Internship Report on

Procurement Process of Unimart Ltd.

Submitted To:
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Letter of Transmittal

Date: 18th October,2024.

Dr. Saad Hasan
Associate Professor
School of Business & Economics
United International University
United City, Madani Avenue, Badda, Dhaka 1212

Dear Sir,

Internship Report on "Procurement Process of Unimart Ltd." a partial requirement for the Bachelor of Business Administration program at United International University. The report gives you an extract of the detailed study and on-job exposure that I have undergone during my internship at Unimart Ltd.

This report aims to have an in-depth study of the procurement functions that take place at Unimart Ltd, which will include strategic sourcing and supplier relation management also cost efficiency measures by us for compliance and sustainability initiatives. The internship also helped me to understand the dynamics and working patterns of procurement function in a top-tier retail organization in Bangladesh.

It provides an end to end insight on how procurement is working at Unimart Ltd, its challenges and where all can it improve. These results and advice could refine the academic discourse related to retail procurement practices for then do not hesitate taking some minutes perusing this article.

Thanks for mentoring me and helping me in this internship. I wanted to issue a word of thanks for all the feedback and thoughts as it definitely helped things along with this report. Please come up with any and all constructive feedback, or changes you think I should make in improving this document even further.

Thank you for a proposed approach of solution to my fulfilled task, I wish it meets the academic standard and provides a little exposure to their Procurement process of Unimart Ltd.

Yours sincerely,

Md. Asadusjaman Nayem

ID: 111 192 034

Bachelor of Business Administration

United International University (UIU)

Declaration of the Student

I Md. Asadusjaman Nayem, a student of the Bachelor of Business Administration department at United International University, hereby declare that I have prepared this report by myself. I have not meant to intentionally violate any form of copyright. To the best of my knowledge, this work is an original piece. I also declare that the report not submitted anywhere else to obtain a degree/certificate.

I adhered to all academic guidelines while I wrote this report.

Regards,

Md. Asadusjaman Nayem
ID: 111 192 034
Bachelor of Business Administration
United International University

Acknowledgment

Firstly, I want to thank Allah who given me that much strength and an ability of being patience till finish it as per my assigned time. Internships are valuable because they offer hands-on experience by watching and doing office work of a company as part of the BBA curriculum. Unimart Ltd. was a great place to intern at because it helped me combine theoretical and real-life knowledge of the retail field.

This is very important that I would appreciate Dr. Saad Hasan, Associate Professor at the School of Business and Economics (SOBE), United International University for being my internship supervisor, I could not have managed to complete this report project without taking the foundational support and guidance experienced from him.

I am also thankful to Mr.Faijullah Rashid shimul, my supervisor in Unimart Ltd., for his constant guidance and precious consestention-word during this project. I am grateful to all our officers and employees at Unimart Ltd. who have been nothing short of a pillar during this period, their unconditional support will always be remembered! I also had to give it a try as my success depended greatly on their belief in my competence.

And finally, I want thank all of you for giving me such an amazing atmosphere to work in. During my internship, it was a wonderful experience to manage and witness the operations.

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Executive Summary

This report clarifies detailed understanding about the procurement function in Unimart Ltd., one of the finest retail cum service providers in Bangladesh. Unimart Ltd is a key player in the retail and food & beverage sectors, recognised for its quality services and innovative approach. This report aims to analyze the Procurement process of Unimart through its procurement framework, objectives and strategies followed by how they face challenges in achieving their goals and what could be done for improvement.

The report begins with a profile of the Company, which includes its history, mission and vision. Unimart, under 7 Ventures has scaled up its business operations and has now become a brand that people trust in the retail industry since it started functioning in 2013. It enforces delivery of high-end products/service and ensures that procurement completes in a hassle freeway impacting the company’s reputation.

Unimart's procurement activity has a supplier identification, selection process in place followed by relationship management and finally transaction execution. The study discusses the intricacies of these processes, as well as long-term strategies implemented to optimize their efficiency and reliability.

It takes a deep dive into various challenges faced by Unimart in their purchase process, supply chain hiccups, price volatility and supplier reliability. The report goes away with different strategies to address these problems e.g using data analytics for advanced forecasting, dynamic pricing mechanisms and improved quality management systems.

The report addresses the sustainability focus, noting that environmental and social factors need to be integrated into procurement decisions. To fulfil this pact with the environment, Unimart has worked hard on promoting sustainable supply chains as one of its corporate sustainability goals — underpinning the company's commitment to responsible business practices.

Chapter: 1

Introduction

1.1 Introduction of the Report

The internship report is an integral analysis of operational procurement; the particular case studied here, being Unimart Ltd: a presence on BD landscape in retail and service. Unimart has been proving its mettle as a category leader in both retail and food & beverage; ever since its launch. At Unimart, my internship was also crucial to understand the workings of procurement.

The purpose of this report is to shed light on Unimart's procurement process from a broad perspective in order for the reader to have an absolute view about what has been done and could be disrupted, or improved. Here, we deconstruct the finer points of procurement operations to give you an insight into how Unimart man oeuvres through this intricate tapestry of sourcing and buying — all before our efforts reach fruition at pipelines downline.

This investigation additionally goes past this surface level depiction, looking in detail at the difficulties that Unimart confronted when facilitating its acquisition campaigns. We identify the obstacles Unimart has to overcome: from external-related supply chain disruptions, through price risks and vulnerability of too few reliable suppliers — which leads us as well to share strategies on how it can alleviate these challenges.

This report furthermore penetrates into Unimart's procurement doing sustainability practices. Through studying the embedding of environmental and social factors into procurement decision-making, we identify ways in which Unimart can mainstream sustainability within its supply chains that ultimately aligns with broader corporate commitments to sustainable practices (corporate sustainability mandates)

1.2 Objective of the Report

The key objective of the report is to offer a detailed overview on how procurement process operates at Unimart Ltd. and what are its goals, operational strategies followed by challenges involved plus potential areas where performance can be improved. The report aims to:

- Evaluate the procurement framework of Unimart Ltd Requirement Task 1.
- Review of Supplier Selection and Relationship Management Processes
- Evaluate the processing of procurement transactions.
- The operational and economic problems presented by the layout of purchasing branches.
- Consider How Procurement Operations Can Be Strengthened To Improve Sustainability
- Offer explicit suggestions for the how Unimart can better their procurement processes -- becoming more efficient, resilient and sustainable.

The report is intended to be invaluable for the stakeholders of Unimart and entire business arena thereby promoting forward-looking ventures, strategic implementation and facilitation in making a long term valuable decision.

1.2 Background of the Report

The report is based on the Study of Procurement Practices at Unimart Ltd., one of most leading retail and service companies in Bangladesh. Launched in 2013 and boasting significant progress into the mainly-promises retail food & beverage field as a part of United Group's diversification strategy, Unimart. Unimart, a retail banner that has created its own unique store concept by block trading principals with the mission to position quality shopping experiences for customers as one of their flagship frameworks is known for having some regard in bringing high-calibre products.

An internship at Unimart meant an inside view of how buying is done and not just touching the complex process. The present report encapsulates a systematic narrative in respect of acquisition processes undertaken by Unimart, spanning from who can be suppliers and which to ultimately shortlist until finalization of transactions with the chosen suppliers using different methodologies as enunciated above. The report also talks about bottlenecks such as, Supply chain disruption, Price variance and Supplier compliance.

It also details how Unimart has integrated sustainability into their purchasing choices and identifies avenues for catalysing sustainable supply chains. Unimart is on a mission to realize massive value creation and long-term success with one of the most extensive and potent strategies in transforming into an unrivaled market leader across Bangladeshi retail & service.

1.3 Methodology

The objective of preparing this report is to collect and analyze information about the procurement process followed by Unimart Ltd. mediate and present hence it was necessary for us ensure that we carefully designed our research approach so as to provide comprehensive data without any biases or misinterpretations. We did this through the following steps-

i. Research Design

This is a cross-sectional study of both qualitative and quantitative methods, which was descriptive in nature. Provide an overview of out the procurement process works at Unimart and identify areas where it is lacking.

ii. Data Collection Methods

Primary Data:

Key figures in the Unimart Ltd., procurement chain: interviews were carried out to key members of staff involved within Procurement process such as; Process Managers, Supply Chain officers.

Inspection: Auditing direct procurement activities, workflows and supplier interactions

Secondary Data:

Analysis of Documents: We have analyzed documents like company documents, procurement records, supplier contracts and other related data.

Review of Literature: This helped to understand how best practices in procurement are followed, the challenges faced and what is trending, so that Unimart's practice can be understood within industry domain.

iii. Sampling Techniques

Purposive Sampling: In-depth illuminative data were obtained through key informants and stakeholders actively involved or knowledgeable about the procurement process.

iv. Data Analysis

Data Analysis: Thematic analysis was performed in order to identify patterns and themes from the interview transcriptions as well as observation field-notes.

Quantitative analysis Numerical (statistical) data obtained from procurement records such as volumes of procured material, lead times and extent of cost fluctuations metrics for supplier performance were analysed using statistical methods.

v. Tools and Instruments

Interviews: We utilized a semi-structured interview guide that allowed for standardized data collection while being flexible enough to allow respondents to elaborate.

Observation Checklists: Created in order to observe and document the procurement activities.

Data Analysis Software: MS Excel and ERP software were employed for organizing, analyzing; visualizing data.

vi. Validation and Triangulation

Results were checked to ensure they hold up in the long-run.

Verification: Data from the interviews, observations and documents were triangulated to affirm that there was consistency in them.

Member Checking: Presented preliminary results to the interviewees in order check interpretations and conclusions.

vii. Ethical Considerations

Informed Consent: Every participant knew exactly what they were partaking in and volunteered gladly to be tested.

Confidentiality: Maintained the confidentiality of data reported by individual county health departments and all such reports aggregated exhibited in table along with Future.

The employment of resilient methodological framework permitted to support strategic analytical approach on the procurement process undertaken by Unimart and in turn deliver well founded recommendations for efficiency improvement and sustainability enhancement.

1.4 Scope of the Research

This study helps in examining the procurement process of Unimart Ltd., to analyze its complete purchasing cycle with respect to their purchase framework, strategies and procedures adopted by them through which various performance issues can be detected. The scope includes:

1. **Supplier Identification and Selection**:
   - Learn to validate the selection of suppliers
   - Assessing the actual supplier selection projects
2. **Supplier Relationship Management**:
   - Analyzing Techniques to keep or improve Supplier Relation
   - Understanding how these relationships influence the other linkages in procurement and efficiencies
3. **Procurement Transactions**:
   - In-Depth Study of the Procurement Transaction Process from Placing an Order up to Delivery
   - Look for bottlenecks or simply inefficiencies in the procurement cycle.
4. **Challenges and Mitigation Strategies**:
   - The key obstacles to procurement such as disruption in supply chains, price changes and suppliers' authenticity.
   - Discussing strategies and solutions on how this is dealt with successfully.
5. **Sustainability Practices**:
   - This included looking at how environmental and social considerations in procurement decisions are being integrated into policies.
   - Measuring the effect of sustainable procurement policies on an organization as a whole, including responding to its corporate social responsibility objectives.
6. **Recommendations for Improvement**:
   - Addressing how to solve the problem and recommendations on operational improvements that would make procurement at Unimart more efficient, resilient, or sustainable.

1.5 Limitations of the Research

As comprehensive as it is, the research definitely has some limitations that we need to be aware of.

i) Data Availability:

- Some proprietary or confidential information from Unimart will not be made available, limiting the depth of analysis for certain sections.
- Use of secondary instead of primary data sources when available.

ii) Time Constraints:

- The time span of an internship might not be conducive for to a deep dive in every aspect ot the procurement process.
- While the selected time frame of study necessarily impairs observation of some long-term trends and impacts.

iii) Generalizability:

- Overall, this report will be based upon Unimart Ltd. and the suggestions might change for various organizations due to different environment and situation in regards with other things that reduces motivation of major contributor towards job performance; maintaining work life balance etc….
- The research findings can be limited by industry practices and market conditions.

iv) Scope of Engagement:

- Focused only on the procurement department and its communication without an in-depth look at interdisciplinary functions like finance or logistics.
- Concentrates on the internal procurement practices rather than doing much of external benchmarking with other industry players.

Understanding these limitations, the research attempts to reach a fair and realistic position on how they identify procurement processes of Unimart that can inform resources development moving away from specific issue while recognizing additional subjects requiring more thorough examination.

1.6 Internship Experience

Position

I worked as an Intern in the Procurement Department at Unimart Ltd. during my internship period.

Duties and Responsibilities

As an intern in the Procurement Department, my duties and responsibilities included:

1. **Assisting in Supplier Selection and Evaluation:**
   - Did some invoice research to find out who could supply them.
   - Supported evaluation of suppliers for quality, cost and delivery performance.
   - Attended supplier meetings and contributed to the negotiation of best procurement terms.
2. **Purchase Order Management:**
   - Aided in PO creation and processing
   - Verified that all POs were properly documented and authorized
   - Indent Generation, Monitoring POs for Material & Service delivery on time.
3. **Inventory Management:**
   - Supported appropriate inventory levels to avoid stockouts or overstocked.
   - Performed routine inventory checks for loss prevention and compliance.
   - Worked with the warehouse team for incoming and outgoing stocks.
4. **Data Analysis and Reporting:**
   - Assessed procurement data in order to recognize trends and providers overcharging.
   - Compiled routine procurement reports eg by spend analysis, ranking of supplier performance.
   - Helped develop procurement KPIs and performance metrics.
5. **Compliance and Documentation:**
   - Oversaw the respect of company rules and processes, in all procurement operations.
   - Kept precise and up to date accounts of every purchase (more…)
   - Compiled a required documentation for audits and compliance reviews.
6. **Collaboration and Communication:**
   - Worked cross-functionally with departments such as B&C, finance, operations and logistics to coordinate procurement support in line with organizational goals.
   - Resolved all issues pertaining to orders, deliveries or payments effectively with suppliers
   - Attended team meetings and provided input on procurement strategies & enhancements.

7. **Process Improvement:**
    - Helped to identify opportunities for improvement in the procurement process
    - Proposed and ensured execution of processes to improve efficiency, minimize cost.
    - Attended training sessions and workshops to help advance procurement knowledge and skills.
8. **Assisting in PLB Spice Launching:**
    - During my inter period I was in the PLB team and had done many tasks regarding PLB Spices.

This role gave me opportunity to learn the processes of a retail giant and helped in acquiring few critical hands-on experiences that you need for a career into supply chain management.

Chapter 2

Company Overview of Unimart Limited

2.1 Company Overview of Unimart Limited

Unimart Ltd., also a part of the United Group-of companies with large commercial interests. The current format of Unimart premiered in 2013 with the combination food, non-core and general merchandise, which is a compact superstore. They found quick success with their unique retail concept and sales of premium merchandise. In part of the retail division, Unimart Ltd. also embarked on new F&B journey in 2018 introducing Chef's Table that brings one stop all types of cuisines under a roof. Unimart Ltd. owes its success to the fact that it prides itself on providing top of line products and services for their customers.

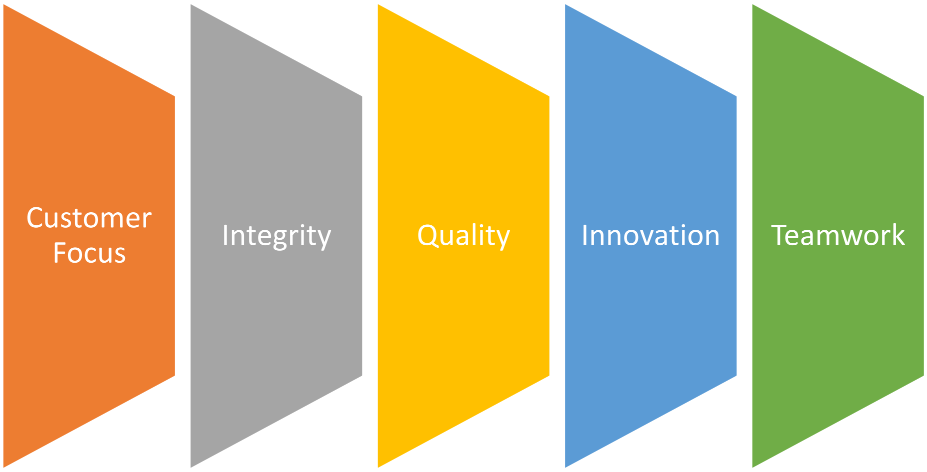
2.2 History of the Company

The idea behind launching Unimart emerged as division diversion strategy of Note: United Group, premier business houses in Bangladesh, United Group has an established footprint through different sectors that includes real estate to healthcare, education and power. Unimart, which aimed to fill the gap for upscale shopping has opened its doors attracting customers in droves and with each success steps are taken further ahead across key locations within Bangladesh. The company also makes ongoing investments in advanced infrastructure and technology to install systems for better customer service delivery, as well as improved operation efficiency.

2.3 Mission & Vision Statement

- **Mission:** To offer customers an unforgettable shopping experience with a wide array of premium products and services that are convenient and satisfying.
- **Vision:** The most trusted and preferred retail brand in Bangladesh, known for innovation, quality products; customer satisfaction is our top priority to achieve the highest form of service excellence.

2.4 Core Values



Customer Focus: Prioritizing customer needs and preferences to provide unparalleled service.

Integrity: Upholding honesty, transparency, and ethical standards in all business dealings.

Quality: Commitment to offering high-quality products and maintaining high standards in services.

Innovation: Embracing change and continuously seeking to improve products, services, and processes.

Teamwork: Fostering a collaborative and supportive work environment to achieve common goals.

2.5 Key Business Segments:

- **Retail:**
  - Grocery and Food Products: Fresh produce, packaged foods, beverages, and other essential grocery items.
  - Household Items: Cleaning supplies, home decor, kitchenware, and appliances.
  - Personal Care: Cosmetics, skincare products, health and wellness items.
  - Clothing and Apparel: Fashionable clothing and accessories for men, women, and children.
  - Electronics: Consumer electronics, gadgets, and related accessories.
  - Private Label Products: Exclusive products developed and branded by Unimart to offer quality and value.
- **Food & Beverage:**

Food and Beverage is an integral part of Unimart Business that provides variety dining options as well its array in-house brands F&B products to customer inside the Stores. Both looked into this segment, including the Chefs' Table and different In-House food brands in detail which goes something like;

Chef’s Table (Food Court)

Chef's Table, is the centerpiece of Unimart Food Court, providing a wide range flavors under one roof with delicious inspirations. The Food Capital is a culinary haven and not just an assemblage of restaurants under one roof. Some of the things that make Chefs Table distinctive are…

- Variety: From numerous food stations to a plethora of global brands serving different cuisines across the globe. Customers can be here for their snacks and full meal, whatever suits them the best.
- Quality Ingredients: All Chefs Table vendors use fresh, high-quality ingredients to bring you the most appetizing meals.
- Inviting Environment: Chefs Table is designed to be a warm, contemporary space providing an enjoyable dining experience with seating for many and clean organized layout.

In-house Food Brands of Unimart

It has a number of in-house food brands to suit different tastes and preference. Let's delve further into every brand:

- **Indulge:** Indulge- gourmet and specialty foods (artisanal breads, indulgent desserts and quality treats) The brand speaks to the indulgent and more sophisticated foodie customers.
- **Crisp:** Crisp: Provides healthy food choices. Crisp is a popular restaurant known for packing in great taste and quality while serving up Chicken Fries, French fries, wedges and other healthy options that appeal to the health-minded consumer looking for on-the-go, good-for-you nutrition.
- **So Juicy:** So Juicy is a juice bar. This particular brand is great for fresh juice.
- **Green & Seeds:** Focusing on green and healthy eating, Green & Seeds has a variety of FRESH NATURAL FOOD to help individuals improve their life. Apps predominately feature healthier choices like salads, grain bowls and vegetarian options in case your requirement is wellness.
- **Marco polo’s:** Marcopolos has a number of international dishes that are influenced from across the world. This brand lets the customers savour different flavours across continents, from traditional to modern dishes.
- **Alfredough:** Alfredo has a number of international dishes like pizza, burger, pasta etc.
- **Utshob:** An expert on local Bangladeshi dishes, Ushob is known for serving traditional dishes. Featuring made to order with various deeply flavorful sauces and traditional recipes.
- **66**: This brand suits to Customer Seeking good expected meal solutions, in a convenient on-the-go format.

2.6 Growth of Unimart

Unimart, however, has seen strong store growth and improved revenue levels comparing to what it was with the same market shares. This growth is powered by the company's strategic location selection, strong product offering and a focus on customer experience. Unimart improves inventory management and efficiency by using data analytics. The business has also adopted an ecommerce strategy by merging online and physical sales channels providing flexibility for changing shopping behaviors among clients.

2.7 Outline of Unimart

Unimart has a chain of hypermarkets and supermarkets, each one catering to the comprehensive shopping needs. Shops are incorporated with advanced features to afford a relaxed and appropriate shopping experience. The layout is easy to navigate with staff that helps guide customers throughout the store.

2.8 Private Label Branding of Unimart

While the private-labeling focus on value-price goods is a wise move if Unimart wants to win customer loyalty and avoid price competition.Unimart can maintain better control over the quality and pricing of their products, potentially resulting in higher margins and a more powerful brand presence through private labeling. If they make sure that their private label goods are of the highest quality at cheapest possible prices, this will be a strong justification for shoppers and drive them to buy these products. For their private label offerings, Unimart has done that by concentrating on the Egg.

And Unimart recently launched a private label brand spice in the spice category, not only providing high-quality products but also setting itself apart from competitors in terms of both value and uniqueness.

2.8.1 Unimart Daily Delight Egg

But what makes the Unimart Daily Delight Eggs unique is their strict commitment to quality and sustainability. These eggs typically also come from hens raised depending on the choice of producer those who have access to outdoor spaces -in humane condition and are sourced, often in closer proximity than commercially produced supermarket counterparts. While this is great in a welfare sense, it also has an impact on the egg quality as these all natural ingredients.

2.8.1.1 Nutritional Value

An egg is a super pack of nutrition, it has much needed proteins in the first place. They are high in Vitamin D, B vitamins and Omega-3 fatty acids which is good for your health at any stage of life. Eating these eggs will favor muscles, the brain or your general wholeness.

2.8.1.2 Versatility in Cooking

Our Unimart Daily Delight Eggs are very adaptable and can be used for a wide range of gastronomic applications. From the most basic scrambled eggs to a gourmet quiche or even an airy soufflé, these are ideal eggs. This high quality means it will keep its shape and provide a satisfactory texture when used in meals.

2.8.1.3 Environmental Commitment

Dedicated to being part of environmental sustainability, Unimart The brand frequently promotes its environmentally packaging and initiatives to minimize carbon footprints. With local suppliers and shorter transportation distances, Unimart has said it's committed to minimizing its environmental impact while helping out businesses in the area.

2.8.1.4 Consumer Trust

They are very strong on quality & transparency. Unimart with routine testing and monitoring, every batch of eggs is produced to exact safety standards This uncompromising commitment to quality has reinforced consumer trust making the Unimart Daily Delight Eggs a first choice for families as well as chefs.

In summary, Unimart Daily Delight Eggs are not just another egg on the kitchen shelf; they symbolize quality and health without leaving in sustainability. so whether you're a home chef or just someone who loves quality food, Vital Farms Eggs are perfect for making all your dishes that much tastier and healthier.

2.8.2 A Private Label Brand Spice

2.8.2.1 Product Description

Ground Spice

- **Unimart Daily Delight Chili Powder**

Ingredients: Garden fresh, selected chili peppers

Packaging: 200g &500 gm resealable packs.

- **Unimart Daily Delight Turmeric Powder**

Ingredients: Garden fresh, selected Turmeric

Packaging: Resealable pouches in 200g, & 500g

- **Unimart Daily Delight Coriander Powder**

Purchasing: Resealable Pouch 200g &500

Ingredients: Garden fresh, selected Coriander

- **Unimart Daily Delight Cumin Powder**

Ingredients: Garden fresh, selected Cumin Seed

Packaging: Resalable aluminum pouches in 100g & 200g options.

Recipe Mixes

- **Unimart Daily Delight Meat Masala**

Packaging: 100g resealable pouches

Feature: A well-rounded mixture of exotic whole spices like turmeric, chili, coriander, cumin, etc. fine-tuned to deburr the meat's inherent flavors for poultry and pork dishes.

- **Unimart Daily Delight Beef Masala**

Packaging: 100g resealable pouches.

Feature: Custom spice blend made from a variety of premium spices.

- **Unimart Daily Delight Chicken Masala**

Packaging: 100g resealable pouches

Feature: A unique blend of different flavors that are derived from various species to balance the synergy and taste elements for chicken dishes, Various items include turmeric chipotle coriander cumin ginger garlic cinnamon clove nutmeg mace bay leaf aniseed black pepper small white cardamom together with functional spice ingredients such as chicken powder enhance product flavor across.,

- **Unimart Daily Delight Roast Masala**

Packaging: 35g resealable pouches

Feature: Salt, chili pepper flakes, white and black ground peppers, nutmeg powder mace powder cumin seed ginger garlic chicken powders green papaya powders cinnamon onion coriander big cardamoms clove tomato sauce powdered bay leaves finely grounded mixed to pump up the liquid texture of roasted specially infused for marinades meats making them succulent flavorful as ever.

- **Unimart Daily Delight Fish Masala**

Packaging: 100g resealable pouches

Feature: A perfectly balanced and tailored blend of 13 top grade spices - coriander, chili, fenugreek, cumin, bay leaf, garam masala, big black cardamom, aniseed, garlic & Kashmiri chili powder etc. meticulously put together to refine the taste buds into tasting fish delicacies in most humble and delicate way.

- **Unimart Daily Delight BBQ Masala**

Packaging: 50g resealable pouches.

Feature: A balanced mix of salt, chili powder, paprika, coriander, ginger, garlic, muskmelon, onion powder, long Pepper, etc.

- **Unimart Daily Delight Tehari Masala**

Packaging: 40g resealable pouches

Feature: A secret blend of 20 aromatic spices and ingredients such as salt, coriander, cumn, cinnamon, clove, big black cardamom, black pepper, mace, bay leaf, small white cardamom, white paper, garam masala etc. enhance waiting flavors traditional rice dishes.

- **Unimart Daily Delight Biryani Masala**

Packaging: 40g resealable pouches

Feature: A well-balanced selection of 21 high-quality spices and ingredients like salt, chili powder, aniseed, white cardamom, nutmeg, mace, etc. to add real depth & authenticity to your biryanis and perfect for everyday work or special events.

- **Unimart Daily Delight Chatpati Masala**

Packing: 50g resealable pouches

Feature: 14 herbs and spices like as bit salt, salt, roasted coriander, cumin powder, shahi jeera, pachforon, chili, whole cinnamon, green & white cardamom etc. odder flavor chat enlace perfect for street food party.

- **Unimart Daily Delight Vegetables Masala**

Packing: 50g resealable pouches

Feature: Provides a rich and aromatic flavor to vegetable dishes Made with 13 premium ingredients of spices including salt, turmeric, coriander, cumin powder, cinnamon, aniseed, white mustard seed, ginger and garlic etc. specially formulated assist in making delectable vegetarian recipes.

- **Unimart Daily Delight Firni Mix**

Packing: 150g resealable pouches

Feature: A premium, aromatic blend of crushed rice, sugar etc. with saffron and kewra essence made pefect to effortlessly prepare a traditional firni dessert granting its consumers an indulgent taste experience on every festive occasion or simply when craving this luxurious treat.

- **Unimart Daily Delight Halim Mix**

Packing: 150g resealable pouches

Feature: A slow-cooked wheat and meat porridge consumed in South Asian and Middle Eastern societies can be made using our Halim Mix. All you need to do is follow the simple steps and make a delicious halim, perfect for special occasions & religious festivals or even as comfort food in cold weather. Our halim mix brings home so many flavors but in no time!

2.8.2.2 Market Analysis of PLB Spice

Market Dynamics

- Retail Landscape: There is a fast expansion in modern trade channels led by urbanization and evolving customer trends.
- Consumer Behavior: Increased preference for modern retail based on Convenience, Varieties, and Assured quality.
- Expansion of Modern Trade: Currently at approximately 30% share and growing in the totality, space is also being gained by modern trade accounts from traditional wholesale market.

Distribution and Sales

- Spices Shelf Space in Supermarkets and Hypermarket are so significant a mix between local vs international brands.
- Loyalty: To rely on frequent promotions, discounts and loyalty programs to get people in the door.
- Packaging Innovations: Launch of convenient packaging and resealable pouches, single-use sachets.

Trends

- Private Labels: Supermarkets and hypermarkets have been launching their own private label spice brands providing competition in terms of price as well as quality.
- Expansion in E-commerce: Rapid Growth of e- commerce sales of spices due to convenience and home delivery.
- Consumer Education – More in-store initiatives by retailers showcasing the benefits and applications of a range of spices

Key Challenges and Opportunity

Challenges

- Supply Chain Management: Maintaining a steady supply of top-quality spices is difficult and can be even more if crops are weather-dependent.
- Regulatory Compliance (difficult adherence to food safety and quality regulations, which vary domestically and globally).
- Price Fluctuations: The prices of raw spices can be incredibly volatile due to crop yields, weather conditions, and global demand.

Opportunities

- Product Development (Innovation): Developing new spice blends and ideas an added value products for bouquets.
- Increase in foreign export market: riding on the exquisite image of Bangladesh spices to penetrate and dominate new craving markets across continents.
- Health and Wellness Products: Leveraging the trend towards functional spices in spice products such as turmeric, ginger
- Unsustainability –This is about the way that you source your nuts and make a commitment to organic as an example of how one can get their product into the hands of more environmentally-friendly consumers.

A growing spice market in the country and worldwide provides a promising opportunity to do so, given changing consumer preferences as well as enhanced health knowledge of spices. Brands are looking around for the promising market to grow in, and Bangladesh opens up the widest door step in Bangladesh is one of those lands that offers a larger platform within blocks from both national and international brands. Conquering these bottlenecks and aligning with the trends of organic spices, convenience products can lead to substantial growth for Bangladesh se spice industry in both domestic as well international market.

2.8.2.3 Target Market of PLB Spice

The new spice category of Unimart Daily Delight in Bangladesh would mainly be for their regular customers. The market analysis also had a few take-away indicators as to what characteristic the target segment for these spices.

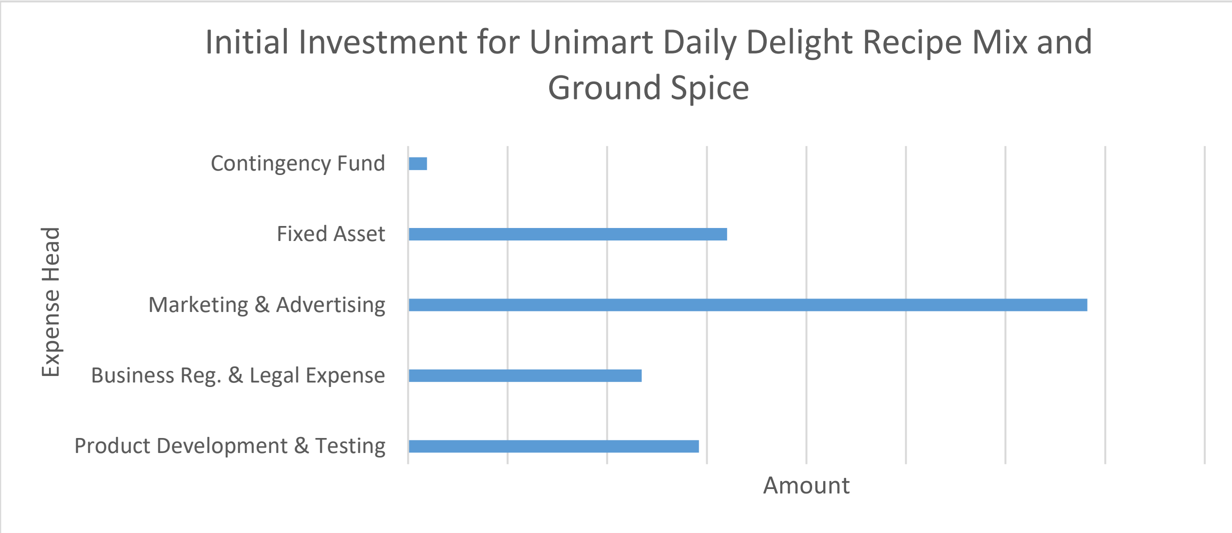
- Health-conscious consumers: Customers who care about taking their health and nutrition into consideration as well as natural products free of any additives. And of course, enjoy the taste and health benefits, of turmeric as an anti-inflammatory. Unimart can target this segment by showcasing the health benefits of its spice range and positioning itself as a reliable source of high-quality spices.
- Food Enthusiasts: This group of people love cooking and are open to learning about other cultures through food. They probably want to get real, nice spices for that extra level of rich and fully developed tastes in their meals. Unimart can grab hold of this consumer group through its own brand authentic spices and blends that promoting these curious foodies to try new recipes.

- Convenience seekers: This group prioritizes convenience and ease in the kitchen. Simple to prepare spices are their favorites. Unimart ready-to-use spice blends / seasoning mixes can attract this segment amply, as they provide a convenient solution for delicious cooking.

- On the other hand, there is an opportunity which online shoppers (using this platform to reach a greater audience in today's era e-commerce platforms are picking up quite well & perhaps it can attract that segment who shops online for their spice needs.

Unimart can thus market its range of spices as a must-have for those who desire quality, variety and convenience from their spice purchases by catering to the needs/preferences of these identified target segments.

2.8.2.4 Financial Analysis of PLB Spice



The expenditure to start a new franchise of Unimart daily delight recipe mix and ground spice is around 3 million BDT. This investment is spread into different departments containing a specific Expense heads and sub-heads in which the quantity, rate, and total amounts with each item are bifurcated.

The Procurement department, the Product Development & Testing costs are as detailed in the chart below reflecting the preparation of a recipe mix and panel test including consultant fees.

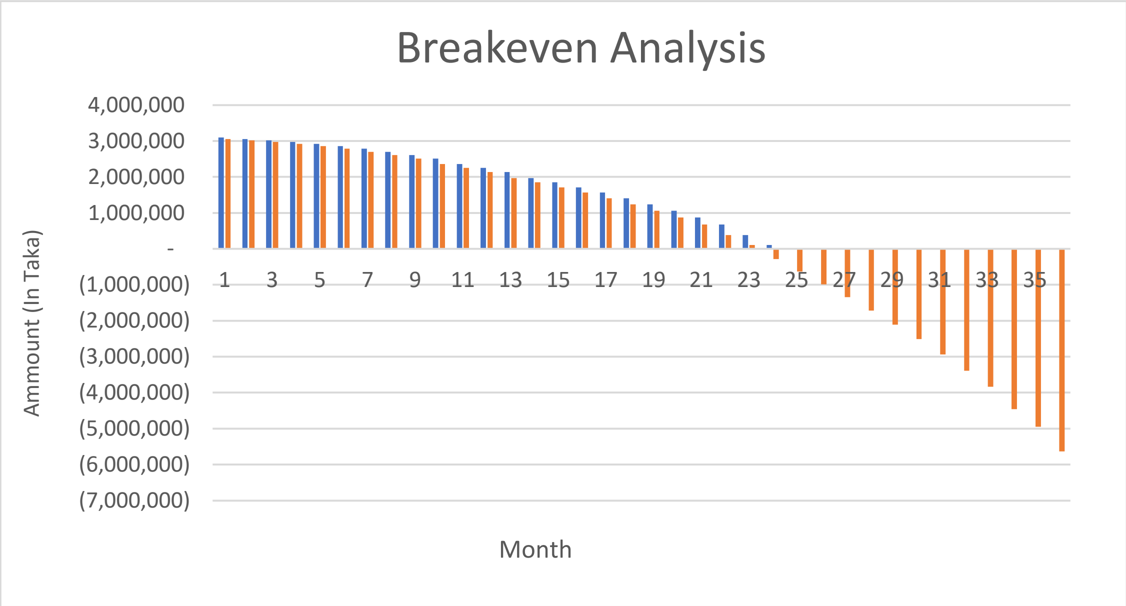
The Business Registration & Legal Expense is related to B-Mark, CM License and all other legal expenses are included in the Quality Control Assurance (Q&A) department.

The Marketing & Advertising bit sits within the Branding & Communication (B&C) along with Packaging Design and Packaging Photoshoot etc.

Fixed assets and a contingency fund are covered by the product development department. Fixed asset expenses include cylinder making and barcode purchase it provide for the action of miscellaneous expenses from the Contingency Fund.

In summary, this well-thought-out investment plan covers every crucial area of product development, product testing and certification; packaging materials sourcing, manufacturing and quality assurance procurement processes and marketing as well as the acquisition of the necessary physical assets to support an influential presence for the private label brand's recipe mix ground spice products.

2.8.2.5 Break-even Analysis of PLB Spice



In the above, you will see a break-even analysis showing how over time this project becomes financially profitable. The proposed amount required for starting this project is about 3 million BDT as initial fund. As time goes each month the remaining budget gets reduced as expenses are incurred. Disregard the time, as your only goal in this analysis will be to see when you are not losing money anymore.

A negative balance in this case means the project has broken even and is no longer costing money. So when the balance first becomes negative it is indicating break-even Point (BEP) which means at this point in time total revenues are equal, no loss and no gain. The project first goes in the red after 24 months, as shown by this analysis. This means that by the 24th month, a real estate project has fully returned its initial capital investment and is starting to yield positive returns.

A negative balance in month 24 and beyond means business is more profitable now. Given the initial investment required to start up, which needed time (around 24 months) for going live and starting costs it was natural that during these first 2 years budget format continuously decreased year-over-year. At the same time, from month 24 and onwards, we see that project starts to make more profit too based on its returning balance become increased into negative.

2.8.2.6 Risk Analysis

Key Risks

- Supply Chain Disruptions: Variability in Spice Production •Dependency on agriculture and weather conditions can vary the production of spices affecting supply stability and pricing
- Quality Control and Safety: Maintaining consistent quality across various spice batches, particularly for organics or natural materials is a concern.
- Regulatory Compliance: adhering to strict national and international food safety regulations and certifications is complicated, expensive.

- Price Volatility: Prices of raw material such as turmeric, chili, black pepper etc. may fluctuate due to demand-supply shift in global scenario and climate change/ geopolitical issues which can influence the profit margins.
- Market Competition: Exposure to market share erosion and pricing strains, driven by intense competition from a large number of domestic peers similar products or the established global players.
- Consumer Preferences and Trends: Consumer preferences toward organic, natural or health-based spices may necessitate the need to continuously adapt & innovate product offerings.
- Economic Factors: Economic downturns or consumer purchasing power flux can have an impact on your sales volume and revenue stream.
- Brand Reputation: Problems with product quality, safety recalls and negative press can do irreparable damage to brand reputation as well as consumer trust

These risks need to be analyses more in-depth and should take preventive strategies & backup plans for long-term growth or robustness of the spice market.

Mitigation Strategies

Examples of such mitigation strategies to deal with the identified risks in case of our spice market are:

- Supply chain diversification: Form partnerships with several suppliers in different regions so that you can lower risks when it comes to crop failure or weather-related disruptions. Robust inventory management and procurement strategies can be implemented to maintain buffer stocks as well.
- Quality Assurance Programs: Enact strict QC measures from farm to finished goods including supplier auditing, and quality testing procedures/methods certification.
- Compliance Monitoring and Expertise: Invest in compliance officers or food safety professionals to keep up with changing regulations. Get the Certifications You Need Before Being Hit with Big Fines
- Hedging and Contractual Agreements: Use hedging for long-term purchasing agreements with suppliers to cushion the impact of raw material price volatility. Option flexible contracts that track the price of market changes.
- Market Differentiation & Innovation: Product differentiation, packaging innovations etc. offer value-added services like offers on your recipe by listing or listing weights of the resources online Using Market Research and understanding trends.
- Competitive Analysis and Pricing Strategies: Consistently look at your competitors to benchmark against what other companies are doing with their pricing strategies. Provide value-based pricing or package offers to increase your competitive edge without sacrificing profitability.
- Financial Risk Management: Holding sufficient cash or available lines of credit to have the ability to withstand economic downswings and unplanned financial disruptions. Evaluate insurance products specific to supply chain disruption or business interruption.
- Brand Management & Crisis-Readiness: Plan for a crisis and an arsenal of strategies to react crisply should something (affecting the brand identity) break.
- Keep Transparency and Trust: Have clear communication processes and feedback channels to keep clients informed.

Through the adoption of these mitigation measures, Unimart will be able to proactively respond to spicing market risks and improve resiliency so as to be in a better position for growth opportunities.

2.9 SWOT Analysis of Unimart

Strengths:

- Strong reputation amongst the locals: Unimart is a household name and very well received & recognized in Bangladesh.
- Varied Product Portfolio: Offers a plethora of top quality products in various sections.
- Resilient Supply Chain: Warehouse and inventory management help in the availability of products by maintaining high ordering frequency while keeping stocks fresh.
- Prime Locations: Stores in major city and suburb locations to draw a huge customer crowd

Weaknesses:

- Higher Operational Costs: Prime store locations and modern infrastructure lead to higher operational costs.
- High Domestic Market Dependence Low international presence makes company subject to local economic changes.
- Competitive Pressures: Fierce competition from domestic and multinational retail chains

Opportunities:

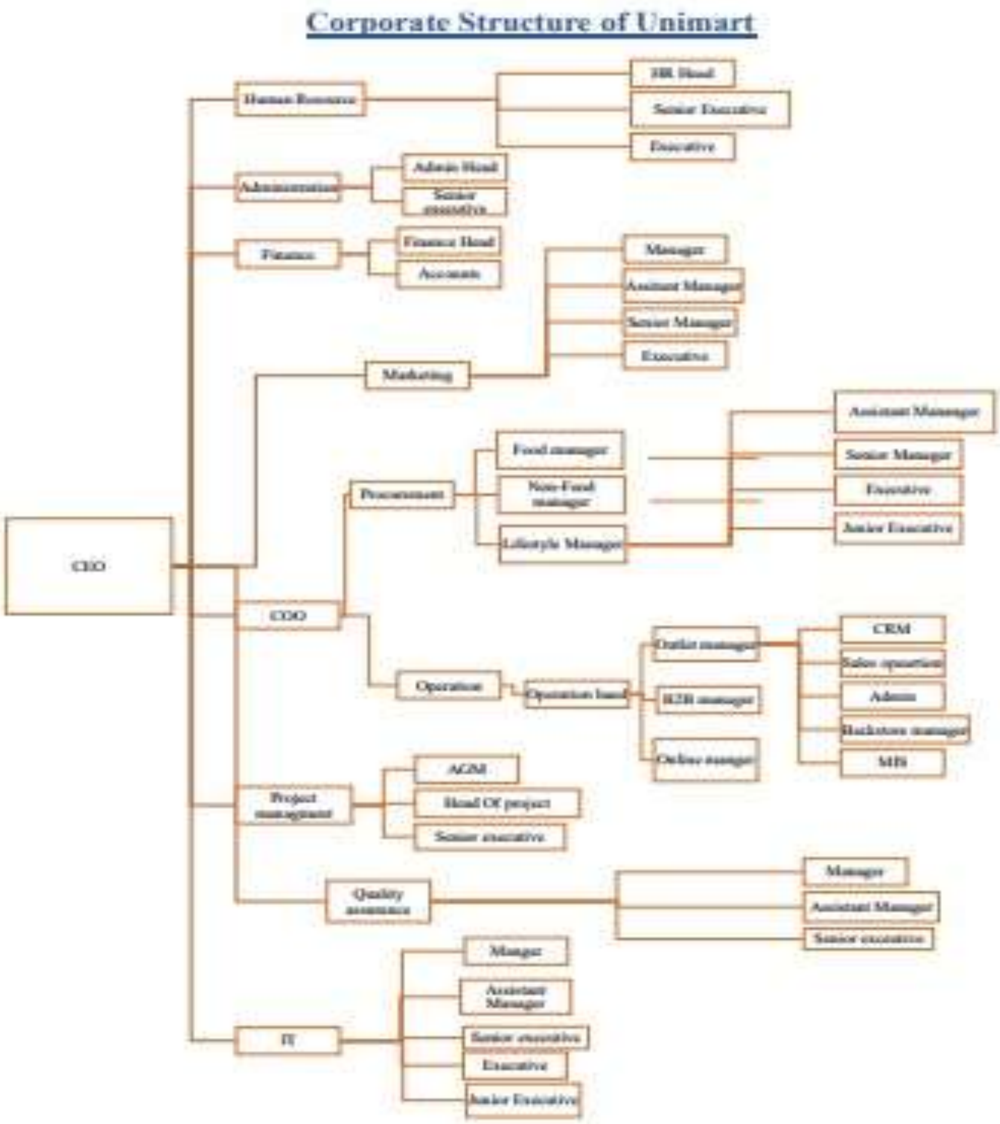
- E-commerce Growth: The increasingly prevalent shopping online trends offer game space to proliferating digital sales avenues.
- Similar to India, significant scope for expansion in geographies both existing geography — additional market penetration within Bangladesh and outside Bangladesh
- Growing Consumer Preference for Premium Products: Growing consumer preference toward premium and organic products.
- Strategic Partnerships—Collaborate with local and international brands to offer a variety pretty neat stuff.

Threats:

- Economic slowdowns: The instability of the economy will affect consumers' purchasing power.
- Increased Competition: Growing number of new retail chains and online platforms.
- Supply Chain Disruptions: Changes in product availability and supply chain can ripple through operations.
- Regulatory Changes: changes in regulations and payment compliance pose an obstacle.

Making the most of extra resources, Unimart is able to stay ahead amongst market trends and maintain customer satisfaction. Upward thrust follows a strict commitment to innovation and high standard of quality from the initial stages of design right through manufacturing, ensuring that it remains among one of the top retail brands in Bangladesh.

2.10 Company Hierarchy



Chapter 3

Industry Analysis for Unimart Ltd.

3.1 Industry Overview

Over the last decade, retail in Bangladesh has seen a dramatic growth on back of consumer spending capacity going up along with urbanization and expanding middle class. It is one of the biggest sectors and consists of products such as traditional markets, supermarkets, hypermarkets and e-commerce platforms. Being a part of this dynamic industry, Unimart Ltd. is engaged in the supermarket and hypermarket space providing an array of products which include groceries, home goods electronics as well as clothing etc.

3.2 Market Size and Growth

Bangladesh retail industry is worth around 50 Billion Dollar and expected to grow at compound annual growth rate (CAGR) of approx.8–10% over next five years. Among the growth factors:

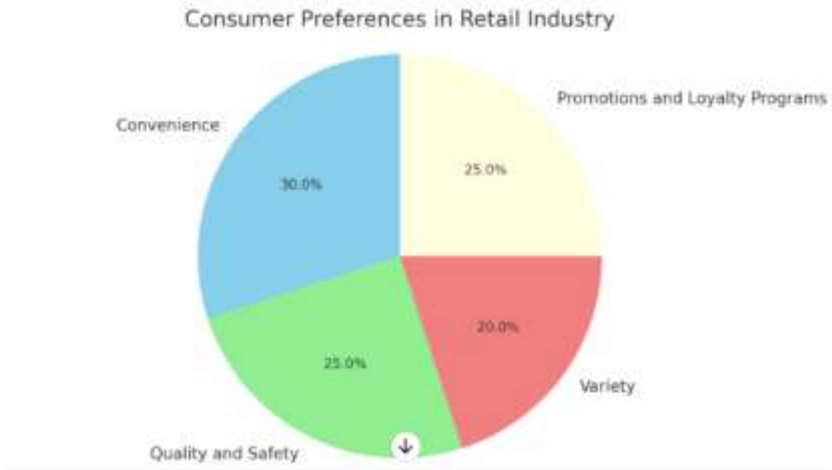
- Disposible incomes increase
- Urbanization which is happening at a rapid speed and the rise of megacities.
- Consumers moving away from traditional retail formats towards organised modern retail
- Rise of e-commerce and digital payment systems.

3.3 Leading Players and Competitive Analysis

An inline tenant like Unimart in a competitive market with some key players are:

- Shwapno: One of the largest retail chains in Bangladesh, has vast network and emphasis mainly on fresh produce.
- Meena Bazaar: An old hand who focuses on quality products and customer service.
- Agora: This is one of the earlybirds in modern retailing channel, and has a decent range of products.
- Chaldal: A new online grocery platform that has recently grown popular because of its ease and home delivery service.

3.4 Consumer Expectations and Trends



Some of the reasons why consumers in Bangladesh preferring modern retail formats to traditional shops are:

- **Convenience:** You have super markets and mega marts.
- **Quality and Safety:** Contemporary retail is usually accompanied with better quality control measures, since the traditional markets are not based on hygiene standards.
- **Variety:** Assortment of products under one roof.
- **Promotions and Loyalty Programmes:** Offers, discounts and loyalty programmes offered by these outlets are attracting the customers to organised retail.

3.5 Regulatory Environment

Retails in Bangladesh has to abide by certain rules imposed, like:

- Food Safety and Standards: Retailers are also subject to rigorous food safety standards in order to protect the quality of perishable goods.

- Import Regulations: Given that most products are sourced internationally, adhering to import laws and tariffs is paramount.

- Labor Laws: As in employee wages, working conditions and benefits.

3.6 Technological Advancements

The retail is changing drastically and this transformation has become possible by the role of Technology!

- E-commerce Integration: Retailers are integrating their offline stores with e-com websites.
- Digital Payments: The popularity of mobile banking and digital wallets have provided solutions for cashless transactions.
- Technologies like light guided systems Wireless warehousing management solutions (Advanced inventory and supply chain technology)

3.7 Challenges and Opportunities

Challenges:

- Supply Chain Disruptions: Infrastructure issues compund with frequent developmental hangover, to impair supply chain management.
- Price Sensitivity: Consumer to price ratio can also shift market and affect profit margins.
- Competition: High competition from local as well international players.

Opportunities:

- Market Expansion- Huge whitespace in untapped rural markets 2.
- Private Labels: It helps in elevating profitability through private label product development.
- Sustainability Initiatives: As consumer consciousness around sustainability increases, it offers opportunities for more environmentally responsible retailing practices.

Chapter 4

Procurement Process

4.1 Objectives of Procurement Process

The objectives of the procurement process at Unimart Ltd. are:

High-quality Products sourcing: Unimart purchases are not transactional, but rather an in-depth stock picker mentality of what it takes to be considered a high-quality product.To maintain this level of quality, Unimart conducts thorough QC and carefully vets suppliers. This dedication to providing only the best quality items displays Unimart's commitment in offering value and reliability with their consumers, turning it into one of many company that is certainly noted for standing out on top level services as well as customer satisfaction.

Cost Efficiency: Unimart comes with plethora of strategies under the ambit cost efficiency various right from strategic sourcing till demand forecasting to Lean Inventory Management (List is not exhaustive). Through Unimart, we can streamline the procurement cycle starting from supplier negotiations to product delivery logistics resulting in cost optimization and ensuring quality. That way the company can get better cost in market prices given to its customers.

Supplier Relationship Management: They establish a relationship with their suppliers directly to ensure that the two bodies benefit each other as an organization. To ensure a safe, stable and efficient supply chain requires open communication between all stakeholders in addition to extensive scoping & joint planning of time and financial investment. Cooperate with suppliers on quality, price shipment etc. Also, these established supplier relationships not only provide Unimart a sourcing advantage but it also increases operational efficiencies at the end of suppliers which in turn ensures variety and quality to customer that is rarely seen anywhere else except for big chain stores.

Compliance & Sustainability: Unimart portrays its commitment towards Corporate ethics in true spirit by dimensions vis a vis compliance and sustainability aspects of the procurement process. It helps to take better decisions on the company, make rational and responsible choices in order legal, ethical or global-standard-and norms based behavior as well as promote sustainable procurement for supply chain operations. The breadth and depth of sustainability activity underway within the company includes efforts to source from environmentally conscious suppliers, minimize waste and utilize processes that promote environmental stewardship. One of these is to build compliance and sustainability natively into your core business.

Risk Management: Unimart Inspects most of risk that sourced through supply chain. I am talking about rigorous risk analysis, a realistic back-up plan and effective plans to reduce risks. By removing potential disruptions, supply chain delays or quality control problems the company minimizes risk of interference and ensures its customers can rely on their operations.

Process Improvement Streamlining: Connectors that simplifies automation in terms of use cases within unimart Continuous Process Improvement with optimally required standardization that adds on for stable processes, effective and efficiency. In other words, Unimart eliminates time and resource-demanding requisitioning, approvals or supplier management, which usually builds complexity in the procurement processes and eventually deadens overall operational efficiency.

Innovation and continuous Improvement: The organization is attuned to changes in the market, technology innovations and customer needs that are encouraging it to keep reinventing its procurement strategies. This allows Unimart to constantly reassess its procurement practices and ensure long-lasting competitiveness in the market.

Inventory Management: Efficient procurement supports Unimart in maintaining optimal inventory levels through demand forecasting, lean inventory practices, and just-in-time inventory principles. Unimart has minimized everything from the excess stock, reducing holding costs and properly utilizing its resources. It contributed to the overall cost management and operational efficiency which helped Unimart meet customer demand with minimal inventory-related expenses.

Alignment with Organizational Goals: Unimart aligns its procurement activities to that of broader strategic objectives the company. This common ground ensures that the purchasing decisions and procedures in place, support the long-term expansion of Unimart. Unimart makes sure that it intertwines procurement in the overall strategic organizational framework to achieve greater effectiveness, on how to fulfill its purpose from a strategic perspective by positively influencing as well improving its performance and competitive position.

Customer Satisfaction: At the end of the day, Unimart's procurement process is put in place to ensure our regular and prospective customers are always provided with products that will exceed their taste expectations for competitive prices. By emphasizing quality, cost and supply chain certainty when sourcing products, Unimart makes their procurement exercises valuable contributors to excellent customer satisfaction & loyalty levels. Unimart upholds this customer-centric mindset with the goal of sustaining and nurturing its long-standing reputation among customers.

4.2 Procurement Strategies

Unimart Ltd. has several strategies to streamline its procurement process and achieve its objectives:

4.2.1 Supplier Selection and Evaluation:

- **Market Research**: Unimart does a thorough market research to find potential suppliers. This includes reading industry reports, going to trade shows and rubbing shoulders with what the market is buzzing about.
- **Supplier Qualification**: After suitable potential suppliers have been identified, Unimart evaluates them based on criteria such as financial stability, production capacity, geographical presence and compliance with ethical standard sand sustainability regulations.
- **Performance Metrics**: Unimart institutes key performance indicators (KPIs) that help in objectively assessing supplier performance. On-time delivery is one of many lead time related metrics available

to operational leaders (other examples include product quality scores, lead times, or responsiveness to inquiries / complaints.).

- **Supplier Relationship Management**: It is absolutely essential that the firm maintains good relationships with suppliers This requires open communication, mutual trust and encourages continual quality improvement (CQI) innovation.

4.2.2 Negotiation and Contractual Management

- **Cost Optimization**: Unimart uses its purchasing power to secure lower prices from suppliers. This might include volume discounting, price matching or long terms agreements that deliver cost savings and product quality.
- **Risk Mitigation**: Supply chain risks are one of the bike helmets industry's biggest threats. A helmet manufacturer can mitigate such a risk by engaging in previous negotiation with their suppliers to agree on what would happen if supply line disruption occurs or losses (if any), quality assurance, raw materials price changes among other negotiated aspects which often encapsulated under agreements reached between contracting parties These contain risk-sharing mechanisms, such as indemnity clauses or force majeure provisions to protect the interests of Unimart.
- **Contractual Governance**: Performance Monitoring: Strict monitoring of contractual obligations through performance metrics and dashboard. The model entails supplier contract agreements and transaction history, which also allows the client to gauge performance versus agreed targets for corrective actions.
- **Continuous Improvement**: Contract reviews are conducted periodically to identify areas for improvement and renegotiate terms based on changing market conditions or business priorities.

4.2.3 Inventory Management:

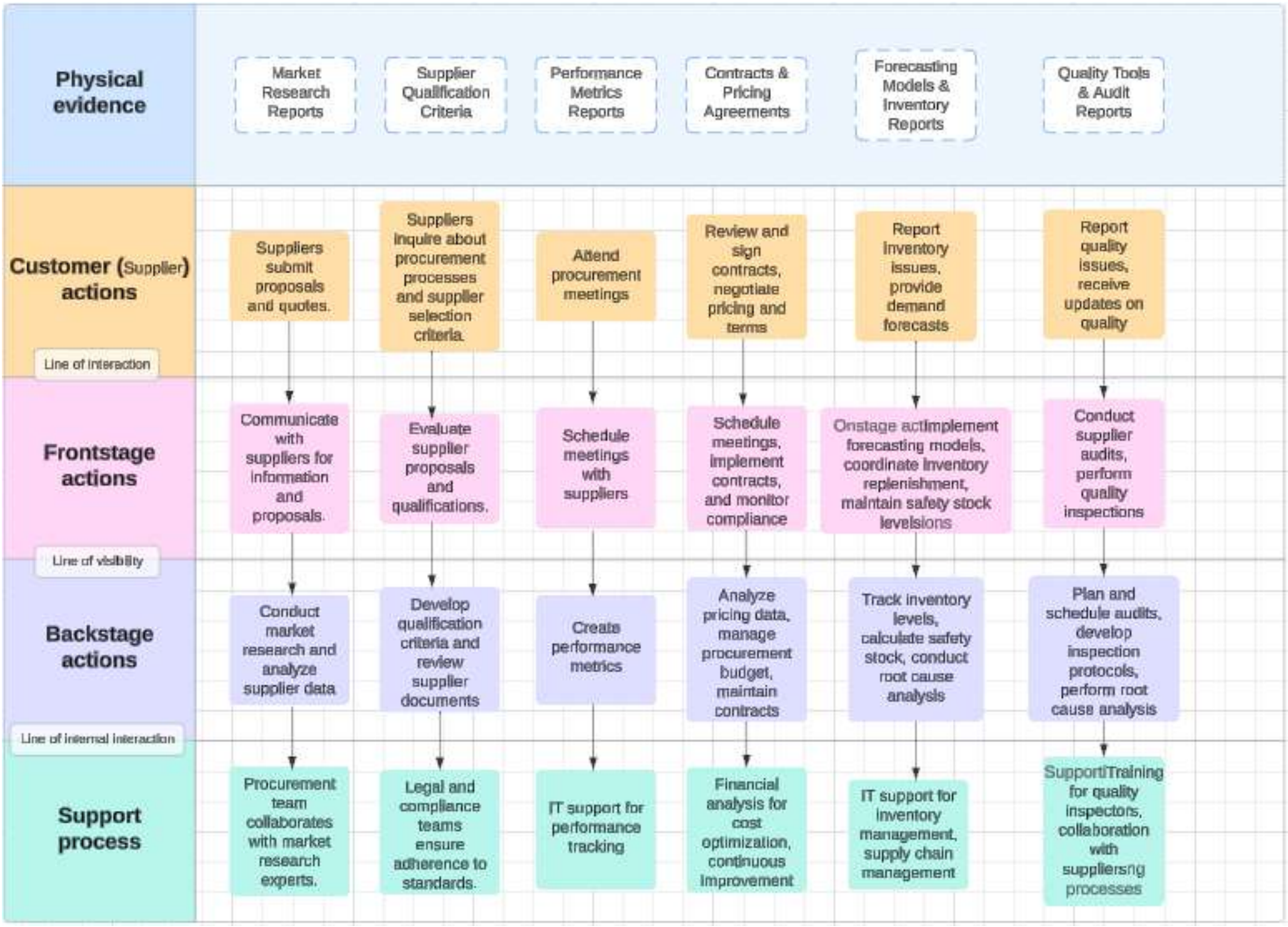
- **Demand Forecasting:** Unimart uses sophisticated forecasting techniques that include time-series analysis, demand sensing and predictive analytics to forecast the near future with great accuracy. This will enable the optimization of inventory levels and reduce excess or obso-lescence stock.
- **Safety Stock Optimization**: set safety stock levels are adjusted based on a) lead-times, b) demand variability and c) service level agreements; It also provides an added buffer stock to help mitigate supply chain uncertainties, while minimizing carrying costs.
- **Supply Chain Visibility**: Unimart uses supply chain visibility technologies such as RFID tracking, barcode scanning and GPS monitoring for real-time inventory location status. This guarantees an organized inventory management that helps in avoiding stockouts.

4.2.4 Quality Check and Assurance:

- **Supplier Audits**: Regular audit of supplier properties is conducted by Unimart in order to make sure that quality stands with the set standards, regulatory compliance and adopted ethical practices. This can mean anything from physically visiting a location and evaluating security, to going through piles of documents or conducting interviews with those in charge.
- **Quality Inspections**: This is a very good practice to detect if the incoming products conform with specifications or are defected. This may involve visual inspection, dimensional measurement and functional tests seeking to verify a fixed product.
- **Root Cause Analysis**: In case of quality issues or non-conformances, Unimart performs detailed root cause analysis and take corrective actions. This may include working with suppliers on systemic issues to eliminate root causes and prevent recurrence.

These are small, granular points of procurement which when looked into at a larger picture contribute towards making Unimart Ltd. supply chain strong and adapt to the market needs by delivering value while controlling risks as they flow in continuous improvement process.

4.3 Service Blueprint of Procurement Strategies:



4.4 FMEA Analysis of Procurement Strategies:

Failure Mode	Potential causes	Impact	Occurrence	Impact	Control/ Detection	RPN	Rank	Recommended action
Selection of unreliable suppliers	• Inadequate supplier evaluation criteria • Insufficient market research	• Delays in product delivery • Quality issues with products	3	4	3	36	2	Enhance qualification criteria, periodic reviews
Ineffective contract terms	Poor risk assessment	Legal disputes, financial losses	2	5	3	30	4	Improved risk assessment, legal consultations
Overstock or stockouts	Inaccurate demand forecasting	• Increased holding costs • Loss of sales due to unavailable products	4	4	2	32	3	• Use advanced forecasting techniques like predictive analytics.
Failure to detect product quality issues	• Insufficient quality inspection procedures • Infrequent supplier audits	• Customer dissatisfaction • Increased returns and warranty claims	3	5	4	60	1	• Strengthen quality inspection processes. • Increase the frequency and thoroughness of supplier audits.
Incomplete audit coverage	Lack of audit thoroughness	Non-compliance with standards, reputational risk	3	4	3	36	2	Enhance audit procedures, training for auditors
Poor communication leading to misunderstandings	Lack of communication protocols	Delays, quality issues	4	3	3	36	2	Establish regular communication channels

Chapter 5

Challenges in Procurement Process

5.1 Challenges in Procurement Process

Despite its successes, there are many challenges it faces during the process:

5.1.1 Supply Chain Disruptions:

- **Natural Disasters:** Besides recognizing risk factors, Unimart should device response plans to various natural disasters in accordance to their frequency and severity within the country's territory. It might have alternate land-based distribution centers located inland in hurricane-prone regions to maintain operations during storm conditions, for example.
- **Plan for Geopolitical Issues**: Besides avoiding too much reliance on any single supplier, Unimart may also choose suppliers which are strategically positioned in geopolitical stable regions to make long-term contracts with clauses that cover the risk of political unrest (retaliation policy) like imposing sanctions if their supplies would be ceased caused by civil war.
- F**or global pandemics**: Business Continuity Plans aside, Unimart can also consider investing in technologies like blockchain that improve supply chain visibility and traceability hence quickly finding the source of a possible contagion. Collaborating with public health authorities and industry peers allows for benchmarking best practices as well as a co-ordinated effort to combat pandemics.

5.1.2 Price Volatility:

- **Price of Commodities:** With all those price fluctuations in the global market, Unimart can use Data Analytics and machine learning models to better predict future trends on commodity prices allowing them for real-time optimization when making a procurement decision. Introduce dynamic pricing mechanisms, using flexible contracts that change prices based on market conditions to alleviate the effects of price volatility as well.
- **Exchange rates**: Currency risk is mitigated by financial hedging instruments or Unimart can engage in operational strategies, such as regional sourcing or nearshoring to minimize the impacts of exchange rates. Additionally, investment in both supply chain digitization and automation will improve agility to respond to consequent currency risks.

5.3 Supplier Reliability:

- **Impending Supplier Failures:** Unimart is also in a position to form joint supplier risk assessment with other industry consortia or trade associations for managing such situations and can learn the best practices associated with developing suppliers. Supplier certification programs driven by performance benchmarks and ongoing improvement objectives can motivate suppliers to improve their dependability & responsiveness.
- **Delay and Quality Issues:** By using Six Sigma kind of methodologies, Unimart could have identified the root cause of quality issues on multiple projects and thus act before hand to implement corrective actions. Supplier training and capacity-building interventions can also nurtures a culture of quality excellence, when rolled out.

5.4 Sustainability Practices:

- **Environmental Impact:** Unimart may allow the consideration of environmental dimensions within supplier scorecards and performance evaluations, which motivate suppliers to provide sustainable services by means of favorable disposition or contract awards. Collaborating with environmental NGOs or research institutes might be great partners to execute sustainable projects that are experiments in nature.
- **Social Responsibility:** In addition to compliance audits, Unimart can act as a facilitator for suppliers and representatives of the local community promoting programs in areas such as Projects Focus on Capacity Building from Purposeful Investors; Programs based on Social Impact Assessment and Collaborative Action addressing relevant labor rights issues, gender equality policies or soliciting projects that promote Geneal Improvement indices. Unimart can improve trust and accountability in its social responsibility approach by being transparent when it comes to reporting, as well as involving stakeholders.

Unimart hopes that by getting into these extra details Unimart will be able to build more comprehensive strategies around the challenges and opportunities in their procurement process, this would feed directly back to increasing sustainability growth and resilience across operations.

Chapter 6

Conclusion

In conclusion, the procurement process is truly a master key in Unimart Ltd.'s operational architecture and which can pave tremendous goodwill for delivering top notch products & services to its affluent customer base. By the rigorous implementation of vigilant procurement plans, disciplined overtures to suppliers and unwavering resolve in facing challenges head on Unimart can not only strengthen its competitive advantage but also serve as a benchmark for retail & F&B sectors at large.

My internship period at Unimart Ltd. was an amazing journey, which has given me deep insights into the wonderful world of procurements and its correlation with a business environment that transforms every day! I thank my lucky stars to be a part of this opportunity, which allows me the chance to serve our company through aspect-oriented procurement and hands-on processing management experience; more importantly for enriching my mental pallet with such diverse shades about purchasing/order process mechanisms.

Having spent full 2 terms in Unimart Ltd, as I look back at the journey and experience woven through this tapestry of existence; what hits me is how deeply embedded was a zeal within the Mohta family towards perpetuating an environment where culture / values of excellence are regarded with utmost sanctity! It is obvious that the enterprise is not just another business initiative, but an unyielding commitment by Unimart to deepen stronger supplier partnerships and adopt innovative procurement practices in consonance with its blatant disposition towards sustainability considerations — a step above from conventional retail businesses where corporate stewardship rides at the highest orbit for fulfilment of this value engagement.

Looking through the window of future opportunities that possibilities innumerable shrouded within tomorrow await Unimart Ltd., a feeling, bright and churning starts to build up inside me; having lived as an intern by the armory of learnings skills & experiential perspectives yet picked-in-time, I stand charged ready on my feet for all relazing (unreal calling) travailing throughout professional journey only with confidence straight forwardly emanated such conviction unstoppable.

By concluding this metamorphic phase of my life I would like to express a sincere thank you and gleaming regards to the entire team at Unimart for being so supportive, wise and mentoring during every stage in my intern days. It has been an indelible honor and privilege to have helped Unimart, a hallmark of innovation and brilliant examples turn the corner in my career I walk away from almost 5 years at Unimart with deep gratitude for all the experiences, relationships built both personal & professional being more meaningful than what words can capture.

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