



School of Business and Economics

United International University

**The Role of Information Management in Operational & Administrative
Functions of Bangla Paper Mart**

Submitted to:

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Major: MIS

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Major: BBA In MIS

Registration Trimester: 261

Date of submission: July 19, 2026

The Role of Information Management in Operational & Administrative Functions of Bangla Paper Mart

Name: Shohan Mahmud Shourav

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.

Letter of Transmittal

19 July 2026

To

Rukaiya Rob

Lecturer

School of Business and Economics

United International University

Subject: Submission of Internship Report on “**Bangla Paper Mart**”

Dear Madam,

With due respect, I am pleased to submit my internship report titled “**The Role of Information Management in Operational & Administrative Functions of Bangla Paper Mart**” as a partial requirement for the completion of the Bachelor of Business Administration (BBA in MIS) program at United International University.

This report is based on my three-month internship at Bangla Paper Mart, where I gained practical experience in production management, quality control, material management, product development, and operational activities. The internship helped me apply my academic knowledge in a practical business environment.

I have prepared this report sincerely in accordance with the university guidelines. I hope it fulfills the academic requirements and reflects my learning and internship experience.

Thank you for your guidance and support throughout this internship.

Sincerely,

Shohan Mahmud Shourav

ID: 111201023

BBA in MIS

United International University

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Declaration of the Student

I hereby declare that my internship report on Bangla Paper Mart is a bon fide record of the project work which I have submitted to United International University in partial fulfilment of the credit requirements for the degree of Bachelor of Business Administration and is my authentic work. This project report has not been copied, duplicated or plagiarised from any other paper, journal, document or book and has not been submitted to any educational institute or otherwise for the award of any certificate , diploma, degree or recognition.

This is an authentic piece of work, and in case there is any query regarding the same, I shall be held responsible for answering any queries in this regard.

Name of Student: Shohan Mahmud Shourav

ID No: 111201023

Date: July 19, 2026

Corporate Evidence

Bangla Paper Mart

Importer, Manufacturer, Exporter & Supplier

BPM/HO/HRD/2025/0099

Date: April 25, 2026

Mr. Shohan Mahmud Shourav

House 38/16, Road-13 Bank town, Savar, Dhaka

Subject: **Internship Placement**

Dear Mr. Shohan,

We are pleased to offer you an internship in our office as part of your BBA degree requirement at United International University. During the 03(three) months internship period you will get an allowance of Tk. 8,000/- only per month.

You are advised to report to the EVP & Manager of Bangla Paper Mart, Purbo Bank Town Branch on 01.05.2026 [10:00 a.m.] at Dokkhin Nama Genda, Purbo Bank Town, 1347 Dhaka. Your topic of study will be assigned as per the instruction of your coordinator.

You are also advised to submit us a copy of your project report after completion of your internship.

Thanking you.

Yours sincerely,


Md. Murshidul Hannan
EVP & Head of HRD

Holding 114, Block B, Ward 09, Dokkhin Nama Genda, Purbo Bank Town, Savar, Dhaka, Bangladesh
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Acknowledgement

First and foremost, I would like to express my sincere gratitude to the Almighty for giving me the strength, patience, and opportunity to complete my internship and this report successfully.

I would like to extend my heartfelt thanks to **Bangla Paper Mart** for providing me with the opportunity to complete my internship in their organisation. I am especially grateful to my organisational supervisor, **Md. Murshalin Rahman**, for his valuable guidance, encouragement, constructive feedback, and support throughout my internship period. His mentorship greatly helped me improve my practical knowledge and professional skills.

My deepest appreciation goes to my faculty supervisor, **Rukaiya Rob**, from **United International University (UIU)**, whose support, insightful feedback, and suggestions helped me complete this report effectively. Her guidance and supervision were essential to the successful completion of this internship report.

I would also like to express gratitude to the **School of Business and Economics (SOBE)** of **United International University (UIU)** for designing a curriculum that combines academic learning with practical industry experience through the internship programme. Furthermore, I would like to convey my appreciation to **United International University (UIU)** for creating an excellent learning environment and providing quality education that has enriched my academic and personal development.

I would also like to thank all the employees and team members of **Bangla Paper Mart** for their cooperation and patience during my internship. Their willingness to share knowledge and involve me in daily work activities made my learning experience more meaningful and helped me understand real-world business operations.

Finally, I am sincerely thankful to my parents, family members, and friends for their continuous encouragement, moral support, and motivation throughout my internship journey. Their belief in me has been a constant source of inspiration and strength.

Executive Summary

This internship report presents an overview of the practical knowledge and professional experience gained during my internship at **Bangla Paper Mart**, completed as a partial fulfilment of the Bachelor of Business Administration (BBA) programme at the **School of Business and Economics (SOBE), United International University (UIU)**.

The primary objective of the internship was to bridge the gap between academic learning and real-world business practices by providing hands-on exposure to the operations of a manufacturing and supply company. During the internship period, I was involved in various functional areas, including production monitoring, inventory management, sales and customer service, quality control, order processing, and administrative support. These responsibilities enabled me to understand the operational workflow, coordination among departments, and the importance of maintaining efficiency and customer satisfaction in a competitive business environment.

The report provides a comprehensive analysis of Bangla Paper Mart, including its organisational background, business operations, products and services, organisational structure, and key functional activities. It also discusses my assigned responsibilities, the practical skills I developed, the challenges encountered during the internship, and the solutions adopted to overcome those challenges. Furthermore, the report evaluates the company's operational practices by applying relevant business and management theories and offers recommendations for improving organisational performance and operational efficiency.

Overall, the internship experience significantly enhanced my professional competencies, including communication, teamwork, problem-solving, time management, analytical thinking, and decision-making abilities. It also strengthened my understanding of manufacturing operations, supply chain activities, and customer relationship management. This report reflects the valuable learning outcomes of the internship and demonstrates how practical experience complements academic knowledge in preparing students for future professional careers.

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List of Acronyms & Abbreviations

<u>Acronym</u>	<u>Full Meaning</u>
BBA	Bachelor of Business Administration
MIS	Management Information System
ERP	Enterprise Resource Planning
POS	Point of Sale
ATM	Automated Teller Machine
RFID	Radio Frequency Identification
SWOT	Strengths, Weaknesses, Opportunities and Threats
CRM	Customer Relationship Management
UIU	United International University
BDT	Bangladeshi Taka

CHAPTER 1: INTRODUCTION

1.1 Background of the Report

The internship will give hands-on experience and a real business environment to the students as it will be a mandatory part of the BBA programme. The internship programme is designed to help reinforce the significance of the learners' classroom learning in the context of their experiences in an organization.

The report is based on the internship of **Production Management** and **Product Development department** of **Bangla Paper Mart**. This report provides a description of companies profiled and operational work, internship responsibilities, findings and some recommendations.

1.2 Objectives of the Report

Primary Objective

To analyze influence information management has over operation and administration in Bangla Paper Mart.

Secondary Objective

- To gain knowledge of operational activity of Bangla Paper Mart.
- To understand how to analyse production management systems.
- To analyse processes and policies for Quality Assurance & Material Management.
- To find out link between MIS and production management.
- To identify operational issues and offer solutions to the issues.

1.3 Report of Rationale

Abstract This report will include supporting documents and evidence that were gathered, and the learning process that I experienced throughout my placement. This will provide an overview of all production management activities and how they can be improved with the use of management information systems, to increase operational efficiency and organisational performance.

1.4 Scope and Limitations of the Report

Scope

While the paper emphasizes more on their production process, inventory management, quality control system, and operational workflow, their general operations and business activities have been discussed. This also contains observation of the daily production activities, an assessment of the operation efficiency within an organization as well as application of management information systems (MIS) learning in manufacturing operations.

Besides, the experiential learning and experiential knowledge gained in the process of participating in the various roles of the organisations in the internship period are also included in the report.

Limitations

This report, while being of informative practical importance also has some limitations. It should be noted that the internship itself lasted a shorter period and therefore was not as in-depth as the level of depth was restricted through whatever organisational activities took place. Policy-driven restriction of access to companies data/financial information inside the organization. Moreover, the time frame limited a wider evaluation of business processes, and due to being an intern I was not as integrally involved with short-run management decision-making.

1.5 Definition of Key Terms

Production Management

Ensuring efficient manufacturing operations through planning, organizing and controlling production activities

Quality Control

A process for maintaining product quality through the use of inspection and certification of product quality.

MIS (Management Information Systems)

An information collection, analysis, storage and dissemination system used in making managerial decisions.

Lean Manufacturing

A thinking method for reducing waste and continually improving processes.

CHAPTER 2: COMPANY AND INDUSTRY PROFILE

2.1 Analysis of the Company

Bangla Paper Mart is the fastest growing paper converting and packaging company in Bangladesh, which specializes in Thermal Paper Roll, Adhesive Label, Barcode Label & POS Rolls etc. The company caters to a wide range of clients including banks, hospitals, retail stores, manufacturing industries and logistics companies as well as government organisations.

Their reputation has been established in providing high quality products, timely delivery and great customer service. It can meet the increasing demand for paper and packaging solutions owing to its usage of contemporary machinery, skilled workforce, and quality control practices.

Considering the business point of view, Bangla Paper Mart has a number of strengths which make it competitive among its rivals such as experienced management team, good relationship with customers and a wide range of items. However, it also has its drawbacks such as reliance on raw material imports, increasing production costs, and increased competition from the market.

To conclude, with growing retail, healthcare, logistics and e-commerce industry, Bangla Paper Mart is anticipating a higher growth in the future. The invention, automation and production of sustainably can improve their market standing for ongoing success.

2.1.1 Overview and History

Bangla Paper Mart is a writing instrument company that was founded in 2020 in Bangladesh. The Company's business is specializing in the production of various paper products, such as thermal paper rolls, adhesive sticker breads, barcode labels, POS labels, ATM receipt rolls, medical labels and other green paper products. Mohammed Atiqur Rahman is the founder of the organisation with more than 25 years experience in import, trading and manufacturing activities. It was initiated to reduce the use of imported paper products and to introduce good quality paper products that are available throughout Bangladesh for businesses and institutions.

The Company has operations across Banking, Healthcare, Retailers & Merchants, Logistics Providers & Courier Service organisations, Manufacturing Industries & Business Value Chain Manpower Services Government organisations. Our Bangla Paper Mart is trying to come up with new paper-converting technologies taking a deep approach into environmental compliance by integrating eco-friendly products.



Figure 1: Bangla Paper Mart Factory Building



Figure 2: Bangla Paper Mart Production Building

2.1.2 Trend and Growth

Since its inception in 2020, Bangla Paper Mart has increased its production capacity and market. Over the years, the company has ramped up its monthly sales targets -- from BDT 2.5 million in 2020 to BDT 5.5 million in 2024. The outlook is promising due to automation in businesses and thermal paper & labelling solution requirement projected to go up.

The increasing popularity of automation among banks, hospitals, retail stores and logistics companies have helped to drive demand for thermal papers and barcode labels. We are not fully aware of the situation, but the need for paper-converting products could be caused by the fast growth in digitization of your business procedures, and this could be an excellent chance for the global market.



Figure 3: Slitter Machine

2.1.3 Product / Service / Customer mix

Products

Bangla Paper Mart is one of the best Paper Based product manufacturers and suppliers in Bangladesh. We specialize in thermal paper rolls, carbon paper and label stickers as well as the trusted and durable POS Rolls for healthcare, retail, banking & logistics and any other sector.

- Thermal Paper Rolls
- ATM Receipt Rolls
- POS Receipt Rolls
- Adhesive Sticker Papers
- Barcode Labels
- Medical Labels

- Image Papers
- A4 Copy Papers
- Tissue Papers
- Customized Paper Products
- RFID and Tracking Labels

<u>Product Type</u>	<u>Description</u>	<u>Share (%)</u>
Thermal Paper Rolls	Used in POS machines, billing systems	45%
Sticker Paper	Label printing for packaging	25%
Medical Paper	Hospital and diagnostic use	15%
Packaging Paper	Industrial wrapping & use	15%

Table 1: Product Mix of Bangla Paper Mart

<u>Material</u>	<u>Usage Area</u>	<u>Supplier Type</u>
Thermal coating paper	POS paper production	Imported/local
Adhesive glue	Sticker production	Local supplier
Base paper roll	All products	Imported

Table 2: Raw Material Usage in Production

<u>Month</u>	<u>Sales (BDT)</u>
January	850,000
February	920,000
March	1,000,000

Table 3: Monthly Sale Output

Services

- Customized Label Printing
- Product Identification Solutions
- Inventory Tracking Solutions
- Supply Chain Support
- Packaging and Labeling Consultation
- After-Sales Support

Customer Mix

The company's customers include:

- **Banks and Financial Institutions:**
Sonali Bank, BRAC Bank, Dutch-Bangla Bank.
- **Hospitals and Diagnostic Centres:**
Square Hospitals, United Hospital, Popular Diagnostic Centre.
- **Government Organisations:**
National Board of Revenue, Bangladesh Road Transport Authority, Bangladesh Railway.

- **Retail Stores and Super Shops:**
Shwapno, Agora, Meena Bazar.
- **Manufacturing Industries:**
PRAN-RFL Group, ACI Limited, Akij Group.
- **Courier Services:**
Pathao Courier, Sundarban Courier Service, Steadfast Courier.
- **Pharmaceutical Companies:**
Square Pharmaceuticals, Beximco Pharmaceuticals, Renata PLC.
- **Airlines and Cargo Operators:**
Biman Bangladesh Airlines, US-Bangla Airlines, FedEx.

<u>Customer Type</u>	<u>Description</u>	<u>Percentage</u>
Retail Shops	Small POS users	30%
Hospitals & Clinics	Medical paper users	20%
Corporate Clients	Bulk buyers	35%
Export Buyers	International demand	15%

Table 4: Customer Mix of Bangla Paper Mart

2.1.4 Company Operations / Activity

The primary operations of Bangla Paper Mart include:

- Procurement of high-quality raw materials.
- Thermal paper conversion and cutting.
- Adhesive label manufacturing.
- Printing and customisation of labels.
- Quality inspection and testing.
- Packaging and storage.
- Distribution and delivery to customers.
- Customer support and after-sales services.

They make use of fully automated slitter and rewinder machines with modern technology which helps them to provide high precision, highly efficient and good quality product. The production process is carried out in accordance with the quality requirements, which allow the supply of durable and ecological products.



.Figure 4: Rewinder Machine

2.1.5 SWOT Analysis of the company

Strengths

It has an experienced management team, high quality raw materials and advanced technology of modern automatic equipment, which can produce efficiently and keep quality. In addition, its ability to maintain solid consumer relationships, environmentally friendly manufacturing techniques and expanding product portfolio add to the competitive edge of Company in the market.

- Experienced management team.
- High-quality raw materials.
- Modern automated machinery.
- Strong customer relationships.
- Eco-friendly products.
- Diverse product portfolio.

Weaknesses

The company has some plusses but is hamstrung by weak cash flow vs bigger rivals. The exchange rate is also highly influential on the production costs, being greatly dependent on imported raw materials. Additionally, due to limited brand recognition in many markets, any market penetration is difficult.

- Limited financial resources compared to large competitors.
- Dependence on imported raw materials.
- Limited brand awareness in some regions.

Opportunities

Rising demand for thermal paper, barcode labels and packaging materials, and enterprises' increased adoption of automation is driving the lucrative growth opportunities. The company can enter international markets as well as tap in to the growing consumer of eco-friendly products.

- Growing automation across industries.
- Rising demand for thermal papers and labels.
- Expansion into export markets.
- Increasing environmental awareness.

Threats

The company operated in a competitive commercial environment where market fluctuations, political risk and privation can rise and lead to a growth in opposition that degrades the ability to sell and generate income. In addition, even if consumers can buy our product at a set price for two years, it cannot be sustained in the long-term since the prices of imported raw materials and exchange rates fluctuating may raise production costs and lower profit margins.

- Market instability.
- Political uncertainty.
- Increasing competition.
- Fluctuation in raw material prices.

2.1.6 Company SWOT Analysis

<u>Strengths</u>	<u>Weaknesses</u>
Strong production capacity	Limited automation
Affordable pricing	Dependency on imported raw materials
Skilled workforce	Storage limitations

<u>Opportunities</u>	<u>Threats</u>
Growing POS market	Rising raw material prices
Export expansion	High competition
E-commerce packaging demand	Currency fluctuation



Figure 5: Company Structure of Bangla Paper Mart

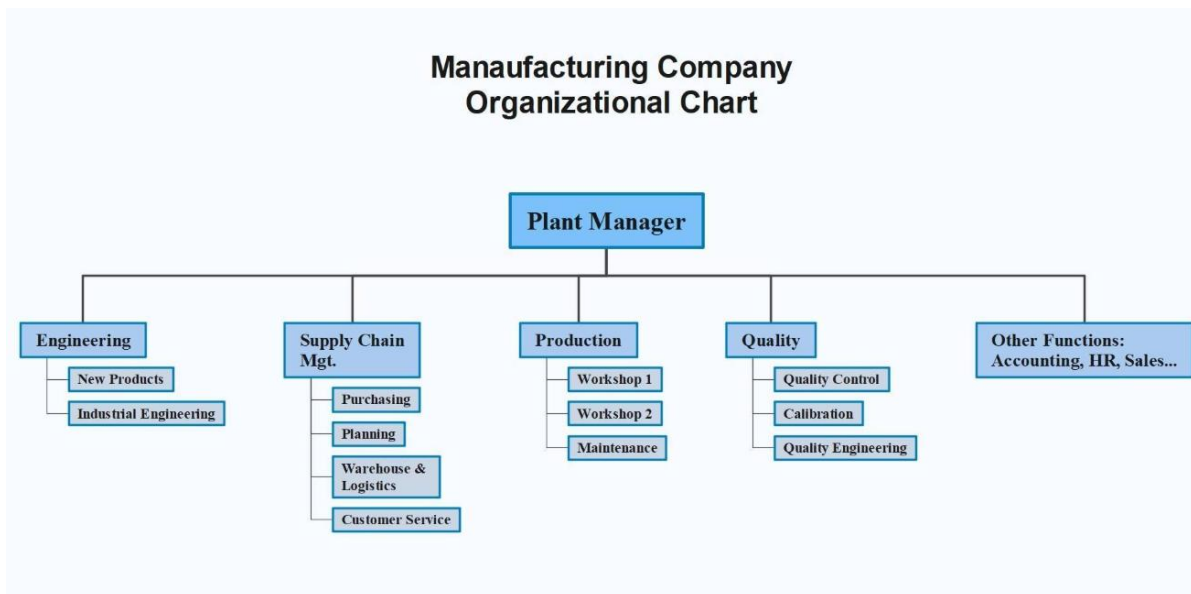


Figure 6: Company Organisational Chart of Bangla Paper Mart

2.2 Industry Analysis

2.2.1 Specification of the Industry

Bangla Paper Mart is part of the Bangladeshi paper converting and labelling Industry. This industry focuses on transforming raw paper materials into value-added products such as thermal papers, labels, barcode stickers, packaging papers, and office paper products.

The industry supports multiple sectors, including banking, healthcare, retail, logistics, manufacturing, and government services, by providing essential paper-based identification and transaction solutions.

2.2.2 Size, Trend, and Maturity of the Industry

Industry Size

In addition to industrialisation, expansion of retail network, and automation, it is observed that the paper converting industry in Bangladesh has grown slowly. The huge demand for labelling products and thermal paper products has come from the supermarket, hospital, bank, courier and e-businesses.

Industry Trend

Here are some of the current trends in the industry:

- Increased use of barcode and RFID technology.
- Growing demand for eco-friendly paper products.
- Expansion of retail and e-commerce sectors.
- Automation of inventory and supply chain systems.
- Growth of digital payment and POS systems.

Industry Maturity

It is currently in a states of growth. The demand has been on the rise but the products are imported. Some local manufacturers are beginning to enter the market with lower prices and regular delivery of their products, such as Bangla Paper Mart.

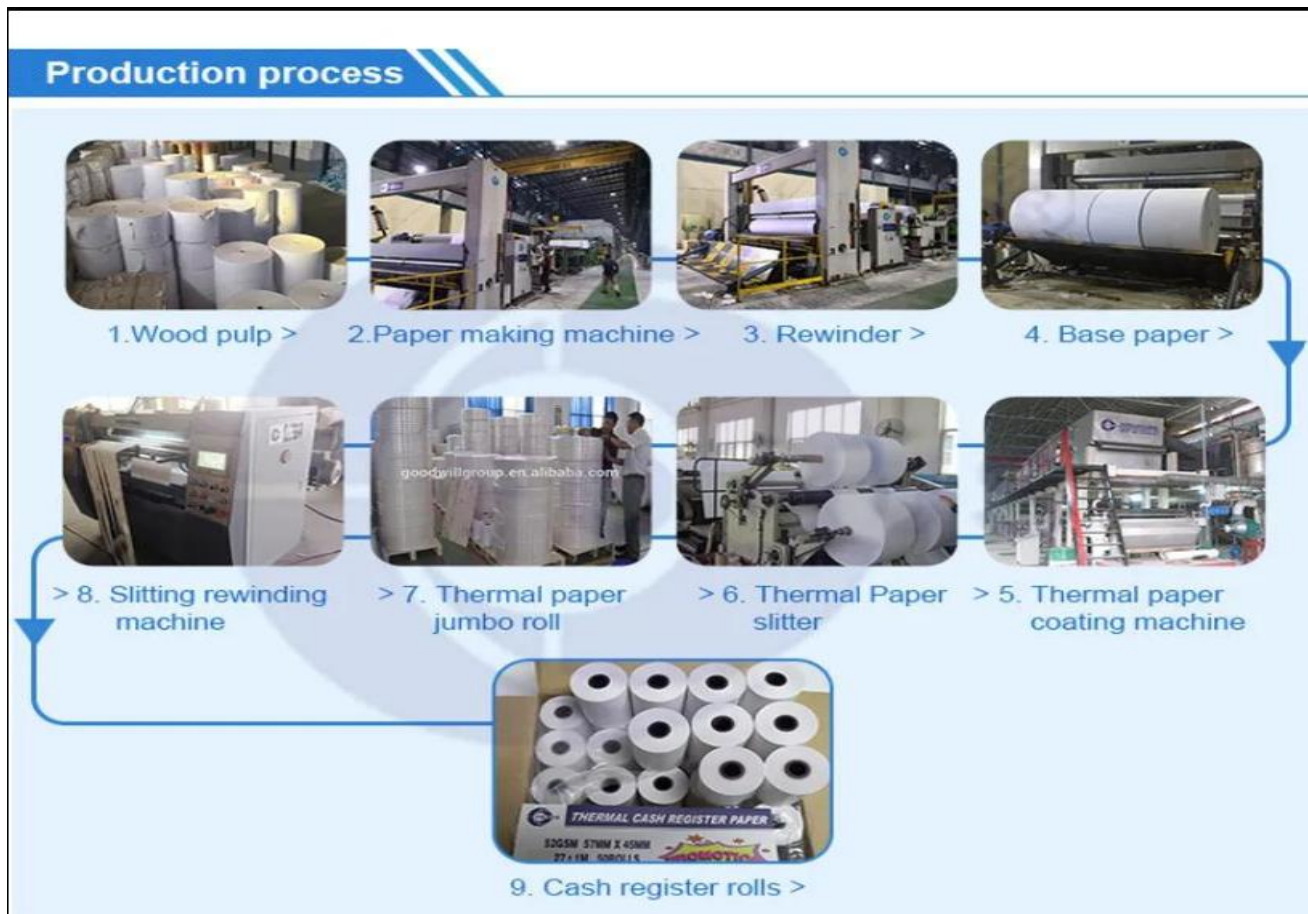


Figure 7: Thermal Paper Production Process Flow

2.2.3 Industry SWOT Analysis

Strengths

As you might have guessed, the industrial thermal paper, due to the regular surge in demand of the customer, is a fundamental component of retail, banking, healthcare logistics operations. This, alongside with the growing use of automation technologies and the retail sector, gives tremendous momentum to market growth.

- Growing customer demand.
- Essential products for business operations.
- Expanding retail and logistics sectors.
- Increasing use of automation technologies.

Weaknesses

The structure of the industry is very much reliant on imports of raw materials and thus it is sensitive to fluctuations in exchange rates. The technology level of their machines is low and the investment cost of the modern machinery is high, particularly among small firms.

- Heavy dependence on imported raw materials.
- High machinery investment requirements.
- Technological limitations among smaller firms.

Opportunities

With the increase in export and growth of healthcare, retail, and e-commerce, and the government's focus on promoting domestic manufacturing, the industry is poised for strong growth and more investment opportunities.

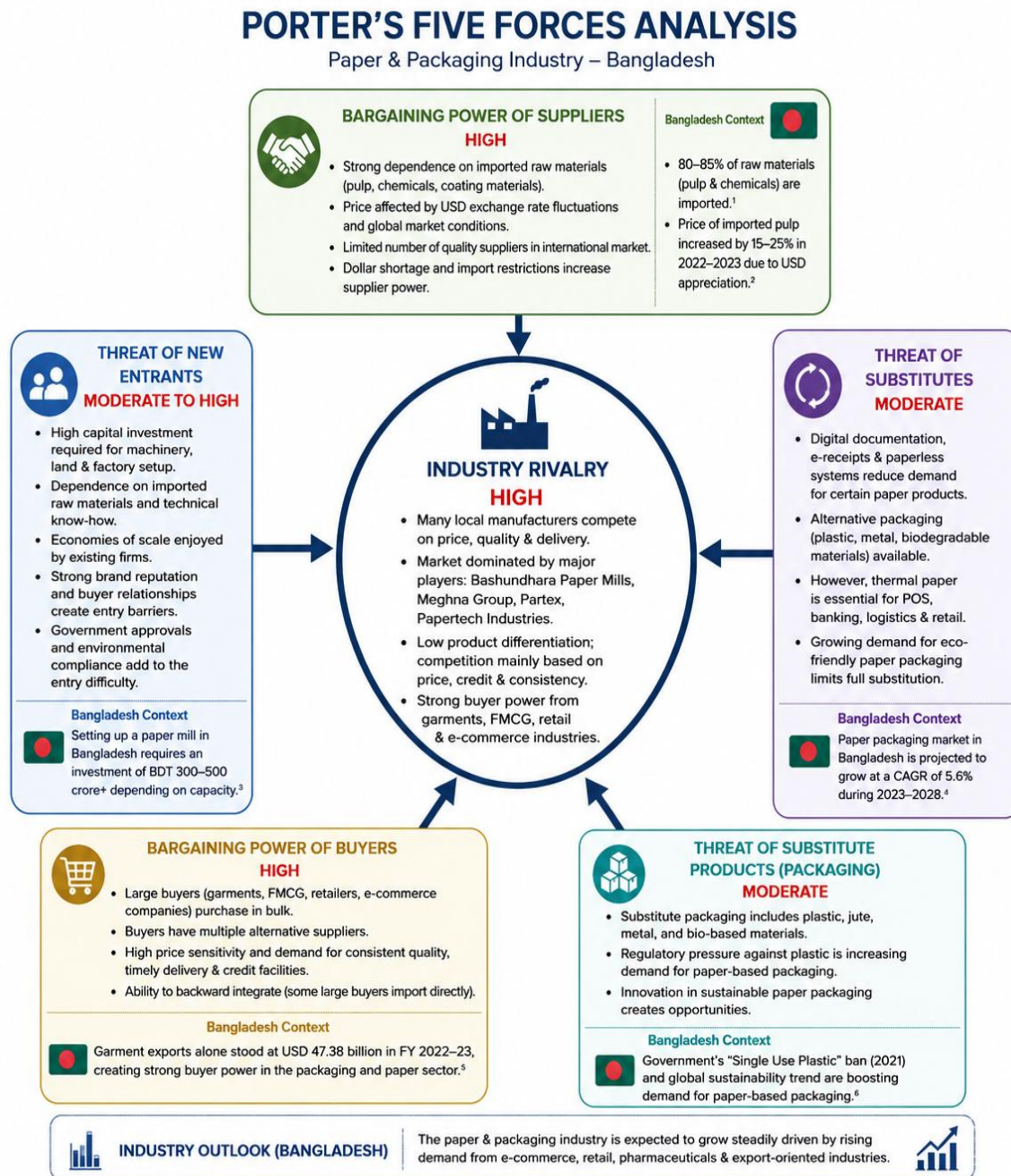
- Export potential.
- Growing healthcare and retail industries.
- Expansion of e-commerce.
- Government support for local manufacturing.

Threats

The industry is beset with stiff competition from foreign manufacturers, fluctuating currency exchange rates, higher sustainment of import duties and other digital advances, which could slowly eat into the demand for paper products.

- Foreign competitors.
- Economic fluctuations.
- Rising import costs.
- Technological disruptions reducing paper usage.

2.2.4 Porter's Five Forces Analysis of the Paper & Packaging Industry in Bangladesh



Sources: 1) Bangladesh Bank – Import Data (2022–23) 2) Trading Economics – Pulp Price Trends (2022–23) 3) Industry Interviews & Local Reports
4) Vresearch – Bangladesh Paper Packaging Market Report (2023) 5) EPB (Export Promotion Bureau) – Export Data FY 2022–23
6) Ministry of Environment, Forest and Climate Change – Plastic Regulation (2021)

Figure 8: Porter's Five Forces

1. Bargaining Power of Suppliers

Supplier power is high as Bangladeshi paper & packaging industry manufacturers are dependent on imported raw materials, and its availability is thin or requires a lot more effort to get the raw materials **(For example:** pulp, chemicals, coating material added etc. Production costs are directly influenced by variations in global prices and exchange rates). Furthermore, the limited number of foreign suppliers and limited foreign currency supply give the supplier a greater leverage on the local manufacturers.

- Approximately 80–85% of raw materials are imported.
- Import costs are significantly affected by USD exchange rate fluctuations.
- Global pulp price changes directly impact production expenses.

2. Threat of New Entrants

The huge capital investment required for the land, industrial premises, machines and workforce makes paper and packaging industry a high barrier to entry. Simply put, Economies of scale, established relationship and brand recognition are barriers to challengers. Also, constraints in the regulatory and environmental aspects increase the difficulty of accessing the sector.

- Establishing a paper mill may require an investment of BDT 300–500 crore or more depending on production capacity.
- Technical expertise and access to imported raw materials are essential for successful operation.

3. Industry Rivalry

Competition within the industry is intense due to the presence of numerous local manufacturers competing on price, quality, delivery performance, and customer service. Product differentiation is relatively low, forcing firms to compete primarily through cost efficiency and customer relationships.

Some of the key players are:

- Bashundhara Paper Mills
- Meghna Group
- Partex Group
- Papertech Industries

There is also good demand for end-use industries such as garment, FMCG, retail, pharmaceutical and e-commerce.

4. Bargaining Power of Buyers

Large corporate buyers are buyers that purchase goods in bulk, like the garment manufacturers, FMCG companies, retailers and e-commerce companies, and have a high bargaining power. Customers are not sufficiently loyal as the generally manufacturing Andersons Site Services can meet similar requirements. They also seek competitive pricing, quality, on-time delivery and good credit facilities.

- The ready-made garments (RMG) sector is one of the largest consumers of packaging products.
- Large buyers often negotiate lower prices due to high purchase volumes.

5. Threat of Substitutes

Substitutes threat Average Digital documentation, e-receipts and Paperless systems reduces need for specific paper products. The use of paper packages is also being replaced by other packaging materials such as plastic, metal, jute and biodegradable materials.

However, thermal paper remains essential for:

- Point-of-Sale (POS) systems
- Banking transactions
- Logistics operations
- Retail receipts

New revenues are now available for paper-based packaging products as environmentally conscious consumers and the ban on single-use plastics become a reality. Promote paper packaging through supportive government measures for green packaging. Increasing eCommerce sales drive up the demand for paper and packaging materials.

According to this study, the paper and packaging industry has a bright future in Bangladesh as the demand of end-use sectors such as apparel, e-commerce, retail, pharmaceuticals and export sectors has increased. The surge in rising importance for sustainable and eco-friendly packaging solutions will more open doors to producers including Bangla Paper Mart.

It is an expanding industry, but has faced tough competition, dependency on the international supply and the growing negotiating power of buyers. In the long term, companies that will emerge as winners are those that are willing to be operationally efficient and provide quality and enablement of sustainable packaging solutions.

CHAPTER 3: INTERNSHIP EXPERIENCE

3.1 Position, Duties, and Responsibilities

Interned at “**Bangla Paper Mart**” and worked as intern in the area of Business Operations and Administration. My main duties were to help daily running of office, preparation and filing of documents keeping records of customers and suppliers and assisting in managing the inventory. I supported in processing orders, coordinating delivery with different suppliers, communication between suppliers and customers which ensures a smooth processing of orders throughout.

Furthermore, I compiled reports and presentations, observed production and quality control processes, as well as supplied the management team with administrative support where necessary. These roles involved on-site experience in manufacturing operations, supply chain management, customer service and general business administration providing real world experience to balance with the theory.

3.2 Training & Development

Throughout the internship period, I received practical training on:

- Thermal paper manufacturing processes.
- Label production systems.
- Inventory management procedures.
- Supply chain operations.
- Customer relationship management.
- Business communication techniques.
- Office software applications.
- Quality control procedures.

It was good for my technical skills, my soft skills, and gave me insight into the job as well.
Related:

While doing my internship in Bangla Paper Mart, I experienced many of the operational and managerial activities. I was trained to create labels, inventories for the entire supply chain, customer relationship management (CRM) and many other applications, such as in the field of business communication, office application software, and quality control procedures. I witnessed the synergic collaboration of different departments in order to carry out an efficient run for a business, as well as a seamless production.

It provided me with the much needed practical hands-on experience to hone my technical skills, problem solving abilities and communication skills, as well as a true insight into how the company works, manufacturing processes and workflows within the Company.

3.3 Contribution to Organization / Operations

During my internship, I contributed by:

- **Helping to keep accurate records:**
Kept business records of the client in an organised way, this made it easier to get access to the data and reduced errors in data recording.
- **Support for documentation and filing activities:**
Helped organize, take and track of all relevant documents in hard way and electronic form This facilitated quickly retrieving documents and transparent administration process.
- **Helping improve communication between departments:**
Promoted the exchange of information among the departments to enhance coordination. And this helped to keep the work flowing through the system and completing tasks on time.
- **Helping management in collecting data and preparing reports:**
This included gathering and distributing Operating data for the purpose of providing information for executive reporting. It helps determine what needs to be done, and how successful each of the operation was.

- **Supporting inventory monitoring processes:**

It allowed for inventory level monitoring, which led to the correct record of stock changes and good control of stock minimising discrepancies.

3.4 Evaluation

The internship experience I had with “**BANGLA PAPER MART**” gave me the most important hands-on and exposure that has really helped me to improve the theoretical knowledge that I have acquired in class. The opportunity to work in an actual working business environment gave me an awareness of how various functional departments work together to enable the business to operate efficiently and meet the organisation's objectives.

The most valuable learning experience was to learn about the whole operation of a paper converting and manufacturing company. I got to see the production process of thermal paper rolls, adhesive labels and other paper-based products, and learned about the techniques, quality standards and production planning in the manufacturing industry.

This internship was also a great learning opportunity for inventory management and supply chain. I gained insight into the receiving, storing, monitoring and supplying raw materials to the production unit and efficient stock management. Also, I have seen the order processing system, delivery coordination and the need for strong relationship with supplier and customers.

Knowing about customer relationship management (CRM) and professional business communication was another great experience. I learnt how organisations send messages, how they meet their client's needs and how they help to build a long-term relationship with their client through good service and timely communication.

Another area of learning was quality control. I witnessed the process of quality control of products throughout their manufacturing to guarantee that the final product is of high quality and meets customer requirements and industry standards. This experience highlighted the importance of maintaining consistency, reducing defects, and improving customer satisfaction.

In addition, I was able to see the functions of the marketing, sales, production, finance and administration departments and how they work together to facilitate growth and operational efficiency in the business. This cross functional exposure helped me to come to a realization about the need for coordination, planning and good decision making in an organisation.

The internship also provided a great opportunity for personal and professional growth. It helped me develop my teamwork, communication, time management, problem solving, adaptability & organisational skills and boosted my confidence to work in a professional environment. Eventually, I became aware of the value of innovation, automation, digitalisation and environmentally friendly methods in today's manufacturing sectors.

Overall, this internship proved to be a great success in connecting theoretical concepts learned at university and to applying these concepts in a real organizational context. It gave me practical experience, an understanding of the business world and prepared me for future challenges on the job.

Positive Aspects

- Fostering a positive and supportive workplace.
- Hands-on experience with actual manufacturing processes.
- Chance to develop business-related skills.
- Advice from expert staff.

Areas for Improvement

- More structured internship training sessions.
- More digital management systems.
- Further experience in strategic planning exercises.

Overall, the internship proved to be a successful experience, providing valuable insights into the world of business and corporate law.

3.5 Skills Applied

During my internship experience many professional and academic skills were used including:

Technical and Professional Skills

1. Microsoft Word:

I gained a high level of proficiency in preparing, formatting, and creating professional documents, reports, letters, and other official correspondence in Microsoft Word during my internship. I was introduced to the concept of document layout, page formatting, tables, headers and footers, and other elements that help to create well-organized and visually appealing documents.

2. Microsoft Excel:

One of the most common tools that I used during my internship was Microsoft Excel. I used it to organise and maintain data, prepare spread sheets, use basic formulas for calculations, sort and filter data, and make charts to visualise data. The activities helped me to improve the capability of handling and analysing business data in an efficient manner.

3. Microsoft PowerPoint:

Prepared professional presentations with Microsoft PowerPoint. Authored attractive presentations using graphics, charts, pictures and text to convey information with clarity and effectiveness in meetings and project discussions.

4. Data Entry:

My internship sharpened my abilities in data entry, where I had to enter, update, and maintain data related to business activities with accuracy in digital databases and spreadsheets. Careful attention to detail ensured minimum errors and accurate and reliable organisational information.

5. Data Analysis:

Learned the use of simple data analysis techniques which included reviewing and interpreting business data to look for trends, comparing business performance and

to support decision making processes. For instance, I used sales and inventory data to gain insights into operational performance and make improvements.

6. Team Collaboration:

This involved collaborating with colleagues from various departments on assigned tasks to help meet organisational goals throughout my time at the internship. Communication, teamwork, and responsibility sharing helped me to improve my teamwork and interpersonal skills.

7. Customer Interaction:

This included interacting with customers professionally and courteously. Helped by answering inquiries, giving information about products/services, and resolving customer concerns, enhancing the communication skills and positive customer relations.

8. Analytical Skills:

The internship helped me to develop my analytical skills as I was required to evaluate situations, pinpoint problems in operations and come up with avenues for resolution. I have learned how to determine what information is available and make recommendations and support business decisions.

9. Observation and Evaluation:

I have enhanced my observation and evaluation abilities by closely monitoring business operations on a daily basis and evaluating the effectiveness of the workflow. I was able to identify process improvements, recognize operational challenges and evaluate overall process performance through careful observation.

10. Managerial Skills:

I was able to acquire basic managerial skills by helping in planning, organising, coordinating and monitoring the day to day activities through my internship. Managing delegated responsibilities and assisting in team operations gives me insight on the importance of leadership, delegation and effective resource management.

11. Time Management:

Having to do several things at once and meeting deadlines to finish assignments. By setting up my work schedule and organizing my work, I was able to balance different responsibilities and made sure that my work quality and timeliness were maintained.

Through the internship, I was able to put these skills to the test and become well versed in the industry of paper making.

While working as an intern at Bangla Paper Mart, I faced a number of difficulties, which gave me a good opportunity to learn to solve problems practically and also useful experience of the industry.

Problems Encountered

1. Limited Knowledge of Manufacturing Operations:

Initially, I had a basic knowledge of the production process of thermal paper, the operation of the printing machine, and the quality control process.

2. Communication Gap with Factory Workers:

It was difficult to understand technical instructions and communicate effectively with workers who had diverse educational backgrounds.

3. Data Collection Difficulties:

Obtaining operational, sales and production data for analysis was challenging due to some records not being well organized and digitized.

4. Time Management Issues:

Good time management was needed to balance responsibilities of the internship, academic requirements and the preparation of reports.

5. Understanding Industrial Equipment:

The factory had specialised paper slitting, rewinding and packaging machines for which it needed to learn

6. Production Inefficiencies:

I noticed a few times that things weren't going as fast as they could because of machine breakdowns, lack of materials, and production clogs. Which I find to be a hurdle for getting things reported on time.

Overcoming the Problems

1. Learning Through Observation and Guidance:

Carefully watched production operations and asked questions of supervisors and experienced workers to enhance understanding

2. Improving Communication Skills:

The interaction with workers and management was good and it helped me to communicate well and to understand the things needed to do the operations.

3. Organizing and Verifying Data:

I completed cross checks with other departments and kept notes well organised to ensure accurate data collection.

4. Effective Time Management:

Built a daily work schedule and prioritized work/tasks to accomplish both internship and academic work.

5. Technical Knowledge Development:

To improve my technical knowledge, I learned the production processes, the functions of machines, and the quality control procedures.

6. Identifying Improvement Opportunities:

I noted some issues with the workflow and recommended a few changes to improve it, including a better production scheduling system, maintenance of machines before they break down, and improvements in inventory management.

Key Learning

My experience in overcoming these challenges helped me to become more adaptable, a better communicator, an analyst, and understand how a factory works. It gave me confidence and readied me for my professional duties later on.

CHAPTER 4: CONCLUSIONS AND KEY FACTS

4.1 Recommendations

So, my Internship period "**Bangla Paper Mart**". I worked as an intern in the Department of Business Operations & Administration. My main duties were to help with the day to day running of the office, as well as preparing and arranging business documents, keeping customer and supplier records and helping with inventory management. I also helped with the order processing, delivery arrangements, and communications with customers and suppliers to ensure smooth business operations.

Additionally, I handled report and presentation creation, production and quality control procedures, and assisted the management team with administrative tasks as needed. These duties provided me with hands-on experience of the manufacturing processes, supply chain management, customer service and general business management, which helped to connect the dots between theory and practice.

With reference to my internship experience at Bangla Paper Mart the following are recommended for further improvement of the organisation:

1. Enhance Digital Management Systems

The company should adopt more advanced Enterprise Resource Planning (ERP) and inventory management systems to improve operational efficiency, reduce manual work, and ensure real-time monitoring of inventory and production activities.

2. Increase Marketing and Brand Awareness

While Bangla Paper Mart offers quality products, investing more in digital marketing, social media promotion, and online advertising can help boost brand awareness and drive new business throughout the country.

3. Expand Product Diversification

The company has the opportunity to expand its products portfolio by including more eco-friendly paper products and new packaging solutions to respond to customers' demand, expanding market share.

4. Employee Training and Development

Skill training programs should be organized on a regular basis to enhance the technical expertise, operational skills and customer service skills of the employees. Continuous learning will enhance productivity and efficiency in the workplace.

5. Strengthen Quality Control Procedures

More formal QC procedures during the manufacturing process will help to further enhance uniformity of the product and satisfaction of the customer.

6. Explore Export Opportunities

Since the increasing demand for eco-friendly paper products around the world, Bangla Paper Mart might consider expanding their business activities and revenue sources by entering into international markets.

4.2 Key understanding

Some of the important things to know that I learned during this internship are:

- Understanding the overall operations of a paper converting and manufacturing company.
- Understand how the thermal paper rolls, adhesive labels and other paper products are made.
- Gaining knowledge about inventory management and supply chain operations.
- Understanding customer relationship management and business communication practices.
- Understand the role of Quality Control in manufacturing industries.
- Knowing how the various departments of marketing, sales, production and administration can cooperate with each other to ensure completion of the organizational goals.
- Building professional competencies to work in teams, manage time, solve problems and communicate in the workplace.
- Understanding the concepts of innovation, automation and sustainability in today's manufacturing industries.

The internship also allowed me to make a connection between the theoretical knowledge I gained in the university and the business world in a real organisational environment.

4.3 Conclusion

The internship programme at Bangla Paper Mart was a highly valuable learning experience that significantly contributed to my academic, professional, and personal development. Through this internship, I gained practical exposure to the operations of a manufacturing organisation and developed a deeper understanding of business management, production processes, customer service, and organisational practices.

Bangla Paper Mart has established itself as a promising manufacturer of thermal paper rolls, labels, and other eco-friendly paper products in Bangladesh. The company's commitment to quality, innovation, customer satisfaction, and sustainable business practices positions it well for future growth and success.

The knowledge and experience gained during this internship have enhanced my professional competencies and prepared me for future career opportunities. Overall, the internship successfully fulfilled its objective of providing practical industry exposure and helping me apply academic concepts in a real-world business environment.

In conclusion, my internship at Bangla Paper Mart was an enriching and rewarding experience that broadened my understanding of organisational operations and strengthened my readiness for future professional challenges.

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Bangla Paper Mart manufactures and supplies a wide range of paper products and related items. Below are the core product categories:



1. THERMAL PAPER ROLLS



2. POS ROLLS



3. ATM ROLLS



4. LABEL STICKERS



5. CARBON PAPER



6. OFFICE STATIONERY



**7. PACKAGING MATERIALS
(CARTONS & BOXES)**



8. KRAFT PAPER ROLLS



9. BUBBLE & FOAM SHEETS

Image: Product Catalogue Include photos or a list of products

Some photographs of the office, warehouse and operational activities during the internship period.



1. OFFICE ENTRANCE



2. OFFICE WORK AREA



3. WAREHOUSE



4. PRODUCTION AREA



5. PACKAGING SECTION



6. TEAM MEETING

Image: Office Photographs