



COOPERATIVE EDUCATION REPORT

A Practical Approach to Global Trade

Written by

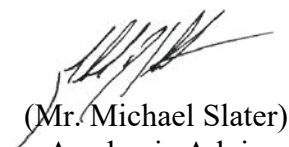
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This report is submitted in partial fulfillment of the requirements for Cooperative Education, Faculty of Business Administration, Academic Semester 2/2024, Siam University.

Project Title: A Practical Approach to Global Trade
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Semester / Academic year: 2/2024

ABSTRACT

This report, titled “A Practical Approach to Global Trade,” summarizes my 16-week internship at Yiwu Harati Trading Company, Limited. As a Manager Assistant Intern, my responsibilities included coordinating with suppliers, assisting with product inspections, supporting logistics, and preparing shipping documents for exports to India and Nepal. This report reflects the tasks I performed, the skills I gained, and my professional growth.

The objectives of this internship were to (1) apply classroom knowledge to real business operations, (2) understand the workings of a trading company, and (3) develop key workplace skills such as time management, communication, and problem-solving. Though I faced challenges like language barriers and adapting to a fast-paced environment, with guidance from my supervisor and colleagues, I quickly adjusted and gained confidence in my work.

This internship provided me with a practical understanding of global trade and supply chain coordination. It also improved my professional skills and helped me understand how small trading companies operate in a competitive market, while enhancing my adaptability and responsibility in a dynamic work environment.

Keywords: international trade, supply chain management, import-export operation

ACKNOWLEDGEMENT

I would like to take this opportunity to express my sincere gratitude to everyone who supported me throughout my internship at Yiwu Harati Trading Company Limited, and during the preparation of this report.

Firstly, I would like to extend my heartfelt thanks to my supervisor, Ms. Luo Cai Xia, for her continuous support, guidance, and encouragement throughout my internship. Her mentorship was invaluable in helping me navigate the tasks related to order processing, supplier coordination, and logistics. Her expertise allowed me to grow both professionally and personally, and I deeply appreciate the opportunity to work under her supervision.

I am also truly grateful to my academic advisor, Mr. Michael Slater, for providing me with insightful feedback and unwavering support during my cooperative education program. His guidance helped me align my academic knowledge with the practical skills I gained during the internship, and his thoughtful advice has been instrumental in shaping my professional development.

Lastly, I am thankful to Yiwu Harati Trading Company for allowing me to apply my classroom learning in international trade and supply chain management. The experience I gained throughout this internship has been a significant milestone in my career, and I am grateful to everyone involved in making this journey possible.

Sincerely,
Kundan Shrestha

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CHAPTER 1: INTRODUCTION

1.1 Company Profile

Yiwu Harati Trading Company Limited is a trading firm that facilitates connections between international buyers and reliable suppliers and manufacturers throughout China. The company offers end-to-end sourcing solutions, managing everything from product selection and supplier negotiation to packaging coordination and shipping support. Its goal is to ensure that buyers receive the right products according to their specifications, within the desired timeframe, and at competitive prices.

Yiwu Harati's hands-on approach and commitment to client satisfaction set it apart. The company closely monitors each step of the trading process to reduce risks and enhance efficiency. It has established strong working relationships with manufacturers, enabling it to offer flexible solutions and adapt quickly in response to client needs. Whether a business is sourcing consumer goods, electronics, or industrial supplies, Yiwu Harati strives to make the experience smooth, reliable, and cost-effective.

1.1.1 Mission of the Company

The company is dedicated to connecting businesses with trustworthy manufacturers by providing high-quality product sourcing, seamless logistics, and effective supply chain solutions. With a strong commitment to transparency, integrity, and excellence, the company simplifies the procurement process to help clients save time, lower costs, and minimize risks. Its mission is to foster long-term partnerships based on trust, efficiency, and mutual growth. By leveraging deep industry expertise, the company simplifies international trade and consistently creates value for its clients.

1.1.2 Vision of the Company

The company envisions becoming the most trusted and preferred trading partner for businesses across South Asia and beyond. It seeks to redefine standards in international trade by offering top-quality products and outstanding customer service. Through continuous innovation

and strategic growth, the company aims to provide a secure, seamless, and cost-effective sourcing experience. Its long-term vision is to empower businesses to access global markets with confidence while promoting sustainable and responsible trade practices. The company aspires to catalyze progress in global commerce by staying ahead of industry trends.

1.1.3 Strategies of the Company

Yiwu Harati Trading Company utilizes effective supply chain management and strong supplier relationships to provide premium goods at affordable prices. The company ensures cost-effective solutions for businesses while upholding product quality through strategic sourcing and bulk purchasing. Yiwu Harati Trading simplifies international trade, making it more accessible and economical for its customers by optimizing procurement and logistics.

The company is distinguished by its strong emphasis on compliance and quality assurance. Yiwu Harati Trading Company conducts thorough supplier audits, quality inspections, and compliance checks to guarantee that all products meet customer expectations and industry standards. This rigorous approach ensures that businesses receive high-quality products with every transaction, promoting trust and reliability.

Supply chain management and logistics efficiency remain top priorities. The company optimizes warehousing, transportation, and customs clearance procedures to reduce lead times and prevent delays. Yiwu Harati Trading collaborates with reliable logistics partners to ensure prompt and hassle-free delivery, allowing companies to operate smoothly and meet consumer demands.

The company's approach to international trade is driven by a commitment to customer satisfaction. Yiwu Harati Trading offers personalized sourcing solutions, prompt support, and open communication to cater to each client's unique needs. Businesses looking to import goods from China continue to rely on the company because it prioritizes long-term relationships and adapts to changing market trends.

1.2 Organizational Structure

1.2.1 Diagram of the organizational structure

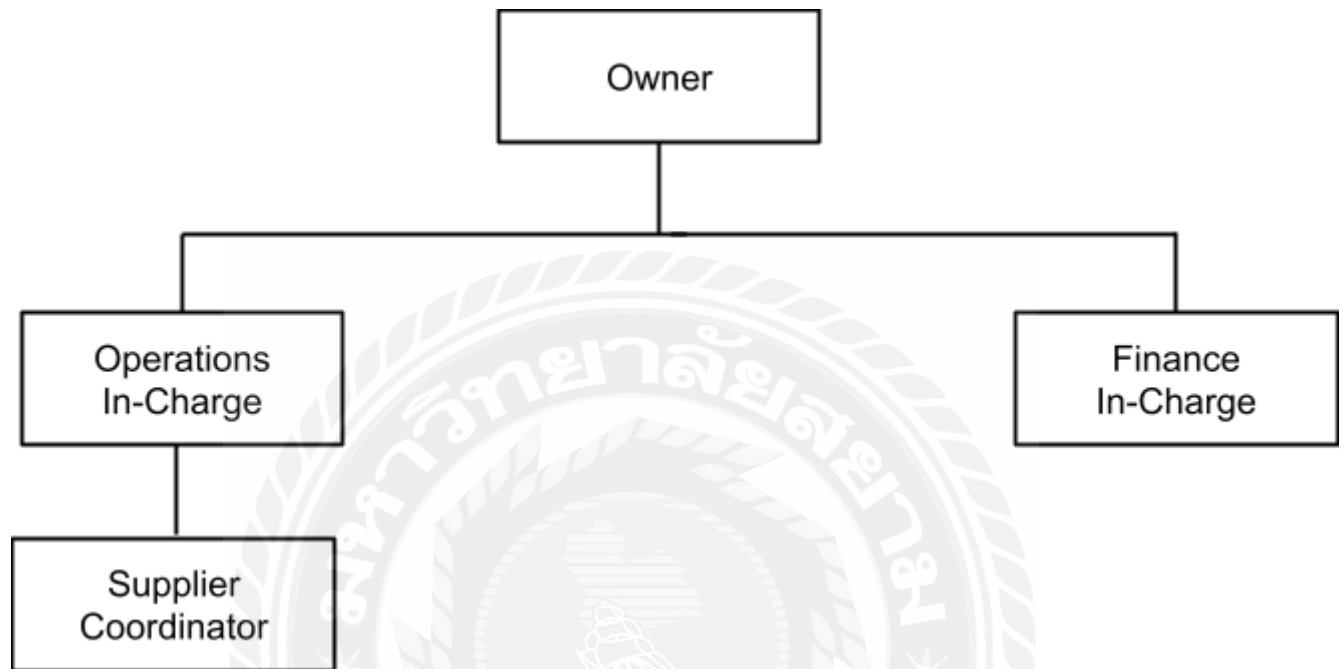


Figure 1: Organizational Structure

Although Yiwu Harati Trading Company did not provide a clearly defined organizational structure, the workflow and responsibilities were relatively easy to understand through observation and experience. Being a small trading company, roles and duties often overlapped, with each person handling multiple tasks depending on the day's needs. Despite the lack of a formal structure, there was still a clear understanding of who to report to and how work was distributed.

The owner is responsible for all significant decisions and operations. The charge accounts oversee payments and financial documentation, while the operations team deals with supplier relations, shipping coordination, and communication. I assisted in various roles during my internship, particularly with suppliers, logistics, and day-to-day operations. I learnt how small

businesses function with limited resources and how crucial flexibility is in these kinds of situations from this flexible environment.

1.2.2 My Job Position

As an Order Processing and Inspection Intern at Yiwu Harati Trading Company, Limited, my primary role was to support the company's trading operations by assisting in order management and product quality verification. I was responsible for confirming order details, coordinating with suppliers, and ensuring that goods matched client specifications before shipment. I also supported the logistics process by preparing necessary shipping documents and following up on deliveries.

This position enabled me to engage with various aspects of the business, providing me with a clear understanding of how a trading company functions. I collaborated closely with both suppliers and clients, managed essential paperwork, and contributed to the efficient handling of international shipments. This hands-on role allowed me to develop practical skills and experience in global trade, documentation, and business communication.

1.2.3 Job Position in the Company's Organizational Structure

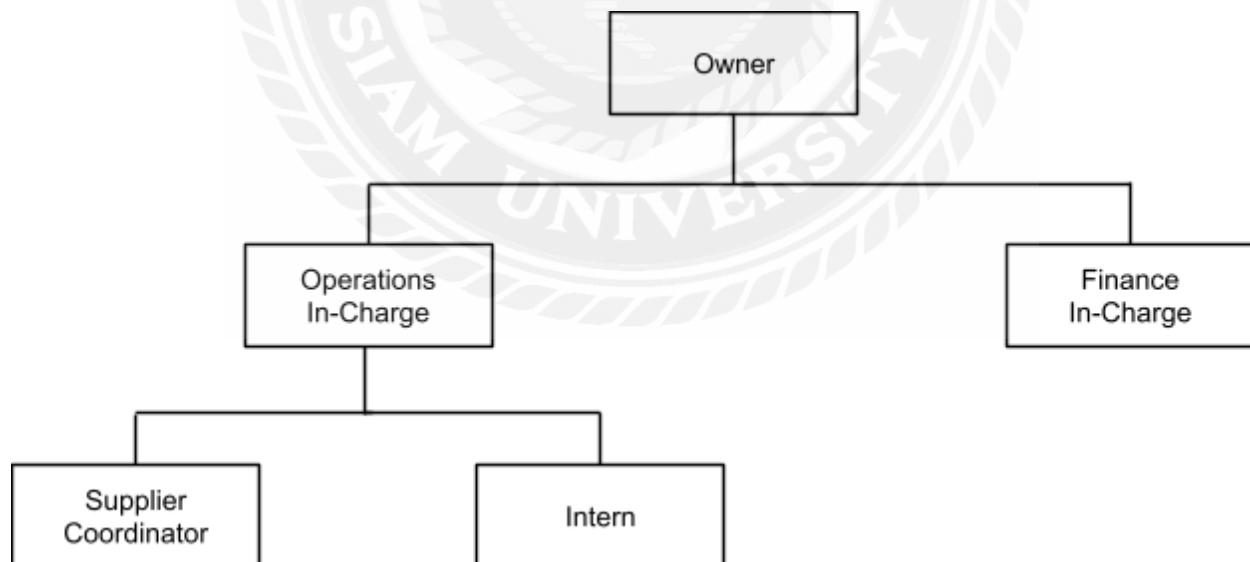


Figure 2: Job Position in Organizational Structure

At Yiwu Harati Trading Company, I worked in the operations and logistics division, where I assisted with order processing, product inspection, and supplier coordination. My responsibilities included confirming order details, assessing product quality, and ensuring shipments met customer requirements. I collaborated with the team and reported to my supervisor.

Speaking Hindi, Nepali, and English fluently, I assisted in facilitating communication with Indian and Nepali clients to ensure seamless transactions. I gained experience in supply chain operations and global trade by taking on additional responsibilities while refining my communication, time management, and attention to detail skills.

1.3 Intention and Motivation to Join this Company

I chose to do my internship at Yiwu Harati Trading Company. Limited because I wanted to gain practical experience in international trade and supply chain management. The company plays a key role in connecting Chinese manufacturers with South Asian buyers, which allows me to gain insight into cross-border transactions, supplier coordination, and market dynamics. Since I am interested in the import-export business, this internship was an excellent opportunity to learn about the industry firsthand.

One of my primary motivators is the opportunity to enhance essential company skills, such as problem-solving, communication, and time management. To ensure that products meet customer requirements before shipment, my role involves assisting with product sourcing, order verification, and quality inspection. I improved my ability to pay attention to details and work under pressure through this practical experience, which is beneficial in any professional setting.

The networking opportunities this internship offered are another factor that drew me in. My work with manufacturers, suppliers, and foreign clients enables the formation of significant industry relationships. As I continue to advance in this field, I am moving toward future opportunities in international procurement, business development, or supply chain management.

Last but not least, it has been thrilling to work in China. I've gained important knowledge about the Chinese market, business culture, and trade laws from it, which will help me if I decide

to pursue a long-term career in international trade. This internship is crucial to my professional journey since it enables me to develop my skills, obtain practical experience, and investigate new career options.

1.4 Strategic Analysis of the Company

1.4.1 SWOT Analysis



Strengths:

1. **Strong Supplier Network** – The company has well-established relationships with manufacturers, allowing it to source diverse products at competitive prices.
2. **Expertise in International Trade** – The company's experience in sourcing, logistics, and export operations ensures smooth and efficient client transactions.
3. **Multilingual Communication** – The company facilitates trade between China and South Asian countries by offering customer support in Chinese, Hindi, Nepali, and English, reducing language barriers.

4. **Quality Control and Inspection** – A strong focus on product inspection and compliance helps maintain high standards, ensuring customer satisfaction and reducing risks.
5. **Efficient Supply Chain Management** – The company provides end-to-end logistics support, ensuring timely delivery and minimizing operational disruptions.

Weaknesses:

1. **Dependence on Manufacturers** – The company relies heavily on third-party suppliers, which can lead to challenges in quality consistency and product availability.
2. **Limited Brand Recognition** – As a trading intermediary, the company's visibility and market presence may be weaker than those of larger, well-known trading firms.
3. **High Competition** – The trading industry in Yiwu is highly competitive, with many firms offering similar services, making it difficult to stand out.
4. **Logistics Challenges** – Global supply chain disruptions, customs regulations, or shipping delays can impact order fulfillment and client satisfaction.
5. **Limited Technological Integration** – The company may need to enhance digital tools for inventory management, order tracking, and customer engagement to improve efficiency.

Opportunities:

1. **Expansion into New Markets** – The company can explore trade opportunities in other emerging markets beyond South Asia, increasing its global reach.
2. **E-commerce and Digitalization** – Leveraging online platforms, digital catalogs, and automated order processing can help attract more customers and improve operational efficiency.
3. **Diversification of Product Range** – Expanding into high-demand industries like electronics, sustainable products, or customized goods can increase business growth.
4. **Partnerships with Local Businesses** – Collaborating with retailers, wholesalers, and startups can create long-term business relationships and ensure a steady flow of orders.

Threats:

1. **Economic and Political Factors** – Fluctuations in global trade policies, tariffs, or import restrictions can impact business operations and profitability.
2. **Supply Chain Disruptions** – Factors like pandemics, transportation strikes, or factory shutdowns can lead to delays and increased costs.
3. **Changing Consumer Preferences** – Demand for sustainable, high-quality, or locally sourced products may shift, affecting product choices and business strategies.
4. **Fraud and Quality Risks** – Dealing with multiple suppliers increases the risk of counterfeit products, defective goods, or supplier non-compliance, which could damage client trust.

1.4.2. Porter's Five Forces Analysis

1. Threat of New Entrants: Moderate to High

- The trading industry, particularly in a hub like Yiwu, has relatively low entry barriers. Anyone with a basic understanding of sourcing and exporting can attempt to start a trading business. This makes the threat of new entrants reasonably high. However, new players often lack established networks, operational experience, and trust with international buyers. Yiwu Harati, having existing relationships with suppliers and clients, holds a competitive edge. Still, the company must continuously provide reliable services and build a recognizable brand to maintain its position.

2. Bargaining Power of Suppliers: Moderate

- Yiwu Harati relies on a vast network of manufacturers and suppliers to fulfill client orders. While this diversity reduces dependency on a single source, suppliers still wield moderate power. If a supplier raises prices, delivers substandard goods, or delays production, the company faces risks such as client dissatisfaction and lost orders. To manage this, Yiwu Harati often switches between factories to find the best fit for quality and cost, thereby balancing the power dynamic.

3. Bargaining Power of Buyers: High

- Clients are primarily importers from India, Nepal, and other countries with significant bargaining power. They have many options, including various trading firms and direct sourcing through online platforms. Consequently, buyers demand competitive prices, timely delivery, and high-quality goods. Yiwu Harati must consistently ensure it meets client expectations and adds value through improved communication, dependable sourcing, and streamlined logistics. Strong customer service and trust-building are crucial for retaining clients in this high-pressure environment.

4. Threat of Substitutes: Moderate

- The threat of substitutes is moderate. Clients could bypass trading firms by sourcing directly from manufacturers through platforms like Alibaba or hiring local agents. These alternatives might seem more cost-effective, but they often come with risks related to product quality, delivery issues, and lack of accountability. Yiwu Harati mitigates this threat by offering end-to-end services like quality inspection, packaging, and coordinated shipping, ensuring clients receive exactly what they ordered safely and on time.

5. Industry Rivalry: High

- Competition in Yiwu's trading market is fierce. Many companies provide similar services at comparable prices, making it challenging to stand out. Yiwu Harati faces pressure not only from small firms but also from larger, established trading companies. This rivalry drives all players to reduce margins and enhance service quality. To maintain competitiveness, Yiwu Harati emphasizes building strong relationships, offering personalized service, and ensuring client satisfaction through reliability and meticulous attention to detail.

1.5 Objective of the Study

My goal in joining Yiwu Harati Trading Company was to gain as much real-world experience as possible. This internship would provide me with the opportunity to apply the theories I had studied previously in practical situations. I would be able to develop professionally and prepare for my next career move. I intended to accomplish the following objectives during this internship:

1. Understand the organizational structure of the company and learn how to follow the company guidelines and processes effectively.
2. Learn the importance of punctuality and develop a habit of reporting daily before leaving, ensuring consistent performance.
3. Gain insights into supply chain and logistics operations and understand the practical aspects of product sourcing, quality control, and customer communication.
4. Improve communication skills by interacting with clients and colleagues from diverse backgrounds, particularly in Hindi, Chinese, Nepali, and English.
5. Build confidence in cross-cultural communication, learning to interact with clients and suppliers from different countries, especially India, Nepal, and China.
6. I aim to develop a deeper understanding of the international trade industry and expand my professional network, building connections with individuals from various industries and countries.

CHAPTER 2: CO-OP STUDY ACTIVITIES

2.1 Job Description

As an intern at Yiwu Harati Trading Company, my responsibilities included assisting with order processing, product inspection, and supplier coordination to support the company's international trade operations. I helped confirm order details, ensured product quality, and managed shipments to meet customer needs. To facilitate seamless coordination throughout the supply chain, I also contributed to maintaining effective communication with the company's international clients.

During this internship, I learned about the essential documents required for shipping goods to countries like India and Nepal, including commercial invoices, packing lists, a bill of lading, and certificates of origin. Understanding these documents provided me with a clearer view of the customs clearance process and the legal requirements in cross-border trade. Working closely with clients, logistics partners, and suppliers has helped me refine critical skills in process management, problem-solving, and attention to detail, preparing me for new opportunities in the global business world.



Figure 3: Loading container for exporting goods to India

2.2 Activities in coordinating with coworkers

One of my primary daily duties was coordinating with coworkers to ensure efficient business operations. I regularly reached out to coworkers to verify shipment schedules, double-check product specifications, and confirm order details. This ensures that processing client requests remains accurate and efficient.

Cooperation is also crucial when performing product inspections and addressing any problems before shipments are dispatched. I discuss any differences with my co-workers to come up with quick fixes. I also communicate with co-workers who manage logistics to ensure that shipments are accurately tracked and delivered on schedule. By collaborating closely, we maintain workflow organization and guarantee that every order meets customer expectations.

Another important area where I worked closely with others was logistics. I coordinated with the team responsible for tracking shipments, ensuring that goods were sent on time and that any delays were reported promptly. By maintaining regular contact, we ensured that shipments were properly documented, tracked, and delivered within the promised timeframe. This teamwork was essential for maintaining trust with our clients and keeping operations running smoothly.

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 FLAT/ROOM 1512 15/F LUCKY CENTRE NO 165-171 WAN CHAI ROAD WAN CHAI HONG KONG
 TEL:+86-15057950517 EMAIL: 1705076836@QQ.COM

PACKING LIST

TO:
 S.B.D OVERSEAS
 GOLDEN PLAZA, SHOP NO-12
 BASEMENT BURDWAN ROAD P.O SILIGURI-734001
 DIST: DARJEELING, WEST BENGAL INDIA
 IEC CODE :0205029604
 GSTIN : 19ABDFS8610C1ZA

INV NO.: 25SBD2526003
 DATE:14 APR 2025
 P INV NO.: 25SBD0408
 DATE: 08/04/2025
 PRICE TERMS:CNF KOLKATA
 PAYMENT TERMS: T/T

ORIGIN:CHINA
 COVERING:797 CARTONS UMBRELLA
 CARRIER VESSEL:SITC SHUNDE V.2506S
 PORT OF LOADING : NINGBO, CHINA
 PORT OF DISCHARGE : KOLKATA, INDIA

S.N	CTN NO.	DESCRIPTION	HS CODE	CTNS	QTY/CTN	T.QTY	T.G.W (KGS)
1	3446-3565	21" X 8 EVA UMBRELLA ASSORTED	66019900	120	8.33 DOZ	1000	3222.54 KGS
2	3421-3445	19" X 6 RIBS POLYESTER FOLDING UMBRELLA ASSORTED	66019100	25	5 DOZ	125	471.36 KGS
3	3576-3675	23" X 8K POLYESTER UMBRELLA ASSORTED	66019900	100	5 DOZ	500	1985.45 KGS
4	3001-3005, 3011-3015, 3019, 3051-3150	48" X 8 RIBS POLYESTER UMBRELLA ASSORTED	66019900	111	12 PCS	1332	3541 KGS
5	3271-3330	52" X 8 RIBS POLYESTER BEACH UMBRELLA ASSORTED	66019900	60	12 PCS	720	2079.27 KGS
6	3331-3420	56" X 8 RIBS POLYESTER BEACH UMBRELLA ASSORTED	66019900	90	12 PCS	1080	3406.91 KGS
7	3566-3575	23" X 10 K POLYESTER UMBRELLA ASSORTED	66019900	10	5 DOZ	50	198.55 KGS
8	3676-3779	27" X 8K POLYESTER UMBRELLA ASSORTED	66019900	104	4 DOZ	416	3500 KGS
9	3780-3956	24" X 10 K POLYESTER FOLDING UMBRELLA ASSORTED	66019100	177	6 DOZ	1062	5174.55 KGS
TOTAL CARTONS				797			23580 KGS

SAY TOTAL: SEVEN HUNDRED NINETY SEVEN CARTONS ONLY

BL NO.: SITGNBCCJ401851
 DATE:14 APR 2025
 CONTAINER NO.: TGBU7835645
 SEAL NO.: SITZ407403

COOLQI HELING INDUSTRIAL CO.,LIMITED
 FLAT/ROOM 1512 15/F LUCKY CENTRE NO 165-171 WAN CHAI ROAD WAN CHAI HONG KONG
 TEL:+86-15057950517 EMAIL: 1705076836@QQ.COM

COMMERCIAL INVOICE

TO:
 S.B.D OVERSEAS
 GOLDEN PLAZA, SHOP NO-12
 BASEMENT BURDWAN ROAD P.O SILIGURI-734001
 DIST: DARJEELING, WEST BENGAL INDIA
 IEC CODE :0205029604
 GSTIN : 19ABDFS8610C1ZA

INV NO.: 25SBD2526003
 DATE:14 APR 2025
 P INV NO.: 25SBD0408
 DATE: 08/04/2025
 PRICE TERMS:CNF KOLKATA
 PAYMENT TERMS: T/T

ORIGIN:CHINA
 COVERING:797 CARTONS UMBRELLA
 CARRIER VESSEL:SITC SHUNDE V.2506S
 PORT OF LOADING : NINGBO, CHINA
 PORT OF DISCHARGE : KOLKATA, INDIA

S.NO	DESCRIPTION	HS CODE	QTY.	UNIT	RATE	AMOUNT US\$
1	21" X 8 EVA UMBRELLA ASSORTED	66019900	1000	DOZ	US\$4.20	US\$4200.00
2	19" X 6 RIBS POLYESTER FOLDING UMBRELLA ASSORTED	66019100	125	DOZ	US\$4.00	US\$500.00
3	23" X 8K POLYESTER UMBRELLA ASSORTED	66019900	500	DOZ	US\$3.50	US\$1750.00
4	48" X 8 RIBS POLYESTER UMBRELLA ASSORTED	66019900	1332	PCS	US\$1.80	US\$2397.60
5	52" X 8 RIBS POLYESTER BEACH UMBRELLA ASSORTED	66019900	720	PCS	US\$2.90	US\$2088.00
6	56" X 8 RIBS POLYESTER BEACH UMBRELLA ASSORTED	66019900	1080	PCS	US\$2.20	US\$2376.00
7	23" X 10 K POLYESTER UMBRELLA ASSORTED	66019900	50	DOZ	US\$3.90	US\$1950.00
8	27" X 8K POLYESTER UMBRELLA ASSORTED	66019900	416	DOZ	US\$8.50	US\$3529.60
9	24" X 10 K POLYESTER FOLDING UMBRELLA ASSORTED	66019100	1062	DOZ	US\$5.00	US\$5310.00
TOTAL					US\$	22,923.40

SAY TOTAL USD: TWENTY TWO THOUSAND NINE HUNDRED TWENTY THREE AND FORTY CENTS ONLY

BL NO.: SITGNBCCJ401851
 DATE:14 APR 2025
 CONTAINER NO.: TGBU7835645
 SEAL NO.: SITZ407403

FOR :COOLQI HELING INDUSTRIAL CO.,LIMITED

Figure 4: Preparing Documents for Shipping

2.3 Job Process Diagram

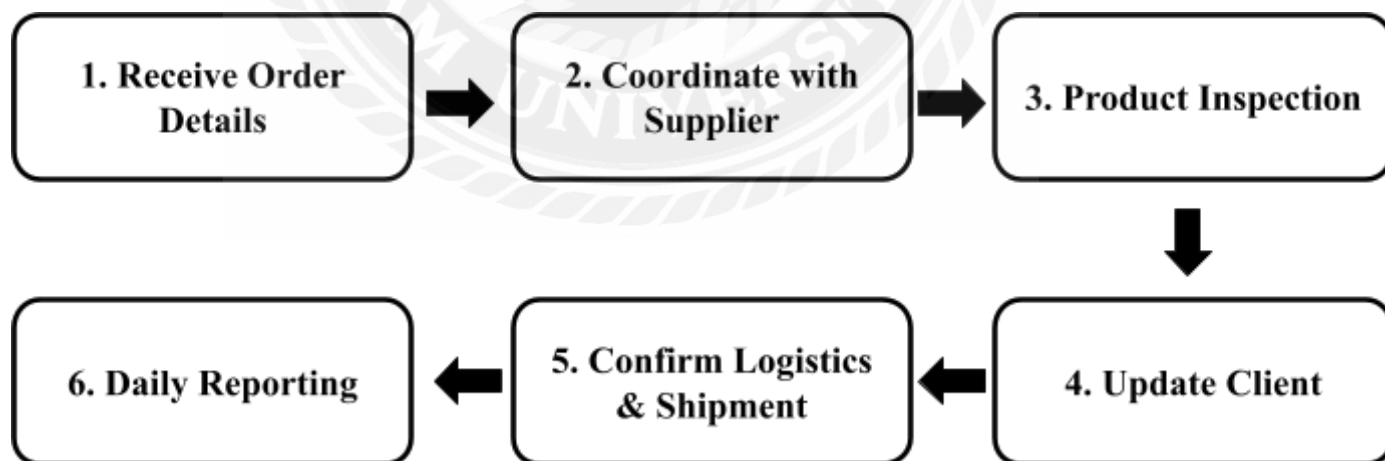


Figure 5: Job Process Diagram

1. Order Processing & Verification

- Receiving order details from clients and verifying all necessary information, such as product specifications, quantity, pricing, and delivery requirements.
- Cross-checking purchase orders with supplier confirmations to ensure consistency.
- Identify and correct any discrepancies before proceeding with the order.
- Updating order records and maintaining documentation for future reference.

2. Product Inspection

- Checking products against the specifications provided by the client, ensuring they meet the required quality standards, size, packaging, and labeling requirements.
- Noting defects, damages, or irregularities and reporting them for corrective action.
- Assisting in documenting inspection results, including taking photos or videos to prove product quality.
- Coordinating with colleagues to ensure that only approved products are prepared for shipment.

3. Supplier Coordination

- Contacting suppliers to confirm product availability, production timelines, and delivery schedules.
- Negotiating adjustments if there are any discrepancies in pricing, product specifications, or delivery times.
- Following up on pending orders to avoid delays and ensuring timely updates on order status.
- Maintaining professional relationships with suppliers to facilitate smooth transactions.

4. Logistics Support

- Coordinating with shipping companies to ensure correct international transportation packaging, labeling, and documentation.
- Tracked shipments to monitor estimated arrival times and resolved delays if they occurred.

- Ensuring that customs regulations and import/export documentation are appropriately handled.
- Updating clients about their shipment status and providing tracking details.

5. Customer Communication

- Providing clients with regular updates regarding their orders, expected delivery times, and any issues that may arise.
- Responding to customer inquiries, addressing concerns, and ensuring a smooth purchasing experience.
- Assisting in resolving disputes related to product quality, delivery delays, or order changes.
- Maintaining a professional and courteous approach when handling client interactions.

6. Daily Reporting

- Recording the status of each order, including processing progress, inspection results, and logistics updates.
- Noting any challenges faced during the day and discussing possible solutions with colleagues.
- Maintaining an organized record of completed tasks for easy reference.
- Ensuring reports are accurate and submitted before leaving for the day.

2.4 Contribution as a Co-op Student in the Company

As an intern at Yiwu Harati Trading Company, I have actively contributed to various aspects of order processing, product inspection, supplier coordination, logistics, and customer communication. I verified order details, ensured accuracy before confirming with suppliers, and maintained organized records for easy tracking. During product inspection, I checked goods for quality, documented any defects, and ensured they met client specifications before shipment. Additionally, I coordinated with suppliers by following up on order status, confirming product details, and ensuring timely delivery.

I assisted with logistics by monitoring shipments, handling paperwork, and keeping customers informed of delivery dates. By responding to questions, offering order updates, and assisting with problem-solving, I contributed to the seamless operation of customer communication. I also kept track of difficulties encountered, recorded daily activities, and ensured all reports were finished by the end of the day. Through these tasks, I gained practical experience in international trade operations while honing critical skills in time management, problem-solving, and attention to detail.

CHAPTER 3: LEARNING PROCESS

3.1 Problems Faced

I encountered several obstacles during my internship at Yiwu Harati Trading Company, which motivated me to grow both professionally and personally. Adjusting to a fast-paced workplace where tasks often need to be completed quickly was one of the most challenging transitions. I had to learn to keep pace with the workflow while ensuring that everything I did was accurate, as there was little room for hesitation. Since most training is hands-on rather than structured, I must take initiative and learn through practice and observation.

Managing unforeseen problems that arose during regular operations has been another challenge. Whether they are unexpected shipment delays or difficulties coordinating with suppliers, I have had to be quick-thinking and creative. Effective communication with various stakeholders requires clarity and confidence, which represents another learning curve. Balancing multiple obligations can sometimes feel overwhelming, especially when juggling several tasks simultaneously. Additionally, because business interactions and expectations in Yiwu can differ from what I was accustomed to, it took time to adapt to the cultural and workplace differences. Nonetheless, these challenges have bolstered my confidence in managing practical business situations, enhanced my flexibility, and improved my time management abilities.

Cultural and workplace differences also posed a challenge. Understanding business etiquette, communication styles, and professional expectations in China took time. Lastly, developing confidence in communication was something I had to work on, as interacting with

suppliers and clients required clarity, patience, and negotiation skills. Despite these challenges, overcoming them has helped me improve my time management, adaptability, and problem-solving abilities.

Language barriers were also a major problem that I faced during my time as an intern. During communication with the supplier and workers, I found it very difficult to express my thoughts, which often led to confusion. Most of the time, I had to rely on a translation app, nonverbal communication, and observation to ensure that we were on the same page.

3.1.1 Significance of Problems Related to the Job Process Diagram

The challenges faced in the job process at Yiwu Harati Trading Company affect efficiency, customer satisfaction, and the business's overall performance.

One of the biggest challenges was delays in order processing, which could slow down the supply chain and cause client dissatisfaction. When orders are not handled swiftly, customers wait longer than expected, which can shake their trust in the company. Furthermore, Variations in product quality from suppliers can lead to complaints and returns, jeopardizing valuable business relationships. Ensuring that products meet client expectations is vital to keep that reliability intact.

Another issue was the struggle to coordinate efforts with factories, which can affect the inspection and approval stages. If there is miscommunication or suppliers do not respond quickly, it will create confusion about product specs or deadlines. Plus, the pressure of juggling multiple orders at once can lead to mistakes, diminishing accuracy in inspections and order fulfillment.

Tackling those issues is crucial for boosting operational efficiency, nurturing strong client relationships, and ensuring that trade operations run smoothly. By improving supplier management, streamlining workflow processes, and adopting digital tracking tools, the company can navigate these challenges and significantly enhance the effectiveness of its job process.

3.2 Solving the Problems

To address the challenges faced during my internship at Yiwu Harati Trading Company, several solutions could have improved efficiency and overall workflow. One of the main difficulties was managing multiple orders simultaneously, which sometimes led to confusion and delays. While maintaining records helped track progress, a more structured system for prioritizing urgent orders could have reduced last-minute pressure. Utilizing a checklist or digital tracking tool to monitor each order's status would have ensured smoother processing and fewer delays.

Another challenge was ensuring product quality during inspections. At times, minor defects were difficult to detect, and without proper guidelines, assessing whether a product meets client requirements could be unclear. A standardized checklist for quality checks and reference samples from previous successful orders could have made inspections more accurate and efficient. Seeking guidance from experienced colleagues and learning from past inspections helped improve my ability to identify and report quality issues effectively.

Miscommunication with suppliers was another issue that impacted workflow. Since each factory handled production and delivery differently, misunderstandings regarding product specifications or deadlines sometimes occurred. Regular follow-ups and precise documentation of client requirements in written form could have minimized errors. Using messaging platforms effectively for confirmations and setting clear expectations on delivery timelines would have streamlined communication.

Balancing multiple tasks while adapting to a fast-paced environment was also challenging. Since responsibilities varied daily, staying organized was key. Developing the habit of setting daily goals and breaking tasks into smaller steps helped me manage my workload better. Time management techniques, such as prioritizing tasks based on urgency and importance, could have further improved efficiency.

Lastly, confidence in handling client inquiries took time to develop. Initially, responding to questions about order status or product details felt overwhelming. However, observing how experienced ones handled conversations and gradually taking on small interactions made me

more comfortable. Practicing structured communication and preparing for common client queries in advance would have made this process easier.

Implementing these solutions could have improved the job process and my personal learning experience, leading to better workflow management, more precise communication, and increased efficiency in handling daily tasks.

3.3 Recommendations for the Company

Some of the recommendations that I would like to give to the company to have a smooth workflow would be:

1. **Implement a Structured Order Tracking System:** Introducing a simple digital tool or software for tracking orders can reduce confusion, improve transparency, and help monitor each order's progress in real time. This will also reduce the risk of delays and missed follow-ups.
2. **Improve Supplier Communication Protocols:** Establishing clear and consistent communication channels with suppliers, such as setting expectations for response time and using written confirmations, can help reduce misunderstandings and improve coordination.
3. **Provide Intern Orientation and Mentorship:** Giving interns an introductory training session at the beginning and assigning a mentor can help them adapt faster, understand the workflow clearly, and contribute more effectively to daily tasks.
4. **Explore New Market Opportunities:** The company can gradually explore trading opportunities in countries beyond South Asia. Targeting new markets or industries (like eco-friendly or tech-related products) could help increase growth and brand visibility.

3.4 Lessons Learned during Co-op Studies

During my internship at Yiwu Harati Trading Company, I gained practical experience that helped me grow both personally and professionally. One of the most significant lessons I learned was the importance of being detail-oriented. By checking product specifications and coordinating with factories, I realized that small mistakes could lead to major problems later on. This taught me to be more careful, patient, and precise in my work. I also learned to take initiative and remain alert, especially when handling goods or following up with suppliers. Engaging in real trade operations provided me with a deeper understanding of international business.

Another important lesson was learning how to work in a fast-paced environment. Tasks sometimes arose suddenly, or situations changed quickly, requiring me to adapt and respond with little time to think. This experience helped me improve my time management skills and maintain composure in high-pressure situations. Communicating with coworkers, even in a small team, demonstrates the value of clear and respectful interaction in maintaining a smooth workflow. Overall, this internship provided me with a realistic view of workplace expectations and helped me become more confident, responsible, and prepared for future opportunities in international trade or business.

3.5 Application of the Coursework to Real Life

This internship program was established to provide students like me with hands-on experience and apply what we've learned in school to real-life situations. At Yiwu Harati Trading Company, Limited, I had the opportunity to observe and participate in business operations, which provided me with a clearer understanding of how international trade works beyond the theories we study. While the academic knowledge provided a solid base, the practical tasks and real interactions helped me understand the importance of precision, professionalism, and efficiency in the world of global trade.

One class at KCM that was incredibly beneficial during my internship was the taxation course. In that class, we delved into the various documents and procedures for importing goods from abroad. This knowledge made navigating the paperwork and legal requirements in the trade process easier, like invoices, packing lists, certificates, and customs documentation. Being

familiar with these documents allowed me to follow the company's workflow more smoothly and boosted my confidence while observing or assisting with related tasks.

Throughout my internship, I became more acquainted with the step-by-step processes of sourcing, inspecting, and coordinating shipments with suppliers. This experience made me realize how even the most minor details can have a significant impact on client satisfaction and overall operations. I learned to handle work pressure, manage my time effectively, and communicate clearly to ensure smooth coordination between clients and factories. These experiences honed my attention to detail and enhanced my problem-solving skills and confidence in the workplace. As a business student, this internship deepened my understanding of business communication, logistics, trade procedures, and professional conduct, essential skills I will carry into my future career.

3.6 Skills and Knowledge Acquired from Co-op Studies

I acquired a variety of useful skills and learnt a lot about the day-to-day operations of international trade while I was an intern at Yiwu Harati Trading Company. Communication was one of the most crucial abilities I developed, particularly in a multicultural setting. Language barriers initially made it difficult for me to express myself, but over time, I adjusted by learning the basics of Chinese and, when needed, using translation software. This taught me the value of patience and adaptability in addition to boosting my confidence when speaking.

Additionally, I gained a better understanding of the entire international shipping and handling process. I discovered how crucial it is to maintain organisation and attention to detail while helping with order processing, liaising with suppliers, and monitoring shipments. I created important shipping documents to satisfy client expectations, oversaw schedules, and ensured everything ran smoothly. My time management, problem-solving, and adaptability skills improved as a result of this practical experience, and they will undoubtedly be helpful in any future professional situation.

CHAPTER 4: CONCLUSION

This is the final chapter, which summarizes my co-op studies, evaluates my work experience, provides a brief overview of the limitations of co-op studies, and offers recommendations for the company.

4.1 Summary of Highlights of my Co-op Studies in this Company

This report outlines the major responsibilities, tasks performed, and the skills and knowledge I acquired during my co-op studies at Yiwu Harati Trading Company, where I worked as an order processing and inspection intern. Since my academic background encompassed subjects related to international trade, supply chain management, and documentation, it provided me with a solid foundation that helped me adapt to the tasks assigned during my internship.

My primary responsibilities included assisting with order processing, verifying product quality according to client requirements, coordinating with suppliers, and preparing documents necessary for shipping goods to various countries. I also assisted in monitoring shipments and keeping clients informed about the status of their orders. Over time, I became more familiar with the practical procedures of international trading, supplier management, and shipment logistics.

Working in a fast-paced and multicultural environment helped me build strong skills in time management, communication, and adaptability. I also learned to handle language barriers professionally, using basic Chinese phrases and translation tools where needed. This hands-on exposure enabled me to see how theoretical concepts, such as supply chain management, documentation procedures, and international trade regulations, are applied in real-world business activities.

Overall, being part of this co-op program gave me a glimpse into how trading companies operate and the challenges they face. It helped me identify my strengths, such as attention to detail and task organization, while also encouraging me to work on areas like communication under pressure. This internship enhanced my technical and professional skills and prepared me for future roles in the global business environment.

4.2 Evaluation of the Work Experience

The internship at Yiwu Harati Trading Company was a transformative learning experience that allowed me to explore real business operations in depth and understand how each small task contributes to the overall efficiency of an international trading business. The work environment required me to be focused, organized, and attentive to daily priorities, especially when timelines were tight and tasks had to be adjusted quickly in response to client or supplier needs.

While I had learned concepts related to supply chain and trade documentation in class, the internship taught me how these are implemented in practice. The experience also helped me learn how to approach work with a results-oriented mindset, focusing not only on task completion but on quality, timeliness, and consistency. I had to step out of my comfort zone, especially when dealing with practical tasks that I had no previous exposure to, such as preparing trade-related documents and assisting in logistical planning.

One of the biggest takeaways for me was learning how to remain composed and effective in unpredictable situations. Whether it was adjusting to sudden changes in shipment schedules or communicating with suppliers under pressure, I learned to think quickly and stay solution-focused. This built my confidence in making decisions and strengthened my sense of responsibility in a professional setting.

In terms of personal growth, the experience encouraged me to be more proactive, seek clarity when needed, and take ownership of my tasks without waiting for instructions at every step. These habits will be useful in any workplace I join in the future. I also realized the importance of teamwork even in a small company, where support and cooperation among coworkers make a big difference in maintaining workflow and solving problems efficiently.

Overall, this internship not only shaped my understanding of the trading business but also influenced how I view my capabilities and areas for growth. It helped me develop a stronger professional mindset, and I believe it was a critical step toward preparing for the career path I want to pursue.

4.3 Limitations of Co-op Studies

While my co-operative education at Yiwu Harati Trading Company was a valuable learning experience, there were a few limitations that influenced my internship journey:

- 1. Language Barrier:** One of the key challenges I faced was the language barrier. As most of the suppliers and local staff communicated in Chinese, it was sometimes difficult to convey messages and understand instructions. Although I used translation tools and learned some basic Chinese over time, the initial communication hurdles slowed my efficiency and led to minor misunderstandings.
- 2. Time Limitation:** The duration of the internship was another constraint. With only 16 weeks to complete my tasks, I was unable to engage in long-term projects or see through the entire lifecycle of an order. My involvement was primarily focused on immediate tasks like order processing and shipment documentation, which limited my ability to gain deeper insights into larger, more strategic company operations.
- 3. Transition from Financial Internship to Trading Operations:** This internship differed significantly from my previous financial internship, where I focused on analyzing numbers and managing financial data. The transition to a more operational role in international trade posed a challenge as I had to quickly adapt to the logistics, supplier coordination, and hands-on tasks involved in the trading business. While my financial background helped me understand some aspects, the shift in focus required me to step out of my comfort zone and learn a new set of skills and processes.

4.4 Recommendations for the Company

- 1. Provide Clear Task Guidelines:** Many tasks had to be understood through observation at the beginning of the internship. It would be helpful to provide a simple task guide or checklist outlining daily responsibilities, important procedures, and document requirements. This would reduce confusion and allow interns to contribute more confidently from the start.

2. **Simplify Communication with Multilingual Support:** The language barrier was one of the most common challenges during day-to-day coordination. Offering a brief introduction to commonly used phrases or terms, or creating an essential internal communication guide for non-Chinese-speaking interns, would make the process smoother and reduce misunderstandings.
3. **Allow More Hands-On Involvement in Planning:** Interns could benefit from being involved in not just routine tasks, but also small planning activities such as preparing shipping schedules or helping with supplier selection. This would give them a broader understanding of the decision-making process and increase engagement.
4. **Increase Exposure to Document Handling:** While I had the chance to assist in preparing some shipping documents, a more structured walkthrough of the full documentation process from start to delivery would help interns understand the legal and practical importance of each document involved in trade.

Even with these suggestions, my experience at Yiwu Harati Trading Company was meaningful. I had the opportunity to step outside of my comfort zone, learn from real business situations, and grow professionally. These recommendations are intended to make a great experience even better for future interns.

Annex



Figure 6: Yiwu International Trade City



Figure 7: Huangyuan Market



Figure 8: Visiting Fabric Godown to check the quality of the fabric



Figure 9: Sending goods to Nepal via Silk Transport



Figure 10: Ordering different types of goods as per client



Figure 11: Umbrella Factory Visit

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