



Cooperative Education Report:

Enhancing Operational Efficiency in Kathmandu Dairy: Bridging Tradition and
Innovation

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**This report is submitted in partial fulfilment of the requirements for Cooperative
Education, Faculty of Business Administration**

Academic semester 2/2024

Siam University

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Credits : 5 Credits

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Degree : Bachelor of Business Administration

Major : Marketing

Faculty : Business Administration

Semester/Academic year : 2/2024

Abstract

This report provides a complete account of my cooperative education experience at Kathmandu Dairy Pvt. Ltd., one of Nepal's leading dairy product manufacturers. As an intern in the operations and inventory department, I was responsible for supporting inventory tracking, improving internal documentation processes, and assisting in interdepartmental coordination, particularly between the storeroom and accounts team.

This report reflects on the key responsibilities I undertook during the internship, allowing me to gain hands-on experience in inventory management, digital reporting, and operational planning. I contributed to the design and implementation of a digital system using Google Forms and Sheets, aimed at reducing stock discrepancies and enhancing workflow efficiency. I also engaged with various departments to support communication and data accuracy in raw material and packaging usage.

Finally, this report demonstrates how even small-scale digital interventions and effective coordination can improve operational efficiency in the FMCG sector, emphasizing the importance of innovation, structure, and real-time data management in traditional industries like dairy.

Keywords: Dairy industry, Kathmandu Dairy, Inventory management, CO-OP internship, Digital tools, Operational efficiency, Stock control, Google Forms, FMCG sector, Nepal

Acknowledgement

I would like to sincerely thank Kathmandu Dairy Pvt. Ltd. for giving me the opportunity to do my CO-OP internship at their organization. Starting from January 20th, 2025, this experience has been incredibly valuable for me, both professionally and personally.

I am especially grateful to Ms. Dristi Shrestha for her kind support, guidance, and encouragement throughout the internship. She took the time to explain things clearly and made sure I was involved in meaningful tasks that helped me understand the company's operations more deeply. I also want to acknowledge Mr. Sajag Rana, the official internship supervisor, for his help during the process and for coordinating things smoothly.

Lastly, goes to Mrs. Yhing Sawheny, my academic supervisor, for her guidance, feedback, and support throughout this CO-OP program. Her input helped me stay on track and get the most out of the experience. Finally, I'm thankful to my family and friends for always encouraging me. Their support made it easier for me to stay focused and make the most of this opportunity.

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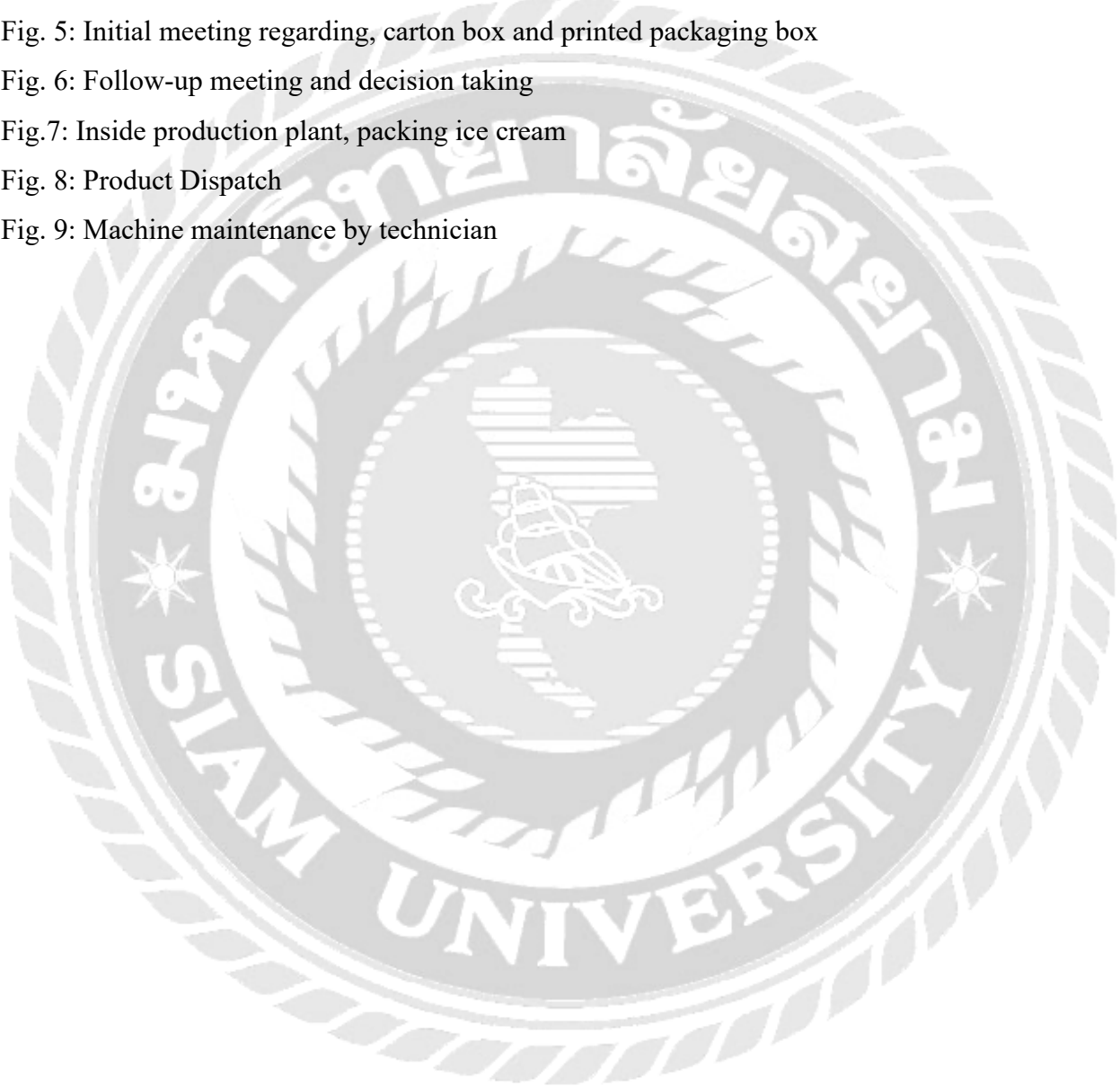
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List of acronyms

FNCCI: Federation of Nepalese Chambers of Commerce & Industry

DIA: Dairy Industries Association

CNI: Confederation of Nepalese Industries

NDA: Nepal Dairy Association

SNF: Solids Not Fat

MBRT: Methylene Blue Reduction Test

RM: Raw Material

PM: Packaging Material

HR: Human Resource

QC: Quality Control

FMCG: Fast Moving Consumers Goods

NPD: New Product Development

ERP: Enterprise Resource Planning



Chapter 1: INTRODUCTION

1.1 Company Profile

Kathmandu Dairy Pvt. Ltd. is one of the respected dairy companies in Nepal, established in 2052 B.S. The company offers a wide range of dairy products; fresh milk, curd, paneer, butter and various other dairy products. The brands under them are SnowFun and Maasta.

The organisation is popular for their ice cream industry, which comes under the brand collectively with their dairy. With a strong commitment to quality and sustainability, Kathmandu Dairy sources its milk from local farmers practicing an ethical approach. The organization is in its pace to reach new heights with their new expansive strategy. (Kathmandu Dairy, 2025)

Apart from this the organisation is an active member of; FNCCI, DIA, CNI, NDA, and such industry development and regulatory committees and associations. The organisation is also a founding member of DIA, the association governs most private dairies of Nepal. (Dairy Industries Association, 2008)

1.1.1 Product Portfolio

SnowFun:

- Dairy Products
 - Standardised pasteurized milk
 - Yogurt
 - Sweet yogurt (Added Sugar)
 - Natural Sugar free
 - JUJU Dhau
 - Ghee
 - Butter
 - Yellow butter
 - White butter
 - Paneer (Kachcha Cheese)
- Ice cream products

- Flavours: Vanilla, strawberry, chocolate, butterscotch, 21 love, cookies and cream, american nuts, kaju draksh, special kulfi, kulfi, and more upcoming flavours.
- Home packs
 - 500ml
 - 1000ml
- Novelty bars
- Cups
 - 40ml
 - 50ml
 - 100ml
 - Sundae
- Bulk packs

Maasta:

- Dairy
 - Standardised pasteurized milk

1.1.2 Mission of the Company

To nourish communities with healthy dairy choices while supporting local farmers and sustainable practices. (Kathmandu Dairy, 2025)

1.1.3 Vision of the Company

To be Nepal's most trusted dairy brand, delivering pure and fresh products rooted in local tradition, while embracing innovation to nourish communities and support sustainable growth. (Kathmandu Dairy, 2025)

1.1.4 Strategies of the Company

- Maintaining strong relationships with local farmers to ensure consistent quality.
- Expanding product lines such as SnowFun to appeal to younger markets.
- Focusing on hygiene and freshness through quality control at every stage.

- Increasing visibility and brand loyalty through seasonal promotions and local engagement.

1.2 Organisational Structure

Organizational structure is a framework that shows how work is delegated and supervised within a company. It defines the roles and responsibilities of each employee, the relationship that exists between employees, how work is coordinated and supervised, as well as how everyone in the organization contributes to the overall company vision.

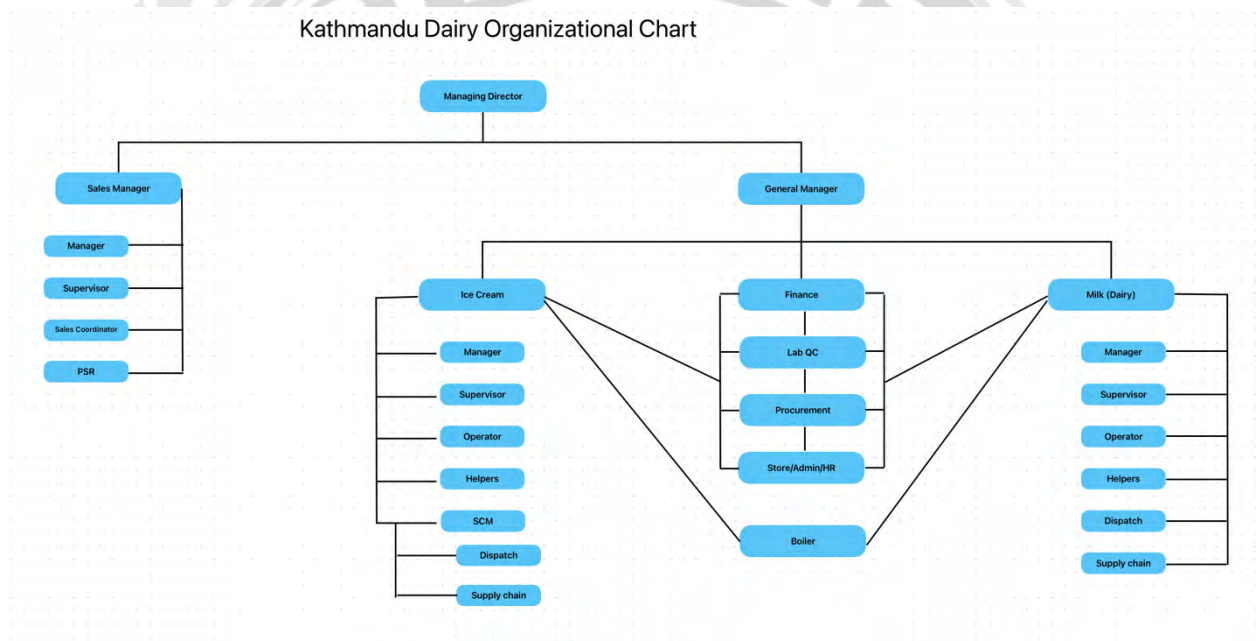


Fig. 1: Organizational structure of Kathmandu Dairy Pvt. Ltd.

Kathmandu Dairy Pvt. Ltd. follows a functional organizational structure, dividing the company into departments like Production, Sales & Marketing, Administration, Finance, and Quality Control. Each department has defined roles and is led by supervisors who report to the Plant Head, who in turn reports to the Board of Directors.

This structure ensures efficiency by grouping employees based on expertise. For example, Production focuses on making dairy items, Sales & Marketing handles customer

relations, Admin manages inventory and HR, Finance oversees accounts, and Quality ensures product standards. This setup helps the company maintain quality and operate smoothly.

1.2.1 My Job Position

My position at Kathmandu Dairy Pvt. Ltd. was as a management intern, where I was first placed in the product and inventory management team (stock keeping) as it required a dedicated staff who was able to communicate with the accounting team. Assisting in inventory tracking, stock updating, and internal coordination between the storeroom and accounts office was a key responsibility, where a certain interim system was set. Further, I served as a CO-OP Intern with a flexible role that involved working closely with multiple departments. I was initially assigned to the admin and inventory department, I gradually supported the production, quality control, and marketing departments as well. My position allowed me to function as a liaison across teams, contributing to inter-departmental communication, data management, and operational improvements.

1.2.2 My Job Position in the Company's Organisational Structure

My position was directly under the Inventory Supervisor and Admin Officer, with dotted-line coordination with the Marketing Lead and Production Head. I reported daily to Ms. Dristi Shrestha, who served as my job advisor, and regularly interacted with department heads for task coordination and progress updates. Occasionally, I was also given the opportunity to present my findings and suggestions to higher management. This multi-functional role allowed me to work across departments, giving me a well-rounded understanding of the company's day-to-day operations. It also provided valuable experience in managing responsibilities and contributing to meaningful improvements within the organization.

1.3 My Intention and Motivation to Choose This Company

I chose Kathmandu Dairy Pvt. Ltd. as my CO-OP workplace because it is a well-known name in the local dairy industry and is recognized for its commitment to quality. What drew me most was the fact that the company is in a phase of transitioning from a traditional family-run business into a more structured, corporate-style organization. I saw this as a great opportunity to learn how change is managed in real time. The company's operations cover everything from raw

material procurement to production, marketing, and distribution, which meant I could gain experience in different areas. Since I'm genuinely interested in business development and supporting local enterprises, I was motivated to be part of a business that values community roots while working towards growth on a national level.

1.4 Strategic Analysis of the Company

Kathmandu Dairy operates in a highly competitive dairy market, where both local producers and large-scale packaged dairy brands are expanding aggressively. The company's strengths include strong local sourcing relationships, a loyal customer base, and an established brand reputation in Kathmandu Valley and outside the valley. However, weaknesses include limited digitalization, internal resistance to change, and inconsistent data management systems.

Further, there are major opportunities for Kathmandu Dairy in branding, premium product development, and expanding to new markets. Rising consumer demand for health-conscious, locally produced, and traceable dairy products aligns well with its values. However, threats include increasing competition from large FMCG brands, evolving consumer expectations, and operational inefficiencies.

1.4.1 SWOT Analysis

Strengths

- **High Ethical Standards and Business Integrity:** The company maintains a strong ethical foundation in all aspects of business operations, fostering trust and long-term stakeholder relationships.
- **Youth-Driven Innovation:** Involvement of young professionals in the management team brings fresh perspectives and drives initiatives in NPD and market benchmarking.
- **Collaborative Decision-Making:** A participative culture that encourages mutual consultation across departments promotes inclusive and transparent decision-making.
- **Defined Departmental Roles:** Clear role specialization, such as separate teams for accounts, production, and marketing, to minimize task overlap and enhance accountability.

Weaknesses

- **Lack of Digital Benchmarking:** Key data for production, quality control, and raw materials are not digitized, hindering accurate analysis and long-term performance tracking.
- **Limited Technological Access:** Departments such as Quality Control, Stores, and Production lack adequate access to computers and data-entry tools, slowing down reporting and documentation.
- **Resistance to Change:** Long-standing employees, rooted in traditional dairy business practices, show reluctance to adopt modern systems and assume ownership of new processes.
- **Informal Management Practices:** Absence of structured workflows and reliance on verbal performance evaluations limit transparency and professional accountability.
- **Weak Meeting Culture:** Although monthly meetings are held, team members from production, QC, and stores often do not internalize their roles as process owners, resulting in limited engagement and follow-through.

Opportunities

- **Formalizing Systems with ERP Tools:** Implementation of enterprise software such as Swastik could integrate finance, inventory, and production processes to streamline operations and calculate accurate cost of production.
- **Pursuing Quality Certifications:** Obtaining quality marks like the NS Mark for signature products such as Juju Dhau could strengthen brand value and open doors to new markets.
- **Training and Capacity Building:** Upskilling employees, especially in digital tools and modern quality systems, can improve adaptability and departmental efficiency.

Threats

- **Milk Quality Concerns:** Inconsistencies in milk quality may jeopardize new product development and hinder efforts to achieve national quality certifications.
- **Lack of Backup Culture:** When employees are absent, colleagues often do not step in to cover responsibilities, affecting workflow and accountability.
- **Poor Cross-Department Communication:** Gaps in collaboration among production, QC, and store teams result in misunderstandings, delays, and missed opportunities.
- **Internal Conflicts and Misalignment:** Misunderstandings among mid-level departments disrupt coordination and undermine efforts to instill a culture of shared responsibility.

1.5 Objective of this CO-OP Studies

The primary objective of this CO-OP study was to bridge the gap between academic learning and real-world business practices by immersing myself in a functional work environment. Through my internship at Kathmandu Dairy Pvt. Ltd., I aimed to gain hands-on experience across various departments including administration, inventory management, marketing, production, and quality control.

Specific objectives included:

- Understanding cross-functional operations within a dairy manufacturing company and how different departments interact to maintain business continuity.
- Applying theoretical knowledge from coursework, such as marketing strategies, supply chain management, inventory systems, and cost analysis, to real-life business scenarios.
- Identifying challenges and opportunities within the organization and contributing through practical solutions, particularly in inventory organization, workflow improvements, and communication strategies.
- Developing professional skills such as problem-solving, teamwork, communication, and leadership in a dynamic work setting.
- Contributing to company development by participating in discussions related to rebranding, premium product lines, and digital transformation initiatives.

Ultimately, this CO-OP internship was designed to enhance my practical business knowledge, develop professional competence, and contribute meaningfully to the host company's growth. Throughout the four-month period, I engaged directly with multiple departments, applying classroom concepts to real-world situations such as inventory system improvement, cross-department coordination, and marketing strategy discussions. The experience deepened my understanding of internal operations and business challenges, particularly within a company transitioning from a traditional to a more structured model. It also strengthened my adaptability, teamwork, and problem-solving skills that prepared me to deliver value in future professional environments.

Chapter 2: CO-OP STUDY ACTIVITIES

2.1 Your job descriptions

As a CO-OP Intern at Kathmandu Dairy Pvt. Ltd., I requested multiple departments tasks-oriented internship, including Administration, Inventory Management, Marketing and Design, Production, and Quality Control. My role was designed to provide cross-functional exposure while contributing to the company's ongoing transformation from a traditional family-run business to a modern, system-driven enterprise. Key responsibilities included:

- **Inventory Management & Documentation:**
 - Maintained daily stock-in and stock-out records
 - Implementation of digital tracking tools to streamline data flow between departments
 - Assist in physical inventory audits and stock verification
 - Contribute to improving the organization and layout of the inventory storeroom
- **Cross-Departmental Coordination:**
 - Facilitate communication between admin, production, and marketing teams
 - Strategies ideation for system integration and operational efficiency
 - Monitoring progress and reported outcomes to senior management
- **Marketing & Product Development Support:**
 - Provide creative input on packaging design and rebranding ideas
 - If interested, participate in brainstorming sessions targeting younger demographics
- **Production & Quality Assurance Support:**
 - Observe and document milk and dairy product testing based on Nepal Standards
 - Calculations of product cost, production waste, and mass balance
 - Improving supply chain and vendor coordination
- **Administrative & Strategic Involvement:**
 - Tracking HR processes and internal coordination
 - Discussions on cost minimization, system improvement, and expansion strategies

2.2 Your job responsibilities, work duties

A. Inventory Management and Documentation:

My first weeks at the dairy were a crash course in how easily inventory tracking can go sideways. The operations manager handed me a clipboard with faded printouts and simply said, "This isn't working, fix it." What looked straightforward on paper was a mess in practice. Raw milk deliveries, packaging materials, and finished products were tracked through a patchwork of methods that nobody fully understood, leading to frequent "where did it all go?" moments.

1. **Digitizing the paper nightmare:** The existing system relied heavily on handwritten logs that often contradicted each other. I pieced together a Google Forms/Sheets solution that wasn't fancy but did the job, production staff could input data from their phones instead of hunting down the perpetually missing clipboard. The resistance initially was real ("I've been writing this down for 12 years!"), but watching the maintenance supervisor's face light up when he could check packaging inventory without walking to the warehouse made the pushback worthwhile.
2. **Fixing the stock movement chaos:** The old process for recording stock movements essentially amounted to "remember to tell someone later." I created clear step-by-step procedures for recording materials coming in and products going out, with specific people responsible at each stage. My favorite addition was a simple verification checkbox that cut down "ghost inventory" issues by nearly 70% in the first month.
3. **Getting hands dirty with counts:** There's no substitute for actually touching the products. Every Thursday afternoon, I'd grab a clipboard (yes, I still needed one occasionally) and walk through storage areas with production staff, physically counting everything from milk crates to packaging materials. The first count revealed 42 missing butter boxes that had been "borrowed" for a special order but never logged. These physical audits became a critical reality check on our new digital system.
4. **Making data actually useful:** Reports aren't helpful if nobody reads them. Rather than creating generic inventory lists, I built targeted reports showing exactly what each department needed, predicted shortages for production planning, cost tracking for administration, and product availability for marketing. The production supervisor started printing my weekly materials forecast and keeping it on his desk, which was perhaps the best compliment on its usefulness.

B. Cross-Departmental Communication and Coordination:

Throughout my internship, I tackled the ongoing challenge of breaking down communication barriers between our admin, production, and marketing teams. This wasn't just about passing messages - it meant creating an environment where information flowed naturally between departments that had previously operated in isolation. My supervisor often remarked that this "connective tissue" role proved surprisingly valuable for daily operations.

1. **Creating shared tracking tools:** I got tired of seeing the same miscommunications happen repeatedly, so I built several shared documents that gave everyone visibility into what was happening across departments. Nothing fancy - mostly Google Sheets with conditional formatting that even the least tech-savvy staff could use without much training.
2. **Setting up regular check-ins:** The weekly cross-department meetings I organized started awkwardly but eventually became something people actually looked forward to. We'd spend 30 minutes catching up on priorities and identifying potential conflicts before they became problems. Several staff mentioned these simple check-ins saved them countless headaches.
3. **Tackling communication roadblocks:** I noticed production constantly blamed admin for inventory issues while admin complained production never followed protocols. By documenting exactly where handoffs were failing and showing both sides the complete picture, we managed to defuse some long-standing tensions.
4. **Building team cohesion:** You can't force people to collaborate, but you can create opportunities. I organized a few informal problem-solving sessions where we tackled specific issues together. Watching staff from different departments discover they were actually working toward the same goals was genuinely satisfying.

C. Marketing and Design Contribution:

My rotation with the marketing team wasn't officially part of my job description, but when they realized I had some useful consumer insights, they pulled me into several projects. The marketing manager gave me surprising latitude to challenge their assumptions, especially regarding younger customers who weren't responding to their traditional approaches.

1. Rebranding discussions: During a particularly heated debate about updating product imagery, I pointed out that what the designers thought looked "young and fresh" actually came across as trying too hard. The team initially dismissed my take but later circled back when focus group feedback echoed my concerns.
2. Packaging feedback: The existing packaging had remained virtually unchanged for years. I suggested several practical modifications based on how I'd seen actual customers interact with the products. My suggestion to improve the pour spout design on the milk cartons was implemented within weeks.
3. Youth market insights: Having grown up locally, I shared genuine observations about how my peers perceived the brand versus competitors. This wasn't based on formal market research but rather authentic personal experience that highlighted some blind spots in their understanding.
4. Campaign brainstorming: During planning sessions for the summer campaign, I sketched out a promotional concept that connected our dairy products with local festivals. The team later developed this kernel of an idea into a full promotional calendar that significantly outperformed previous summer campaigns.

D. Production and Quality Process Exposure:

The production floor wasn't where I expected to spend much time, but it quickly became my favorite part of the internship. The floor supervisor, a man who'd been making dairy products for 25+ years, took me under his wing and showed me everything from milk reception to final packaging. The sounds and smells of the production area told their own story about quality and efficiency that you'd never pick up from just reading reports.

1. Milk reception and testing: I'd show up at 5:30 AM sometimes just to watch the morning milk deliveries come in. The testing team could almost instinctively spot problematic milk before running a single test. They taught me how to draw proper samples and the reasoning behind each acceptance parameter. One tester had developed his own shorthand for recording results that wasn't in any manual but worked brilliantly.
2. Quality control procedures: The lab staff didn't just run tests, they interpreted results in context. I learned how fat content, SNF, acidity, and MBRT tests worked in practice, not

just theory. When I accidentally contaminated a sample during my first MBRT test, the lab manager used it as a teaching moment about how easily quality can be compromised.

3. Production cycles: Each product had its unique rhythm and challenges. The yogurt production was particularly fascinating with its precise temperature control requirements. The production staff had developed little workarounds for equipment quirks that no manual would ever mention but made all the difference in product consistency.
4. Output analysis: The wastage tracking was eye-opening, seeing exactly where and why product was lost throughout the process. I spotted a pattern in the paneer production data showing significantly higher waste on Mondays, which we eventually traced back to startup procedures after weekend shutdowns.

E. Operational Analysis and System Development:

This aspect of my internship tapped into my analytical side. The operations manager was refreshingly blunt about their systems being "held together with duct tape and prayers" and gave me considerable freedom to dig into the data and suggest improvements. Some of my suggestions were shot down for practical reasons, but several made their way into daily operations.

1. Inventory pattern analysis: I spent rainy afternoons poring over two years of inventory records, looking for patterns nobody had noticed. The seasonal fluctuations were obvious, but I also identified several slow-moving items that were consistently overstocked and tying up storage space unnecessarily.
2. Systems improvement: The existing process for restocking production supplies was basically "wait until we run out, then panic." I drafted a straightforward reorder point system based on usage history that reduced both emergency orders and excess inventory. Nothing revolutionary, but it saved headaches weekly.
3. Cost reduction strategies: During a particularly tight budget month, I joined brainstorming sessions where we identified potential savings. My suggestion to consolidate deliveries from three smaller suppliers proved surprisingly controversial until we calculated the likely annual savings of roughly 47,000 rupees.
4. Vendor relationships: I sat in on supplier meetings where I witnessed firsthand how personality and relationship dynamics affected pricing just as much as formal

negotiations. The procurement officer's approach to "difficult conversations" with long-term vendors taught me more about business relationships than any textbook could.

F. Support in Human Resource and Internal Management:

While HR wasn't formally part of my rotation, I naturally gravitated toward people-centered challenges. The management team was surprisingly open about their growing pains as a company and welcomed fresh perspectives on how they were developing their team members and organizational structure.

1. Training documentation: The company's training approach varied wildly between departments, some had detailed manuals while others relied on verbal "follow me around for a week" approaches. I collected examples of both effective and problematic training practices, which sparked several important conversations about standardization.
2. Organizational clarity: During a particularly confused week where nobody seemed to know who was responsible for a delivery issue, I sketched out the actual vs. theoretical reporting lines on a whiteboard. This improvised organization chart became a reference point for several subsequent discussions about role clarity.
3. Progress tracking: The monthly management meetings needed better preparation, so I developed a simple one-page status template that department heads could complete in under 10 minutes. This replaced rambling verbal updates and helped focus discussion on actual problems rather than routine matters.
4. Practical improvements: My most valuable contribution might have been simply asking "why?" about processes everyone had accepted as necessary. In one case, this led to eliminating a daily report that three people contributed to but nobody actually read or used for decisions.

2.3 Activities in coordination with co-workers

Activities in Coordination with Co-workers

- Collaborated with admin and inventory staff for daily stock entry, physical inventory checks, and documentation updates
- Supported production team in aligning raw material usage with inventory and production targets

- Coordinated with quality control team for product testing and compliance with Nepal Standards
- Contributed to marketing and design meetings for product branding, targeting strategy, and visual development
- Acted as a communication bridge between departments to reduce delays and miscommunication
- Worked alongside consultants to gather feedback and improve internal systems
- Assisted in training and supporting co-workers during the transition to digital tools (Google Forms and Sheets)

During my internship, I worked closely with co-workers across all departments as an on-site intern. In the administration and inventory teams, I actively contributed to daily operations like stock recording, physical verification, and documentation. I helped integrate Google Forms for easier reporting, guiding co-workers on how to use these tools and encouraging consistency in data entry.

In the production department, I collaborated with team members during milk intake and product processing. I supported them in managing the movement of raw materials, reconciling stock reports, and tracking the production of milk, yogurt, paneer, and ice cream. By working alongside them, I helped improve clarity between inventory records and production needs. With the quality assurance team, I joined in on lab testing procedures and observed standard compliance measures. This coordination helped maintain alignment between production outputs and national quality benchmarks.

As I joined the marketing and design team, I participated in creative discussions, shared insights as a young consumer, and brainstormed ideas for targeting younger audiences. My interaction with both production and marketing teams helped ensure practical feasibility and brand alignment.

Throughout all months, I played a role in cross-departmental communication, helping smoothen operations, solve misunderstandings, and collect performance feedback during consultant visits. This experience improved my interpersonal and collaborative skills and allowed me to become a trusted member among the on-site team.

2.4 My job process diagram

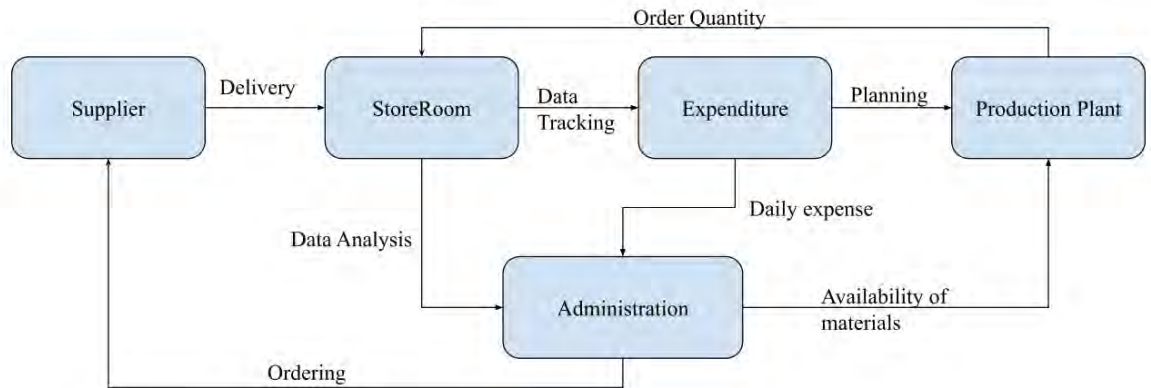


Fig. 2: Job process as inventory management intern

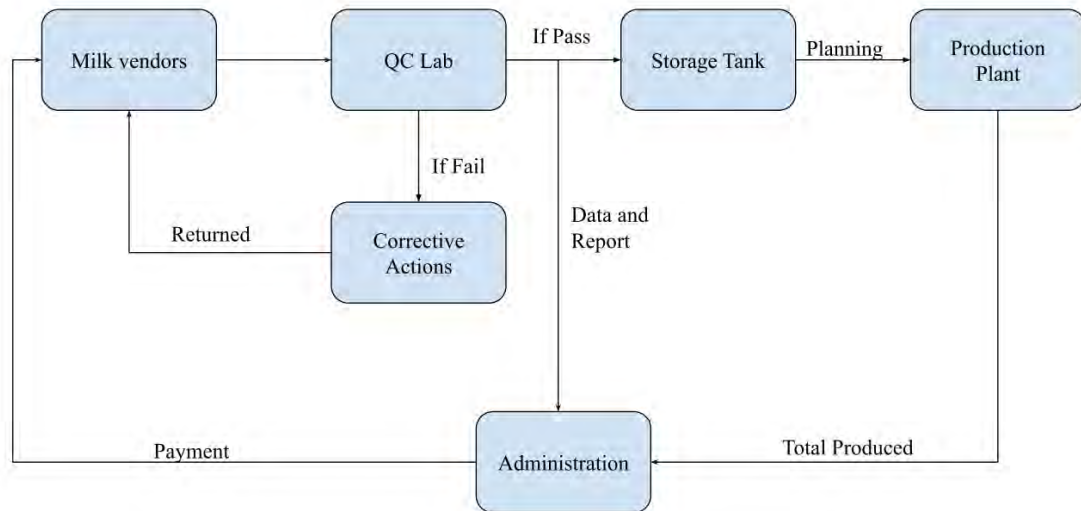


Fig. 3: Job process as QC intern

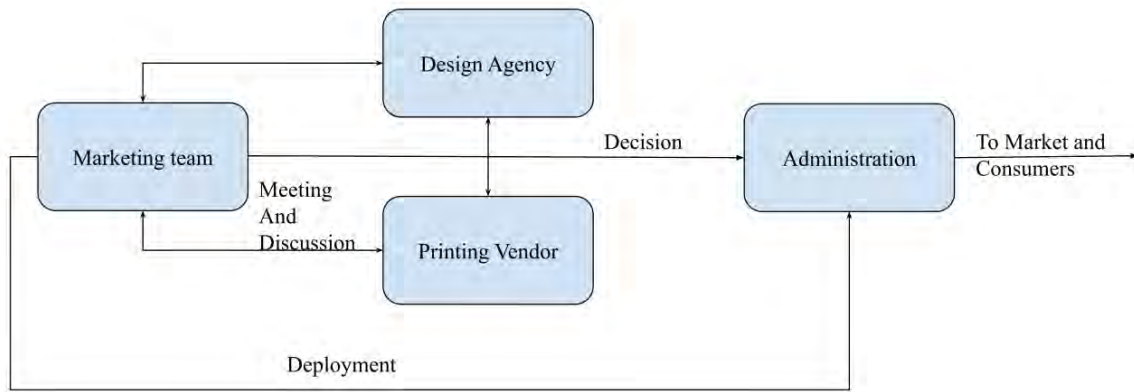


Fig. 4: Job process under design and marketing team

2.5 Contribution as a CO-OP student in the Company

As a CO-OP student intern at Kathmandu Dairy Pvt. Ltd., I was primarily involved in inventory and operations support. My contributions, though as a student, had a tangible impact on improving internal processes and easing communication between departments. I contributed in the following key areas:

A. Inventory System Improvement:

One of my main contributions was helping streamline the inventory management process. Initially, inventory updates were tracked manually and communicated verbally between the store department and accounts. I proposed and implemented a digital solution using Google Forms and Google Sheets, which enabled real-time data entry and automatic record keeping. This significantly reduced delays and errors in stock updates.

B. Departmental Coordination:

I created and customized separate digital forms for different departments, such as production, packaging, and raw materials, making it easier for each team to input their daily usage and remaining stock. These forms were built using Google Forms and connected to Google Sheets, allowing real-time data updates and simplified recordkeeping. This initiative significantly reduced the dependency on manual logbooks and verbal reporting, which were often inconsistent and prone to error. As a result, the accounts department could track material

consumption more accurately, identify discrepancies early, and plan for procurement in a timely manner, ultimately improving inventory visibility and operational efficiency across departments.

C. Reporting and Data Handling:

I assisted in preparing basic reports and stock summaries for the account's office based on the data collected through the forms. This reduced the manual workload of the supervisors and helped ensure inventory records matched physical stock levels more consistently.

D. Operational Support:

Beyond inventory, I helped in coordinating between the storeroom staff and finance team, ensuring smooth handover of raw material logs, packaging material receipts, and finished product dispatch reports. I also contributed to organizing shelves and labeling inventory items for better accessibility.

E. Digital Transition Advocacy:

As someone from a business and tech-aware background, I encouraged the team to adopt basic digital tools that could improve their workflow without requiring significant investment. My involvement helped the team become more comfortable with structured data entry and digital records.

Overall, my contribution centered around making internal processes more efficient, structured, and accurate, all while learning from the operational realities of a FMCG business. The experience allowed me to apply academic knowledge practically, and in return, I am helping Kathmandu Dairy take steps toward better inventory control and documentation.

Chapter 3: LEARNING PROCESS

3.1 Problems/ Issues of the Company

A. Miscommunication Across Departments:

The dairy's departments often operated like separate islands, with information rarely bridging the gaps between them. I witnessed production completing a special yogurt batch that marketing had actually postponed days earlier, the message never made it across the floor. Quality control would flag issues that production had already identified but hadn't shared, creating duplicate work and frustration.

These disconnects weren't just annoying; they directly impacted our ability to deliver consistent products on schedule. In one particularly telling incident, the administration team had ordered new packaging materials without confirming specifications with production, resulting in unusable supplies that sat gathering dust for weeks.

B. Resistance to Change:

"We've always done it this way" might as well have been painted on the break room wall. When I introduced the Google Forms system to replace their dog-eared paper logs, you'd think I'd suggested abandoning pasteurization altogether. Raj, who'd been managing inventory for 15 years, initially refused to even look at the tablet, insisting his notebook system was perfectly fine, despite the weekly stock discrepancies proving otherwise. This wasn't just about technology fear; it reflected a deeper resistance to formalization.

When management introduced standardized cleaning procedures with sign-off requirements, staff nodded politely in meetings but returned to their habitual shortcuts immediately after. The supervisor who finally embraced digital tracking admitted privately, "It's not that we can't learn new things, it's that each change feels like someone's saying we've been doing our jobs wrong all these years."

C. Lack of Accountability:

Tracing responsibility for errors was like trying to catch smoke. When a batch of paneer was rejected for acidity issues, production blamed quality control for changing standards, while quality pointed to production for improper ingredient handling. Nobody stepped forward to own the problem or its solution. This finger-pointing culture created a frustrating loop of repeated mistakes with employees becoming skilled at explaining why issues weren't their responsibility.

During a particularly tense meeting about recurring delivery shortages, I watched five different department representatives each explain convincingly why the problem originated somewhere else. This accountability vacuum meant simple process improvements remained unimplemented for months because nobody felt responsible for driving them forward.

D. Absence of Formal Data Management Culture:

Data collection at the dairy resembled a game of telephone, information transformed with each handoff. Production outputs were often rounded to convenient numbers rather than measured precisely. Wastage tracking was inconsistent at best, with materials frequently categorized as "miscellaneous loss" rather than identified by specific causes. When I needed historical production figures for analysis, I found contradicting numbers in three different reports. The maintenance manager kept equipment records in a personal notebook he took home each night.

This casual approach to data meant trend analysis was nearly impossible, and management decisions were often based on gut feelings rather than actual metrics. The financial impact became painfully obvious when we couldn't accurately calculate product costs because component wastage figures were essentially best guesses.

E. Limited Supervision and Follow-up:

Problems that should have been caught early were often discovered only when they became crises. The floor supervisor would identify issues during morning rounds but rarely checked if corrective actions were actually implemented. During my second month, I noticed milk solid content gradually drifting out of spec over several days, a trend visible in the quality logs but not flagged by anyone. Without consistent follow-up, even well-intentioned improvement initiatives fizzled out within weeks.

Staff would enthusiastically adopt new procedures during training, then gradually revert to old habits as they realized nobody was monitoring compliance. This supervision gap created an environment where cutting corners became normalized since there were no consequences for deviating from standards. The operations manager acknowledged the issue but was stretched too thin across multiple responsibilities to provide the needed oversight.

F. Internal Misalignment and Poor Teamwork:

Departmental boundaries were treated as sacred borders not to be crossed. When the inventory clerk called in sick, packaged products sat on the floor because nobody would "invade

his territory" by updating the system. Cross-training existed on paper but not in practice. During a particularly busy production run, quality control fell behind on testing, but nobody from other departments offered help despite having the basic skills required. This territorial mindset created obvious inefficiencies and bottlenecks. The maintenance team worked weekends to repair critical equipment but wouldn't share their schedule with production planning, resulting in last-minute production plan changes. Most telling was how staff described their work, always in terms of individual or departmental tasks rather than their contribution to overall company objectives.

G. Packaging and Product Design Delays:

New packaging decisions moved at glacial speed, trapped in an endless loop of revisions and approvals. Marketing would suggest changes, production would identify implementation challenges, and weeks would pass before another meeting resolved the impasse. A simple label update for our yogurt line took nearly three months from concept to implementation. Design meetings often ended without clear decisions, with both teams agreeing to "think about it more" rather than committing to action items.

This indecisiveness stemmed partly from unclear decision authority; nobody knew who had final say when departments disagreed. Meanwhile, competitors launched new packaging formats while our products looked increasingly dated on store shelves. The frustration peaked when a major retail opportunity was missed because we couldn't finalize packaging specifications by the buyer's deadline.

3.2 How to Solve the Problems

A. Enhancing Communication Structures:

I proposed implementing weekly cross-departmental meetings to break down information silos. These touchpoints would gather key representatives from each department, supplemented by shared digital platforms where updates, challenges, and wins could be documented in real-time. This approach would transform the scattered communication into a more cohesive system where everyone stays informed without excessive meetings.

B. Managing Resistance to Change:

To address the widespread resistance to new systems, I suggested targeted workshops demonstrating concrete benefits of digital tools rather than abstract concepts. My approach

included involving the most skeptical staff members in testing phases - giving them ownership in the process rather than forcing change upon them. I noticed their anxiety visibly decreased when they participated in shaping the systems they'd eventually use.

C. Clarifying Roles and Expectations:

The overlapping responsibilities created numerous accountability gaps. I developed detailed RACI matrices (Responsible, Accountable, Consulted, Informed) for key processes, eliminating the common "I thought someone else was handling that" problem. These visual charts made reporting structures crystal clear and prevented tasks from falling through cracks.

D. Streamlining Data Management:

Rather than attempting a complete digital overhaul overnight, I recommended appointing a "data lead" in each department who would ensure critical information was entered into simplified Google Sheets daily. This approach created manageable checkpoints for information flow without overwhelming staff with complex systems.

E. Implementing Oversight Mechanisms:

Monthly internal audits would catch process deviations early before they became entrenched problems. These wouldn't be punitive reviews but rather collaborative check-ins to identify where support was needed and ensure consistent follow-through across departments.

F. Building Collective Responsibility:

I proposed peer recognition programs celebrating teamwork and initiative. By publicly acknowledging contributions, we could shift from a blame culture to one where employees actively sought solutions. Cross-training would further strengthen this dynamic by enabling team members to support each other during absences.

G. Accelerating Product Development:

A cross-functional committee comprising marketing, production, and finance staff would evaluate design options earlier in the development cycle. This would prevent the costly back-and-forth that repeatedly delayed product launches.

3.3 Recommendations to the Company

A. Gradual ERP Implementation:

Rather than continuing with disconnected systems, I recommended a phased rollout of Swastik or similar ERP software. Beginning with inventory modules before expanding to production and accounting would create an integrated information ecosystem without overwhelming staff with sudden change.

B. Standardizing Core Processes:

Developing comprehensive SOPs would transform tribal knowledge into documented procedures, reducing the reliance on verbal instructions that frequently led to inconsistencies. These standardized workflows would become training tools for new hires and reference points for existing staff.

C. Performance Measurement Framework:

Introducing specific, measurable KPIs would shift focus from activity to outcomes. Digital task management tools would make accountability visible and create healthy competition while providing clear metrics for performance evaluation.

D. Workforce Development Focus:

Targeted training programs would update skills particularly among senior operational staff who often relied on outdated methods. This investment would reduce resistance to modernization while improving overall adaptability.

E. Breaking Departmental Silos:

Structured team-building activities and communication workshops would address the territorial mindset that hampered collaboration. Regular feedback sessions would create psychological safety for raising concerns before they became major issues.

F. Leveraging Youth Perspectives:

Continuing to incorporate interns and younger staff into strategic discussions would infuse fresh thinking into branding, product development, and digital transformation efforts, connecting the company with evolving market preferences.

3.4 What have I learned during the CO-OP studies

During my CO-OP studies at Kathmandu Dairy Pvt. Ltd., I gained valuable insights into how a traditional, family-run business is transitioning into a more structured corporate environment. I developed a better understanding of real-world business operations across

departments including administration, inventory, production, quality control, and marketing. I learned the importance of communication, accountability, and inter-departmental coordination for efficient business functioning. I also observed how organizational culture and employee behaviour play a critical role in implementing changes or new systems.

Working alongside senior employees helped me understand the day-to-day challenges in decision-making, cost control, production efficiency, and quality assurance. Moreover, being involved in discussions on new product development, branding strategies, and supply chain optimization gave me exposure to strategic thinking beyond operational tasks.

3.5. How I applied the knowledge from coursework to the real working situation

A. Inventory Management Transformation:

During my internship, I rolled up my sleeves and tackled the company's outdated inventory system. Drawing from my operations management classes, I built a Google Forms tracking solution that actually worked in practice, not just in theory.

I developed a hands-on approach to physical counts that made sense for our warehouse layout. The verification process I established included practical elements like color-coded count zones and reconciliation checkpoints that theory never covered in class. Putting my stats knowledge to work, I built dashboard reports that showed inventory trends in ways management could actually use. These weren't just pretty charts - they revealed patterns that led to smarter purchasing and significantly reduced dead stock.

I didn't just build the system and walk away. I spent late evenings creating user guides with screenshots and real examples, then ran small-group training sessions where staff could practice with the system while I coached them through common scenarios.

B. Marketing Strategy Reality Check:

My marketing textbooks gave me a foundation, but applying those concepts to our young consumer target required serious adaptation. I hung out where our younger customers did - both online and in physical locations - to gather insights that went beyond formal surveys. This boots-on-the-ground research revealed several preferences that contradicted what competitors were assuming about Gen Z buyers.

Working with our social media team, I helped craft content that didn't feel corporate or forced. We tested engagement approaches with small audience segments first, refined what worked, and saw interaction rates climb steadily throughout my internship. In product development meetings, I pushed back (respectfully) against some packaging concepts that my coursework flagged as problematic. The team actually incorporated several of my suggestions about sustainable materials that resonated with younger buyers without alienating our core customer base.

C. Human Resources in the Trenches:

Textbook HR theories met reality when I helped manage junior trainees and navigate workplace dynamics. Supervising newer interns taught me that motivation isn't one-size-fits-all. I developed individual approaches for different personality types, finding that some responded to public recognition while others preferred private feedback nuances my textbooks glossed over.

When we rolled out the new inventory system, I witnessed firsthand how change resistance manifests. Rather than labeling it as "resistance" like my textbooks did, I found specific concerns varied by department and role. Addressing these specific issues rather than using generic change management scripts made a huge difference. Working through a particularly tricky interdepartmental conflict showed me that organizational charts don't capture the informal influence networks that actually get things done. Building relationships with these informal leaders became crucial to project success.

D. Financial Analysis Beyond the Spreadsheet:

Calculating costs on paper is nothing like tracking real money in fluctuating market conditions. I created production cost models that accounted for real-world variables my textbooks never mentioned - like seasonal quality variations in raw materials and the impact of power fluctuations on equipment efficiency.

During cost-cutting meetings, I learned that theoretical efficiency isn't always practical efficiency. My analysis of production waste revealed that some "inefficient" practices actually prevented greater problems downstream - insights that changed our approach to several processes. The budget projections I helped develop weren't just academic exercises; they affected purchasing decisions and staffing levels. This responsibility taught me to triple-check assumptions and build flexibility into models.

E. Business Communication:

That Actually Works: The formal business writing taught in school needed significant adjustment for our company's culture and needs. The SOPs I wrote went through multiple drafts as I learned that perfect technical writing often fails in practice. The final versions balanced formal requirements with conversational elements that made them actually usable for staff.

Presenting to executives taught me that the perfect slide deck means nothing if it doesn't address their specific concerns. I learned to front-load practical implications and keep theoretical background minimal. Facilitating communication between our production and sales teams showed me that effective business communication isn't about perfect grammar - it's about translating between different departmental languages and priorities.

3.6 Special skills and new knowledge you have learned from this CO-OP studies

A. Cross-Departmental Diplomacy:

I discovered that organizational flow charts barely scratch the surface of how work actually flows between departments. Creating process maps that reflected reality rather than theory exposed several redundancies we were able to eliminate. I became unexpectedly good at finding common ground between departments that traditionally clashed. This skill in identifying shared objectives beneath surface disagreements became one of my most valuable contributions.

B. Practical Data Transformation:

Building databases from scratch gave me hands-on knowledge that courses couldn't provide. I learned that perfect database design often fails in implementation, and that user-friendliness sometimes trumps theoretical database integrity. The automated reporting system I developed went through numerous real-world iterations as we discovered what information actually drove decisions versus what looked impressive but wasn't actionable.

I became adept at explaining technical concepts to non-technical users, developing analogies and visual aids that bridged knowledge gaps and increased adoption of our new systems.

C. Quality Assurance Beyond Theory:

Learning specialized testing methods like MBRT, fat/SNF analysis, and alcohol precipitation tests gave me concrete skills in quality assessment that complimented my business background in unexpected ways. I gained hands-on experience with Nepal Standards

requirements, seeing how regulatory compliance works in practice rather than just as policy concepts from textbooks.

Participating in product testing panels trained my palate to detect quality variations my professors never mentioned. This sensory training gave me new respect for the subjective elements of quality control. (Dairy Association, 2023)

D. Production Economics in Action:

Mass balance tracking taught me that theoretical input-output relationships rarely account for real-world variables. I developed practical approaches to identifying and measuring loss points that weren't covered in my coursework.

I learned that cost calculations need to incorporate human factors my textbooks ignored. For example, theoretical optimal batch sizes often created practical inefficiencies due to shift changes and equipment cleaning requirements. Seeing how production decisions rippled through inventory, sales, and cash flow gave me an integrated understanding of operations that classroom case studies couldn't provide.

E. Real-World Problem Solving:

I developed a practical approach to overcoming system change resistance, finding that informal demonstrations and peer advocates were more effective than formal training sessions in our particular company culture. Facing daily operational challenges taught me to distinguish between problems requiring immediate workarounds and those needing systematic solutions - a distinction rarely emphasized in academic settings.

Limited resources forced creative thinking that courses didn't prepare me for. I learned to phase improvements strategically, addressing critical pain points first to build momentum for larger changes.

F. Workplace Ethics and Culture:

I gained a nuanced understanding of professional boundaries that far exceeded classroom discussions. Learning which topics were appropriate in which settings and how to maintain relationships while enforcing standards was invaluable.

Observing how information flowed formally and informally taught me practical aspects of confidentiality and disclosure that case studies couldn't capture. I learned that workplace cultures have unwritten rules that significantly impact effectiveness. Identifying and adapting to these implicit expectations became as important as mastering technical skills.



Chapter 4: CONCLUSION

4.1 Summary of highlights of your CO-OP studies at this company

My internship at the dairy processing company provided comprehensive exposure to various operational aspects of a manufacturing business in transition. The experience was particularly valuable as it allowed me to witness both traditional manufacturing approaches and modern business practices being implemented simultaneously.

The implementation of the digital inventory tracking system stands out as a significant highlight of my internship. Taking the existing paper-based system and transforming it into a more efficient Google Forms and Sheets solution required understanding both technical requirements and human factors. The process taught me how to balance technological improvements with practical workplace realities, especially when working with staff accustomed to traditional methods.

Another notable highlight was my involvement in cross-departmental communication initiatives. By establishing regular check-ins and shared tracking tools, I gained firsthand experience in how information flow affects operational efficiency. This experience revealed the complex interpersonal dynamics that influence workplace productivity beyond mere process design.

The exposure to quality control processes following Nepal Standards was particularly educational. Learning about milk testing procedures including fat content analysis, SNF measurement, acidity testing, and MBRT provided technical knowledge specific to the dairy industry that complimented my academic background. Witnessing the entire production cycle from raw material reception to finished product packaging offered a comprehensive understanding of manufacturing operations that classroom instruction could never provide.

Contributing to marketing and product design discussions added an unexpected dimension to my internship. Being invited to share perspectives on reaching younger consumers demonstrated how fresh viewpoints can be valuable even from junior team members. This experience emphasized the importance of understanding market trends and consumer preferences regardless of one's specific role in an organization.

4.2 Your evaluation of the work experience

The internship provided an invaluable bridge between theoretical knowledge and practical business realities. Working across multiple departments revealed how business functions taught as separate subjects in school actually intersect and influence each other in complex ways. This holistic perspective has significantly enhanced my understanding of business operations beyond what any textbook could convey.

The challenges encountered, particularly resistance to new systems and interdepartmental communication barriers, proved to be the most educational aspects of the experience. Learning to navigate these obstacles developed problem-solving abilities that will be applicable throughout my career. Specifically, I learned that technical solutions alone are insufficient without considering the human elements of change management.

The opportunity to witness decision-making processes at different organizational levels provided insight into how business priorities are established and balanced. Observing how managers weighed immediate operational needs against long-term strategic goals offered valuable context for understanding business leadership that would be impossible to gain in a classroom setting.

Perhaps most significantly, the internship demonstrated the impact of seemingly small process improvements on overall business performance. Watching how standardized inventory procedures reduced errors and improved planning capabilities illustrated the cumulative effect of operational excellence. This practical demonstration of continuous improvement principles has fundamentally shaped my perspective on business operations.

The mentorship received from experienced staff across departments was particularly valuable. Their willingness to share both formal processes and unwritten workplace knowledge provided a comprehensive educational experience. The production supervisor's detailed explanations of quality parameters and the marketing manager's insights on consumer trends were equally valuable components of my learning journey.

4.3 Limitations of your CO-OP studies

Despite the comprehensive nature of the internship, several limitations affected the depth and breadth of my learning experience. The three-month duration, while substantial, limited my ability to observe the full implementation cycle of changes I helped initiate. Particularly with the

inventory management system, I departed before seeing the long-term adoption patterns and final efficiency improvements, leaving an incomplete understanding of change management outcomes.

Access restrictions to certain financial and strategic information, though understandable, constrained my ability to fully analyze some operational challenges. Without complete cost data, my analysis of production inefficiencies remained somewhat superficial. This limitation made it difficult to quantify the potential impact of some recommended improvements, reducing the persuasiveness of change proposals.

My position as an intern appropriately limited my decision-making authority, which occasionally constrained my ability to implement suggested improvements. While management was receptive to ideas, the necessary approval processes sometimes delayed implementation beyond my internship period. This limitation provided a realistic understanding of organizational dynamics but restricted my experience with implementation phases.

The company's transitional state between traditional methods and modern business practices created inconsistent learning environments across departments. Some areas operated with sophisticated systems and processes, while others remained largely unchanged from decades-old approaches. This inconsistency, while educational in showing business evolution, sometimes created confusing contexts for applying standardized improvement methodologies.

The focus on daily operational priorities occasionally limited opportunities for structured learning. In particularly busy production periods, planned training sessions or process improvement meetings would be postponed in favor of immediate output goals. While this reflected business reality, it reduced the systematic nature of some learning experiences.

4.4 Recommendations for the Company

Based on my observations and experiences during the internship, I offer the following detailed recommendations for operational improvement:

A. Formalize Digital Transformation Strategy:

The company would benefit significantly from establishing a structured digital transformation plan rather than implementing technologies piecemeal. I recommend:

- Developing a comprehensive technology roadmap with prioritized implementations based on business impact and effort required
- Establishing a dedicated digital champion within each department responsible for supporting implementation and addressing concerns
- Creating standardized training protocols for new systems with follow-up sessions and accessible reference materials
- Implementing a formal change management approach that acknowledges and addresses resistance through education and demonstrated benefits
- Developing metrics to measure adoption rates and efficiency improvements from new technologies

The current ad-hoc approach to digitalization creates inconsistent adoption and prevents the company from realizing the full potential of available technologies. A coordinated strategy would increase return on technology investments and reduce resistance through better preparation and support.

B. Establish Clear Accountability Frameworks:

The observed lack of ownership for outcomes significantly impacts operational efficiency. I recommend:

- Defining clear roles and responsibilities for each position with specific accountability measures
- Implementing a structured performance management system with regular reviews linked to departmental objectives
- Creating visual management tools that display key performance indicators with responsible individuals clearly identified
- Establishing a recognition program that rewards demonstrated ownership and problem-solving
- Developing standard operating procedures that include verification steps with assigned responsibility

These measures would address the current tendency to avoid ownership of problems and create a culture where accountability is viewed positively rather than as potential blame.

C. Develop Formal Cross-Departmental Communication Systems:

To address the observed information silos, I recommend:

- Implementing a standardized meeting structure with daily operational huddles, weekly coordination meetings, and monthly strategic reviews
- Creating shared digital information dashboards accessible to all departments showing key metrics and status updates
- Establishing clear protocols for communicating changes that affect multiple departments, including standard notification templates and response expectations
- Implementing cross-training programs to build understanding of interdependent processes
- Designating liaison roles for major interdepartmental processes to ensure information flows correctly

These measures would replace the current ad-hoc communication approach with reliable information exchange systems that prevent costly misunderstandings and delays.

D. Enhance Supervision and Follow-up Mechanisms:

The observed gap between identified issues and implemented solutions could be addressed through:

- Developing a formal issue tracking system that follows problems from identification through resolution
- Training supervisors specifically on effective follow-up techniques and confirmation of implementation
- Implementing regular gemba walks with standardized observation protocols to identify deviations early
- Creating a tiered escalation system for unresolved issues with clear timelines
- Establishing regular effectiveness reviews of implemented solutions to prevent regression

These recommendations focus on closing the execution gap that currently allows identified problems to persist despite awareness of their impact.

E. Additional Recommendations:

Beyond these four key areas, I also recommend:

- Developing a structured approach to packaging and product design decisions with clear decision authority and timelines
- Implementing standardized data collection protocols across all operational areas to build a culture of evidence-based decision-making
- Establishing a formal continuous improvement program with dedicated resources and regular review cycles
- Creating mentorship opportunities between long-tenured employees and newer staff to preserve valuable institutional knowledge while encouraging innovation

Implementation of these recommendations would address the most significant operational challenges observed during my internship and position the company for improved efficiency and competitiveness in an increasingly demanding market.



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Appendices



Fig. 5: Initial meeting regarding, carton box and printed packaging box



Fig. 6: Follow-up meeting and decision taking



Fig.7: Inside production plant, packing ice cream



Fig. 8: Product Dispatch



Fig. 9: Machine maintenance by technician

Daily and Weekly Tasks

Week 1 (Jan 20–24, 2025)

Day	Tasks
Monday	Joined orientation, met supervisor, learned about company structure
Tuesday	Visited storeroom and production area
Wednesday	Helped list raw materials and packaging items
Thursday	Observed how stock is tracked manually
Friday	Created a simple stock tracking sheet

Week 2 (Jan 27–31, 2025)

Day	Tasks
Monday	Helped check daily stock in the storeroom
Tuesday	Talked with accounts team about stock records
Wednesday	Started making a Google Form for stock updates
Thursday	Tested the form with the raw materials team
Friday	Made changes to the form after feedback

Week 3 (Feb 3–7, 2025)

Day	Tasks
Monday	Watched how packaging materials are used
Tuesday	Made a form for packaging material tracking
Wednesday	Showed staff how to use the form
Thursday	Used both manual and digital methods together

Friday	Compared data and made a weekly report
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Week 4 (Feb 10–14, 2025)

Day	Tasks
Monday	Helped check stock of milk and curd
Tuesday	Found missing stock data from past weeks
Wednesday	Updated the stock report on Google Sheets
Thursday	Shared the report with supervisor
Friday	Attended a meeting with accounts team

Week 5 (Feb 17–21, 2025)

Day	Tasks
Monday	Checked butter and ice cream stock
Tuesday	Improved the Google Forms for all departments
Wednesday	Wrote simple steps for how to record stock properly
Thursday	Matched stock records with accounts
Friday	Gave a progress report to Ms. Dristi

Week 6 (Feb 24–28, 2025)

Day	Tasks
Monday	Helped organize shelves in the storeroom
Tuesday	Made a list of the most-used items
Wednesday	Created a new stock sheet format
Thursday	Showed sample report to supervisor
Friday	Got approval to use new forms in all areas

Week 7 (Mar 3–7, 2025)

Day	Tasks
Monday	Taught staff how to fill stock forms

Tuesday	Started full use of digital forms
Wednesday	Checked physical stock with staff
Thursday	Updated main stock sheet
Friday	Made a weekly summary for accounts

Week 8 (Mar 10–14, 2025)

Day	Tasks
Monday	Verified stock for sugar and milk powder
Tuesday	Fixed small problems in the Google Form
Wednesday	Suggested a simple way to plan future stock needs
Thursday	Improved layout of the stock report sheet
Friday	Gave a full report and shared suggestions

Week 9 (Mar 17–21, 2025)

Day	Tasks
Monday	Checked remaining packaging stock levels
Tuesday	Updated stock dashboard with latest entries
Wednesday	Assisted with ice cream materials restocking
Thursday	Helped accounts verify dispatch records
Friday	Submitted weekly update to supervisor

Week 10 (Mar 24–28, 2025)

Day	Tasks
Monday	Monitored curd production material flow
Tuesday	Checked daily stock form submissions
Wednesday	Updated training brief for new staff
Thursday	Organized document folders by department
Friday	Prepared stock analysis for March end

Week 11 (Mar 31–Apr 4, 2025)

Day	Tasks
Monday	Reviewed butter and paneer inventory logs
Tuesday	Corrected stock mismatches from reports
Wednesday	Shared process improvement ideas
Thursday	Helped restock raw materials section
Friday	Joined inventory review meeting

Week 12 (Apr 7–11, 2025)

Day	Tasks
Monday	Cross-checked digital vs. physical stock
Tuesday	Fixed errors in packaging form entries
Wednesday	Helped print new material labels
Thursday	Updated monthly forecast sheet
Friday	Reported April opening stock

Week 13 (Apr 14–18, 2025)

Day	Tasks
Monday	Checked sugar and skimmed milk powder levels
Tuesday	Helped design visual report charts
Wednesday	Reorganized stock shelves by product
Thursday	Trained 2 staff on Google Sheets tracking
Friday	Finalized mid-April inventory summary

Week 14 (Apr 21–25, 2025)

Day	Tasks
Monday	Verified input-output records for 3 departments

Tuesday	Assisted in product dispatch inventory
Wednesday	Helped plan layout for new storeroom section
Thursday	Created folder for daily reports
Friday	Submitted April mid-week report

Week 15 (Apr 28–May 2, 2025)

Day	Tasks
Monday	Checked discrepancies in final April reports
Tuesday	Backed up all inventory files
Wednesday	Supported in preparing audit file
Thursday	Helped reconcile April closing stock
Friday	Discussed final report with supervisor

Week 16 (May 5–9, 2025)

Day	Tasks
Monday	Updated daily stock records
Tuesday	Helped organize packaging materials
Wednesday	Collected usage data from production
Thursday	Entered weekly data into Google Sheets
Friday	Drafted weekly stock summary