



Cooperative Education Report

**Inventory and SCM at Harisiddhi Constructions pvt ltd.**

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This Report Submitted in Partial Fulfillment of the Requirements for  
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**Title:** Inventory and Supply chain management at Harisiddhi constructions pvt ltd.

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**Major:** Marketing

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We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 2/2021.

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## **Abstract**

This Cooperative report entitled “Inventory and supply chain management at Harisidhhi construction” has the goal to examine the work culture, daily operational activities and regular flow of materials without any obstacles in the company. Objective of the study includes: (1) To make required materials available in the company to meet the needs. (2) To check inventory regularly so that it don't get over or under stock. (3) To handle daily operations of the company like handling documents, banking sectors, paying installments and supervising the workers. With the company I attained very good insights on how the company operates. I was responsible to make products available in the garage and check the balance of stocks. I was also responsible to handle bank transactions and pay the bills of the workers. Between all these, I always tried to maintain clear communication and good relation between the workers and the owner. There are many small loopholes which are being a cost factor for the company. For eg: location of warehouse. Upon the completion of the internship, I hope these problem will be resolved and the company will grow in near future.

**Keywords:** Inventory supervision, Product availability, financial transactions, warehouse management.

## Acknowledgement

The 14-week internship experience at an construction and transportation company has helped me broaden my knowledge on how such firms operate in Nepal. This report is prepared to showcase my internship experience and knowledge I gained throughout the length of time. I'm really grateful to each and every one for supporting, teaching and providing feedbacks with my report.

I am extremely thankful to Kathmandu College of Management and SIAM University for including internship as a core part of the BBA degree. Likewise, it has been an honor to prepare this report under guidance of Asst. Ms. Chutimavadee Thongjeen. I really appreciate her active supervision and his suggestions throughout the completion of this report. I want to thank the Management for all their precious support for this internship program which gives us a golden chance to enhance our interest on different fields and know our exact career goal.

I would also want thank the company's supervisor Mr. Krishna Chandra Dhanju for giving me the chance to be a part of their company and work with them. Their constant guidance helped me to gain proper knowledge and work with an easy manner along with comfortable working environment. Also, I am grateful to all the staffs of the organization for the friendly environment that made the learning process even more smooth and effective.

Therefore, I consider myself as a very lucky individual as I was provided an opportunity to become a part of this family. I believe this internship experience to be fruitful for my future career.

Ashutosh Dhanju

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**Important note:**

## **How Covid-19 has affected the company and your internship?**

Corona virus, as we all know is very infectious in nature. Due to this nature it was declared a nationwide lockdown. Covid led many business to shutdown. It affected the revenue sectors of almost every retail business. The COVID-19 pandemic has changed consumer behavior, attitudes toward office work, and even some views about society itself (Mckinsey, 2021).

Since the COVID-19 outbreak hit Nepal, it has been a really difficult task for the construction sector to initiate a new project or to continue it at a normal pace. Most of the major projects have been affected, and the result is the increase in the project duration and costs (AMC indian journal of civil engineering, 2020). Due to this, the wages are also reduced down. This pandemic created a global crisis and has affected everyone's daily routine and our lifestyle. Due to this crisis, people around the world have adopted social distancing and lockdown as safety measures to reduce and control the spread of the virus. Many employees started work from home as a result. In the beginning of lockdown situation, our company's working procedures were literally slow. All transport business were stopped. The business was at a very low pace. Only the construction part is active which is in a very very low pace. Due to irrelevant working conditions, I was not being able to understand business's work culture because works were not regular and smooth. Company had very less income source so it decided to pay only 70% of the wages to the workers. We were working only for emergency cases like to remove the muds from the road caused due to landslide, works from Municipality. So, the main job was to keep machineries and vehicles in a good condition. But I was already familiar with banking transactions and photocopies. The only sad part was I was not being able to understand how the company functions. In my case, work from home was partially possible whereas partially not possible. It was possible to inform supervisor through phone calls and text messages whereas it was not possible to stay at home and check inventory and go to banks for transactions, make necessary materials available for the work. For this I must have to be physically present in the work field with all safety measure which was abit tough.

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## **Chapter 1 Introduction**

The world is getting affected by corona virus and it is affecting almost all the business all over the world. It is affecting construction side of business as well. Construction is a type of businesses or organizations created to build various infrastructures, developments, properties, facilities and other types of construction projects. Transportation companies are the key to the manufacturing value chain, as they transport cargo from one location to another. A transport company is an organization that provides its own vehicle or leased vehicle for transportation, or an organization that provides freight or freight services. In this report, I am going to cover both transportation as well as construction business as I am doing my intern in the company having both services. The Nobel corona virus has affected our business in many ways. Due to this pandemic almost every side of the business is being affected.

### **1. Company Profile**

Harisiddhi Constructions pvt ltd was established in 1985 and is a general contracting business offering construction services in terms of site analysis, leasing transport and construction materials, feasibility studies etc. The journey started about 20 years from now, when the Md. Mr. Krishna Chandra Dhanju thought of doing something of his own. Back then it was only a transport company named chyamadevi. Later in about 2000, the name changed to Okhaldhunga Transportation Service. As, company didn't wanted to limit business to transport, later, a firm named Maneshowri Constructions pvt ltd in 2011 was established . Later on 2013, a new firm was formed naming Harisiddhi Constructions pvt ltd. It took a lot of hardwork and dedication to form this business empire. Today the company has completed more than 100 projects and connected with a lot of customers from all over Nepal.

Harisiddhi Constructions is a licensed private sole proprietorship construction firm which works for building or renovating infrastructures. It is a business enterprise which works as a base for making any type of infrastructures like building, playground, bridges, roads etc. I must say it is the base of development.

The vision of company is to position themselves as market leader in transport and construction projects. The company focuses on tomorrow i.e the future of development.



## **1.1 Mission of Harisiddhi constructions pvt ltd**

The company wants to maintain better relation with the customers and the suppliers with fairness at work and to deliver highest level of safety and quality construction services at a reasonable price with honesty. Moreover we want to provide good working environment for employees and maintain cooperation in among and want a long term relation with clients and customers. With a strong sense of responsibility, we continually strive for ever higher standards of construction.

## **1.2 Vision of Harisiddhi constructions pvt ltd**

Being one of the leading construction companies in Nepal delivering a quality product on time and to be the best trusted construction company by the clients.

### **Purpose Statement**

To build a legacy of excellence.

## **1.3 Company's Strategies (Analyzing the company)**

- **Time management:** The main aim of company is to finish the assigned project in time. Company always try to finish work before the due date. They believe in punctuality. If we see transport side of business, the timely delivery of products and people is a must.
- **Clear set of values and targets:** The deadlines, targets and goals and working procedures are clearly communicated to all the parties for transparency so that there will be less mis communication and confusions at work.
- **Safety :** The construction work is a risky work. Any labor can get injured during the time. Therefore, they ensures safety as their main priority. For example: No worker is allowed to work bare footed, helmet and gloves is a necessity. Speed limit and truck load is limited and license is a necessity for drivers. In context of covid, the workers must use masks and sanitize themselves before and after the working time. Moreover, the workers are required to do covid insuranace.
- **Research and Development:** R&D is very important for a company. It allows you to know the new trends and technologies in the market. It helps to know what your competitors are coming up with and helps you to be innovative and differentiate your product from the market. Harisiddhi also believes in research and development and they always focus on being innovative.
- **Ensures customer satisfaction:** No matter what, customer satisfaction is a prime factor for the company. The feedbacks provided by customers will determine steps you need to improve in. The work is done according to choice and preference of customers.
- **Quality:** Quality is never compromised by this company. Any raw materials like sand, stone, grits and bricks are of high quality. Moreover, the work is done effectively and

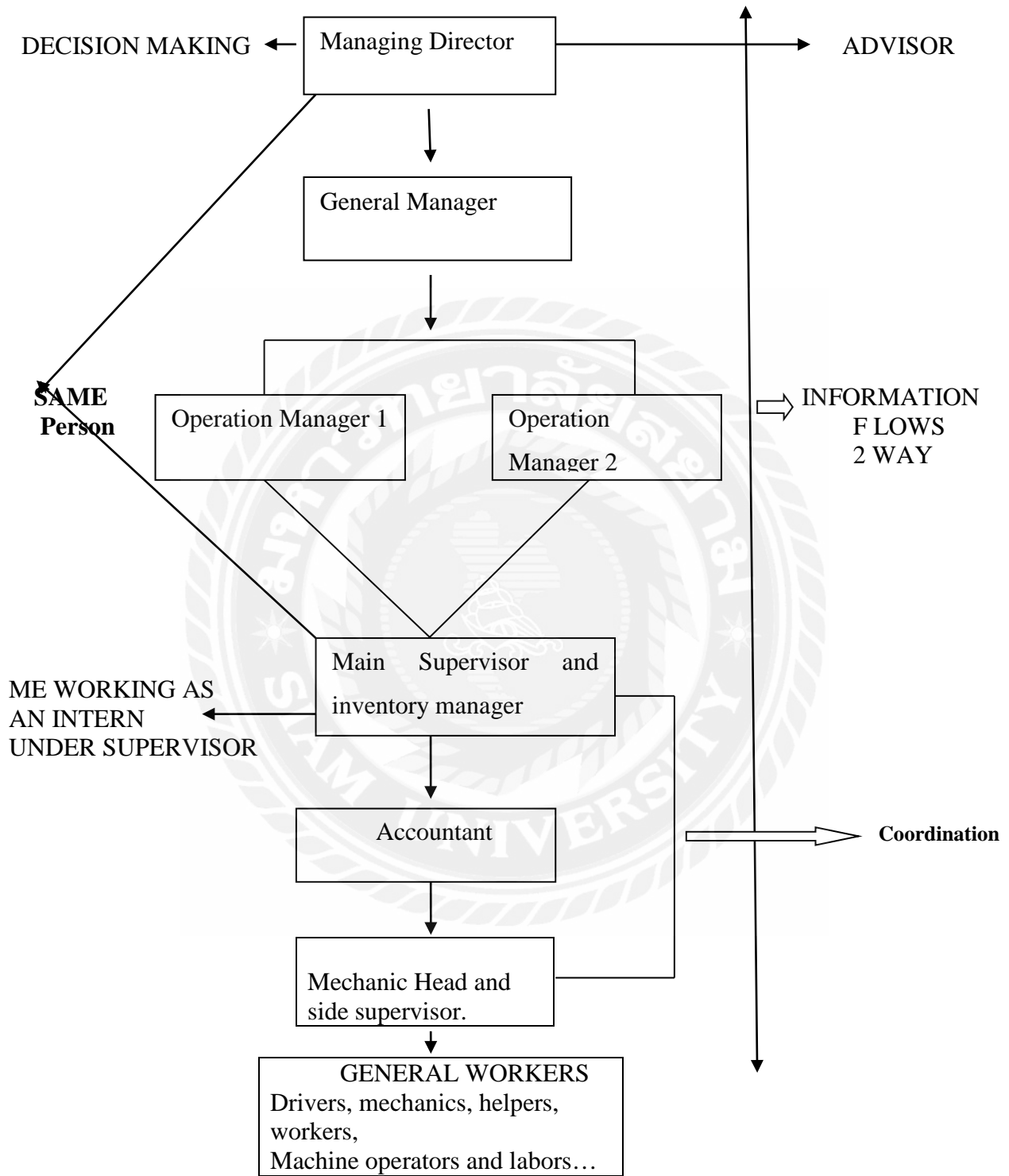
efficiently by the workers. However the customers get choice to choose the materials by themselves. All the materials are produced by company themselves ensuring total quality products.

## **2. Organizational Structure**

Organization simply means a group of people working together to achieve a common objective. Organizational structure defines how activities are directed in order to achieve goal of an organization. It may be rules, responsibilities and roles. It also determines information flow between the levels. For eg: in a centralized system, information flow from top to down and the decision is made by top executives whereas in decentralized, decision making power is distributed among levels of the organization.



**2.1 Figure 1: Organizational structure of Harisiddhi Constructions pvt ltd.**



As we can see in figure 1, the organizational structure of Harisiddhi Construction. The decision making power remains with MD/supervisor as both of them are same person but he takes advice from the advisor before taking any decision. The information flows 2 way. Orders and instructions from top to bottom and feedbacks and complaints from bottom to top. There are operation managers and general manager in the company. I am working as an intern under my supervisor. Mechanic head search for required materials and equipments and ask inventory manager for it. He will look for stock and if necessary process order.

## **2.2 Your job position**

The job position that I got as an intern was like a helper better called assistant to the supervisor. If not him, he will give me a list of materials and it is my job to look after stock and report it to supervisor. As an **intern**, I was supposed to prepare journals, handle photocopy section and provide it to accountant. He will then give me bills to be reported in limestone companies and I have to check in and submit bills and collect cheque from them and submit it to supervisor. Moreover banking work and transactions are done by me and report and cash is submitted to accountant.

## **2.3 Your job position in company's organizational structure**

The job position that I got as an intern was like a helper better called assistant to the supervisor. As an intern, I was mainly in charge of the daily work of the company. I am more into daily work. like supply chain management, I have to take care of the warehouse, check inventory levels and provide workers with the equipment and parts needed to repair and maintain the vehicle. I have to go to the site visits where the machines are working and sometimes supervise them. I have to go to the gas station and pay an invoice to refuel my car. I am responsible for dealing with the documentation department. For example, make a copy of each driver's license and copy, fax, and therefore print. To handle the day-to-day operations of the company, such as document handling, banking departments, installments, worker supervision, etc. I am supposed to withdraw and deposit in the bank. You also have to pay in installments, that is, EMI for machines and vehicles. I need to go to the workshop to see if all the vehicles are in good condition. If not, maintenance will be done so that you can get to work each time you sign a contract. So, everything mentioned here, i work under my supervisor and report it to him. All the banking works that i do are reported to either accountant or the supervisor.

## **3. Intention and motivation to choose Harisiddhi Construction as my CO-OP workplace**

I have not mentioned earlier that the company Harisiddhi construction is our family business. Firstly I chose a bank named Century development bank. I was selected for the job as an intern. Unfortunately 4 members of the bank got covid 19 positive the day after. The bank was sealed until further notice. So I didn't had any other option. Main thing my

family didn't allow me to work in such risky place. Moreover, I would not have fulfilled the internship criteria of 14 weeks if waited long. I had been doing internship in Sapana constructions pvt ltd which is a "A" class firm in my previous time. So what motivated me was my own family. Due to covid, the situation was getting worse and the life of people were in danger. That's why my family only allowed me to work for our own company. I had no intentions to work in my own company because no matter how hard you work in your company, people don't believe you have worked and you don't get the value but the situation lead me to do so. I had no other option. Then I thought after all, I have to handle this business in future, so why not learn from now. I got support from the family as this intern carries huge credits, I tried learning everything possible. This motivated me to learn about our business and how it works. Then, I informed our TA from KCM about the situation and asked them if I can do in our own company. Because the situation was getting worse and we know health is wealth, they let me do my intern in Harisiddhi. So, I was good to go then. My intention was to learn the work. I worked as an intern, did many tasks, learned many different things in real life. As mentioned, I was assigned to do daily operations and report it to my supervisor or the accountant whoever available. In these days, i have done work with my full dedication and hard work like I would have done if I were working in any other institution. I believe no matter which company I work on, if it teaches me some good things that will be helpful for me, which I can implement in my real life and capture the market, I will consider that work as greetings. I worked in my company doesn't mean I havent worked. I believe that I have worked equally as a worker working in our organization and I hope the works and skills that I have learned from this intern will surely help me in my coming days as I will be handling over the company in near future So I consider this intern as my base for the future.

#### 4. Strategic Analysis of the company

### SWOT ANALYSIS

#### Strengths

- Long successful history. Harisiddhi construction has been in market for more than 20 years. In these years they have done a lot of struggle to grow the company to this level.
- Timely completion of works. Harisiddhi construction has always been punctual to time. They complete their given task in time.
- Have gained customer's trust. Harisiddhi construction have gained the trust of customers since they have been in market for long and have been successfully doing their work with customer satisfaction.
- Use of highly experience and skilled workers at work field. Harisiddhi construction uses skillful work team having a good experience at work.
- Use of modern machineries.
- Have their own transport and crusher company as well. Unlike others, Harisiddhi owns a crusher and have their own transport system which includes bulldozers, excavators, buses, trucks and tippers. They don't need to take vehicles in lease.

#### Weakness

- Less flexible. The system is less flexible since you have to finish your work on time. Moreover, you cannot participate in decision making here.
- Possibility of injury at work. Since construction and transport is a risky work, you can get injured anytime anywhere.
- High costs. Construction business requires high cost since they need to have many machineries and equipments. Moreover you need to hire many workers to operate those machines and work.
- Resistance of the workers towards adoption of new working method. Every worker is not ready to adopt the changes easily. Some rely on same old methods which becomes a problem.
- Space Shortage occurs sometimes. The warehouse is not properly managed. Everything is kept in same store that's why its time consuming to find out required material in time. Moreover, proper space utilization is not practiced.

#### Opportunities

- Can work outside one state. Harisiddhi construction has capacity of supplying products and working outside a region since they have their own transport as well.
- Can be more innovative and work more efficiently. Use of modern technologies and proper human resource can help Harisiddhi construction to be more innovative and think differently.

- Can search for a reliable investor for future projects. Since they have gained customer's trust and is a reliable business in market, they can attract trustworthy investor to support the business.
- Can grow business product line. Since they require frequent change in parts and equipments, rather than buying in retail, they can open their own store for parts. So they can sell it to customers and use it for their own purpose as well.
- The company can adopt digitalization at work. For this they can use RFID technologies to track their equipments whereas they can use cctv in warehouse and different locations for security reasons. This makes work easier to do.

#### Threats

- Increasing new entrants. Many emerging construction companies becomes a threat and leads to increase to competition in the market. They might come up with better resource and technologies which will be amajor threat for us.
- Weather. The weather becomes challenging. Since its very hot during summer. And the work stops during rainy season, you have to manage work accordingly.
- COVID as a major threat. Covid has totally affected the business. Due to fear of covid, all the works are stopped and postponed. It leads to downfall to financials and you can nothing about it.
- More bargaining power of buyer has been a severe threat. There are other market players who give material in lower rate than ours. We might be abit expensive but we deliver quality which most of the people wont understand. The only thing that matters to them is rate. This increases their bargaining power.

#### 5. Objectives of the study

So, the main and basic objective of this internship is to apply theoretical business ideas into the practical real word. I tried meeting the professionals and learn from them. The major objectives of this internship are :

- To describe how marketing strategies can be helpful building strong brand.
- To understand the procedure of taking a contract.
- To understand the market demand and respond accordingly.
- To be better at identifying loopholes in the company and fix it.
- To understand criteria for supplier selection and be better at work field

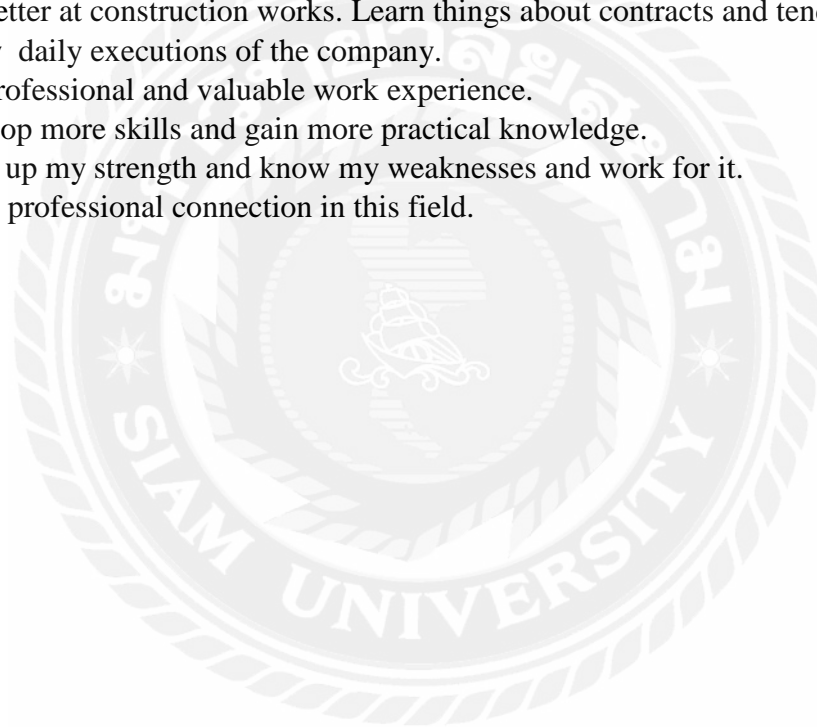
Since, I was responsible for looking after daily operations like banking transactions, handling journals and billing department, inventory checking and supplying required products as per instruction of supervisor, my position suited for inventory and supply

chain management. I was responsible for checking inventory levels, their storage, safety and records as well as flow of goods and services, information and money, logistics and all. This relates to the topic inventory and supply chain management.

### **Statement of the report**

The report entitled, “Inventory and supply chain management at Harisiddhi constructions pvt ltd” is created uniquely and solely by me. I also confirm that the report is only prepared for my academic requirement and not for any other purpose. It might not be used with the interest of opposite party of the corporation. Statement of report means intentions to join the company. The main intentions of joining Harisisddhi Constructions Pvt Ltd are as follows:

- To get better at construction works. Learn things about contracts and tenders.
- To know daily executions of the company.
- To get professional and valuable work experience.
- To develop more skills and gain more practical knowledge.
- To build up my strength and know my weaknesses and work for it.
- To have professional connection in this field.





## Chapter 2 CO-OP STUDY Activities

### 1. Job description :

The job position that I got as an intern was like a helper better called assistant to the supervisor. As an intern, I was mainly in charge of the daily work of the company. I am more into daily work. like supply chain management, I have to take care of the warehouse, check inventory levels and provide workers with the equipment and parts needed to repair and maintain the vehicle. I have to go to the site visits where the machines are working and sometimes supervise them. I have to go to the gas station and pay an invoice to refuel my car. I am responsible for dealing with the documentation department. For example, make a copy of each driver's license and copy, fax, and therefore print. To handle the day-to-day operations of the company, such as document handling, banking departments, installments, worker supervision, etc. I am supposed to withdraw and deposit in the bank. You also have to pay in installments, that is, EMI for machines and vehicles. I need to go to the workshop to see if all the vehicles are in good condition. If not, maintenance will be done so that you can get to work each time you sign a contract. So, everything mentioned here, I work under my supervisor and report it to him. All the banking works that I do are reported to either accountant or the supervisor.

### 2. Roles and responsibilities

In my internship, I was mainly assigned to carry out daily operations of the company.

- I must say I am more into daily execution of works. Like managing the supply chain. I have to look after warehouse, check inventory levels and provide necessary equipments and parts for repair and maintenance of vehicles to the workers. I have to go field visits where machines are working and supervise them sometimes. I have to go fuel station and pay the bills for refueling the vehicles.
- I am answerable for handling the document sector. Like for eg: taking a copy of license of each drivers, doing photocopies, faxes and therefore the print out.
- Sometimes I have to evaluate the price of suppliers. Compare them for price, time of delivery and quality and inform my supervisor accordingly.

- Collecting bills of material from the workers and take it to the company and take the payment.
- To handle daily operations of the company like handling documents, banking sectors, paying installments and supervising the workers. I am supposed to withdraw and make deposits in the bank. Moreover, I have to pay installments i.e EMI's of the machines and vehicles too. I have to visit the workshop and check whether all vehicles are in good condition or not. If not, maintenance are done to them so that whenever we get a contract, we can move on for work.

### **3. Activities in Coordinating with co- workers**

Coordination is a management feature that ensures that different departments and groups work together. Therefore, there is unity of behavior among employees, groups, and departments. It also brings harmony in performing different tasks and activities to efficiently achieve the goals of the organization. During my internship, I was able to coordinate with many workers which includes accountant, my supervisor, mechanics, drivers and even employees of many banks limestone company.

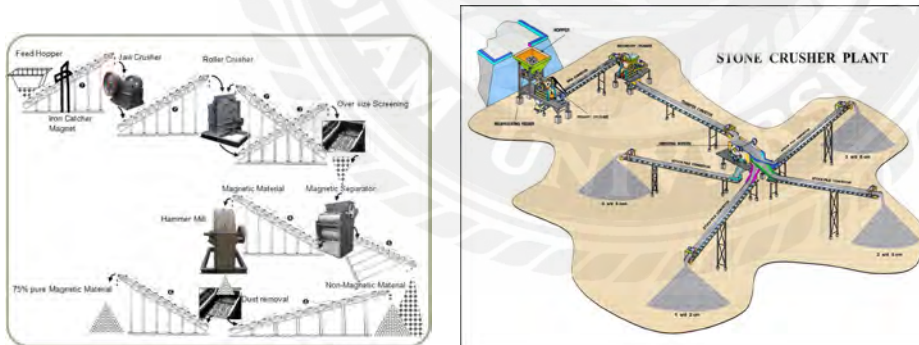
I was supposed to handle daily operations of the company. The activities in coordinating with co- workers are:

- Before withdrawing a cheque, signature of Md and stamp of company is needed so I had to ask him for the signature and for the stamp, I had to consult accountant. Without their coordination, I could not perform a financial transaction. Again after performing a bank transaction, I had to submit receipts to the accountant which requires proper communication and cooperation at work.
- I used to get orders and instructions from my supervisor before doing any kind of works such as providing inventory to the workers, going fields, or performing any other activities. This requires proper coordination between both of us. Any mis-communication can lead to a default result.
- When going to workshop, I get chance to meet many workers which includes mechanics, drivers and all, I get chance to interact with them during the time which increases our relationship and will be helpful while working together. For example: mechanic can directly ask for replacement of damaged equipments to me as I provide

required inventory. But before providing them it, I must consult with my supervisor as well.

- A good coordination is required with the fuel pump worker when our vehicle go for refueling. I may be late for making payment sometimes or may not be available during the time. In that situation, a call from me or my supervisor is enough. They will refuel the vehicle and make bill ready for us and when we are free we go and make payments and receive the bills.
- Because of maintaining a good relation with bank clerks and workers from limestone company, they make our work easy by doing our works promptly. They don't make us wait long mostly unless they are really busy. This is a result of maintaining a good relation with outsiders.
- I had a better relation and coordination with all the departments whether it's the supervisor, HR, inventory, manufacturing/assembling departments or finance departments. It made my work very easy because of mutual cooperation between the workers. There were no much conflicts and confusions regarding whom to obey and whom to give instructions. Moreover mutual harmony in work created a favorable working environment.

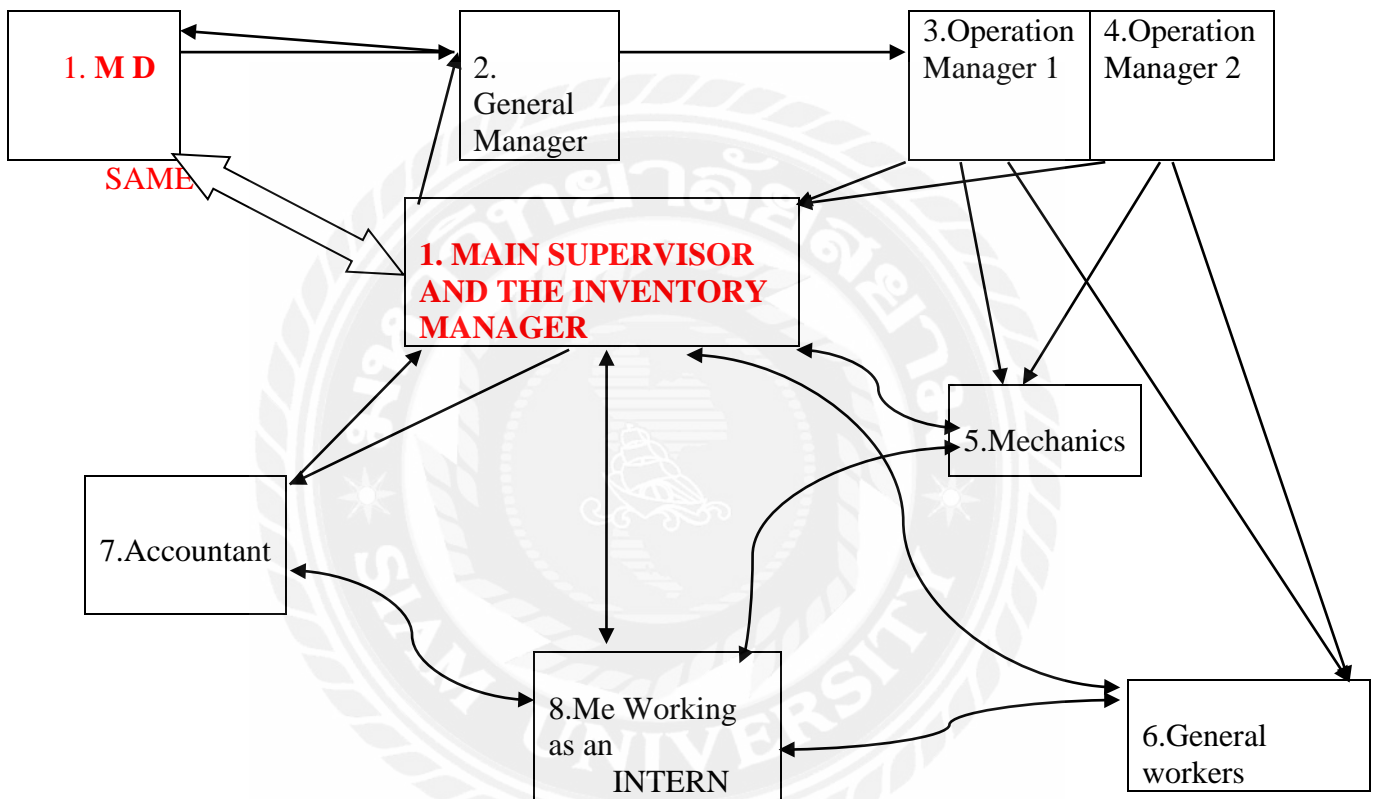
#### 4. Job process diagram



**Figure 2: Process flow of a Crusher plant.**

Basically we don't have much work on it. Everything is done by machines itself. So the thing we need to do is dump stone and sand from river to the feeder using tipper. And the machine will

automatically work on the size and quality of the stone and sand. My job here was to visit plant along with my supervisor and see how the work is going on.



### **Figure 3: Process Flow diagram**

The figure looks complicated. Therefore I will explain about the figure 3 in detail.

- First thing, the MD and main supervisor is the same person who is also an inventory manager.
- Almost every communication flow is two way.
- MD gives orders to look after whole company to general manager in his absence.
- General manager is like a bridge for communication. He checks what is going on in company and reports to the supervisor. His main role is pure assistance.
- There are two operation managers who look for transportation side of business. They both have to report to the supervisor as well. Orders are given by him. Any decision is taken by operation managers only after consulting it with the Md.
- Operation managers have rights to give orders and instructions to the mechanic and general workers. But most of the time, operation managers firstly tell about the problem to the supervisor and then supervisor gives necessary orders to the mechanic and workers.
- All the necessary financial documents are provided by accountant to the supervisor.
- Talking about me as an inter, I can communicate with all actually. But professionally, I receive orders what to do and where to go from supervisor then I do the task accordingly and report it to the necessary person. For example: If I am said to go bank for clearance or cheque or deposits, I need to take a signature of Md and stamp of company from accountant and after completing the work, I report it to accountant as well as supervisor. When I am said to provide necessary equipments and tools, I must go to warehouse and provide necessary equipments to mechanic or worker as well and report it to the supervisor.
- For the smoothness of work, I must have proper cooperation with supervisor, accountant, mechanic and general workers as well.
- Basically everything and everyone revolves around the supervisor. He is the boss of the company. Any work in the company is done only after consulting it to him.

### **5. Contributions as an Co-OP student in Harisiddhi pvt ltd**

As an intern, my contribution to the company are as follows:

- I handled all the daily activities of the company which includes bank transactions, going field visits, documentation works.
- I used to suggest best vendors and suppliers in terms of price and quality. i.e from where should be outsource.
- I supervised many workers during my work time and reported works done to my mentor.

- I handled inventory and supply chain sector. i.e the use of appropriate logistics and regular check of inventory levels along with the warehouse condition. I never allowed stocks to get over or under stock.
- I found some of the loopholes in company. For example: we used to send damaged parts to get replaced abit far from the company in the hands of workers. We didn't knew he used to take commission from it. The cost of repair and maintainance was around 9000 but he used to make bills of 16-17000 at a time. this was found when we ourselves went to the shop for enquiry.
- I must say I helped my supervisor by a lot of minor works that would highly impact a business. Just like supervising someone, going banks, selecting vendors, creating journals, keeping records and documents.

### **Chapter 3: LEARNING PROCESS**

#### **1. Problem/ issues**

Working as an intern in any company is not an easy job. You must encounter several problems during your internship program. There are couple of problems that I faced during my internship tenure. Some of them are as follows:

- Sometimes if you issue an cheque, you need signature of the Md and if he is not available it becomes time consuming to wait for him.

- Sometimes I have to keep moving around from one place to another whole day which becomes very hectic and tiring.
- The Covid 19 have very much impact on the business. As the COVID-19 pandemic continues to evolve, there has never been a more pressing need for organizations to rethink and reconfigure their businesses for a changed world (Pwc, 2021). Everything becomes uncertain in this situation. Any business can shut down for Example: if a bank clerk gets infected, the whole bank has to get sealed. So, it affects us too because we cannot do transactions and remain silent, often we should be scared if we are infected too? because we had done transaction with the bank the previous day. Due to corona, the company's business is in a very low pace. Working condition was very irrelevant and it became very hard for me to understand the work culture and how the business functions. The learning and work experience was also very limited due to covid. I had very less interaction with the workers due to covid fear. Moreover, the workers were on holidays because of the virus. Due to this, interaction was abit less.
- Another problem was lack of proper machineries. There was only one photocopy machine which was not working well. Moreover sometimes, there was lack of A4 papers. Plus the Internet service was very slow. This looks minor but might have serious effect on the work.
- The company's policy didn't revealed some of the critical data which made it difficult to get complete access to various information. The details of prescribed transactions are not provided to me as an intern due to confidential reasons and company policy.
- The company does not uses trackers to track the vehicles and equipments which becomes difficult to contact the workers sometimes.

## **2. Problem solving**

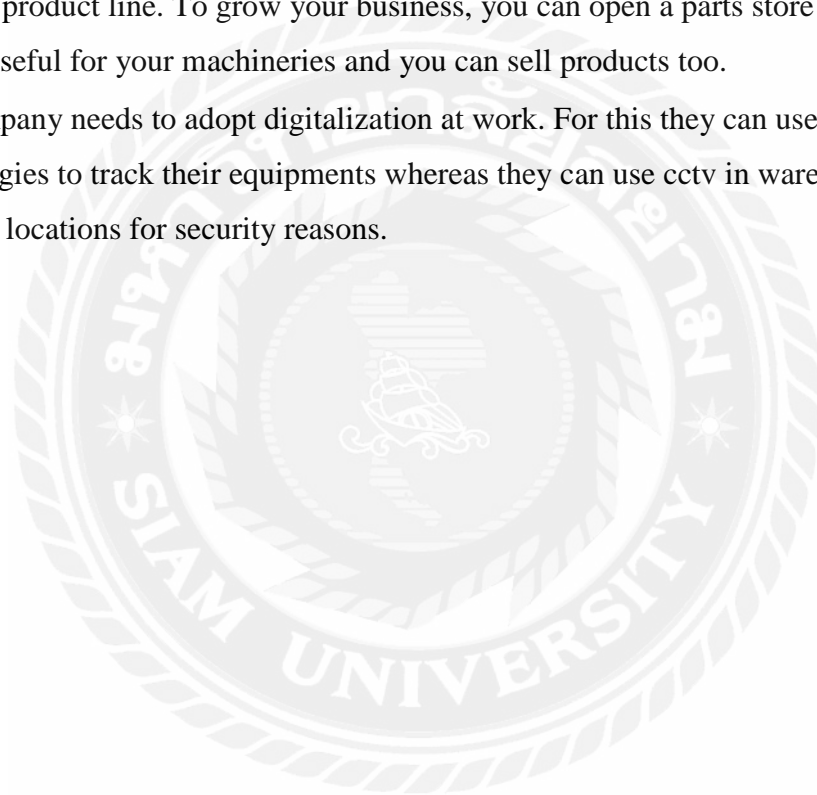
- There was problem with machineries. There was only one photocopy machine which was not working well. Moreover sometimes, there was lack of A4 papers. This used to hamper the work. Moreover, the internet service was very slow. I reported it to my supervisor and he hired a repair guy and the problem was solved.
- There was a loopholes in the company. For example: we used to send damaged parts to get replaced abit far from the company in the hands of workers. We didn't knew he used to take commission form it. The cost of repair and maintenance was around 9000 but he used to make bills of 16-17000 at a time. this was found when we ourselves went to the shop for enquiry. I reported it to my supervisor and then he was fired.
- The warehouse layout is the most dissatisfying problem encountered in my intern. The equipments and materials were not kept in a systematic manner. This is the reason why 2 years ago the warehouse caught fire which even damaged the house of the owner. Plus the lighting was very poor. I reported it to my supervisor explaining the importance of warehouse and safety of stock levels which a business must consider which can be helpful in cost minimization. Moreover I suggested them to use pallets in warehouse and hence now they are now working on it. It is not completed though.
- The company follows very old fashioned technologies. I suggested them to adopt digitalization at work. For this they can use RFID technologies to track their equipments whereas they can use cctvs in warehouse and different locations for security reasons. They are working on it.

## **3. Recommendation**

- Warehouse layout should be re-worked. Instead of keeping every inventory in same place, they can use pallets or other racks to keep the equipments and inventories separately.
- Loopholes should be minimized. Strict supervision and timely cross check should be done.



- Secure accounting and financial records. By recording daily transactions and other financial records in a software.
- Timely checkup for machineries like photocopy, internet, computer along with stationeries should be done.
- Take good customer feedbacks as a plus point and try to implement those feedbacks for your business. It might help you free of cost of R&D.
- Try to adjust the price of products similar to your competitors without compromising in quality.
- Increase product line. To grow your business, you can open a parts store of your own. It will be useful for your machineries and you can sell products too.
- The company needs to adopt digitalization at work. For this they can use RFID technologies to track their equipments whereas they can use cctv in warehouse and different locations for security reasons.



#### 4. Details of learning process and knowledge received

- I have learnt so many things during my internship. First and main, I would like to talk about time management. Everything I was assigned to do must be completed within certain time frame. This internship made me realize that you must work as a team with proper cooperation for better results. You must know what your team mates are doing and are working on. I have learned that no matter which business you are in, whether you are an owner or a worker, you must satisfy and delight your customers. Unless and until your customers are satisfied, your business is going nowhere. I would like to take an example. So, the company has about 7 bulldozers but every customer demands for only one machine operator naming laxman. I thought on it. Why? Then I observed his working behavior and the way he behaves to his customers, it was pretty good in compared to others. Then I realized, he is satisfying his customers that's why customers prefer him. We can link this with customer relationship management for the long term relationship.
- To be honest, the theory I learnt was way different when it comes to practical life. Its amazing to get such experience in the work field. Next thing, I have learnt is that the working environment should be appropriate, organized and clean with proper lighting and layouts. One worker should appreciate and motivate others for increasing the productivity in work.
- Proper SWOT and PESTLE analysis is the most. You should be able to recognize your internal strength and external opportunities. Moreover, you must control your weakness and threats. Time is the most powerful thing in this universe. Therefore you must come up with something better faster than your competitors.
- Throughout the internship, the most important lesson I experienced is to perform different tasks in an organization to cope with the actual working environment. My time with Harisiddhi group gave me clear insights on what is like to work with an organization on a daily basis. It gave me a wider perspective on the implication of management as a discipline.
- The internship gave me real life working experience and I have learned a lot of works throughout this internship as I was supposed to carry out daily operations of the company which includes: handling all the daily activities of the company which includes bank

transactions, going field visits, documentation works, searching and evaluating better vendors and suppliers in terms of price and quality, handling inventory and supply chain sector. i.e the use of appropriate logistics and regular check of inventory levels along with the warehouse condition. I got chance to learn about the inventory and warehouse along with the logistics effects on a business.

- I received knowledge about the construction company, how it operates, what are the procedures for getting a contract, learned a lot about real working environment, learned about customer relationship management and a lot more which clarifies the importance of clear, transparent and 2 way communication among different hierarchy.

#### **5. How you applied knowledge from coursework to real working situation.**

So, basically we have learned a lot from the course. Many different topics are taught to us where some might be useful in our real work field whereas some might not be. Speaking about the situation in my case, there were many knowledge which became useful during my work. For example, inventory, supply chain, internal and external analysis of the company, logistics and all.

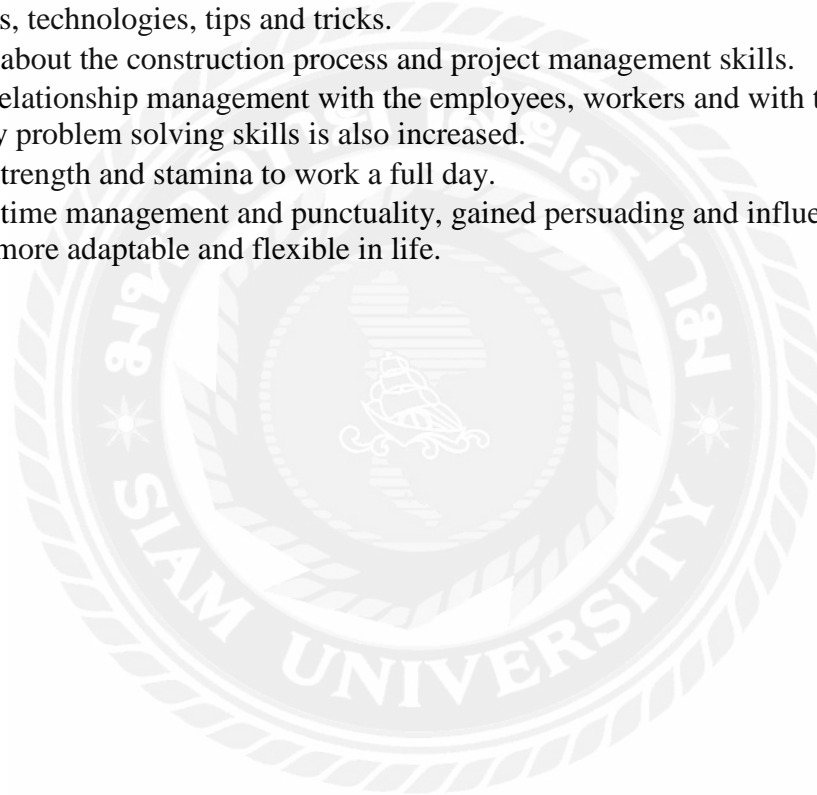
As my research topic is inventory and supply chain management, I was supposed to check the inventory levels and report it to my supervisor about it. Similarly, I was supposed to supply necessary equipments to the workers. Moreover, I was responsible for carrying out day to day activities like going banks and doing transactions, receiving money from customers, handling document sectors and many more. So how my coursework knowledge helped me? For example, I have learned about relationship management where we are taught about behavior, how to speak, and how to treat people inside and outside your organization which helped me to maintain a better coordination and cooperation at work and with the customers. The idea about accounting helped me to do banking transactions and helped me to make journals and data entry of the company. Moreover, I got idea about bills of materials and some accounting terms as well. Talking about supply chain, we learn about modes of transport, cash flows, logistics management, daily operations of the company, inventory

management and all which was really helpful for me during my internship. I was able to do SWOT analysis of the company through my knowledge.



## 6. Special skills learnt

- During the internship, I learnt to use Microsoft word and excel, spreadsheets and record keeping.
- Got familiar with photocopies, faxes and printing machines.
- Got some knowledge about accounting tools including reports and virtual signature.
- Management of vehicle fleet along with RFID.
- Use predictive analysis to avoid over and under stock of construction materials.
- I have been able to increase my oral and written communication skills along with increase in proper coordination skills.
- Not a skill, but the willingness to learn new things increased in me which includes using new tools, technologies, tips and tricks.
- Learned about the construction process and project management skills.
- I learnt relationship management with the employees, workers and with the customers. I guess my problem solving skills is also increased.
- Gained strength and stamina to work a full day.
- Learned time management and punctuality, gained persuading and influencing skills and became more adaptable and flexible in life.



## Chapter 4 CONCLUSION

### 1. Summary of highlights of your Co-op studies in the company

The internship experience at Harisiddhi Constructions pvt ltd has helped me learn about the way a construction company works. I think the working experience in this company is way different from the other profit making business. The internship was very fruitful and productive to me. I have had chances on going real work fields and transforming my theoretical knowledge into real life which was an amazing experience. During the time, I got many opportunities to meet professionals as well. This internship taught me to become a good listener and increase my communication skills.

The course BBA, major in marketing is focused on marketing sector as the name suggest. Due to this, I was capable to understand the marketing techniques used in the company for customer awareness and relationship. The internship has helped me to understand the need for preparation, motivation, supply chain, logistics, inventory management and warehousing, punctuality, interpersonal communication and relationships which was taught in the course too.

The internship created an incredible stage to upgrade my capacity and further development of my skill and knowledge. The diverse and open culture in the organization made it easy to persuade my seniors and I was able to increase my interpersonal skills which helped me to maintain professional relationships with all in the company. I feel extremely lucky to be provided with this platform and being guided through the end of my internship period. The knowledge and skills that I acquired here would surely prove to be fruitful for my future career. This internship has given me opportunities to pave the way for my future.

## **2. Evaluation of work experience**

Working in Harisiddhi constructions has been really fruitful to me. Even during this corona virus situation, where safety was the most important thing, we managed to work effectively. The working experience as an intern in this pandemic might be different from other working days but this thing even gave me more exposure to the possible hindrances and make me ready to do work in any situation. I have learnt so many things during my internship. I would like to talk about time management. Everything I was assigned to do must be completed within certain time frame. This internship made me realize that you must work as a team with proper cooperation for better results. You must know what your team mates are doing and are working on. Throughout the internship, the most important lesson I experienced is to perform different tasks in an organization to cope with the actual working environment. My time with Harisiddhi group gave me clear insights on what is like to work with an organization on a daily basis. It gave me a wider perspective on the implication of management as a discipline. The internship gave me real life working experience and I have learned a lot of works throughout this internship as I was supposed to carry out daily operations of the company which includes: handling all the daily activities of the company which includes bank transactions, going field visits, documentation works, searching and evaluating better vendors and suppliers in terms of price and quality, handling inventory and supply chain sector. i.e the use of appropriate logistics and regular check of inventory levels along with the warehouse condition. I got chance to learn about the inventory and warehouse along with the logistics effects on a business. I received knowledge about the construction company, how it operates, what are the procedures for getting a contract, learned a lot about real working environment, learned about customer relationship management and a lot more which clarifies the importance of clear, transparent and 2 way communication among different hierarchy. I feel extremely lucky to be provided with this platform and being guided through the end of my internship period. The knowledge and skills that I acquired here would surely prove to be fruitful for my future career. This internship has given me opportunities to pave the way for my future. The best thing during my internship is I was lucky enough to not get infected by such a dangerous virus throughout my work time.

### **3. Limitations of the study**

The limitations of the study are those characteristics of design or methodology that impacted or influenced the interpretation of the findings from your research (American Journal of Health Education, 2004). No study is completely flawless or inclusive of all possible aspects. Listing the limitations of study reflects honesty and transparency and also shows that you have a complete understanding of the topic. Some of the limitations of the study are:

- Lack of prior research studies about the company. I am the first one doing such report based on the company.
- Lack of access to the financial informations like the exact income, loans and borrowings of the company, how much tax it pays and all.
- Time limitations. Actually there wasn't a time limitation but due to covid, the time itself became a limitation for the report. Work schedule was very different from how it used to be.
- Language barrier. Unfortunately many of the workers cannot speak English along with my supervisor.
- 1<sup>st</sup> wave of Pandemic was in the peak. We suffered more than two consecutive lockdowns during the time. The work got affected severely during the time.

### **4. Considerations and Recommendations**

- Warehouse layout should be re-worked. Instead of keeping every inventory in same place, they can use pallets or other racks to keep the equipments and inventories separately.
- Loopholes should be minimized. Strict supervision and timely cross check should be done.

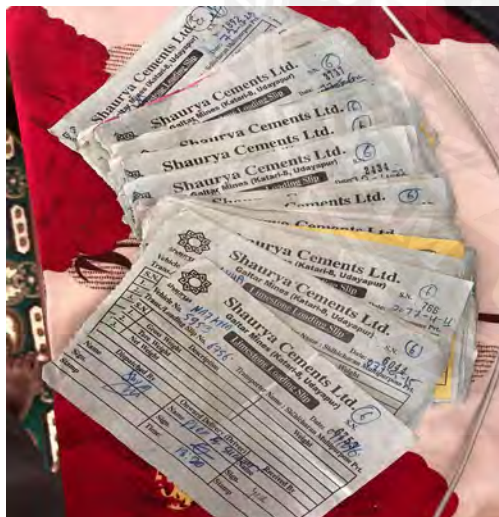


- Secure accounting and financial records. By recording daily transactions and other financial records in a software.
- Timely checkup for machineries like photocopy, internet, computer along with stationeries should be done.
- The company needs to adopt digitalization at work. For this they can use RFID technologies to track their equipments whereas they can use cctv in warehouse and different locations for security reasons.
- They can open Social media page for their promotion and more awareness about the business.



# Annex

DATE	CHALLAN VEHICLE NO WITH CODE	DRIVER NAME	WEIGHT	RATE	AMT
1 077/03/12	16534 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
2 077/03/13	16069 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
3 077/03/15	16103 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
4 077/03/16	16129 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
5 077/03/16	16171 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
6 077/03/16	16198 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
7 077/03/19	16221 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
8 077/03/19	16231 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
9 077/03/20	16232 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
10 077/03/20	16253 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
11 077/03/21	16267 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
12 077/03/21	16285 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
13 077/3/22	16303 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
14 077/3/22	16328 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
15 077/3/22	16355 A26NA7KHA5955	DIPAK TAMANG	15	336	5040
			225		75600
				DIESEL AMOUNT	75600
				VAT	9828
				GROSS AMOUNT	85428
				TDS	1134
				NET AMT	84294



**Figure 4: Bills to be submitted to the limestone company in order to receive payments.**



**Figure 5: One of our bus suffered accident. The photo was taken during maintenance of it.**





**Figure 6 : Warehouse layout and working condition along with office.**



**Figure 7: Crusher plant in action**



**Figure 8: A photo taken during Bishwokarma puja, a hindu festive.**



**Figure 9: Construction site in one of the parks. ( Bhugal park)**



Figure 10: Selling scrap to the vendor and recording weights of it.

**CENTURY BANK**

Account Holder's Name: Umesh Kumar Bhandari (M)

Account No: 202000100604

Amount (IN WORDS): Twenty thousand and 00/100

Serial No.	City	Amount
1	Patna	10000.00
2	Patna	10000.00
Total Deposited: <u>20000.00</u>		

Date: 12 JAN 2021

**NIC ASIA** "सबको समुच्चयति राष्ट्रके उज्वली" Cash Deposit Slip

Account Holder's Name: Umesh Kumar Bhandari (M)

Account No: 202000100604

Amount (IN WORDS): Twenty thousand and 00/100

Date: 12 JAN 2021

Branch: Patna

Signature: [Signature]

Stamp: **NIC ASIA BANK LTD RECEIVED**

**Siddhartha Bank**

Account No: 20062066

Amount (IN WORDS): Twenty thousand and 00/100

Date: 12 JAN 2021

Signature: [Signature]

**KYRIAD INTERNATIONAL**

TAX INVOICE

Invoice No: 572-576

Buyer's Name: Umesh Kumar Bhandari (M)

Buyer's Vat No: 601570006

Item No.	Description	Qty	Rate	Amount
1	Bush 564	50	1200.00	60000.00
Sub Total				60000.00
Discount				-30000.00
Taxable Value				30000.00
Vat (18%)				5400.00
Grand Total				35400.00

Total: 35400.00

Figure 11: Showing example of banking transactions and Vat bill.

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