



**Cooperative Education Report
Vendor Management**

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Siam University

Title: Vendor Management


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Department: Business Administration (Marketing)

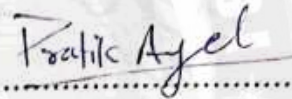
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We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 2/2018

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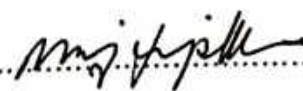

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Abstract

The cooperative report entitled “Vendor Management” has the goals to examine the time management, capability and quality of the final product. The objectives of the study include (1) to develop professionalism with the vendors (2) to develop decision-making decisions with vendors as per the clients (3) learning about the core of event management through vendors of Nepal. With the company, the student was assigned to work as an Assistant, in the department of Management. Main responsibilities are to develop working strategies, knowledge to empower to vendors and clients, etc.

Upon the completion of the internship, it found that the problem was resolved by means of communication, guidance, support. In this matter, student is able to learn more about more practical field, market, on the job, off the job, leadership which are very important for future career development and profession.

Key words: time, capability, quality

Acknowledgement

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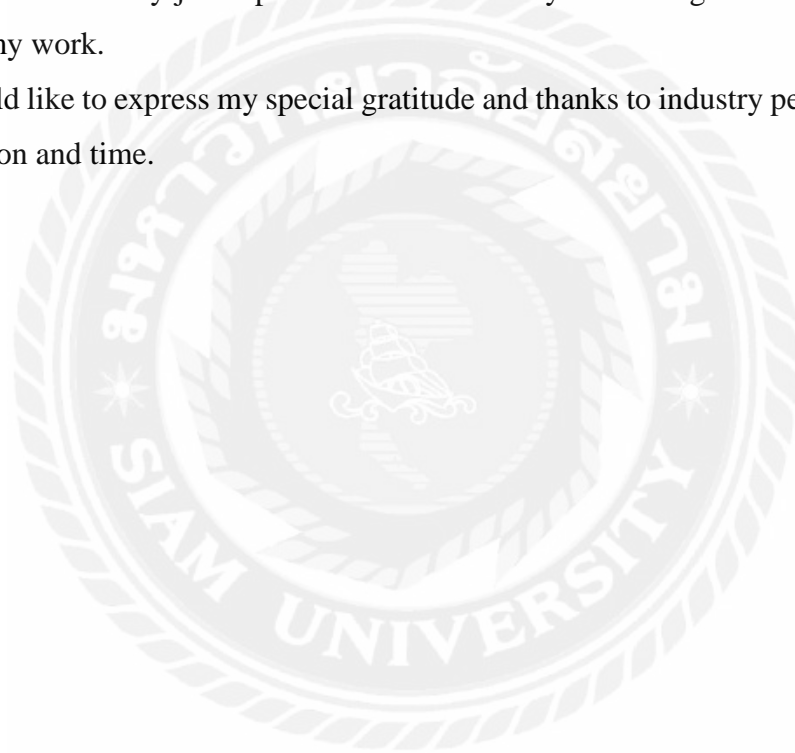


Table of Contents

Abstract.....	2
Acknowledgement	3
Chapter 1: Introduction	5
1.1 Company Profile	5
1.2 Organizational structure.....	7
1.3 Statement of the report	8
1.4 Objectives of the study.....	8
1.5 Roles and responsibility of the student.....	8
Chapter 2: Internship Activities	9
2.1 Assignments and responsibilities of the student.....	9
Chapter 3: Identification of Problems Encountering during the Internship.....	10
3.1 Indicate how you successfully solved the problems.....	10
3.2 Provide some examples	10
Chapter 4: Contribution and Learning Process	12
4.1 Contributions of student made during the internship	12
4.2 Details of the related learning process and new knowledge student has received.....	12
Chapter 5: Conclusion.....	14
5.1 Self-assessment as a professional	14

Chapter 1: Introduction

1.1 Company Profile

Emazing is premier event management company that brings together over 20 years of experience in design, multimedia, animation and events into one package. They bring together an event like no one else by blending all the aspects of it into an experience that is unmatched, innovative, and extremely customized to the theme of the event. They have over 60 events in our portfolio comprising of conferences, product launches, AGMs, award shows and so on. In the course of these events, they have worked with NGOs, INGOs, national and international corporations, government agencies and charitable organizations. What differentiates “them” is their ability to understand their requirements, and tailor every aspect of the event to that, instead of delivering off the shelf solutions based on what is available. Therefore, their mission Statement is “We do not just plan events, we design experiences”.

Figure 1-3 represents the events organized and managed by the company



Figure 1: SOUTH ASIA ECONOMIC SUMMIT

SAWTEE and National Planning Commission hosted the 10th edition of the South Asian Economic Summit (SAES X) at Hyatt Regency in November. The event was a landmark in discussing and putting forth issues and ideas regarding regional integration and collaboration in the SAARC region.



Figure 2: BRANDFEST 2018

Brand fest is a franchise that has become popular in the advertising and marketing industry in Nepal over the past five years. It is a perfect platform for international speakers to share their valuable knowledge and expertise with the key audiences in Nepal.



Figure 3: BAJAJ PULSAR SPORTS AWARDS

Nepal Sports Journalists Forum organized the NSJF Pulsar Sports Award. The award ceremony featured eight categories Male, Female, Youth, Coach, People's Choice, Para-athlete, Special and Lifetime Achievement Award

NEPAL INVESTMENT SUMMIT 2017&2019

The Ministry of Industry (MOI) jointly with Investment Board of Nepal (IBN) organized the Nepal Investment Summit 2017 with a theme "Harnessing Investment Opportunities in Nepal" on March 2017 in Kathmandu in collaboration with other government agencies as well as leading private sector organizations of Nepal. They were involved in managing major areas of this major event exposing Nepal to investors from different countries around the world.

1.2 Organizational structure

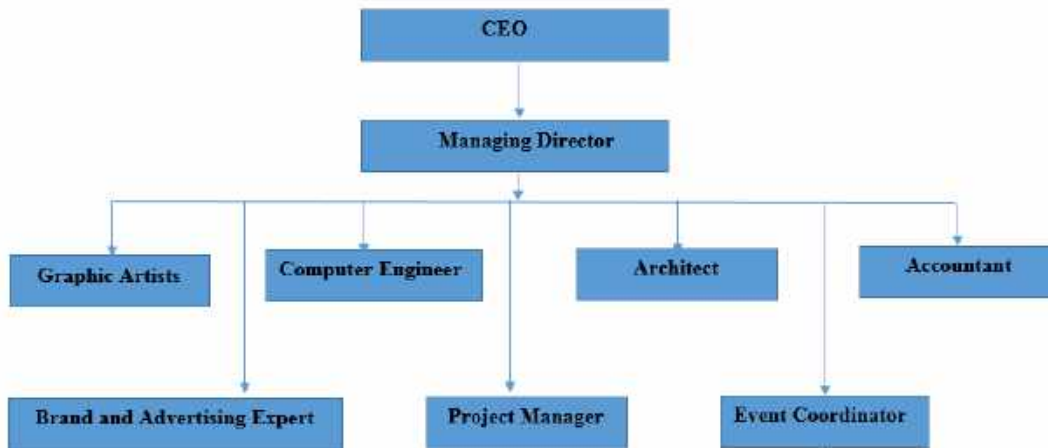
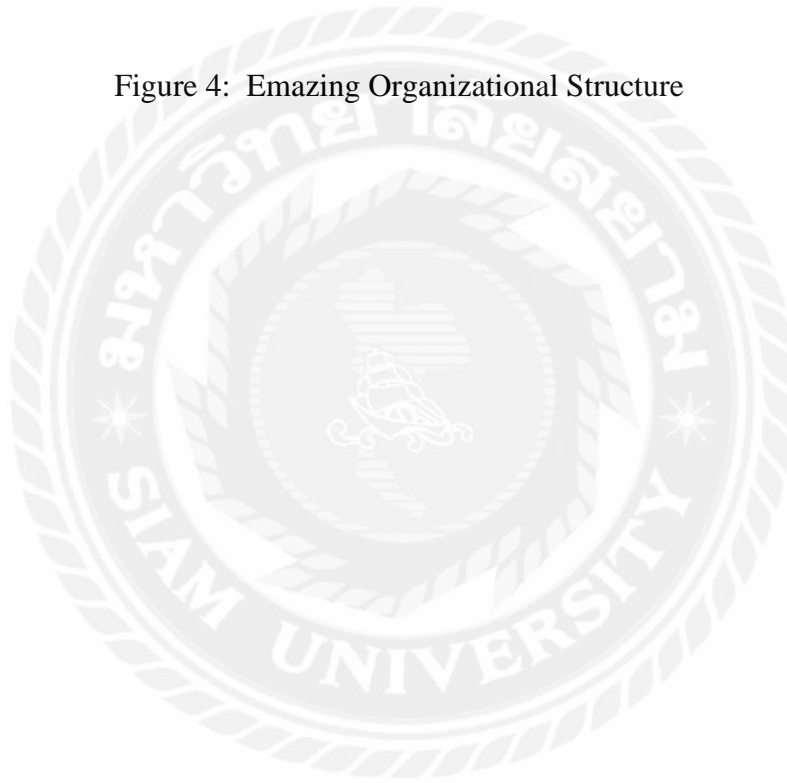


Figure 4: Emazing Organizational Structure



1.3 Statement of the report

The internship has been performed as a requirement of the course for the completion of the Undergraduate degree at SIAM University. This is a part of curriculum to complete a three and half month's internship for the better understanding of corporate industry and gain experience of working in an actual market before the completion of the undergraduate degree. This internship also provides an opportunity to seek, identify and further develop an appropriate level of professionalism among the students. My prior department in this field was to look after the vendors. Where we collect our final product that has to be deliver to the client beforehand, which also create success in the end. My topic for this report is "Vendor Management". Therefore, I also confirm that, the report is only prepared for my academic requirement not for any other purpose. It might not be used with the interest of opposite party of the corporation.

1.4 Objectives of the study

- Develop professionalism with the vendors
- Develop decision-making decisions with vendors as per the clients
- Learn about the core of event management through vendors of Nepal

1.5 Roles and responsibility of the student

- To manage the vendors before the event, on the event and after the event
- Meeting with the vendors and clients about the products and its features which creates plus points in the events

Chapter 2: Internship Activities

2.1 Assignments and responsibilities of the student

My prior assignments and responsibilities in the field was to talk to the vendors about what products we are required to meet for the event as per clients' view. According to the needs and requirements in the event I had to handle the accounts of vendors and talk to clients about the products. Some are the following works handled.

- **Understanding preferences of the clients**

Since I had to handle about the vendors, I also had to understand about the preferences of the clients about the product. Whereas it was ready-made products vs hand-made products available in the market. Looking after ready-made products vs hand-made, we should also compare the price and quality that come under the budget being quote by the clients. According to client's preferences we had to look into the market through online and offline and first find where is the product available and how many quantities is available. After that we had to analyze the quality and price of the particular products because we had to stick to their budget. After analyzing we had to send it to the client for the approval of the final product that is be going to be distributed to the participants in the event.

- **Vendors**

While looking after the vendors, I had to look at the market where we can have best quality products with less price. In this field was to make deal with vendors and make contract with vendors. I need to follow up and ask them repeatedly on the completion of the product they need to produce. Since, most products were mostly hand-made we were obliged to call them repeatedly and follow up. Even payments are very crucial part as clients refuse days to make their payment. Where by delay of payments to vendors also gets delayed.

- **Logistic of vendors**

Since vendors promised to finish the product but since they did not have delivery van, we managed to manage the logistic in order to pick up the final products. Our prior duty is to get the final products safe and sound without any damage. I searched for logistics by looking at the size, quantity, etc. and collected the products from the vendors located in different places.

Chapter 3:

Identification of Problems Encountering during the Internship

3.1 Indicate how you successfully solved the problems

- **Dealing with the vendors**

Dealing with vendors was one of the most difficult part. Since, vendors were not skilled on new ideas we had to test before using the product. Similar to fabricator we had to have challenge while pitching the idea to the clients. I managed to give various new ideas of making automatic door open, automatic car reveal, mapping, etc. next big challenge with vendors is having new vendors from start to end I need to keep following up and go in the field to check up on completion of orders.

- **Communicating with the clients**

Communicating with clients should always be calm and handled well. Whereby, there will be various problems with clients on their demands, discounts, working environment, etc. where clients were adding things up in last minute. I again had to request our vendors to increase on the quantity as per our client. It was hardest part to convince the vendor to make more products. However, I managed to fulfill their demands and made them happy with our works.

- **Fulfilling the last-minute requirement changes by the client**

Since there are various things needed while doing the event even clients are not sure about what they need. So, I also need to be prepared before clients make call to you. Even though if you are not ready you need to handle the client's demands at last minutes. Whereas, miscellaneous things matter. I managed to get last minutes products as it was available in the market and I knew the place where we could get easily.

3.2 Provide some examples

- **Handicraft Box**

Since we had less time making the boxes, which was 1000 pcs and had only 2 weeks' time for the event. So how we overcame with the problem?

Our vendor was not sure whether he could finish our work on time or not and he did not have enough staff to complete the work. Therefore, our team thought that we could pressurize the vendor that anyhow he should provide us the boxes before the event date because we had to do pack souvenirs in it. Therefore, I added some staffs in his work where we could finish more quantity per day. By doing this, I finished the job two days before the prior date.

Which made us easy to pack souvenirs early and place them in right place to distribute the souvenirs.

- **Mechanism of stage**

While we were setting up the stage of the client in the venue, we were trialing the mechanism of the opening part of the stage. While using the mechanism one part of the wheel damaged due to the weight of the door. Therefore, when I figured the problem of the wheel, we planned to use another extra wheel by giving support from both the end part of the wheel. Where we had to change the opening part from automatic to manual. Since, we managed to resolve the problem by adding extra wheel, we were able to satisfy the clients during the prior event, and there were no glitches.

- **Vendors not cooperating**

When we were out of the valley organizing event, we had to use local vendors to do the works, which was very unsatisfying. The vendors were very lazy and refusing to finish the work on time where by most of the things were done by event management team. Vendors were not so punctual and very much arguing on their own point. This made lagging in work and unsatisfied quality of the event. Because of this we had to wake up early in 5: am and work in order to start the event on time. Though the budget was very tight we could not make up to the standard of the event company but we did our best to reach up to the standards of the company.

Chapter 4: Contribution and Learning Process

4.1 Contributions of student made during the internship

Contribution made during internship was fully on finding right vendors who had quality work with less price. It was very challenging finding good vendors who had good quality work with less price. Since, there were many vendors in the market I was able to penetrate the right vendors, it was very hard at the first but after finding one vendor it was easy to track other similar vendors who were feasible working with our company. After that I had to find products according to the client's preferences. I also had to deal with the vendors and make them understanding of the client's preference where we can also pitch vendors similarly. I also followed upon the vendors on how much work had been completed until the prior date. Collecting products was only not the challenge but doing branding and designing the event hall was also challenging. Where we had our in-house fabricators to make the stage, branding and other all event requirements.

What I learned while following the process was that you should not fully depend on vendors on the work time. You should keep following up with the work done in the given period. Following up with the work task will help, you to know what percent of work is complete and how much time will take in order to meet the given target to the vendors. Details of the related learning process and new knowledge student has received.

4.2 Details of the related learning process and new knowledge student has received

- **Check Past Work**

In order to work with the vendors, firstly we had to check the past work of the vendors. How are their work force and strategies to complete various work task? What sort of problem may arouse? Is important while working with the vendors. So, firstly I checked out our past vendors who were very feasible. According to the need I picked out the vendors that I needed.

- **Working Process**

We need to understand their working process, which helps us to make a decision to set the duration and effort that needs to the vendors to complete the task force. Even it should have continuous follow ups regarding the production process which helps us to set the percentage of work done in given duration. They should have plenty scope for discussions, reviews and revisions, happening at various stages of the production process. Their working style and process will give you a firm idea of the timelines, along with avoiding unnecessary delays and

rework. I personally went to vendors and followed up to the vendors to know their working process. Past vendors were not having problem but new vendors were having managing their time. So, made their timeline in their work place and started to see the result which was very positive.

- **Know the Team**

Since the vendor's employees are fully responsible for completing your work on time, they need to feel the same pressure as the event organizers do. Checking their experience of work, they do give a sense of the kind of work they can deliver. Doing this may seem difficult or awkward, but it does not have to be. I went and communicated with the staffs so I could go and check on them any time and interacting makes a bit closer to the staffs.

- **Clear Monetary Aspects**

Monetary is very sensitive part while doing any kind of business. This is also same with the event organizers' because if we failed to meet the promise that we made with vendors then they will not have interest in working with us in future. Therefore, in order to overcome this step, we need to make a proper and clear deal before starting the work. I had to make a trust on new vendor in order to pay the money on time. Since, he was not allowing us to take all the final product without full payment. I managed to pay half money as advance to start the work and half money on the completion of the product.

- **Keep the vendors energized**

Since, there will be lot of work to the vendors producing the product any time they might feel low while working. They might feel boring working under pressure so we need make them energized. Interactions and knowing their problem, music, etc. will make them energized when money cannot buy happiness, interaction plays vital role in the work.

I managed to make some spare time going to vendors and communicate with vendors. Which made him and his staff energized and made them work more properly and efficiently. Sometimes, I also managed to take chocolates to them to make them happy in work and finish the work in given period.

Chapter 5: Conclusion

5.1 Self-assessment as a professional

In my opinion, no work is bad or no work is good everything is equal as long as you are earning good. Working in an Event Management Company I have learned and obtained various knowledge of management in real life. From starting of the meeting with the clients and vendors to the end of the payment, I have experienced how people are all about money; bargaining with the vendors and clients, vendor's reaction in last minute changes, deliver of finish products, payments to vendors, collection from the clients, etc.

As a professional, I think that without a proper timeline one cannot finish their work on time that needs to be deliver to the clients. In order, to convince clients, proper work report we had to deliver within the timeframe.

We need to be ready while talking to the client according to their work background, what kind of event they are pitching for and what kind of quality they are demanding. Therefore, we can give the quotation that will meet their budgets.

Since, working in this field what I have learned is money is not everything making a proper timeline and quality for your work is very important in order to complete work on time. I have learned to communicate with different types of people. Having ups and downs I also learned how to convince and deal with different types of people. With such difficulties, I managed to overcome my stress and have faith on what you are doing.

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Annex

Figure 5-11 represents the work done during my internship periods with vendors



Figure 5: Road Branding



Figure 6: Airport Help Desk for the event days



Figure 7: Vehicle Branding



Figure 8: Event day Branding



Figure 9: Hand Made Boxes



Figure 10: After event



Figure 11: Nissan Kicks launch (Nissan, n.d.)



Figure 12: Lions Pokhara-Kathmandu meet



Figure 13: Stage Preparation for Lions Annual General Meeting



Figure 14: Job supervisor



Figure 15: Nissan car launch (Hyundai, n.d.)

