

Procurement Process of Unimart Limited

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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

“Procurement Process of Unimart Limited”

Submitted To:

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Registration Trimester: Spring 2025



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Date of submission: July 17, 2025

Letter of Transmittal

Date: July 17, 2025

Mimnun Sultana

Assistant Professor

School of Business & Economics, United International University

Subject: Submission of Internship Report on “Procurement Process of Unimart Ltd.”

Dear Ma'am,

Assalamu-Alaikum, I am delighted to present my internship report which is entitled “Procurement Process of Unimart Ltd.” This report was done as a partial fulfilment of the Bachelor Business Administration program of United International University.

The report represents the knowledge and experience I have gained during my internship in the Procurement department at Unimart Ltd., which is a concern under United Group. My position enabled me to interact up close with different various features of the procurement operations such as ERP-based purchase order approvals, new product code creation, communication with vendors and operational evaluations by visiting outlets. This paper gives a clear discussion of the procurement functions, challenges, and areas of weakness that can be corrected in the organization.

Your guidance and encouragement all through this internship journey are much appreciated. I have used your useful information to make this report a success. I appreciate your help and attention once more.

Sincerely yours,

Md. Shahadat Hossain

ID: 111 211 058

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Declaration of the Student

I, Md. Shahadat Hossain, a student of School of Business and Economics (SoBE) at United International University (UIU), hereby declare that the internship report titled “Procurement Process of Unimart Limited” is an original work by me in partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) program.

This report is based on the practical knowledge and experience that I have gained during my internship in the Procurement Department at Unimart Limited, a concern of United Group. I do declare that the contents of this report are the results of my own observation, effort, and analysis. Every source of information has been appropriately cited and acknowledged.

I further declared that this report has not been previously submitted elsewhere, in whole or in part for obtaining any award of any degree or diploma from any institution. I have strictly and ethically followed the guidelines given by my supervisor to prepare this report.

Md. Shahadat Hossain

ID: 111 211 058

BBA, School of Business and Economics (SOBE)

United International University (UIU)

Corporate Evidence

unimart

June 30, 2025

TO WHOM IT MAY CONCERN

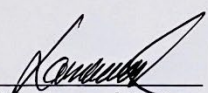
This is to certify that, Mr. Md. Shahadat Hossain, a student from United International University, BBA Program, Major in Supply Chain Management, Student ID: 111 211 058 has completed his Internship under the Procurement Department of Unimart Limited, a concern of United Group. His internship period was from March 10, 2025 to June 10, 2025.

We believe Mr. Md. Shahadat Hossain gained hands-on experience and build his professional networking, project involvement, and exposure to industry trends under the supervision of Mr. A K M Atiqul Haque, Assistant Manager, Procurement.

During the term of his internship with us we found him sincere, hardworking and result oriented. He worked well as part of a team during his tenure.

We wish him every success in his career ahead.

Regards,



Md. Kamrul Hasan
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Unimart Limited
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Acknowledgement

First of all, I would like to thank the Almighty Allah for giving me the strength, patience, and perseverance to successfully complete my internship and this report.

I would like to thank **Mimnun Sultana, Assistant professor**, SoBE, United International University, for guiding me and continuously supporting me to create this internship report. Her supervision has played a vital role in creating this report in a structured way.

I am immensely thankful to Unimart limited for providing me the opportunity to be an intern in the procurement department. Special thanks to my on-site supervisor **A.K.M Atiqul Haque, Assistant Manager, Procurement** and the entire procurement team for their support and willingness to share knowledge which has enhanced my knowledge of procurement operations in a corporate retail environment.

Last but not the least, I am grateful to my family and friends for encouraging me and support me through this whole journey.

This internship experience has been a great learning phase for me and I genuinely appreciate each and every individual who contributed to making it meaningful and successful.

Executive Summary

This internship report presents an in-depths analysis of the procurement process of Unimart Limited which is a premium retail brand operating under the United group. This report is based on a three-month internship in the procurement Department which is primarily focusing on the Lifestyle category and the objective of the report is connect academic knowledge with practical procurement operations.

This report provides detailed insights into Unimart structured and ERP-integrated procurement framework, vendor negotiation, new code creation, price change procedure and promotional planning. Working closely under the supervision of the procurement manager, the intern actively participated in the real-time use of ERP software and Microsoft Excel that enabled effective inventory tracking, sales tracking, reporting and promotional executions.

This report also presents a comparative analysis of procurement practices at Unimart with Walmart (international) and Shwapno (national), offering valuable insights into best practices, technological integration and supply chain agility. A SWOT analysis has been shown about Unimart's procurement system, highlighting strengths such as centralized ERP, skilled manpower, and customer-centric sourcing. However, challenges like limited geographic outlets, forecasting errors and ERP dependency are noted.

The report concludes Unimart's procurement strategy is robust and aligns with its broader business objectives, but it also has opportunities to enhance operational agility and competitiveness through strategic technological upgrades and process refinement.

Overall, this internship at Unimart provided a practical exposure to real-world procurement practices in a dynamic retail setting. The experience deepened the intern's understanding of supply chain management, ERP systems, vendor relations and data driven decision making skills that are essential for a successful career in business operations and procurement management.

FOR INTERNSHIP

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List of Tables

Table No.	Description
Table-1	(Comparison Analysis)

List of Acronyms & Abbreviations

Abbreviations	Elaboration
SOP	Standard Operating Procedure
ERP	Enterprise Resource Planning
PR	Purchase Requisition
PO	Purchase Order
CS	Comparative Statement
SKU	Stock-Keeping Unit
POS	Point of Sale
BIN	Business Identification Number
TIN	Tax Identification Number
KPI	Key Performance indicator
FMCG	Fast Moving Consumer Goods
PLB	Private Label Brands
F&B	Food & Beverage
NGO's	Non-Governmental Organizations
SoBE	School of Business and Economics
BBA	Bachelor of Business Administration

CHAPTER 1: INTRODUCTION

1.1 Background of the Study

In the modern retail environment, procurement has changed from being a traditional administrative task to becoming an essential part of strategic operations. With efficient procurement procedures we can now ensure timely product availability, supplier management, cost control and finally customer satisfaction.



Unimart limited is a leading supermarket in Bangladesh which operating under United Group. With its robust procurement procedure and technological advancement, it has positioned itself at the forefront of the retail sector in Bangladesh. Unimart's procurement operations reflect a sophisticated blend of systematization, accountability and strategic sourcing by maintaining quality products to managing relationship with suppliers and ensuring compliance with internal standards.

This internship report shows an in-depth view of procurement process of Unimart. This report reflects on the intern's contribution to real-time procurement tasks from vendor communication to sales performance tracing and compliance reviews. For that it captures firsthand experiences of working in professional procurement environment with a focus on how ERP tools and Standard operating procedures (SOPs), vendor communication and data monitoring support the procurement functions.

1.2 Objectives of the Study

The primary objective of this report is to gain a particular insight into the procurement process that is practices at Unimart. With the intern's contribution to get insights in day-to-day procurement procedures and observing real-time decision-making processes. This internship was to designed to help bridge academic knowledge and practical execution in a modern retail setting through structured task and continuous supervision.

Specific Objectives:

- To study how the SOPs might reduce process-related errors, maintaining consistency and streamline procurement duties.

- To explore the process of vendor selection, communication, and product validation.
- To examine the utilization of ERP software for managing procurement tasks.
- To understand the workflow and approval mechanisms related to Purchase Requisitions (PRs) and Purchase Orders (POs).
- To observe how the new codes are created and updated based on category, supplier inputs and how they help to tract activities.
- To assess pricing strategy adjustments and promotional updates managed through ERP and Excel.
- To identify and reflect upon challenges in the procurement cycle and departmental coordination.

1.3 Methodology

This report is based on a mixed-method approach because this report is incorporating both primary and secondary data collection to ensure accuracy and depth in analyzing procurement activities.

Primary Sources:

- **Supervision Under Procurement Manager:** Continuous learning under the close supervision of the procurement manager, who give guidance, feedback and tasks related to vendor coordination, ERP implementation, and procurement strategy.
- **Direct Observation:** Participation in daily procurement workflows including PR, CS & PO generation, code management, price changes, and regular sales tracking.
- **On-the-job Tasks:** Use of ERP software and Microsoft Excel for creating reports, monitoring promotions, and verifying inventory updates.
- **Discussions and Meetings:** Interaction with procurement officers, category managers, and vendors.

- **Field Visits:** Physical inspection of product availability, merchandising consistency, and promotional accuracy at various Unimart outlets.

Secondary Sources:

- Internal documentation including product sheets, category lists, PR/PO formats.
- Unimart's SOP manuals and ERP system dashboards.
- Academic journals and online resources related to retail procurement and supply chain best practices.
- Information about Unimart's activities, accomplishments, and growth goals from Unimart.online and the official portal of United Group.
- Information distributed at departmental briefings or orientation, such as vendor onboarding procedures, category updates, and ERP workflow instructions.

This methodology ensured a comprehensive understanding of the procurement process in both theoretical and applied contexts.

1.4 Scope of the Report

The scope of this internship report is focused primarily on the procurement operations within the **Lifestyle department** of Unimart Ltd., which handles items such as clothing, accessories, cosmetics, home décor, home textile, toys, footwear, and small home appliances. The report covers the key procurement tasks executed by the intern, including:

- Purchase requisition processing
- Vendor evaluation and meeting coordination
- New product code creation
- Product pricing updates and promotional execution
- Sales report generation and sales analysis.

While the focus is centered on the Lifestyle department, many practices observed are reflective of Unimart's broader procurement strategy. This includes interdepartmental collaboration, the use of ERP for unified data flow, and compliance verification protocols that are applicable across other categories such as Grocery, Electronics, and FMCG.

1.6 Internship Experience

Internship Designation:

Intern, Procurement Department (Lifestyle),

Unimart Ltd. – United Group

Roles and Responsibilities:

As an intern, I was assigned to the Lifestyle procurement team. My key responsibilities included the following:

- **SPR and PO Management:** Reviewing daily Store Purchase Requisitions and converting them into Purchase Orders using the ERP system.
- **New Code Creation:** Generating new product codes, entering descriptions, and categorizing items based on vendor input and product segmentation.
- **Price and Promotion Updates:** Updating pricing strategies and applying approved promotional changes on ERP after obtaining department head approval.
- **Vendor Meetings:** Participating in meetings with new and existing vendors to evaluate products, pricing, and logistical arrangements.
- **Product Inspection:** Assessing the market readiness of new products including packaging, price tag accuracy, and brand compliance.
- **Field Visits:** Visiting Unimart outlets to validate stock levels, display accuracy, and ERP synchronization with physical inventory.
- **Reporting and Analytics:** Generating monthly sales tracking reports and supplier performance updates using Microsoft Excel.

This immersive experience significantly improved my technical proficiency in ERP software and Microsoft Excel, while also working on my communication,

coordination and procurement analysis skills. It helped me understand academic theories- such as the procurement cycle, cost-benefit analysis and negotiation- into real business scenarios, enhancing both my academic and career.

1.5 Limitations of the Report

During the internship, a number of constraints were faced, despite honest efforts to create a comprehensive understanding of the procurement process:

- **Confidentiality Restrictions:** Limited access to sensitive procurement documents and financial contracts due to confidentiality agreements.
- **Time Constraints:** The internship was too short to explore the full procurement lifecycle.
- **Departmental Focus:** The report is based solely on experience from the Lifestyle department and does not provide a comparative view across other procurement verticals.
- **Limited Benchmarking:** Direct benchmarking with the competitors or similar-sized retailer was not feasible during the internship due to access restrictions.

CHAPTER 2: COMPANY AND INDUSTRY PROFILE

2.1 Overview of the Company

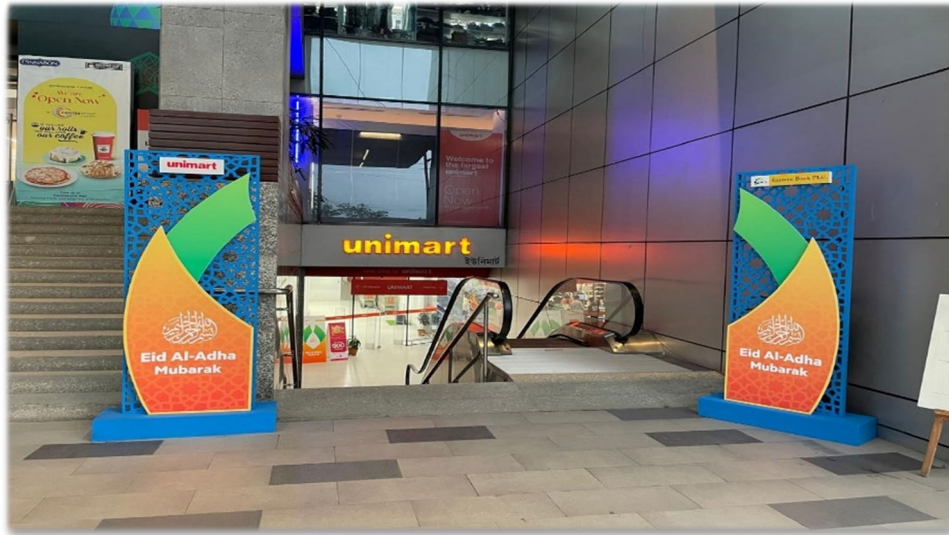
One of the top deluxe retail brands in Bangladesh is Unimart Limited, a concern of United Group. With the introduction of hypermarket model, which allows customers to enjoy a large range of goods and services under one roof, the company has completely changed the retail experience since its founding in 2013. Convenience, product quality, service innovation, and customer-centric design are the cornerstones of Unimart's business practices.

Unimart provides a well-rounded shopping experience that combines food items, electronics, personal care products, home textiles, home appliances, toys, apparel, and lifestyle items, in contrast to traditional retail establishments. Every store is carefully planned to



uphold global standards for layout, cleanliness, and customer interaction. The business has positioned itself to cater to the expanding urban middle-class and upper-class clientele, which places a high value on superior quality, timeliness, and dependability of service.

Over the past decade, Unimart has been continuously expanding and improving its Unimart has been steadily growing and enhancing its business practices for the last ten years. The company exhibits a proactive attitude to corporate sustainability and technical innovation by integrating ERP systems for inventory tracking and procurement, as well as by developing private label brands. With a focus on long-term innovation and customer happiness, Unimart is establishing a strong position in Bangladesh's contemporary retail market.



2.2 History of the Company

The idea of Unimart was conceptualized as part of United Group's broader strategy to diversify its portfolio by entering the fast-growing retail sector. Officially launched in 2013, the first Unimart outlet was located in Gulshan-2, Dhaka, and covered a space of approximately 40,000 square feet. The flagship store quickly gained popularity due to its premium product range, spacious layout, and customer-friendly service environment.

The success of the first outlet led to rapid expansion. Over the years, Unimart has opened multiple branches in prime areas including Gulshan-1, Wari, Airport Centrepont, United City (Madani Avenue), Dhanmondi, and Sylhet. Each new outlet was designed with the same commitment to service excellence, and equipped with digital checkout counters, customer service desks, and category-specific display arrangements. Right now, customers can also purchase products from online (Unimart Online).

To complement the retail shopping experience, Unimart introduced the Chef's Table food court concept within its stores another retail food and beverage brand of united group. This innovative addition provides customers with access to a variety of food and beverage options—from traditional Bangladeshi cuisine to Japanese, Mexican, Chinese, Indian, Korean, style fast food—under sub-brands like Crisp, Indulge, Tarka Express, Shang High, Movenpick, So Juicy, and Alfredo

and so on. This expansion reflects Unimart's strategy of evolving from a traditional superstore to a comprehensive lifestyle destination.

2.3 Mission, Vision, and Core Values

Mission:

To provide a one-stop solution for daily necessities and lifestyle needs while ensuring the highest standards in quality, convenience, and customer satisfaction.

Vision:

To become the most admired and trusted retail brand in Bangladesh by consistently delivering superior service and embracing innovation and sustainability in every facet of business.

Core Values:

- **Customer Focus:** Putting customer satisfaction and feedback at the center of operations.
- **Integrity:** Upholding transparency, ethical business practices, and honesty across all levels.
- **Innovation:** Driving continuous improvement through technology, systems, and customer service models.
- **Quality & Hygiene:** Maintaining rigorous product selection processes and high operational standards.
- **Sustainability:** Promoting eco-friendly packaging, energy-efficient systems, and local sourcing to reduce environmental impact.

2.4 Business Segments

Unimart operates through two primary business segments, each designed to complement the other and provide customers with a comprehensive retail experience:

Retail Segment

The core business lies in retail operations offering over 1.5 Lakh stock-keeping units (SKUs) across various categories:

- **Grocery & Food Items:** Rice, lentils, spices, dairy, bakery items, and imported delicacies.
- **Household Essentials:** Cleaning products, kitchenware, home organization, and decor.
- **Electronics and Appliances:** Small and medium-sized appliances, gadgets, and accessories.
- **Personal Care and Toiletries:** Branded cosmetics, skincare, hygiene, and grooming items.
- **Fashion & Lifestyle:** Apparel, footwear, bags, toys, school supplies, and seasonal items.
- **Private Label Brands (PLB):** Exclusive Unimart-branded products such as eggs and packaged spices that offer quality at competitive prices.
- Perishable Products managed through cold storage and fast-moving inventory systems; this category includes:
 - a) Fish (Sea fish, fresh fish, ready to cook)
 - b) Meat (beef and ox, chicken and duck)
 - c) Dairy Products (milk, cheese, butter)
 - d) Frozen Foods (dairy, ice-cream, ready meals and seafood)
 - e) Fresh Fruits (both fresh and frozen local, seasonal and Imported)



Together, these segments ensure revenue diversification and sustained brand engagement.

Before the expansion of Unimart its Food and Beverages operations were under the Chef's Table concept.

- Sub-brands include **Crisp**, **66**, **So Juicy**, **Green & Seeds**, **Alfredo**, **Indulge**, and **Utshob**, among others.
- This division serves a wide customer base with offerings ranging from fast food to healthy and organic options.
- The in-house dining model encourages longer store visits, cross-category spending, and enhances customer loyalty.

But after the expansion of Unimart and other fields they have been scattered on their own. New Indulge is under Indulge food and beverages and all other sub brands are still under Chef's Table.

2.5 Branch Network and Facilities

As of 2025, Unimart operates strategically located outlets across Dhaka and Sylhet. Each branch is designed for high customer footfall, optimized navigation, and access to premium products.

List of Major Outlets:

- 1) Gulshan-2
- 2) Gulshan-1 (Flagship Store)
- 3) Wari
- 4) Airport Centrepont (Flagship Store)
- 5) Dhanmondi
- 6) Sylhet (Flagship Store)
- 7) 2 Express-
 - a) United City, Madani Avenue
 - b) United Hospital

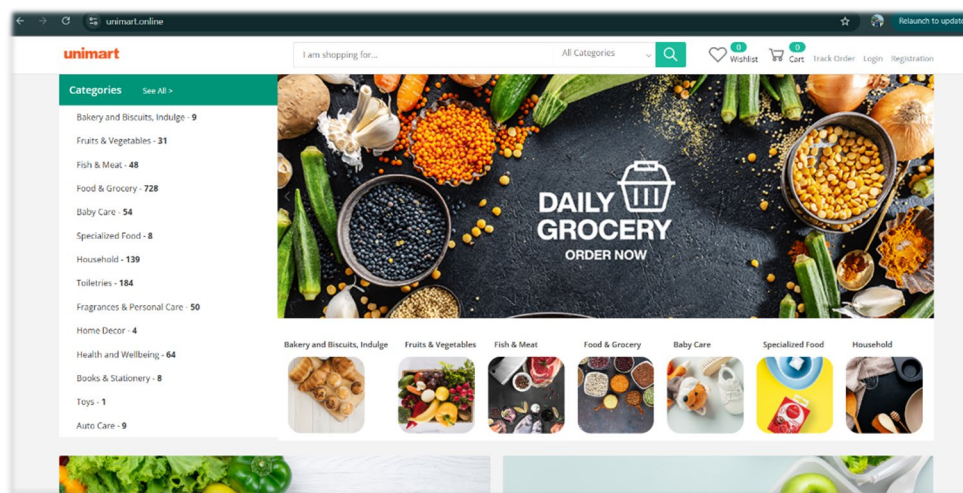
Upcoming Outlets: By 2026, Unimart plans 3 new outlets. 1 in Dhaka and 2 in other divisions of Bangladesh.

Each outlet features:

- Spacious layouts and air-conditioned interiors
- Real-time inventory synced through ERP
- Digital POS systems for fast checkout
- Dedicated customer support zones
- Integrated food courts in select locations

In addition to its physical presence, Unimart has also developed a **digital platform to serve its growing online customer base**. The company offers an e-commerce website and mobile app that allow customers to browse and purchase products from the comfort of their homes. This platform includes:

- Home delivery services within selected zones in Dhaka & Sylhet
- Click-and-collect (pickup from store) options
- Cashless payment methods (Card, bKash, Nagad)
- Access to exclusive online promotions and offers
- Integration with Unimart loyalty cards and reward programs



Unimart's online retail initiative not only extends the convenience of shopping but also aligns with the growing demand for omnichannel experiences, particularly among tech-savvy urban consumers. The online store mirrors the physical outlets

in terms of product variety, pricing, and promotions, ensuring a unified brand experience.

2.6 SWOT Analysis

A SWOT analysis of showing the insights into the internal capabilities and external market dynamics of Unimart Limited. Starting with-

Strengths:

- **Brand Reputation:** Supported by United Group, that enables financial stability and trust.
- **Strategic Locations:** Every branch is situated in highly engaged and posh areas with lots of visitor walking by.
- **Luxury Store Experience:** Modern and clean interior design and layout,
- **Wide Product Range:** Over 1.5 Lakh items in diverse categories.
- **Integrated ERP System:** Enhances supply chain, inventory, and purchase order accuracy.

Weaknesses:

- **Limited Geographic Coverage:** Stores are concentrated mainly in Dhaka; lacks presence in other major cities.
- **Heavy Reliance on In-store Traffic:** Lower focus on digital retail presence (e-commerce) compared to evolving trends.

Opportunities:

- **Geographic Expansion:** Entry into cities like Chattogram, Rajshahi, Khulna, and Cox's Bazar.
- **Digital Transformation:** Developing a stronger e-commerce platform and mobile app ecosystem.
- **Sustainable Retailing:** Use of biodegradable packaging, energy-efficient appliances, and support for local producers.
- **Exclusive Brand Development:** Expanding private-label offerings for higher margins and brand recognition.

Threats:

- **Rising Competition:** Entry of foreign retail giants or aggressive expansion by local players like Shwapno or Agora.
- **Economic Instability:** Price volatility in imported goods due to foreign currency fluctuations.
- **Supply Chain Risks:** Disruptions from global trade issues or local political unrest may impact product availability.
- **Import Threats:** For complex imports policies of Bangladesh it's hard to deal with the importers.

2.7 Organizational Hierarchy and Structure

Unimart follows a **functional organizational structure**, which ensures operational clarity, control, and cross-functional coordination. The company operates under the strategic direction of United Group's Board of Directors, while daily activities are overseen by Unimart's senior leadership team.

Key Departments:

- Procurement & Supply Chain
- Finance and Accounts
- Marketing and Brand Communications
- Sales and Operations
- Quality Assurance
- HR and Administration
- IT and Systems
- Inventory and Warehouse Management

Each outlet operates under a **Store Manager**, supported by **Floor Managers**, **Category Supervisors**, and **Cash Supervisors**.

2.8 Recent Developments and Innovations

Unimart continues to advance through modernization and innovation:

- **ERP Implementation:** Full integration of ERP (Enterprise Resource Planning) to monitor procurement, stock levels, pricing updates, and vendor tracking.
- **Digital Payment and Loyalty Cards:** Implementation of digital loyalty programs to retain customers.
- **Private Label Brand:** Launch of Daily Delight and other in-house brands across key categories.
- **Chef's Table Expansion:** Food court model gaining traction among lifestyle-conscious consumers.
- **Eco-friendly Retailing:** Promoting the use of recyclable product packaging, reusable containers, and paperless receipts.

2.9 Achievements of Unimart

Throughout the years Unimart has been a pioneer in the retail market of Bangladesh. And by this time Unimart has earned many recognitions and awards for satisfying customers with their innovation and their business practices. Some achievements are like-

Emerging Retailer of the year (2021)

Unimart was honored with the “Emerging retailer of the year” award by the Bangladesh Brand Forum. It was the first ever Retail Award ceremony in Bangladesh in 2021.

Top VAT Payer

Unimart has received the Highest VAT Payer Award from the National Board of Revenue (NBR) for three consecutive years for their commitment to transparency and responsible business practices.

A Decade of Excellence - Celebration Bonanza



Unimart hosted an exclusive "Celebration Bonanza" initiative in 2023 to commemorate its tenth anniversary and demonstrate its appreciation for its devoted clientele. One fortunate recipient was awarded a brand-new SUV in a grand raffle draw, and the campaign included thrilling promotions. This event exemplified the robust relationship

Unimart has established with its consumers over the years, as over 3.6 lakh coupons were collected during the campaign period.

Digital Transformation through E-Commerce (Unimart.online)

In 2020, Unimart stepped into e-commerce platform in response to the growing demand for online shopping. This move helps a lot of customers to shop for groceries and lifestyle products staying at home.

Encouragement of Creativity in Young Minds

Unimart has also demonstrated its dedication to the development of young people and community engagement. In 2019, it collaborated with Pentel to host a Kids' Art Competition in honor of its sixth anniversary. The competition facilitated the expression of creativity among children aged 6 to 11, with selected artworks being submitted to an international exhibition in Japan. This provided a unique opportunity for young talents to gain global exposure.

Largest Grocery Outlet in Bangladesh

In 2024, Unimart opened their latest outlet which is located at Centrepont which is near Hazrat Shahjalal International Airport in Uttara. It is the largest supermarket outlet in Bangladesh which is about 55k square feet long. Through its ambience and availability of products, with the local customers it also attracts the foreigners who visit our country.

These achievement of Unimart shows the continuous efforts to set new standard in retail market, and contributing to society, innovation and customer satisfaction with their best business practices.

CHAPTER 3: Procurement Process of Unimart

3.1 Introduction to Procurement at Unimart

The procurement process of Unimart plays a vital role in maintaining their operations efficiently and satisfy their customers across all of their outlets. Unimart as a leading supermarket in Bangladesh relies heavily on their responsive procurement strategy to manage over 1.5 lakh SKU's. This includes groceries, food, household essentials, electronics and lifestyle items. Unimart's procurement team is tasked to deliver the quality, variety and timely availability of products as they have promised to deliver their customer to gain competitive advantage and to sustain customer loyalty.



Among all of the categories the Lifestyle category is a major area to focus on. This lifestyle category includes non-food premium items like- apparels, footwear, optics, personal care, color cosmetics, home décor, toys and so on that

shapes their customers lifestyle into a premium one. For this the procurement process requires data-driven demand forecasting, effective vendor cooperation and strict policy for quality control.

3.2 Procurement Framework and Workflow

Unimart's procurement system is designed for efficiency, traceability, and transparency. The procurement cycle adheres to a structured framework, which integrates multiple departments and ensures that every product acquired is justified through data and necessity.

Stages of Procurement Workflow:

1. **Requisition Review:** Requisition requests are generated by the concerned departments based on stock levels, historical sales, seasonal trends, and customer demand. These requests are validated against existing inventory data through the ERP system.

2. **ERP-Based Approval System:** Approved requisitions move to the Purchase Requisition (PR) stage. The procurement department creates Purchase Orders (POs), which are subject to managerial and finance-level approvals, all processed through the Enterprise Resource Planning (ERP) system.
3. **New SKU Code Generation:** For new items, the system requires code creation which includes categorization, brand tagging, pricing, packaging details, and unit measurement input.
4. **Vendor Negotiation and Coordination:** Procurement executives negotiate with approved vendors on pricing, delivery terms, quantity, and payment policies.
5. **Promotion and Price Update Management:** For price changes or time-bound promotions, updates are made within the ERP system. All promotional activity is tracked to analyze sales performance post-campaign.
6. **Product Description and Lifecycle Updates:** Repackaged, resized, or rebranded products are updated in the system to reflect changes in packaging design or marketing approach.
7. **Field Visit and Store Feedback Loop:** Procurement officers, including interns, routinely visit outlets to verify pricing, availability, shelf placement, and promotional displays.

3.3 Strategic Objectives of the Procurement Function

The procurement department operates with strategic goals that align with Unimart's broader business vision:

- **Ensuring Product Availability:** Preventing stockouts by maintaining safety stock and reordering at optimal intervals.
- **Optimizing Costs:** Using volume purchases, early payment discounts, and negotiation tactics to reduce purchasing costs.
- **Maintaining Product Quality:** Sourcing from verified vendors with quality certifications and audit-compliant production.
- **Vendor Risk Management:** Creating backup vendor pools for essential SKUs to avoid dependency on single suppliers.

- **Customer-Centric Sourcing:** Continuously introducing in-demand products to match evolving consumer preferences.
- **Profitability optimization:** Minimizing waste or expiration in inventory by choosing high-turnover commodities and optimizing vendor promotional support to balance procurement costs with product margin potential.

3.4 Supplier Selection and Evaluation Process

The success of Unimart's procurement strategy is rooted in its rigorous supplier evaluation and onboarding process. All vendors must go through several layers of scrutiny before they are engaged for regular procurement.

Key Phases of Vendor Selection

- **Initial Screening:** Collection of vendor documents such as trade licenses, VAT certificates, BIN number, TIN number, bank account details and product portfolios.
- **Technical and Quality Evaluation:** Samples are reviewed for quality, durability, packaging standards, and compliance with Unimart's brand positioning.
- **Commercial Negotiations:** Procurement teams negotiate pricing models, payment cycles (e.g., post-delivery credit), logistics responsibilities, and damage return policies.
- **Trial Order Execution:** New vendors are first engaged through trial orders, particularly for high-value or slow-moving lifestyle products.
- **Periodic Performance Review:** Once onboarded, vendors are monitored on Key Performance Indicators (KPIs) including on-time delivery, rejection rates, cost competitiveness, and responsiveness.

3.5 Integration of ERP in Procurement Operations

Unimart use a centralized digital platform of ERP system which connects procurement and other departments with sales, inventory and accounts.

ERP Functionalities Include:

- Real-time PR and PO generation
- Stock level monitoring and restocking alerts
- SKU code generation and categorization
- Promotion tracking and audit
- Price Change and description change Tracking
- Sales forecast-based demand planning

The ERP system of Unimart saves time and helps to work effectively without manual dependency. It ensures accountability and offers traceability for each transaction and promoting data-driven decision making.

3.6 Price Change and Promotional Management

Price adjustments and promotions are vital tools in retail procurement strategy. At Unimart, these changes are managed through a centralized workflow in the ERP system.

- **Initiation:** Vendor sends a formal price change request or promotional proposal.
- **Approval Chain:** Department heads review and approve updates.
- **Execution:** ERP logs changes, updates barcode systems, and aligns prices across all branches.
- **Review:** Promotional performance is evaluated based on increased sales, margin impact, and customer feedback.

3.7 Vendor Relations and Product Evaluation

Vendor relations at Unimart go beyond transactional supply; they are treated as long-term partnerships. Regular feedback sessions are held to address quality issues, improve delivery schedules, and introduce new SKUs. Products are assessed on:

- Visual appeal and packaging quality
- Pricing competitiveness

- Consumer demand projection
- Seasonal relevance and innovation
- Payments through banking channels.

Trial listings are often introduced in high-performing outlets such as Gulshan-2 or Dhanmondi to gauge customer response before mass deployment.

3.8 Store Coordination and Field Visit Insights

For an employee in Procurement department a field visit is must in every 1-2 weeks. This visit helps to fill the gap between backend planning and front-end execution.



Key Focus Areas Include:

- Checking display compliance and shelf tagging
- Verifying promotional execution
- Monitoring customer interaction and product inquiries
- Collecting feedback from floor supervisors and store managers

These insights directly influence reordering decisions, vendor ratings, and future sourcing strategies.

3.9 Procurement Challenges and Risk Mitigation Strategies

Unimart faces several internal and external challenges in procurement and sourcing.

Identified Challenges:

- **Inaccurate Demand Forecasting:** May lead to stockouts or overstocking.
- **Price Volatility:** Especially for imported goods influenced by global currency fluctuations.
- **ERP Misentries:** Errors in data entry can delay PO processing.
- **Vendor Delays:** Non-adherence to lead time affects stock availability.

Risk Management Measures:

- Use of sales analytics and AI-based forecasting tools
- Periodic training on ERP data entry protocols
- Establishing dual vendors for high-risk items
- Buffer inventory planning for peak seasons

The procurement function at Unimart is strategically aligned with the organization's overall goal of offering a superior shopping experience. The systematic procurement framework, integration with ERP systems, and robust vendor management practices enable the company to respond to market dynamics swiftly. Through hands-on involvement in the procurement cycle—especially in vendor management, store coordination, and ERP utilization—I have gained invaluable exposure to modern supply chain practices that will significantly enrich my career in the field of supply chain and logistics management.

CHAPTER IV: Findings and Comparative Analysis of the Procurement Process

4.1 Introduction

Procurement plays a vital role in the efficiency and profitability of retail operations. During my internship at Unimart Ltd., I observed a structured and ERP-driven procurement system that balances supplier management, cost control, and customer satisfaction. This chapter presents the key findings from my experience and evaluates the strengths and challenges of Unimart's procurement operations. It also provides a comparative analysis with the procurement practices of Walmart (an international retail giant) and Shwapno (a leading national retail chain in Bangladesh) to benchmark Unimart's practices in a broader context.

4.2 Key Findings from the Procurement Process at Unimart

4.2.1 Structured Procurement Workflow

Unimart's procurement process is systematic and digitized. From purchase requisitions (PRs) to vendor negotiations and final purchase order (PO) approvals, all steps are logged and tracked using an ERP system. This structured approach increases transparency and accountability.

4.2.2 Emphasis on Product Quality and Variety

Unimart maintains high quality standards across its lifestyle and FMCG segments. Products are selected not only based on commercial feasibility but also based on packaging, aesthetics, brand image, and customer preference.

4.2.3 Vendor Relationship Management

Vendor relationships are built on long-term performance evaluations. Suppliers are selected through a multi-phase process, and regular performance reviews are conducted to ensure consistency in product quality, delivery lead time, and pricing stability.

4.2.4 ERP Integration and Real-Time Monitoring

ERP software acts as the central hub for procurement. All PRs, POs, stock levels, price changes, and promotional activities are monitored and managed digitally. This significantly reduces manual errors and improves planning efficiency.

4.2.5 Data-Driven Promotions and Price Adjustments

Price changes and promotional campaigns are reviewed based on monthly sales data. This ensures data-driven decision-making, helping to optimize shelf performance and boost seasonal or overstocked product sales.

4.2.6 Outlet-Level Coordination

Procurement teams frequently visit outlets to assess ground-level challenges, such as incorrect product display, stockouts, or poor promotional placement. These visits ensure alignment between procurement planning and retail execution.

4.3 Strengths of Unimart's Procurement System

- **Centralized ERP System:** Minimizes manual intervention and allows for real-time updates across departments.
- **Category-Specific Focus:** Different procurement managers specialize in categories (e.g., lifestyle, grocery, fresh), ensuring deep product knowledge.
- **Agile Pricing Control:** Fast execution of price changes and promotions through ERP.
- **Customer-Centric Procurement:** Selections based on urban customer preferences and lifestyle needs.
- **Skilled and Capable Workforce:** Employees of procurement department are skilled professionals who possess strong negotiation, analytical and technical skills.

4.4 Challenges Identified

- **Forecasting Errors:** Occasional stockouts due to misalignment in demand forecasting and actual sales trends.
- **Supplier Delays:** Some local suppliers fail to meet delivery schedules consistently, affecting inventory turnover.
- **Limited Geographic Supplier Network:** Most vendors are Dhaka-based, which limits diversity in supplier sourcing.
- **High Dependence on ERP Accuracy:** Minor human errors in ERP input (e.g., wrong SKU code or pricing) can lead to major operational disruptions.

4.5 Comparative Analysis: Unimart vs. Walmart vs. Shwapno

The following comparison highlights similarities and differences with Walmart and Shwapno to evaluate the Procurement process of Unimart in a broader context:

Table-1 (Comparison Analysis)

Criteria	Unimart (Bangladesh)	Walmart (USA/International)	Shwapno (Bangladesh)
Scale of Operations	National (7+ branches)	Global (11,000+ stores)	National (450+ outlets- self + dealership)
Procurement Strategy	Centralized ERP-based, category-driven	Global sourcing, data-driven, decentralized with regional hubs	Centralized for fresh & grocery, semi-automated system
Supplier Base	Both local and international suppliers	International and local suppliers	Mix of local and in-house suppliers
Technology Use	ERP, POS, barcode scanners	Advanced AI, blockchain, IoT, predictive analytics	ERP, POS, some machine learning

Criteria	Unimart (Bangladesh)	Walmart (USA/International)	Shwapno (Bangladesh)
Sustainability Focus	Local sourcing, eco-packaging	High emphasis on sustainability and carbon footprint reduction	Fresh supply chain reform and plastic reduction initiatives
Product Diversification	Private label, High-end lifestyle, Home, FMCG, F&B, electronics , grocery	Wide mix including private label, pharmacy, electronics, grocery	Core focus on essentials, fresh food, some apparel
Vendor Management	Regular evaluation, trial orders	Long-term strategic partnerships with strict compliance	Moderate evaluation, some exclusive vendor agreements
Risk Management	Reviews, ERP tracking, store audits	Risk hedging, contract enforcement, advanced analytics	Emergency stock buffers, seasonal forecasting

4.6 Insights from the Comparison

- **Global Standards vs. Local Adaptation:** Walmart has a global sourcing strategy supported by cutting-edge technology, whereas Unimart and Shwapno focus on local suppliers and regional demand, which is more adaptive to the Bangladeshi retail environment.
- **Technology Gap:** Walmart's integration of AI, blockchain, and predictive modeling is significantly ahead of Unimart and Shwapno. However, Unimart's ERP and POS integration are still advanced compared to many local competitors.

- **Sustainability Practices:** While Walmart leads in sustainability goals, Unimart's steps toward eco-packaging and support for local suppliers represent promising initiatives.
- **Customer Targeting:** Unimart and Walmart cater to a broad lifestyle and premium segment, while Shwapno largely targets price-sensitive middle-class consumers.

4.7 Recommendations for Unimart

Based on the findings and comparative analysis, the following recommendations are proposed for improving Unimart's procurement operations:

1. **Implement Predictive Analytics:** Use machine learning for demand forecasting to reduce stockouts and overstocks.
2. **Diversify Supplier Base:** Expand supplier network beyond Dhaka and consider international sourcing for high-margin lifestyle products.
3. **Supplier Training Programs:** Conduct workshops for vendors to align them with Unimart's quality and delivery standards.
4. **Enhance Sustainability Commitment:** Promote eco-friendly products and sustainable packaging to attract conscious consumers.
5. **Invest in AI-Driven ERP Modules:** Consider AI integration within ERP for automated alerts, procurement optimization, and smarter decision-making.

Unimart's procurement function is efficient, digitally driven, and well-aligned with its brand image as a premium lifestyle retailer. Compared to both local and global peers, Unimart demonstrates a strong foundation with opportunities for innovation and expansion. Integrating more advanced forecasting tools, enhancing sustainability initiatives, and expanding the vendor network can further boost the agility and effectiveness of Unimart's procurement operations.

CHAPTER V: Recommendations and Conclusions

5.1 Introduction

The procurement process at Unimart Ltd. has proven to be both robust and dynamic, integrating technology, strategic sourcing, and vendor collaboration to support its large-scale retail operations. During my internship, I gained hands-on experience with Unimart's ERP system, PR and PO handling, vendor interactions, and field inspections. While the procurement team excels in many areas, there are opportunities for refinement and future growth. This chapter outlines key recommendations based on observed practices, followed by a conclusion that encapsulates the overall internship experience and its impact on my career development.

5.2 Key Recommendations for Process Improvement

1. Enhance Forecasting and Demand Planning Accuracy

While Unimart utilizes historical sales data in procurement decisions, stockouts and overstocking still occasionally occur. Advanced demand planning tools or AI-powered forecasting modules integrated into the ERP system could enhance predictive accuracy.

Recommendation:

- Include data analytics tools in the ERP system to monitor seasonal trends and promotional impacts.
- Regularly review sales trends and adjust procurement thresholds accordingly.

2. Strengthen ERP Data Entry Protocols

Several issues arise from human errors during data entry in the ERP system, such as incorrect SKU codes, pricing mis entries, and item duplication.

Recommendation:

- Implement a double-verification system for high-impact entries (e.g., pricing and SKU codes).

- Conduct quarterly ERP training workshops for new and existing procurement staff.
- Introduce smart ERP validation rules to flag unusual data input.

3. Establish a Supplier Performance Dashboard

While Unimart reviews vendor performance informally, there is a need for a centralized system that monitors and reports vendor KPIs (key performance indicators) in real time.

Recommendation:

- Create a supplier dashboard within the ERP or via business intelligence tools.
- Track KPIs like delivery timeliness, product defect rates, and responsiveness.
- Use this data for performance-based contract renewals and better negotiation outcomes.

4. Boost Supplier Diversity and Sustainability Alignment

Unimart has started working with local vendors and promoting eco-friendly products, but there is room to formalize and expand these initiatives.

Recommendation:

- Launch a “Green Vendor” certification for suppliers meeting sustainability criteria.
- Set internal procurement targets for eco-friendly and locally produced items.
- Collaborate with NGOs or government programs to onboard sustainable vendors.

5. Improve Communication with Other Departments

Procurement decisions often depend on input from departments such as sales, marketing, and operations. Delays or miscommunication between departments can lead to missed promotional opportunities or irrelevant stock procurement.

Recommendation:

- Schedule weekly interdepartmental sync meetings.
- Create a collaborative digital planning board using Trello or an ERP-integrated planner, for example.
- Each department should designate a point person to facilitate cross-functional contact as more outlets are opening in different divisions.

5.3 Recommendations for Intern Management at Unimart

Intern Onboarding and Task Allocation

Structured onboarding could reduce the initial learning curve throughout the internship.

Recommendation:

- Create a formal onboarding module for interns including training on procurement flow, and vendor communication.
- Assign mini-projects to interns for targeted learning and contribution.

Mentorship and Feedback Sessions

Frequent feedback boosts interns' confidence and helps them pinpoint areas for growth.

Recommendation:

- Pair each intern with a mid-level officer for mentorship.
- Conduct fortnightly check-ins to assess progress and provide guidance.

5.4 Conclusion

My internship with Unimart Ltd. has been a rewarding experience that has connected classroom instruction with practical supply chain management. Structure, technology, and strategic thought are the driving forces behind this procurement process. I was able to witness and participate in significant elements of the supply chain by working on ERP systems, analyzing product requests, inspecting outlets, and assessing vendor performance.

In order to keep thousands of SKUs of products available, Unimart's procurement team works efficiently. However, issues still exist, as they do with any large-scale organization, especially with regard to demand forecasting, interdepartmental cooperation, and ERP optimization. By improving an existing robust procurement engine, the suggestions made in this chapter hope to maintain quality and resilience in the face of fierce competition in the retail industry.

Through this internship, I have improved my knowledge of supply chain management and procurement while also honing soft skills like analytical thinking, communication, and problem-solving. My future business ventures in Bangladesh and elsewhere will undoubtedly benefit greatly from the skills and knowledge I acquired at Unimart.

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Appendix-A:

unimart

Date: March 10, 2025

Ref: Unimart/HR/March-2025/ID-20396

Md. Shahadat Hossain

D/273, Mizmizi Uttarpara.

Mizmizi -1430

Shiddhirganj, Narayanganj.

United International University
Bachelor of Business Administration

Subject: Offer letter - Internship.

Dear Mr. Shahadat

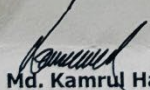
With reference to your application and recommendation letter from your university and subsequently your interview with us, we are pleased to inform you that you have been selected for the internship program at **Unimart Limited** for 03 (three) months under the **Procurement** department. Your internship shall commence on **March 10, 2025** and will end on **June 10, 2025**.

The terms and conditions of your internship with the Company are set forth below:

1. Subject to your acceptance of the terms and conditions contained herein, your duties and responsibilities during the Term will be determined by the supervisor assigned to you for the duration of the internship.
2. You are eligible for a stipend of **BDT 400** (Four Hundred) only per working day during the Term which shall be paid on completion of the tasks assigned to you during your internship to the satisfaction of the Company.
3. Your timings will be from 9.00 am to 6.00 pm, Sunday to Thursday. Please be sure to bring the required documents with you on your first day to complete your profile.
4. You will sign a confidentiality agreement with the company before you commence your internship.
5. The internship cannot be construed as an employment or an offer of employment with **Unimart Limited**.

Please confirm your acceptance of the terms of this offer **by March 10, 2025** failing which, we have the right to cancel the internship. We look forward to having you on our team! If you have any questions, please feel free to reach out to us.

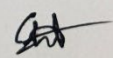
Sincerely,


Md. Kamrul Hasan

Deputy Manager
Human Resources
Unimart Limited

Accepted by,

Name: Md. Shahadat Hossain

Signature: 

Date: **11.03.2025**

Unimart Limited

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