The

front-end and back-end functions of the operations in the organization are interdependent as shown in each layer.

Customer Actions

This layer is an illustration of the actions that are pursued by the client as he/she uses the services of Hanabi.

This starts when a client comes to the organization seeking the visa consultancy. The initial counselling is done on the client and their goals and eligibility is addressed. They follow the process of counselling, go ahead to submit documentation, language training and lastly the visa application.

Such measures describe the process of the client through the initial contact to the final visa acquisition.

Onstage Actions

Such are the front-of-rest activities carried out by the front-office employees of Hanabi that are in direct contact with the clients. - **Evaluate Client Profile:** The counsellors check the academic history of the applicant, his or her financial standing and visa eligibility.

- **Gather Documents:** Employees gather and check the necessary academic, financial, and identification documents.

- **Conduct Classes:** The training department provides cultural preparation classes, and the Japanese language classes.

These frontstage behaviors are done in the presence of the client which influences their perception of the quality of service.

Backstage Actions

The backstage layer depicts the internal operation that underlies the frontstage operation though it is not seen directly by the clients.

- **Schedule One-on-One Sessions:** Internal staff will schedule individual counselling or training sessions depending on the needs of the client.

- **Check Documents:** The operations team ensures that the documents of clients are valid and complete.

- **Evaluate Performance:** The supervisors of the training follow through on the language skills and attendance of each student during the training process.

Such activities guarantee precision, adherence and uniformity in service delivery.

Support Processes

This layer is a set of the administrative and technological systems which facilitate the functioning of Hanabi.

- **Organize Appointments:** The scheduling department schedules counselling and training sessions.

- **Document Translation:** The translator department will be involved in creating Japanese based versions of documents required by the embassies.

- **Track attendance:** Digital attendance is utilized to keep track of the participation and performance of students.

- **Ready Applications:** The documentation department will assemble and hand in visa documentation to the Japanese embassy and partner institutions.

These processes serve structural support and continuity of operation in the departments.

Rays of Visibility and Interaction

The blueprint is organized by two major horizontal boundaries:

- The Line of Visibility divides onstage (client-facing) operations with the backstage operations. Clients only observe the frontstage activities whereas the internal reviews and handling of documents take place behind the scenes.

- Line of inside interaction separates the backstage activities and the support procedures. It facilitates the flow of information among such departments such as the documentation, translation and administration units.

All the activities, roles and interconnections involved in the process of service delivery at Hanabi are depicted in a visual form in the blueprint.

It brings forwards Customer Actions, Onstage Actions, Backstage Actions, and Support Processes.

- Provides visibility between the externally visible and internal functions.

1. Key steps include
2. Client Approach
3. Counselling and Profiling
4. Gathering and translating documents.
5. Language Training
6. Embassy Liaison and Visa Application.
7. Pre-departure Orientation
8. Post-arrival Support

Service Delivery Mechanism

Services are provided on a hybrid system of operation, that is, the integration of digital tools and face-to-face communication.

- The company has a client tracking software that is used to document and make progress. Synchronization of the counselling and training activities is done by having a schedule that ensures continuity and prevents overlaps.
- Standard checklists have been adopted by the operations department in ensuring uniformity in all cases.
- There is a coordinator per department to deal with clients and the Japanese institutions.

Quality Assurance in Service

- Hanabi has a stringent quality control in its operational phases.
- The documents are confirmed severally before they are submitted to the embassy.
- The trainers are appraised frequently on the basis of the class feedback and the student progress.
- The company revises the service policies based on the changes of Japanese embassy circulars and changes in the immigration rules.

- Feedback and grievance system will help in service enhancement and satisfaction of the clients.

Innovation in service is also intimately connected to technology and innovation.

Technology and Innovation in Service

- Hanabi makes use of digital communication tools (Zoom, Google Meet, Email) to conduct remote counselling.
- Cloud-based systems are used to record the client databases and training attendance.
- Digital translation tools and internal tracking spreadsheets were used to improve the accuracy of documentation.
- Intention to implement AI-based language training applications and mobile applications to engage students in the future.

Service Operations Difficulties

- failure of embassies to respond to communication and verify documents.
- The Japanese side changes its policy frequently, which influences service planning.
- Low automation and use of manual records.
- Interdepartmental coordination problems in the peak application times.
- Handling clients expectation and falsehood disseminated by unregistered consultancies.

Service Improvement Strategies

- Add digital management software that is more centralized to improve coordination.
- Increase the scope of online classes in the Japanese language.
- Enhance employee training to increase operational efficiency.
- Have a 24/7 helpline dedicated to clients to help and monitor their progress.
- Strengthen the collaboration with Japanese organizations to accelerate COE and visa approval.

- Adopt a client feedback mechanism that is never-ending and is used to improve processes.

The service operations by Hanabi are meant to experience a transparent, smooth and ethical service.

- The way it combines visa consultancy, training and post arrival services have a competitive edge in a unique way.
- The future of growth is based on digital innovation, process automation, and collaboration across the globe.
- The emphasis on service quality and cultural alignment that the organization is focusing on makes it a reliable mediator between the countries of Bangladesh and Japan.

Chapter 5 FMEA Analysis

Failure Mode and Effects Analysis (FMEA) is an analytical tool that is structured to detect, rank, and control failures that may happen within a process at an early stage. Within the framework of Hanabi Limited, FMEA assists in reviewing the shortcomings of service delivery, specifically, in the area of visa consultancy, documentation, and language training to be applied to ensure the execution of the necessary changes beforehand.

This analysis will be aimed at reducing operational mistakes, increasing customer satisfaction and adhering to the Japanese embassy and immigration requirements.

The FMEA analysis presented by Hanabi has five main steps:

Determine Process Steps - Determine all significant service steps (Counselling, Documentation, Training, etc.).

Define potential Failure Modes - Determine the possible errors or breakdowns that may take place during an individual stage.

Assess the Impact of Failures - Examine the ways that every failure might affect business or consumer satisfaction.

Determine Risk Priority Numbers (RPNs) - Determining the degree of severity, frequency, and detection in order to rank the risks.

Recommend Corrective Actions - Suggest preventative measures to minimize risks in future.

4.4.3 FMEA Table for Hanabi Limited

PROCESS STEP	POTENTIAL FAILURE MODE	POTENTIAL EFFECTS or FAILURE	S (1-10)	O (1-10)	D (1-10)	RPN
Embassy Coordination	Delayed submission or miscommunication	Rejection or extended waiting period	9	5	6	270
Document Collection & Verification	Missing or invalid documents Embassy rejection; rework required	Embassy rejection; rework required	9	5	5	225
Translation & Attestation	Translation errors or missing notary	Delays in embassy approval	7	7	4	196
Initial Counselling	Incorrect visa category suggestion	Client applies for wrong visa; loss-of time and trust	8	4	6	192
Language Training	Client applies for wrong visa, loss poor teaching consistency or irregular class	Students fail JLPT exam, visa delay	8	4	6	192
Pre-departure Orientation	Incomplete cultural training	Students face adaptation challenges in Japan	6	5	6	180
Post-arrival Support	Lack of follow-up with Japanese partners	Client dissatisfaction, brand reputation risk	7	3	7	147

The Failure Mode and Effects Analysis (FMEA) Table of Hanabi Limited identifies, analyses, and prioritizes the possible operational risks that might happen in various phases of service delivery process of the company. The severity of each process step is evaluated along with its probability of occurrence, and whether it is detectable and a Risk Priority Number (RPN) is computed to establish the degree of criticality. The analysis is based on seven key phases of the work of Hanabi: Initial Counselling, Document Verification, Translation and Attestation, Language Training, Embassy Coordination, Pre-departure Orientation, and Post-arrival Support.

High-Risk Areas

The table indicates that the process of Embassy Coordination has the highest RPN of 270, which is the most critical failure mode. Any delay in receiving the information in the embassy and/or submitting the wrong documents may lead to the denial of the visa or the postponement of the visa process.

Document Verification (RPN 225) is also another critical area where missing and invalid documents can result in the refusal or re-submission of the embassy. The two

fields need more stringent control measures, including the system of double checking and tracking of digital documents and special embassy liaison officers.

Medium-Risk Areas

The first one is Initial Counselling (RPN 192) and Language Training (RPN 192), which are of medium risk. A mistake in choosing the proper type of visa or a variation in the quality of teaching processes may slow down the progress of the client or lower their chances of passing the Japanese Language Proficiency Test (JLPT). These failures may be avoided through frequent staff training, format SOPs (Standard Operating Procedures), and progress monitoring instruments.

The medium risk is also Translation and Attestation (RPN 196). Embassy delays come about through minor translation errors or absence of notarization. The strategy which Hanabi can use to mitigate this risk is to employ certified translators and have a system of proofreading all submissions.

Low-Risk Areas

The minimum values of RPN are in Pre-departure Orientation (RPN 180) and Post-arrival Support (RPN 147). Although these processes do not cause such serious operational effect, their inattention may impact client satisfaction and reputation of Hanabi. High service standards are maintained with the help of proper follow-up mechanisms, orientation feedback forms as well as communication with Japanese partners.

meaning and Strategy implications.

The table brings out the way FMEA enables Hanabi to rank the operational risks in terms of their probable effects on the quality of the services and customer satisfaction.

- The maximum RPN values demonstrate the places where urgent work is to be done.

Medium RPNs propose regular checkups and training.

- Low RPNs show the opportunities of preventive maintenance and post-service care.

By utilizing such an organized way, Hanabi will be able to improve the reliability of the services offered, minimizing the delays in its operations, and reinforcing its general risk management system.

Risk Mitigation Strategies

Digital Monitoring System:

Install a centralized online monitoring system of all documents, communication records and submissions to the embassy.

Staff Education and Standard Operating Procedures (SOPs):

Regular staff training and development and drafting standardized checklists of each visa category.

Quality Review Committee:

Establish an interdepartmental quality control team to review files prior to submitting them to the embassy.

The language training oversight is also provided:

Present student feedbacks and progress tests at the end of each training cycle of JLPT.

This Logbook documents the coordination of the embassy, its services, and appropriate amenities.

Keep submission schedules, embassy correspondence files, and acknowledgment receipts so that they can be accountable.

Client Feedback: The client can also provide their own feedback on this system.

Client Feedback: This system allows the client to give his or her feedback too.

Rely on feedback of post-arrival support to revise service strategies and training programs.

PROCESS STEP	POTENTIAL FAILURE MODE	RECOMMENDED ACTION
Embassy Coordination	Delayed submission or miscommunication	Designate embassy liaison officer
Document Collection & Verification 225	Submitting or invalid documents; reprocessor Embassy rejection, rework	Implement double-check policy
Translation & Attestation 196	Translation errors or missing notary Delays in embassy approval	Hire certified translators
Initial Counselling 192	Incorrect visa category suggestion Client applies for wrong visa: loss of time and trust	Train counsellors regularly
Language Training 192	Poor teaching consistency or irregular classes Students fail JLPT exam-visa	Conduct instructor evaluations
Pre-departure Orientation 190	Incomplete cultural training Students face rejection Client dissatisfaction brand reputation risk	Conduct orientation session

As it can be seen in the FMEA table, the most sensitive stages of the Hanabi service process are the embassy coordination and documentation management. By mitigating these high-priority risks with the help of digital tracking, process standardization, and cross-department coordination, Hanabi will be in a position to remain an effective and reliable consultancy in the Japanese education and employment services market.

Chapter 5 Industry Risk

The Japanese visa consultancy and language training business in Bangladesh is situated in the dynamically changing environment that is governed by external factors. The market has potential growth as the labor demand in Japan and the increasing migration of students lead to its expansion, however, it faces various risks such as political, economic, regulatory and operational ones.

Being a service-based organization, the Hanabi limited is exposed to a number of industry risks that can have direct impact on its operations, profitability and reputation. Awareness of these risks will assist the company develop a proper mitigation strategy and be resilient in a competitive and policy-based market.

Key Industry Risks

A. Regulatory and Policy Risks

- Immigration regulations in Japan are constantly revised by the Japanese government which influences the visa eligibility, and document standards and language requirements.
- Embassy regulations may be changed abruptly or the policy may take long to communicate the changes, which may interfere in the visa processing schedules.
- In Bangladesh, the absence of a formal regulation system of consultancy firms makes it possible to have unregistered or unethical agents to perform which tarnishes the image of the industry.

Mitigation: Hanabi keeps in close touch with the Japanese Embassy and partner institutions to keep informed of the changes in regulations and ensures that it is in full compliance with both Bangladeshi and Japanese regulations.

B. Economic Risks

- The training cost and the travelling cost will be impacted by fluctuations in the exchange rate between the Bangladeshi Taka (BDT) and the Japanese Yen (JPY).

- Economic recession or inflation may lower the payment capacity of the clients to cover consultancy or training costs.
- The market could be slowed down temporarily by global recessions or lower demand of hiring in Japan.

Mitigation: Hanabi will provide a flexible payment structure and discount promotions whenever the economy slows down to maintain client interest.

C. Competitive Risks

- It is observed that the market is becoming market saturated and other new firms of consultancy and language centers are entering the market.
- There are unethical business activities like over-promising or falsifying papers by some competitors and it reduces the confidence people have of the entire sector.
- Competitors with low quality apply aggressive pricing which exerts financial strain on compliant companies such as Hanabi.

Mitigation: Hanabi will stand out because of ethical practices, transparency, and the full-service model which incorporates consultancy, language training and post arrival service.

D. Technological Risks

- The consultancy field is adopting the digitization of documents, internet based learning and online counselling.
- Companies that will not adapt can experience the failure to be efficient in their operations and communication with clients.
- Client confidentiality can be at a risk because of cybersecurity risks (data leaks or unauthorized access).

Mitigation: Hanabi invests in cloud-based document systems, secure digital databases and gradually embracing the use of online learning tools to enhance efficiency of the services.

E. Operation and Quality risk.

- Overdependence on the staff (counsellors, translators and instructors) may create fluctuation in performance.
- Data handling with a manual system leads to probability of errors or delays.
- This can reduce the quality of service during the time of high volume of application as employees have an increased workload.

Mitigation: Hanabi relies on standard operating procedures (SOPs), rotational workload, and performance monitoring as the means of maintaining consistency in the service.

F. Reputational Risks

- Brand credibility may be harmed drastically by bad publicity, dissatisfaction on the part of the client or the association with fraudulent agencies.
- Social media can be effective in spreading information on visa rejections or service complaints, which will impact the acquisition of future clients.

Mitigation: Hanabi has a client feedback channel, ethical business practices and reacts to complaints swiftly to save its image.

G. Risks of Partnership and Coordination.

- Reliance on Japanese partner institutions implies that any procrastination or decommunization on their part would have an impact on the client schedules.
- Sometimes time zone difference and language barrier slows down correspondence and approval.

Mitigation: Hanabi appoints a specialized liaison officer to be the point of contact in the embassy and institutional communication to reduce the coordination weaknesses.

Industry risk analysis shows that regulatory and competitive forces are the most important and challenging to Hanabi Limited. The dynamism of the immigration world and the growing number of rivals demand that the company is flexible, legal and

Summary of Industry Risk				
Risk Category	Impact	Likelihood	Overall Risk	Mitigation Strategy
Regulatory & Policy	High	High	Severe	Regular updates and compliance alignment
Economic	Medium	Medium	Moderate	Flexible pricing and cost adjustments
Competitive	High	High	Severe	Differentiation through ethical practices
Technological	Medium	Medium	Moderate	Adoption of digital systems and data security
Operational	High	Medium	High	SOP implementation and workload management
Reputational	High	Low	Moderate	Client feedback and issue resolution
Partnership	Medium	Medium	Moderate	Dedicated communication

transparent The risks can be mitigated, the expansion can be maintained, and the reputation of Hanabi as a trusted consultancy within the Japan-bound migration and education business can be enhanced with the assistance of the reinforcement of its digital infrastructure, employee training, and international coordination.

Chapter 6: Internship Experience

6.1. Position

I did a work placement with Hanabi Limited, a Japanese Visa Consultancy and Language training center with its operations based in the Service and Operations department. My role was also meant to offer practical skills in the handling of service processes that involve Student Visa, TITP and SSW visa applicants as well as assisting in the day-to-day operations of the organization. Under this category, I was directly supervised by the Operations Manager and my responsibility included interactions with clients as well as administrative responsibilities. The job demanded high keen attention to detail, professional communication, and following of step-by-step procedures that are necessary in visa consultancy work. This role reinforced my idea of the way a consultancy firm approaches international processes, deals with sensitive documentation, keeps the clients trust, and is able to meet the embassy requirements. It also helped advance my professional qualities-particularly, communication, organizational, teamwork and operational discipline.

6.2 Responsibilities

Interaction and Assistance in Counselling with Clients.

- Assisted senior counsellors in preliminary meetings with the clients.
- Assisted in gathering of client information, visa regulations and recommending the type of visa to be applied (Student, TITP, or SSW).
- Aided in the explanation of the service processes, documentation lists and training requirements to clients.

Verification and Documentation Support

- Prepared, marked and cross-examined client files prior to submitting to the embassy.
- Assured to translate accurately and also ensured a level of privacy in personal information.
- Assisted in updating the document tracking log to track pending files or verified files.

Language Training Co-ordination

- Helped to organize language classes, as well as attendance records.
- Received performance feedback provided by students and provided progress reports to the training supervisor.
- Communicated between students and instructors in terms of JLPT exam registration and updates on the classes.

Embassy and Institutional Support of Coordination

- Under supervision prepared preliminary visa application drafts.
- Made contact with partner institutions to clarify documents and verify them.
- Assisted in putting together summary sheets prior to the submission deadline in the embassies.

Pre-departure, Post-arrival Assistance

- Assisted in the preparation of orientation material to the departing candidates.
- Organized logistics of briefings and confirmed travel papers.
- Helped to gather client feedback that is already in Japan so as to make improvements.

Administrative and Reporting Tasks

- Internal memorandums, client follow-up e-mails, and summary of reports.
- Kept records in digital forms that were well maintained in shared drives.
- advocated the preparation of weekly operation summary and performance reports.

6.3 Maintain Professionalism

Confidentiality Obligation:

My duty was to ensure that all the client information such as personal and financial data remains confidential and I strongly adhered to the data protection policies offered by Hanabi.

The article is accurate and accountable:

My responsibility was to ensure that the documentation process was accurate and immediate reporting of any discrepancies or absence of files to my supervisor had to be done.

Professional Conduct:

I was supposed to stay professional, be punctual and respectful in my dealings with the clients, the staff and other external parties.

Adherence to Organizational Policies:

During the internship experience, I adhered to the standard operating procedures (SOPs), the dress code and regulations in the office as required by Hanabi.

Completion of tasks Responsibility:

It was my responsibility to perform all the assigned tasks on time and inform on the progress or impediments at daily review meetings.

6.4 Reflection

The duties and obligations of the internship enabled me to have practical knowledge on service operations, cross-cultural communication, and administrative management. I was taught how to manage sensitive information well, meet deadlines and the ability to work with various departments in a coordinated manner. This has greatly enhanced my professional discipline, operational awareness and knowledge in the consultancy management within a working environment.

6.5. My Engagement

In this engagement, I got to work in the Service and Operations Department where I

became a subordinate of the Operations Manager. My duties were linked directly with service delivery procedures, monitoring of client relations, and assistance with administrative organization. The interaction allowed me to have a more in-depth insight into the way visa consultancy and training services are organized within a professional setting.



My interaction style was also observational and participatory.

First, I had a chance to observe the operational process and communication between various departments, such as counselling, documentation, training, and embassy liaison.

- I was also given active roles after the observation phase, including the help in data collection, file organization, and monitoring progress.

- I started to work with customers, support them through communication, attendance, and coordinating training, which gave me a full picture of the operating system of Hanabi.

- Participation in weekly coordination meetings and briefing.

- Favoring client information input and record checking.

-Monitoring counselling procedures in order to learn the assessment of visa categories.

-Helping the instructors to organize the language training schedules.

-Attending pre-departure training to learn about cross-cultural preparation.

-Writing small summary reports about the workflow and satisfaction of clients.

6.6. Learning Outcomes

My activity at Hanabi Limited led to some major learning outcomes:

- Acquired empirical competencies in operations management and client management.
- got acquainted with the administrative and cultural systems of Japanese.
- enhanced my professional communication skills in a service-oriented setting.
- Mastered how to work under the guidance whilst having independent responsibilities.
- Learned how consultancy, language training, and compliance documentation are connected to each other.

This experience enhanced my professional competency and equipped me with the ability to work in the future in management, service operations, and international consultancy.

Chapter 7 Conclusion and Recommendation

The internship experience with Hanabi Limited has been a very enriching and practical learning experience that helped fill the gap between theory and practice. During my internship, I was provided with comprehensive experiences on service activities, documentation, the coordination of language training, and the embassy liaison works in the Japanese visa consultancy business.

I had the opportunity to work in the Service and Operations Department; this experience made me see how each of the functions (counselling, documentation, translation, training and embassy communication) comes together to create an organized system of service delivery. The internship also improved my skills in cooperating, being accurate in meeting deadlines and professional ethics in dealing with clients.

Also, the experience taught me to realize the intricacies of the international consultancy services where accuracy, sensitivity to the culture, and adherence to the foreign laws are the keys to success. I realized as well the need to have effective communication, team work and technology adaptation in ensuring operational excellence.

All in all, this internship has played a significant role in shaping my professional discipline, cross-cultural knowledge and problem solving. It has given me realistic outlook on how service-based organizations operate in a global integrated environment such as Hanabi Limited.

Recommendations

On the basis of my observations, analysis at the internship period, I have come up with the following recommendations that can be made to enhance the service operations at Hanabi limited as well as Organizational growth:

Process Improvement

- Implement an end-to-end digital management system to monitor client files, training progress and submissions to the embassy in real time.
- create a unified guiding manual in counselling to use during visa eligibility testing.
- Automate data backup and use of secure cloud storage of documentation to reduce human error.

Human Resource Development

- Run frequent staff training and performance workshops on communication, digital literacy and Japanese cultural etiquette.
- Implement a reward and recognition system to encourage the employees and enhance accountability.
- Promotions of cross departmental meetings so as to have improved coordination and sharing of ideas.

Client Service Enhancement

- introduce a client feedback portal to get the actual feedback on the pre-departure and post-arrival clients.
- Provide distance learning Japanese language programs to the remote students, which will broaden the geographical coverage of the Organization.
- Conduct career orientation programs to SSW and TITP- Candidates to allow them to see the career prospects in the long run in Japan.

Marketing and Brand Positioning.

- Enhance Hanabi's online marketing by using specific social media campaigns and edible webinars.
- Work with educational organizations and non-governmental organizations to increase the network of referrals.
- Provide testimonies of success of students and trainees to gain more credibility and acquire new clients.

Strategic Development

- Forge more effective relations with training institutions and employers in Japan to ease the way of placement.
- Research establishing partnership with government-qualified bodies to promote credibility and adherence.

- Implement never-ending improvement (Kaizen) in line with the Japanese philosophy of operation to secure long term growth.

The Hanabi Limited internship has been one of the milestones in my academic and career growth. Not only did it enhance my knowledge base on international consultancy and operation management, but it also honed my organizational, analytical and people skills.

As the suggested strategies are put into practice, especially the ones related to the digitalization, staff training, and the strategic partnerships, Hanabi Limited can become even stronger in terms of being a leading and trusted Japanese visa consultancy and language training center in Bangladesh.

Limitations of the Study

- There was a lack of time needed to observe all the steps of the visa process.
- Part of the information on operations was confidential and disclosure was not possible.
- Quantitative data of performance (i.e. visa success rate) were not readily available.

In spite of these shortcomings, the methodology offers an effective and thorough basis in assessing the operational system of Hanabi as well as offer realistic suggestions on how the system can be enhanced.

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