

An Internship Experience in Supply Chain Management and Corporate Sales Practices at Walton Plaza(Walton Group)

Md.Shakline

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

An Internship Experience in Supply Chain Management and Corporate Sales Practices at Walton Plaza (Walton Group)

SUBMITTED TO

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ID: 111 191 148

COURSE CODE: INT 4399

Major: Supply Chain Management



School of Business and Economics
United International University

DATE OF SUBMISSION: 02 August, 2025

Letter of transmittal

02 August, 2025

Dr. Khandoker Mahmudur Rahman

Professor

School of Business & Economics (SoBE)

United International University

Subject: **Submission of the Internship Report**

Dear Sir:

The internship report is hereby submitted for your kind perusal. The largest benefit for me has been your instruction, which I truly appreciate. I followed your and my company's supervisor's guidance while writing this report.

The experience of working with Walton group has been incredible. I think the skills and information I picked up from my internship will help me greatly in my future professional endeavors. I sincerely hope you will look over this report and offer your wise comments. If my report gave you a better understanding of the problem and relevant information, I would be extremely happy.

Sincerely,

Md Shakline

ID- 111 191 148

Program: BBA

Major: Supply Chain Management

Certification of Similarity Index

My supervisor was really supportive. I am delighted to present this report to you. This study examines how soft skills and training affects the conduct and productivity of Walton group personnel. Prior to completing my paper, I knew very little about this topic. I genuinely hope that my boss will pardon me and allow me to continue researching this subject.

- Ensure the project holds significance
- Ensure the research is readable
- Maintain your support for the project
- Persistently work on the research project
- Give thanks for deeds of assistance
- Submitting a work of originality
- Timetables for responding to emails
- The expectations of the supervisor

In order to complete a project, I must be aware of the guidelines and customs, and tried my best to ensure originality according to UIU guidelines.

Declaration of the student

As the author of the report, I, Md Shakline, acknowledge my personal accountability. Before being used in the study, every piece of data in this report was gathered and examined. Every single fact in the study is accurate and pertinent. All information is included with proper authorization and approval. Furthermore, no content is shared or directly duplicated from another website without giving due credit to the original author.

Corporate Evidence

**WALTON
PLAZA**

Ref: WG/HRM(Cor)/WP/App/2025/192

Date: 11 February, 2025

Md. Shakline

Address: 129 karimullah Bagh, Postogola, Dhaka-1204.

Subject: Internship Offer Letter.

Dear Shakline,

In reference to your application and subsequent interview, we are pleased to inform that you have been granted as an **Intern**, under **SCM & Sales Administration Department**. Your internship is scheduled to start from **10 February, 2025** to **09 May, 2025**.

Your monthly allowance shall be BDT :

As such, your internship will include training/orientation and focus primarily on learning and developing new skills and gaining a deeper understanding of concepts through hands-on application of the knowledge you learned through your academic syllabus.

You should report for the Internship Program at the following address:

Department of HRM
Walton Plaza

Again, congratulations and we are looking forward to working with you.

Yours sincerely,



Foyzal Wahid
Head of HRM
Walton Plaza

Copy to:

- Managing Director, Walton Plaza;
- Finance & Accounts Department, Walton Plaza;
- Personal File;

Md. Shakline
Signature in acceptance

Acknowledgement

First and foremost, I would want to express my gratitude to Almighty Allah for providing me with the strength and capacity to complete all the BBA courses and for allowing me to submit my report on time. This publication is the result of a great deal of research and work that took up the entire attention of multiple persons. Without their direction, assistance, cooperation, and navigations, this report would not have been possible.

I express my gratitude to all those who helped with the compilation of this report. For his assistance with my internship report from the start, I would especially want to thank Dr. Khandoker Mahmudur Rahman, Professor, Department of School of Business & Economics (SoBE), my supervisor at United International University (UIU). As I was writing my report, I received frequent guidance and comments from my esteemed supervisor. This report would not have been possible without his help.

Additionally, I would want to express my gratitude to my entire team at Walton Group for assisting me in completely understanding the impact that soft skills training has on employee behavior and productivity. Their collaboration and encouragement in providing me with this chance, as well as their ongoing support and encouragement in helping me to produce a high-caliber report.

Executive Summary

The practice of the Plaza sales department of Walton Plaza (Walton Group) is the focus of this study. Walton Plaza (Walton group) has a strong and effective Sales department. Therefore, it's a great notion to assess Walton Plaza (Walton group) sales sector and relate it to advertising. The performance of the company's Sale records, its significance to the organization, and its contribution to the business are all clearly depicted in this report. Three months is a reasonable amount of time to become familiar with every detail of the accounts department. However, I made every effort to study as much as I could.

The learning section covers records of various supply chain management and Sales Administration relating to data. The study's key topics include Inventory management reservations, various crucial documents pertaining to two Logistics, establishing a stock sheet, assessing the marketing department.

I can therefore clearly link the problem, its effect on the performance of key Supply chain management and sales administration, and Walton group standard sales process. I completed a 90-day internship at Walton group and did my best to assess the company's Plaza sales in Supply chain management and sales administration performance.

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Chapter 1: Study Introduction and Internship Insights

1.1: Introduction

An essential component of the BBA program is the internship. Since I'm a BBA student, I need to improve my understanding and skills to compete in the future. If theory isn't applied to actual circumstances, it will be pointless. Realistic perspective is therefore a positive development in a work environment. In this sense, three months of practical exposure and practical delight are among the most crucial components of a four-year BBA curriculum. The current record in this case attempts to read the experiences of realistic orientation related to an appraisal of Walton Group.

1.2: Origin of The Study

This report was created as a component of the internship required for United International University's Bachelor of Business Administration (BBA) program. A 12-week internship program is mandatory for all students to gain real-world job experience and apply academic concepts in practice. required of all students. An internship's primary goals are to provide students with real-world job experience and the opportunity to put their academic concepts into practice.

I was put in charge of Walton Plaza, a sister company of Walton Hi-Tech Industries PLC that serves as a platform for retail sales and services across the country. The departments of Sales Administration and Supply Chain Management (SCM) were where I interned.

I actively participated in stock checking, inventory management, and daily coordination during my internship by corresponding over the phone with Walton Plaza locations throughout Bangladesh. I maintained Excel reports, collected and analyzed data on a regular basis, and provided my supervisor with performance insights.

1.3: Objectives of The Study

The study attempts to differentiate between theoretical and practical knowledge and establish how an organization uses theoretical approaches in the field. This study will use employee interviews to gain a better understanding of the importance and details of Electronics activities in order to make some findings and provide recommendations for enhancing these areas and boosting the efficacy of Electronics operations for the company. My main objective is to complete the BBA program at United International University.

1.4: Scope of The Study

The study's scope has been limiting to evaluating Walton Plaza Supply chain management and Sale administration performance. However, I made an effort to incorporate a number of organizational elements to support the analysis and assessment of credit performance. I truly collaborated with the relevant organization's management in each department where I wished to gather data.

1.5: Methodology

Methodology is a major component of this study. It has been constructed in a very particular way to guarantee that the goals of the study are fulfilled. Every piece of data included in this study came from primary and secondary sources. The information is arranged, calculated and arranged in a reasonably methodical manner. To carry out these studies, both qualitative and quantitative knowledge were used. The following procedure was used in the organization of this report. The two procedures that are used to gather data are as follows:

Primary data:

1. Verbal communication in person with all staff and officer of the company.
2. Customer consultation
3. Hands-on job experience from various areas within the organization.

Secondary Data:

I gathered information from several websites, especially those run by Walton group. I also gathered information from a few other places, such as:

- **Data collection method**

I gathered all of the information I needed for my research by consulting primary and secondary sources. The information also obtained from the company's brochure and leaflet.

- **Data collection process (flow chart showed on the next page)**

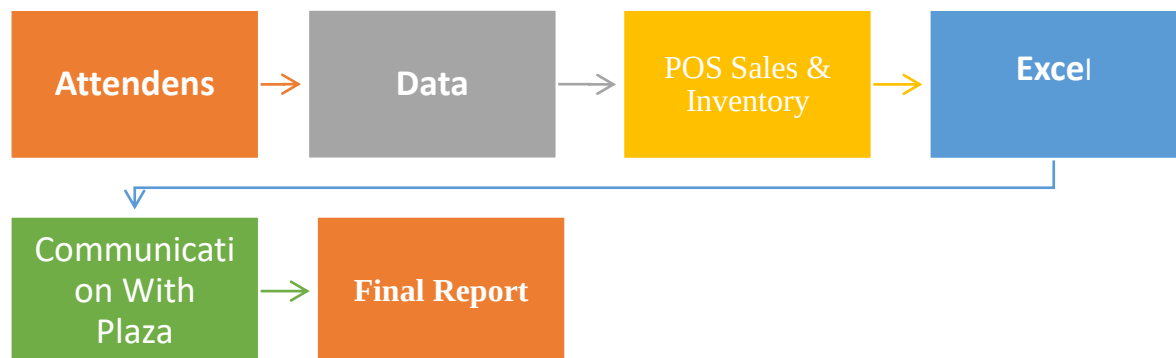


Figure 1 Data Collection Process

For the most part, I watched employees at work and questioned them while I prepared my report. Finally, in order to prepare my internship report, I have examined all of the data.

1.6: Limitations of The Study

Several problems made the study difficult. Here are a few limitations:

Limited sources of data:

- For security reasons, organizations with specific levels of confidentiality decide not to disclose all of the information.
- They can't always provide information because to their hectic work schedules.
- Completing this report was challenging due to the volume of work needed throughout the internship program.
- The report's preparation had a deadline as well.

1.7: Internship Responsibilities

I worked in the departments of sales administration and supply chain management (SCM) at Walton Plaza during my internship. Among my main duties were:

- Inventory management involves keeping an eye on incoming and outgoing stock data and making sure that inventory records are accurate.
- Verifying stock levels at multiple showrooms and liaising with the central point-of-sale system is known as stock checking.
- Nationwide Communication: Calling showroom employees all over Bangladesh on a regular basis to obtain up-to-date stock and sales data.
- Excel Reporting: Creating and updating Excel sheets every day with order status, sales trends, and inventory information.
- Performance Reporting: Compiling results and sending them to my designated mentor or supervisor for evaluation.
- My knowledge of retail coordination, inventory flow, and the value of effective communication in supply chain operations has improved as a result of this position.

It started business as a trader then gradually started manufacturing of Refrigerator, Freezer, Air Conditioner and Compressor. Subsequently, Walton expanded its operation in Television, Electrical Appliances and Home Appliances that provide the foundation for nearly every aspect of modern life. The factory of WHIL is located at Chandra, Kaliakoir, Gazipur, Bangladesh. This factory is treated as one of the sophisticated manufacturing plants in Bangladesh as well as in South Asia. Walton Hi-Tech Industries PLC was incorporated as a private Limited company on April 17, 2006 under the Companies Act of 1994, vide registration certificate no. C-61272 (3281)/06 and started its business operation from 2008. Subsequently the company was registered as a “Public PLC Company” with RJSC on May 14, 2018. Walton Hi-Tech Industries PLC is now the listed company in two stock bourses of Bangladesh called Dhaka Stock Exchange PLC & Chittagong Stock Exchange September 14, 2020 with a view to ensuring continuous expansion of its business in a sustainable manner. Walton is the first ever company in Bangladesh, completely reliant on Research & Innovation (R&I) for the production of Electrical and Electronics (E&E) Appliances in Bangladesh, a resounding factor which separates Walton from all of its local competitors. The increasing availability of electricity supply in the rural areas, rising buying capacity of the people and the scope to buy a refrigerator through installments are among the factors that are driving the market.

The Company reduced the domestic dependence on imports and simultaneously started exporting since 2015 in the various countries like; Nigeria, Slovakia, Austria, India, Malawi, Yemen, East Timor, Denmark, Uganda, Nepal, Turkey, Poland, Iraq, Ireland, Tanzania, Myanmar, Seychelles, Bhutan, Sri Lanka, the company is making leaps of progress into the penetration of the consumer markets of Australia, Europe, USA, South Africa, Singapore, Poland, Romania, Saudi Arabia, Sri Lanka and the CIS Countries in near future. For current global operations, WALTON maintains international representative offices located throughout Qatar, China, Thailand, Nepal, India and USA. Walton created a landmark by establishing the country's first-ever Compressor manufacturing Plant at Chandra, Kailaki, Gazipur in 2017.

Chapter 2: Company Overview& Industry Analysis

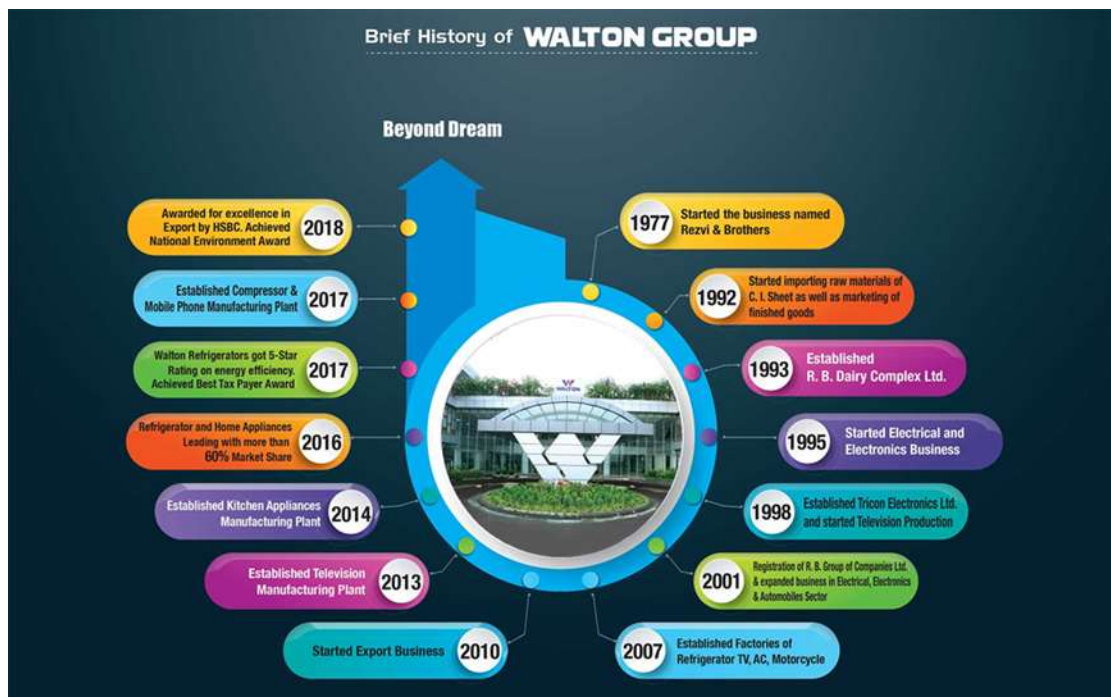


Figure 2: Walton Group Establishment

2.1: Origin and History of Walton Group

The history of the Walton Group, one of the most recognizable and rapidly expanding conglomerates in Bangladesh, is firmly anchored in post-independence innovation and entrepreneurship. The adventure started with S.M. Nazrul Islam, a visionary businessman who launched his enterprise following the Liberation War in 1971. He established Rezvi & Brothers (R.B. Group) in 1977, initially specializing in the importation of electronics and televisions. The group established a significant presence in the retail electronics market during the 1980s and 1990s. However, a significant shift from import-based business to local manufacturing was brought about by the desire to make Bangladesh self-sufficient. With the official launch of Walton Hi-Tech Industries PLC (WHIPLC) in 2008, Walton became the first company in Bangladesh to produce refrigerators on a large scale. In order to meet domestic demand and generate thousands of jobs locally, the company quickly expanded its product line to include fans, washing machines, televisions, air conditioners, and other home appliances.

The Chandra, Gazipur-based WHIPLC factory is regarded as one of South Asia's most sophisticated manufacturing facilities. Additionally, Walton became the first electronics company in the nation to heavily rely on research and innovation (R&I), which gave it a competitive advantage in terms of developing new products and advancing technology. By building Bangladesh's first compressor manufacturing facility in 2017, Walton made history and lessened reliance on imports for essential parts. The company has been growing internationally since 2015, exporting televisions, air conditioners, and refrigerators to nations in Asia, Africa, and Europe.

After being incorporated in 2006, Walton Hi-Tech Industries PLC started doing business in 2008. It was formally listed on the Dhaka and Chittagong Stock Exchanges in 2020 after going public in 2018. Through a network of more than 700 showrooms throughout Bangladesh, Walton Plaza now plays a significant role in delivering Walton products to customers nationwide as a retail and distribution extension of this manufacturing powerhouse. The

company's integrated supply chain and nationwide distribution system, which are at the heart of this report's scope, were made possible by this shift from import to large-scale manufacturing.

Industrial Breakthrough: Compressor Manufacturing (2017)

A landmark moment came in April 2017, when Walton established the first compressor manufacturing plant in Bangladesh. This was a historic move in the South Asian context, as compressors are one of the most critical components in refrigeration and air conditioning technology. Walton's entry into this field allowed Bangladesh to emerge as a player in a highly specialized and previously import-dependent sector.

Tragically, in the same year, S.M. Nazrul Islam passed away, leaving behind a legacy of ambition and transformation. Leadership passed to his son, S.M. Nurul Alam Rezvi, who took over as the Chairman of Walton Group. Under his leadership, the company continued to grow both in domestic influence and global ambition.

Diversification into ICT (2018)

In January 2018, Walton expanded into the Information and Communication Technology (ICT) sector by launching a computer assembly plant. This move was aligned with the government's "Digital Bangladesh" vision and Walton's strategy to become a tech-driven enterprise. That same year, Walton began exporting laptops to Nigeria, marking its first entry into the African technology market.

Export Expansion (2018–2020)

Walton increased its worldwide presence between 2018 and 2020 by exporting mobile phones and televisions to more than 14 nations, including Germany, Spain, and Italy. Walton was the first business from Bangladesh to export cell phones to the US in 2020. The company's supply chain network,

which directly supports distribution operations through Walton Plaza, was reinforced and logistically complicated by its global reach.

Legacy and Continuing Evolution

From a modest importer in the late 1970s to a multinational electronics manufacturer, Walton's journey is a reflection of Bangladesh's industrial awakening. The company has played a pioneering role in transforming the country's image from a consumer of foreign technology to a producer and exporter of high-tech electronics.

With strong leadership, bold decisions, and continuous innovation, Walton continues to represent national pride and economic progress. Its journey from Rezvi & Brothers to a global brand stands as a testament to what is possible with vision, perseverance, and commitment to local development.

Manufacturing Journey of WHIPLC

Walton's company was founded in 1977, and in 2008 it formally entered the electronics manufacturing industry through Walton Hi-Tech Industries PLC (WHIPLC). Bangladesh's first comprehensive electronics manufacturing ecosystem emerged when WHIPLC started manufacturing compressors, air conditioners, freezers, and refrigerators. Televisions and other household appliances were added to the company's product lineup over time. With competitive pricing, a robust manufacturing base, nationwide distribution, and timely after-sales service, Walton and its sub-brand Marcel quickly won over customers nationwide. With over 700 locations, Walton Plaza serves as a vital conduit between manufacturing and final customers for these manufactured goods.

2.2: Introduction to Walton Plaza

Walton Plaza is the dedicated retail and distribution network of Walton Group, established in 2003. It operates over 700 exclusive showrooms across Bangladesh, making it one of the country's largest single-brand retail chains

Core Responsibilities:

- Sales and Showroom Experience: Every Plaza offers customers hands-on experience and knowledgeable assistance while showcasing the entire Walton product line, which includes refrigerators, air conditioners, TVs, washing machines, fans, smartphones, and more.
- Walton Plaza sources its inventory directly from Walton Hi-Tech Industries PLC (WHIPLC), the group's manufacturing arm. It also arranges for nationwide product distribution to guarantee availability in both urban and rural areas.
- Plazas provide after-sales service and support, including warranty claims, repairs, and maintenance, by utilizing Walton's vast service network, which consists of more than 80 ISO-certified service centers and a field team of more than 2,500 technicians.
- Customer Benefits & Finance Programs: Walton Plaza provides customer-friendly programs like zero-interest installment plans for up to six months and a special hire-purchase with family protection policy that offers financial assistance in the event that a customer dies while making payments.

2.3: Mission and Vision of Walton Plaza

Walton Plaza plays a crucial role as the sales and distribution arm of Walton Group. While its core values align with the broader Walton brand, its mission and vision are tailored to reflect its retail-specific functions.

To distribute Walton goods throughout Bangladesh by making sure

- Dependable assistance.
- Reasonably priced
- Quick delivery
- Good post-purchase assistance
- Additionally, by providing customer care programs and flexible installment plans, we can improve the purchasing experience for all societal segments.

Our Vision

- Bangladesh's most reliable retail network.

- A vital link between end users and factory production.
- A key contributor to expanding Walton's market reach both domestically and internationally, customer loyalty, and brand awareness.

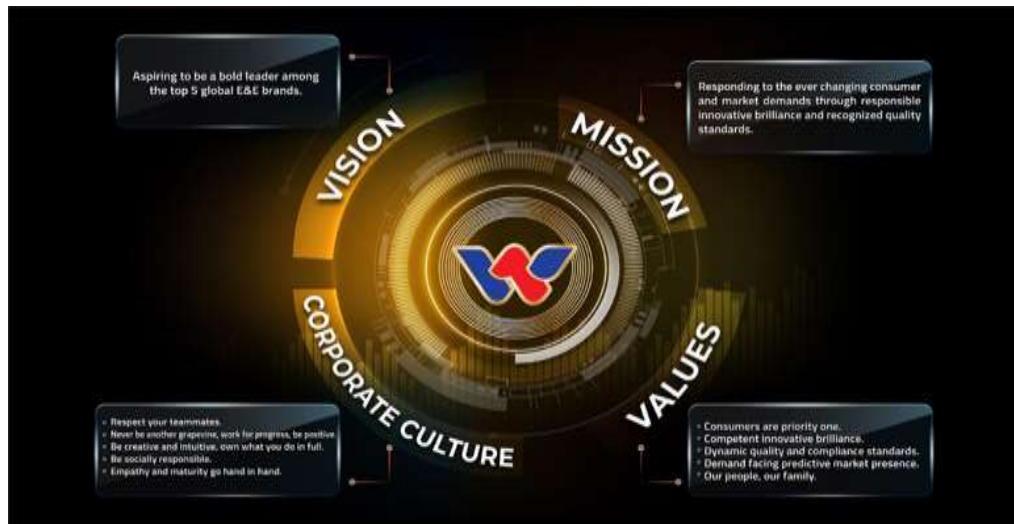


Figure 3: Walton Vision & Mission

2.4: Products and Services Offered by Walton Plaza

To satisfy the daily requirements of Bangladeshi households, Walton Plaza provides a large selection of electronics and home appliances under the Walton brand. Refrigerators, freezers, air conditioners, washing machines, LED, smart, and Android televisions, and feature and smart phones are among its products. It also offers a variety of small kitchen and household appliances, including fans, blenders, electric kettles, irons, rice cookers, and induction cookers. Along with computer accessories like keyboards, monitors, UPS devices, and pen drives, Walton Plaza also sells personal care products like hair dryers, trimmers, and room heaters. Customers can access a vast array of contemporary home technology in one location thanks to the products' availability in more than 700 showrooms across the country.

Walton Plaza guarantees excellent customer service and retail convenience in addition to product sales. It provides flexible buying choices, such as zero-interest EMI plans and a special "Hire Purchase with Family Protection" program that, in the event that a customer dies during the installment period,

waives any unpaid balance. Additionally, The Plaza oversees product delivery across Bangladesh, enabling access even in remote areas. In accordance with corporate policy, each showroom also manages warranty registrations, post-purchase servicing, technical assistance, and requests for returns or replacements. Walton Plaza is essential in linking the company's manufacturing operations with end users nationwide because of its dedication to dependable service, reasonable prices, and excellent customer care.

2.5: Organizational Overview of Walton Plaza

The management structure of Walton Plaza is set up to effectively coordinate its wide-ranging retail operations throughout Bangladesh. Sales Administration is in charge of retail performance monitoring, showroom target setting, and reporting; Customer Service is in charge of after-sale support, warranty claims, feedback channels, and overall service quality; and Supply Chain Management (SCM) is in charge of showroom inventory, logistics, and timely coordination with Walton Hi-Tech Industries PLC factories.

Walton Plaza maintains a nationwide showroom network of more than 700 locations, overseen by area managers who look after groups of branches, in order to support these core operations. These branches coordinate daily sales, hire-purchase agreements, cash and EMI collections, and outreach to local customers under the supervision of showroom managers and deputy managers. In order to customize retail strategies to local demand profiles and market trends, the area-based structure is in line with Walton's zonal segmentation, which includes Dhaka North, Chittagong, Sylhet, and others.

Head office and branch interactions are smooth and well-organized. Operational guidelines, sales goals, advertising campaigns, and service policies are established at head office and then distributed to individual showrooms via area management teams. Strategic decisions are informed by data flowing upward on sales, inventory, deliveries, and after-sales problems. On the other hand, SCM, improvements to customer care, and retail planning are guided by showroom feedback on customer preferences, product performance, and service issues. Providing consistent service quality and fostering brand expansion across the country, this two-way coordination

guarantees that Walton Plaza stays flexible, responsive, and in line with Walton's larger retail goals.

2.6: Overview of Supply Chain at Walton Plaza

The Supply Chain Management (SCM) department, which coordinates the smooth movement of goods from central warehouses to roughly 700 showrooms throughout Bangladesh, is at the core of Walton Plaza's retail operations. The first step in the process is distribution planning at the headquarters level, where inventory needs are estimated using regional demand, seasonal variations, and current sales trends. In order to efficiently feed showroom inventory and avoid stockouts or overstock, central warehouses, which are mainly supplied by Walton Hi-Tech Industries PLC (WHIPLC), manage bulk stock.

SCM teams can keep an eye on inventory levels in real time with a specialized stock movement tracking system, which is frequently integrated with ERP software. This guarantees effective restocking, keeps the right amount of safety stock on hand, and initiates replenishment procedures when necessary. While logistics plans transportation and delivery schedules using Walton's own fleet or reliable third-party transport partners, sales administration provides demand forecasts, monitors showroom performance, and flags impending promotions or new product launches. SCM, meanwhile, works closely with these teams.

In order to remain balanced and responsive, communication is essential. SCM HQ receives feedback from regional showroom managers regarding slow-moving inventory, return requests, and localized demand. This feedback loop makes it possible to process returns, move stock between branches, and make quick distribution adjustments. In order to guarantee prompt and safe nationwide dispatches, SCM also negotiates and maintains relationships with transport partners. These partners manage both routine and large deliveries as well as urgent restocking duties, particularly during periods of high demand, such as Eid, when Walton showroom traffic spikes.

Through this highly coordinated supply chain model, Walton Plaza ensures that its retail network remains agile, responsive, and well-stocked—delivering the right products to the right place at the right time, and aligning seamlessly with your internship role in SCM coordination and execution.

2.7: Organizational Structure



Figure 4: Walton Plaza Structurer

2.8: Industry Analysis

Over the past 20 years, Bangladesh's electronics industry has grown rapidly due to factors like urbanization, increased access to electricity, changing consumer lifestyles, and rising income levels. This industry produces a vast array of goods, including laptops, smartphones, air conditioners, televisions, refrigerators, and small household appliances. The need for reasonably priced and energy-efficient electronics is growing in both urban and rural regions as the middle class grows and digital inclusion increases.

Bangladesh has historically been largely dependent on imported electronics from international manufacturers such as Sony, Panasonic, Samsung, and LG. However, by providing affordable prices, payment plans, and nationwide service coverage, regional manufacturers have significantly increased their market share in recent years. Being the first Bangladeshi company to produce compressors, televisions, and refrigerators domestically, Walton stands out as the market leader among them. By providing a balance between price, product variety, and customer service, backed by a robust supply chain and

manufacturing base, Walton directly competes with global brands. In terms of volume sales, it has outperformed many high-end import-based competitors thanks to its strong national brand image and emotional bond with customers.

The retail electronics industry is changing significantly from the standpoint of supply chain management, or SCM. In order to guarantee better inventory distribution, demand planning is becoming more and more data-driven and employs regional demand analysis, seasonal forecasting, and sales trends. Wide showroom coverage has turned into a strategic advantage; Walton Plaza's 700+ showrooms give it unparalleled market penetration and reach, enabling it to offer customers immediate installment access, on-site service, and hands-on product experience.

The use of EMI-based sales models has been a significant growth driver in recent years. Particularly in semi-urban and rural markets, Walton Plaza's zero-interest installment plans and its distinctive "Hire Purchase with Family Protection" program have made expensive electronics accessible to middle-class and lower-class consumers. Walton has been able to reach market niches that international brands have been ignoring thanks to these tactics. Walton Plaza has been able to implement lean inventory management and react swiftly to market developments on the backend thanks to investments in digital inventory tracking, logistics alliances, and real-time sales monitoring.

In conclusion, Bangladesh's electronics sector is developing into a cutthroat, client-focused marketplace. Walton is well-positioned to dominate local retail and regional exports while establishing new benchmarks for supply chain responsiveness, customer service, and product accessibility thanks to its vertically integrated production, nationwide retail coverage, and robust supply chain management infrastructure.

Chapter 3: Inventory Management Forecasting Learning



Figure 5: Inventory Management

3.1: Inventory practice

I worked directly in inventory management during my internship at Walton Plaza in the SCM & Sales Administration Department. I gained hands-on experience with stock level management, aged inventory analysis, reallocating underperforming products, and stock optimization with ERP systems. I go into more detail about the particular inventory procedures I participated in below.

3.1.1: Summary of Inventory Management Duties

At Walton Plaza, inventory management is an ongoing process that includes strategic product redistribution, showroom coordination, and product lifecycle analysis. My responsibilities centered on locating and fixing problems with outdated and stagnant inventory, particularly that which has been unsold for two to three years.

Among my main duties were:

- Utilizing the ERP system to analyze historical stock records.
- Making contact with managers of showrooms (plazas) to look into the reasons behind slow-moving inventory.
- Creating Excel reports with data unique to the showroom and including "remarks" in light of my research.
- Recommending inventory redistribution in coordination with the sales and logistics teams.

The team was able to minimize dead stock and maximize product availability in areas with higher demand thanks

DIVISION	AREA	PLAZA	LED SMART TELEVISION QTY	LED TELEVISION	Total
Division-01	Dhaka South Area	Walton Plaza-Tongbari, Munshiganj	1	6	7
Division-01	Dhaka Central Area	Walton Plaza-Multicon Center, Dhaka	0	0	0
Division-01	Mirpur Area	Walton Plaza-IDB	0	0	0
Division-01	Dhaka Central Area	Walton Plaza-Katol, Kereganj	1	5	6
Division-01	Dhaka Central Area	Walton Plaza-Bangshal	4	24	28
Division-01	Mirpur Area	Walton Plaza-Mirpur-11	1	6	7
Division-01	Dhaka Central Area	Walton Plaza-Tatami	2	4	6
Division-01	Rampura Area	Walton Plaza-Banashree	8	14	22
Division-01	Mirpur Area	Walton Plaza-Bajaj Shikhan	1	6	7
Division-01	Mirpur Area	Walton Plaza-Bazar Road(Gabtol)	8	6	10
Division-01	Dhaka Central Area	Walton Plaza-Elephant Road, Dhaka	5	14	19
Division-01	Dhaka South Area	Walton Plaza-Madr Dargah Lashkarg, Munshiganj	0	7	7
Division-01	Rampura Area	Walton Plaza-Handigara, Khageson	3	3	6
Division-01	Dhaka South Area	Walton Plaza-Abdullahpur(Karimnagar)	0	4	4
Division-01	Rampura Area	Walton Plaza-Matabegh	5	2	7
Division-01	Dhaka Central Area	Walton Plaza-Karimnagarchar	4	18	22
Division-01	Dhaka South Area	Walton Plaza-Joydara	0	7	7
Division-01	Mirpur Area	Walton Plaza-Shagufa, Mirpur	7	12	19
Division-01	Mirpur Area	Walton Plaza-Kalyanspur, Dhaka	3	0	3
Division-01	Mirpur Area	Walton Plaza-Kazipara	1	2	3
Division-01	Dhaka Central Area	Walton Plaza-South Jahannan	4	33	37
Division-01	Rampura Area	Walton Plaza-Rampura	0	1	1
Division-01	Rampura Area	Walton Plaza-Paltan	2	2	4

Figure 6: Walton Plaza TV Inventory Report

3.1.2:Checking 2 years old Stock from excel

Analyzing aged inventory, especially items that had been in stock for two to three years without being sold, was one of my main duties in inventory management during my internship at Walton Plaza. Because they require storage space, tie up capital, and become more difficult to sell as newer models are released, these older items pose a serious problem for any retail business. One of the main goals of the inventory control procedure was to address this problem.

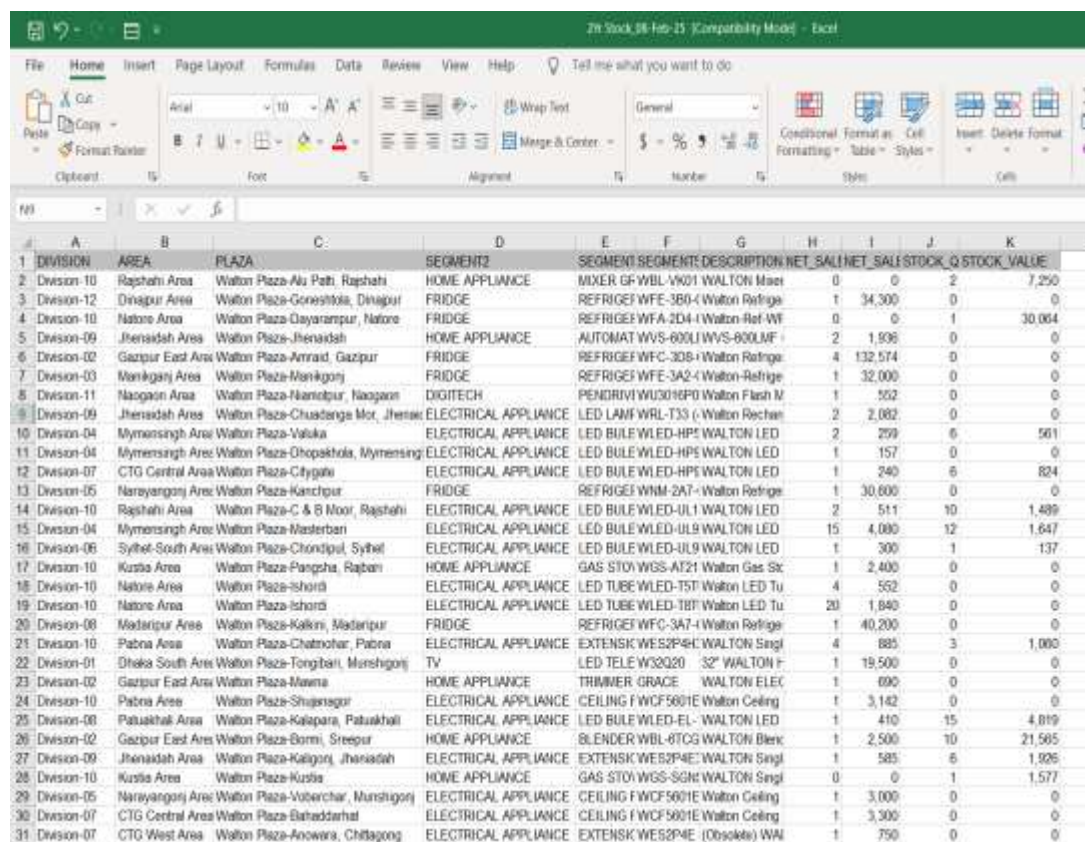
3.1.3:Why this task needed

The technology and demand cycle for products like washing machines, refrigerators, and LED TVs are rapidly evolving. Items frequently lose their market value and customer appeal if they go unsold for years. During my internship, I helped with the analysis and communication process as part of Walton Plaza's regular review of aging reports to manage this challenge.

3.1.4:Excel based report

Despite using Oracle E-Business Suite (EBS) and (POS) as its primary ERP platform, interns are not allowed to access the system directly because of security protocols and data sensitivity. As a result, the Product Aging Report was downloaded from Oracle EBS and POS and given to me in Excel format by my department mentor, sir.

My main working tool for examining out-of-date inventory across several Walton Plaza locations was this Excel file.



1	A	B	C	D	E	F	G	H	I	J	K
	DIVISION	AREA	PLAZA	SEGMENT	SEGMENT DESCRIPTION	NET_SAL	NET_SAL	STOCK_Q	STOCK_Q	STOCK_Q	STOCK_Q
2	Division-10	Rajshahi Area	Walton Plaza-Alu Path, Rajshahi	HOME APPLIANCE	MIXER GF-WBL-VK01 WALTON Maer	0	0	2	7,250		
3	Division-12	Dinagpur Area	Walton Plaza-Gonoshila, Dinagpur	FRIDGE	REFRIGER WFE-3B0-4 Walton Refrige	1	34,300	0	0		
4	Division-10	Natore Area	Walton Plaza-Dayanampur, Natore	FRIDGE	REFRIGER WFA-2B4-4 Walton Ref-WF	0	0	1	30,064		
5	Division-09	Jhenaidah Area	Walton Plaza-Jhenaidah	HOME APPLIANCE	AUTOMAT WVS-600LI WVS-600LMF	2	1,936	0	0		
6	Division-02	Gazipur East Area	Walton Plaza-Anand, Gazipur	FRIDGE	REFRIGER WFC-308-4 Walton Refrige	4	132,574	0	0		
7	Division-03	Narayanganj Area	Walton Plaza-Narayanganj	FRIDGE	REFRIGER WFE-3A2-4 Walton Refrige	1	32,000	0	0		
8	Division-11	Naggaon Area	Walton Plaza-Narayanganj, Naggaon	DIGITECH	PENDRIVE WU3016PD Walton Flash M	1	552	0	0		
9	Division-09	Jhenaidah Area	Walton Plaza-Chudanganj Mor, Jhenaidah	ELECTRICAL APPLIANCE	LED LAMP WRL-T33 (- Walton Rechan	2	2,082	0	0		
10	Division-04	Mymensingh Area	Walton Plaza-Valuka	ELECTRICAL APPLIANCE	LED BULB WLED-HP5 WALTON LED	2	259	6	561		
11	Division-04	Mymensingh Area	Walton Plaza-Dhokakhola, Mymensingh	ELECTRICAL APPLIANCE	LED BULB WLED-HP5 WALTON LED	1	157	0	0		
12	Division-07	CTG Central Area	Walton Plaza-Citygate	ELECTRICAL APPLIANCE	LED BULB WLED-HP5 WALTON LED	1	240	6	824		
13	Division-05	Narayanganj Area	Walton Plaza-Kanchpur	FRIDGE	REFRIGER WNM-2AT-4 Walton Refrige	1	30,600	0	0		
14	Division-10	Rajshahi Area	Walton Plaza-C & B Moor, Rajshahi	ELECTRICAL APPLIANCE	LED BULB WLED-UL1 WALTON LED	2	511	10	1,489		
15	Division-04	Mymensingh Area	Walton Plaza-Masterbari	ELECTRICAL APPLIANCE	LED BULB WLED-UL9 WALTON LED	15	4,000	12	1,647		
16	Division-06	Sylhet South Area	Walton Plaza-Chondipul, Sylhet	ELECTRICAL APPLIANCE	LED BULB WLED-UL9 WALTON LED	1	300	1	137		
17	Division-10	Kusba Area	Walton Plaza-Pangsha, Rajbari	HOME APPLIANCE	GAS STOV WGS-A721 Walton Gas Stc	1	2,400	0	0		
18	Division-10	Natore Area	Walton Plaza-Ishordi	ELECTRICAL APPLIANCE	LED TUBE WLED-15T WALTON LED Tu	4	552	0	0		
19	Division-10	Natore Area	Walton Plaza-Ishordi	ELECTRICAL APPLIANCE	LED TUBE WLED-18T WALTON LED Tu	20	1,840	0	0		
20	Division-08	Madaripur Area	Walton Plaza-Kalkoni, Madaripur	FRIDGE	REFRIGER WFC-3A7-4 Walton Refrige	1	40,200	0	0		
21	Division-10	Patna Area	Walton Plaza-Chetnohar, Patna	ELECTRICAL APPLIANCE	EXTENSIVE WES2P4E WALTON Singl	4	885	3	1,000		
22	Division-01	Dhaka South Area	Walton Plaza-Tongbari, Mersingonj	TV	LED TELE WY3Q20 32" WALTON F	1	19,500	0	0		
23	Division-02	Gazipur East Area	Walton Plaza-Mawma	HOME APPLIANCE	TRIMMER GRACE WALTON ELEC	1	690	0	0		
24	Division-10	Patna Area	Walton Plaza-Shujasagar	ELECTRICAL APPLIANCE	CEILING F WCF5001E Walton Ceiling	1	3,142	0	0		
25	Division-08	Patuakhali Area	Walton Plaza-Kalapara, Patuakhali	ELECTRICAL APPLIANCE	LED BULB WLED-EL WALTON LED	1	410	15	4,819		
26	Division-02	Gazipur East Area	Walton Plaza-Bornj, Sreepur	HOME APPLIANCE	BLENDER WBL-6TCG WALTON Blenc	1	2,500	10	21,565		
27	Division-09	Jhenaidah Area	Walton Plaza-Kalgong, Jhenaidah	ELECTRICAL APPLIANCE	EXTENSIVE WES2P4E WALTON Singl	1	585	6	1,926		
28	Division-10	Kusba Area	Walton Plaza-Kusba	HOME APPLIANCE	GAS STOV WGS-SGR WALTON Singl	0	0	1	1,577		
29	Division-05	Narayanganj Area	Walton Plaza-Voberchar, Munshigonj	ELECTRICAL APPLIANCE	CEILING F WCF5001E Walton Ceiling	1	3,000	0	0		
30	Division-07	CTG Central Area	Walton Plaza-Bahaddarhat	ELECTRICAL APPLIANCE	CEILING F WCF5001E Walton Ceiling	1	3,300	0	0		
31	Division-07	CTG West Area	Walton Plaza-Anowara, Chittagong	ELECTRICAL APPLIANCE	EXTENSIVE WES2P4E (Obsokte) WAI	1	750	0	0		

Figure 7: Walton Plaza Inventory Report

3.1.5:Phone Call Follow-Up Based on Excel Data Remarks column

I called showroom managers using the Excel report to find out why particular items weren't sold. In the "Manager Feedback" column, I recorded their answers in excel writing Bangla Language remarks for better understanding. But for report purpose here I show English Language.

Typical answers included the following:

- The showroom floor was never used to display the product.
- Damaged display unit; no customer trust.
- Customers prefer newer models; the model is outdated.
- In this rural pace this high feature TV not sell.
- Rechargeable fan has battery issue.

3.1.6: Final report in Excel with action plan

After the calls and analysis, I compiled a report that:

- Listed every piece of outdated inventory from the previous two years.
- Included issues and comments unique to the showroom.
- Recommendations include moving the item, putting it back on display, or using a special discount.
- If I miss to give any phone calls or not receive my phone call any plaza manager. In those cases, next day I will call them for that in remark sector I wrote next day I have to call that plaza manager and highlight the excel row line.

The SCM and Sales Administration teams reviewed this report every week in order to take the appropriate action.

1	A	B	C	D	E	F	G	H
	SHORT COR DIVISION	AREA	PLAZA NAME	CEILING FAN	Remarks	EXHAUST FAN	NET FAN	PUR
2	CAS	Division-01	Rampura Area	Walton Plaza-Manda, Mugda	123		54	156
3	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	115		123	216
4	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	25		116	269
5	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	121		25	416
6	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	72		121	54
7	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	215	Next day I have to call agent	72	123
8	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	121		54	115
9	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	511		123	25
10	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	151	Battery issue	116	121
11	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	54		25	72
12	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	123		121	
13	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	115		72	216
14	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	25		54	269
15	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	121		123	416
16	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	72		116	54
17	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	215		25	123
18	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	121		121	115
19	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	511	have to rearrange with other plaza	72	25
20	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	151		54	121
21	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	54		123	72
22	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	123		116	156
23	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	115		25	216
24	DPI	Division-01	Dhaka Central Area	Walton Plaza-Ali Bazar	25		121	269

Figure 8: Walton Plaza Category Update

3.1.7:What I have learned

- Excel-based practical inventory analysis taught me how to solve actual business problems.
- Speaking with showroom managers aided in the development of my confidence and professional demeanor.
- I developed my ability to clearly display data using Excel features like filtering, sorting, and conditional formatting.
- I was aware that even small problems with showroom visibility could lead to unsold inventory for a long time.

3.1.8:Result or Outcome

- After being re-displayed or given a discount, a number of older items were sold.
- My follow-up and suggestions led to the transfer of some items to areas with high demand.
- Inventory turnover improved in a few branches, and showrooms became more aware of aging stock.

3.2: Inventory Management Practice

3.2.1: Strategic Focus on Inventory Optimization

Walton Plaza prioritizes showroom-level inventory health through cross-departmental coordination in addition to daily analysis. Sales, showroom space management, and customer trust are all hampered by outdated inventory. This more comprehensive approach to inventory management benefited from my work.

By identifying underperforming items and initiating showroom-to-showroom reallocations where demand and product fit were more favorable, I helped reduce dead stock.

3.2.2: Planning for Feasibility and Cross-Showroom Reallocation

I collaborated with showroom managers and the SCM team to identify workable reallocation plans following Excel-based analysis and communication. For instance, it was suggested that some large LED TVs that were stranded in rural showrooms be moved to urban locations where buyers were more likely to buy more feature-rich goods.

Key elements taken into account:

- Delivery expenses and geographic proximity
- Demand fluctuation according to the location of the showroom
- The type of showroom and the availability of display space

3.2.3: Using Excel Reports to Help SCM Teams Make Decisions

Weekly SCM team meetings frequently used the Excel reports I created. These comprised:

- Stock lists that are highlighted
- Comments from phone conversations
- Suggestions for reallocation
- Status reports on activities in the showroom

Cross-departmental teams (Sales, Logistics, and Audit) were able to use the reports to inform data-driven choices about transfers, marketing campaigns, and procurement pauses.

3.2.4: Coordination and Communication Insights

Interns are often underestimated, but I learned that proper documentation and consistent follow-up can bring measurable results. My direct phone calls to showroom managers and persistent communication led to:

- Better accountability from showroom staff
- Timely actions like product display or return
- Manager feedback that influenced decision-making

3.2.5: Inventory Management Practice Outcome

Because of this methodical approach to inventory:

- Several items from the aging report were moved or re-shown.
- The weekly inventory turnover of a few branches increased.
- Managers of showrooms started to handle their dead stock more proactively.

These results demonstrated the direct impact that a collaborative, data-driven inventory practice can have on company performance.

3.3: Corporate practice

3.3.1: Daily Task Management & Professional Discipline

I maintained strict office hours from 9:00 AM to 6:00 PM. Attendance was monitored closely, and even minor delays could lead to allowance deductions. Out of 5 entitled leave days, I took only 1. This culture helped me build a disciplined mindset.

3.3.2: Completing tasks and working overtime

I occasionally worked past office hours, particularly when handling urgent logistics cases or reporting at the end of the day. These experiences enhanced my capacity to manage stress and showed me how crucial decisions in supply chain operations are time-sensitive.

3.3.2 Completing tasks and working overtime.

3.3.3: Communication Across Departments

I had to speak with:

- HR for documentation and attendance
- Inventory reconciliation audit
- Branding for regional marketing initiatives

3.3.4: ERP Real-World Learning

Despite the interns' inability to directly access Oracle EBS ERP, I learned how to read reports such as

- Status of stocks
- Tracking sales orders
- Details of the product dispatch



Figure 09: Oracle EBS

3.3.5: Exposure to Rural Marketing & Branding

Through Walton's Kisti Mela, I heard about branding initiatives geared toward rural markets, complete with announcing the offer about products demonstrations and adjustable payment schedules. I learned from this that product promotion differs depending on the location.

3.3.6: Work on TV Licensing

I was in favor of BTV license documentation for TV units. This provided me with a unique perspective on the relationship between inventory/sales compliance and legal requirements in large retail enterprises.



Figure 20: Walton TV License

3.3.7: Anecdote: Managing a Tough Phone Call

A follow-up call with a showroom manager who postponed the sale or transfer of three 2-year-old TVs was one difficult situation. I had to:

- Make several calls.
- Examine how well the products fit in the nearby showrooms.
- Get SCM's approval before arranging a transfer.

This increased my confidence in my ability to solve problems.

3.3.8: Exposure to Social and Cultural

I went to the Iftar party and Pohela Boishakh celebration outside of work. These occasions made me feel like a member of the team and demonstrated Walton's commitment to employee engagement.

3.3.9: Celebration of Pohela Boishakh

Walton enthusiastically celebrated Pohela Boishakh, the Bengali New Year, which is a deeply ingrained cultural event in Bangladesh. The office was exquisitely furnished with traditional props like clay pots and masks, red-and-white banners, and vibrant alpona designs. The festive atmosphere was enhanced by the encouragement of employees, including interns like me, to dress traditionally, with men wearing panjabi and women wearing sarees.

The HR and branding teams put together a brief cultural program that included:

- Songs and music from traditional Bengali culture
- Department heads' speeches
- Light refreshments, such as traditional snacks, sweets.

Not only was this celebration enjoyable, but it also demonstrated Walton's dedication to celebrating Bangladeshi culture and encouraging camaraderie and belonging among staff members from various departments. Even as an intern, it made me feel like a valued member of the team and helped me strike up conversations with coworkers.



Figure 31: Walton Plaza cultural programs

3.4: Sales Practice with Experience

3.4.1: Assistance in the Showroom

I directly supported Walton Plaza's nationwide network of showrooms during my internship. Calling showroom managers, particularly those with out-of-date inventory, to remind them of aging products that needed to be sold or transferred was one of my daily responsibilities. It wasn't always simple to

make these calls; some managers required regular follow-ups, while others were cooperative.

I saw how the Sales Administration group serves as a liaison between headquarters and retail locations. They monitor sales performance at the showroom level, pinpoint underperforming locations, and assist local teams by recommending reallocation plans, sales tactics, or promotional campaigns.

Among the main duties I assisted with were:

- Giving showroom managers access to product aging reports
- Requesting explanations or sales strategies for unsold goods
- Organizing inter-showroom transfers in coordination with logistics

I learned the value of prompt communication, disciplined follow-up, and comprehension of showroom-level sales challenges from this process. It also emphasized how the central team maintains consistent sales and balanced inventory across all regions.

3.4.2: Observation of EMI and Customer Service

Walton Plaza's EMI (Equated Monthly Installment) system, which enables consumers to more easily afford expensive goods like refrigerators, TVs, and motorcycles, was another important learning area. I watched showroom executives process installment sales, check documentation, and explain EMI terms. Customers in semi-urban and rural areas, where flexible payment options are frequently preferred, benefit greatly from this system.

Additionally, I watched as showroom employees dealt with the following in real-time customer service interactions:

- Questions about warranties or replacements
- Electronics technical assistance
- Delays or disagreements over EMI payments

These insights made it clearer to me that service and sales go hand in hand and that preserving positive client relations is essential to long-term company viability.

Among the main conclusions were:

- The importance of patience and unambiguous communication in customer service
- How showroom employees can confidently respond to questions thanks to product training
- The significance of EMI terms' transparency in preventing future disputes

3.5: Key Learning and Reflections

I obtained practical experience in inventory control, showroom management, ERP systems, interdepartmental communication, and legal compliance during this internship. More significantly, I gained self-control, responsibility, and useful SCM knowledge that textbooks cannot impart.

Chapter 4: Internship Lessons

4.1.1: Real-Time Inventory Coordination is Crucial.

I discovered that timing, location, and communication are just as important in managing a national inventory as numbers. If not monitored and dealt with, aged inventory has an impact on warehouse space, customer satisfaction, and business profits. I helped with real stock movements by creating Excel reports, inspecting inventory that was two to three years old, and working with showroom managers. This demonstrated to me how even input from interns can help with more significant inventory decisions.

4.1.2 : ERP Systems Are the Backbone of Decision Making

I learned how much technology influences contemporary supply chain operations from working with Walton Plaza's ERP system. I was able to see how product flow and performance are managed in real-time by navigating modules like stock reports, dispatch tracking, and inventory summaries.

4.1.3 : Communication Drives Sales and Accountability

I learned the importance of courteous, purposeful, and unambiguous communication from my daily phone conversations with showroom managers. Whether I was pushing for aged inventory reduction, resolving transfer issues, or checking attendance, effective communication directly influenced showroom performance.

4.1.4 : Collaboration Builds Operational Efficiency

I frequently worked with departments like Logistics, Audit, HR, and Sales Administration during my internship to address problems like mismatched showroom documentation, delayed transfers, and BTV license clarification. Every task necessitated follow-up, collaboration, and cross-team problem-solving, which demonstrated to me the importance of internal coordination in actual operations.

4.1.5 : Small Roles but Big Impact

Simple activities like updating Excel reports, monitoring outdated inventory, or spotting product inconsistencies resulted in important choices like sales pushes or stock reallocations. I came to see that, when done carefully and clearly, even tasks at the intern level can have an impact on strategy.

4.2 : Handling Difficult Showroom Calls

Persistent communication builds problem-solving ability and confidence.

In order to decrease unsold inventory that was two to three years old, I frequently had to follow up with showroom managers. Walton Plaza gave me a 2 GB internet package and a 500 BDT monthly mobile allowance, which made it easy for me to get in touch with RSMs and showroom managers. I frequently used Viber to send reports on sales and aging stocks, and I followed up with managers who didn't respond. Former managers were occasionally replaced by new ones, and it took them a month or two to fully understand the procedure. I had to gently go over the backlog with them, remind them of previous correspondence, and advise them to work with their RSM to expedite the resolution process. My ability to follow up, negotiate, and interact with people in a fast-paced retail setting was enhanced by this experience.

Chapter 5: Recommendations& Conclusion

5.1: Recommendations

It is recommendable to proceed in the future according to the findings. The recommendations are as follows:

1. The business should strive to improve its liquidity. With regards to the payment of debt obligations, the larger the liquidity ratio, the greater the safety buffer the business has.
2. The payables payment period needs to be enhanced. The firm needs to work on increasing the payables payment period from its accounts payables and reducing the average collection day and inventory processing in order to improve their operating cycle.
3. Although Walton Plaza gross profit margin is decreasing, the company's gross margin ratio is increasing.
4. Effective cost management practice must be implemented. In order to improve their operating profit margin, it is necessary for them to control all operating expenses.
5. Net profit margin is declining. To have a better net profit margin, it is critical that they aim to increase their sales. An increase in sales will, subsequently, result in an increase in the net profit margin.
6. Since Walton Plaza is not a manufacturing firm, it is better placed to undertake a greater level of debt. The Company will be financially gain by accepting a loan, as this will result in a reduced tax burden.
7. Invest in building a powerful brand identity with a sound reputation characterized by trustworthiness and quality.
8. To reduce reliance on a singular product line, it is advisable to explore alternative product categories or expand into different market niches.
9. Invest in sophisticated equipment and software for inventory control, production scheduling, and design.
10. Investigate how emerging technologies, including automation and 3D printing, can be integrated into the manufacturing process.
11. Foster a positive work environment that encourages inspiration and participation from employees.
12. Investigate new materials, technologies, or techniques in association with other enterprises or academic institutions.

13. Foster long-term customer relationships through the provision of excellent customer service and personalized care.
14. Create a detailed marketing strategy to reach out to your audience and boost sales.
15. Throughout the supply chain, guarantee ethical labor conditions and environmental sustainability.

5.2: Conclusion

A well-known Electrical appliance company in Bangladesh that solely concentrates on exports is Walton Group (Plaza). Over the past few years, the financial data of this company has been analyzed. Consequently, I have concluded that Walton Group(Plaza) is a self-solvent business with a strong position in the apparel industry that produces high-quality goods for export. Their soluble and efficient nature is demonstrated by the majority of the ratio.

They must place a high priority on ongoing business improvement in order to prosper in this setting. The suggestions made, which center on market positioning, innovation, sustainability, operational effectiveness, and worker well-being, provide Walton Plaza. a path to long-term growth and increased profitability. They can satisfy the needs of foreign and own country purchasers and appeal to a growing market of environmentally concerned consumers by adopting sustainable methods. They will be able to lower costs, decrease lead times, and improve product quality by increasing operational efficiency through the use of lean manufacturing concepts, technology adoption, and skill development. In a competitive environment, they can draw in and keep consumers by fortifying their market position through product diversity, brand development, focused advertising, and first-rate customer relationship management. To keep ahead of trends and provide distinctive and appealing products, they should encourage innovation in design, materials, and technology. Putting employee well-being first through equitable pay, secure working conditions, and engagement programs will result in a motivated and effective team. By putting these suggestions into practice, Walton Plaza. may set itself up for long-term success, guaranteeing its resilience, competitiveness, and favorable effects on its stakeholders and the environment. Prioritizing these suggestions according to their unique resources and context is crucial, as is creating a staged implementation strategy and routinely assessing results to make sure they are on course to meet their objectives.

Finally, I notified Walton Group, a respectable company in the industrial sector of Bangladesh.

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