



Cooperative Education Report

Enhancing Efficiency in the Procurement Workflow at Gorkha Brewery

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Enhancing Efficiency in the Procurement Workflow at Gorkha Brewery Private Limited

Title: Enhancing Efficiency in the Procurement Workflow at Gorkha Brewery

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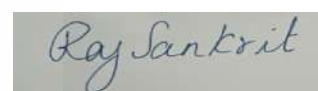
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Enhancing Efficiency in the Procurement Workflow at Gorkha Brewery Private Limited

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Abstract

This cooperative education report entitled “*Enhancing Efficiency in the Procurement Workflow at Gorkha Brewery Private Limited (GBPL)*” highlights my experiential learning as a Procurement Intern under the Integrated Supply Chain Department. The internship aimed to bridge academic learning with practical industry exposure, focusing on logistics documentation, and vendor coordination within a leading FMCG company in Nepal.

During the 16-week internship period, I assisted the Procurement team in handling Letter of Credit (LC) and Delivery Order (DO) applications, drafting quotation approvals and vendor agreements, performing Third Party Screenings (TPS), and coordinating international shipments through DHL. These activities provided valuable insights into procurement operations, compliance requirements, and interdepartmental coordination essential for ensuring efficiency and cost-effectiveness.

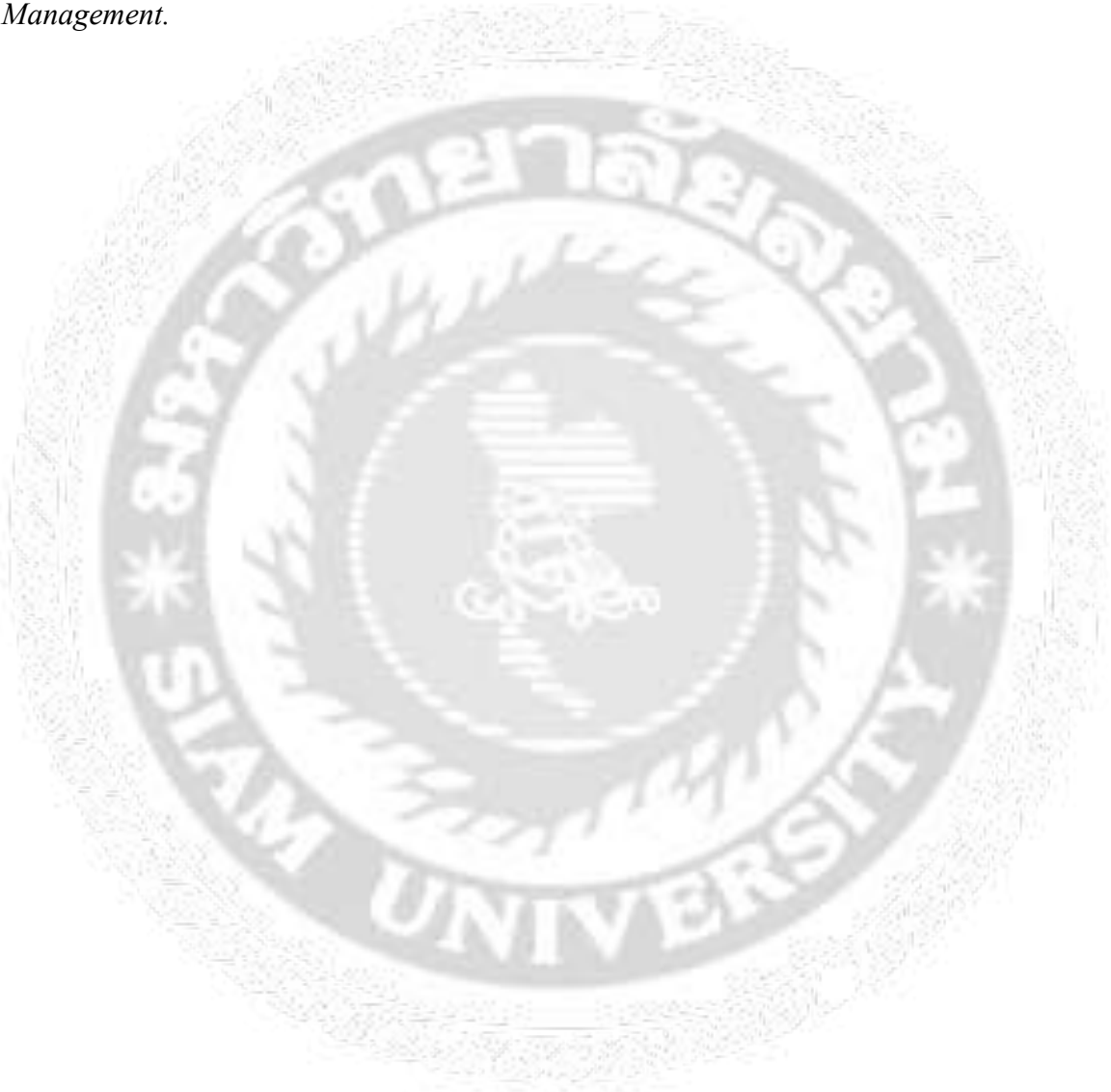
The study identifies several operational challenges including limited digital integration, communication delays, dependency on external vendors, and regulatory constraints. To address these, the report recommends transitioning to an integrated e-procurement system, strengthening communication mechanisms, promoting vendor diversification, and enhancing compliance training.

This co-op experience not only enhanced my technical and analytical skills but also developed key soft skills such as attention to detail, teamwork, and adaptability. The internship served as a practical platform

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to apply theoretical knowledge from coursework in supply chain, finance, and management. Overall, the experience provided a comprehensive understanding of how procurement contributes to operational excellence and sustainable growth within GBPL and reinforced my interest in pursuing a career in supply chain and marketing procurement management.

Keywords: *Procurement, Logistics Documentation, Vendor Management, Compliance, Quotation and Contract Management.*



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List of Abbreviations

GBPL: Gorkha Brewery Private Limited

ISC: Integrated Supply Chain

HR: Human Resources

TPS: Third Party Screening

POSM: Point of Sales Materials

SWOT: Strengths, Weaknesses, Opportunities and Threats

R&D: Research and Development

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FMCG: Fast Moving Consumer Group

LC: Letter of Credit

DO: Delivery Order

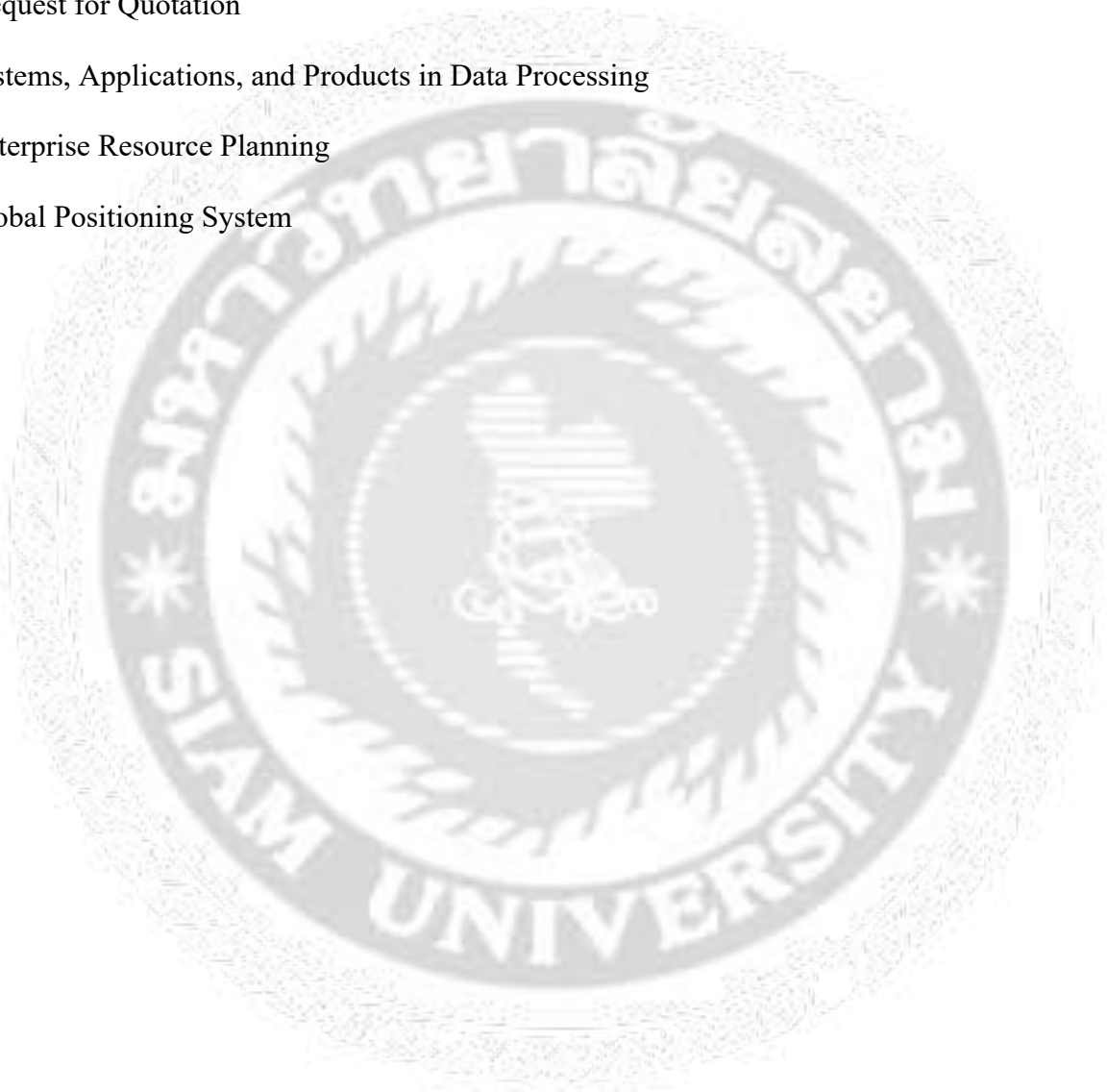
PMS: Procurement Management System

RFQ: Request for Quotation

SAP: Systems, Applications, and Products in Data Processing

ERP: Enterprise Resource Planning

GPS: Global Positioning System



Chapter 1: Introduction

Gorkha Brewery Private Limited (GBPL) is one of Nepal's leading beverage manufacturers of the iconic brands such as Gorkha Beer, and internationally recognized brands like Tuborg Beer, Carlsberg Beer and Somersby Apple Cider. As a subsidiary of the Carlsberg group, it has continued the innovation in the production facilities backed up by the global brewing expertise. GBPL is committed towards quality and sustainability, as a market leader in the country's beverage industry.



Fig 1: Gorkha Brewery Logo

1.1 Company Profile

Gorkha Brewery Private Limited (GBPL) is one of Nepal's leading beverage manufacturers with a market share of 61% (*As of 2025*). GBPL was established in 1989 with the largest foreign investments made in Nepal. While taking over its management since 2010, Carlsberg group, a global brewing company headquartered in Copenhagen, Denmark, officially acquired GBPL claiming 99.94% ownership in 2024.

GBPL has been established as Nepal's largest and most influential beverage manufacturers, known for its innovation, commitment to quality, and strong market presence. As one of South Asia's most advanced brewing facilities, equipped with state-of-the-art technology located in Nawalparasi and its head office in Kathmandu, GBPL is operating under Carlsberg's global quality standards. It has a robust manufacturing, marketing, and distribution network covering the entire country. The portfolio of GBPL includes iconic brands such as Gorkha Beer, and internationally recognized brands like Tuborg Beer, Carlsberg Beer and Somersby Apple Cider. Its own local product, Gorkha was launched in 2007 which is now the leading alcoholic beverage by volume and value in Nepal (*As of 2025*).

Its operations are adhered by the Carlsberg Group's global standards and the "Together Towards ZERO

and Beyond” initiative, which aims to reduce environmental impact, promote responsible consumption, and drive long-term sustainable growth. GBPL’s commitment to quality, continued focus on health & safety of employees, and a consistent delivery of world-class products has earned prestigious awards including the “Carlsberg Golden Words Award (2000)” and the “Nepal Standard Awards (2005 & 2011), presented by the Department of Standards and Metrology.

1.1.1 Company Vision

To lead Nepal’s beverage industry by delivering world-class products, driving innovation and creating value for consumers, employees, society and the environment.

1.1.2 Company Mission

To brew premium-quality alcoholic beverages and resonate with global excellence, while nurturing safety, innovation and social responsibility.

1.1.3 Product Portfolio

GBPL has a wide range of product offerings including eight national (local) variants and five international variants, as its deliberate strategy to cater diverse consumer segments. With its thirteen product variants, the company ensures relevance across mass, premium, strong beer and trendy lifestyle categories. Its innovative products under Pilsner and Craft Ruby Lager help GBPL stand out in the market, reinforcing its sheer market share dominance with its premium quality and a wide range of products.

	Brand	Origin	Product Variant
1	Gorkha	Nepal	Gorkha Beer
			Gorkha Strong
			Gorkha Extra Strong
			Gorkha Pilsner
			Gorkha Premium
			Gorkha Craft (Ruby Lager)
2	Tuborg	Denmark	Tuborg Beer
			Tuborg Gold
			Tuborg Strong
3	Carlsberg	Denmark	Pilsner
4	Himalayan Dragon	Nepal	Strong Beer
			5000 Super Strong Beer
5	Somersby	Denmark	Apple Cider

Table 1: Various Products of GBPL

1.1.4 Company's Core Objectives

- **Maintain Premium Product Quality:** To consistently brew top quality beverages like Gorkha, Tuborg, Carlsberg and Somersby, aligned to Carlsberg's global quality standards. The company uses modern technology and rigorous quality checking across all the materials and production processes, ensuring adherence to national as well as Carlsberg's global standards.
- **Enhance Innovation in Production and Products:** To continuously upgrade brewing technology, packaging, and product portfolio, including both international and local brands that cater to diverse consumer preferences.

- **Strengthen Market Leadership in Nepal:** To maintain and even grow its market share (which is currently 61%) with the continued reinforcement of its manufacturing, marketing, and nationwide distribution excellence.
- **Promote Responsible Consumption:** To actively advocate for responsible drinking practices adhering to high standards of corporate ethics and transparency.
- **Ensure Employee Wellbeing:** To create a safe, and supportive workplace for employees with the training opportunities and by practising safety measures.
- **Commitment to Environmental Sustainability:** To align with the Carlsberg group's "Together Towards ZERO and Beyond" initiative by reducing environmental impact, minimizing carbon emissions, water usage & waste and promoting sustainable resource use.
- **Leverage Global Expertise, Adapt Locally:** To integrate Carlsberg Group's international best practices while tailoring products and strategies to the Nepali market and culture.

1.1.5 Strategies of the Company

GBPL, as a subsidiary of the Carlsberg Group, has aligned its strategic frameworks to the Carlsberg Group's international best practices while tailoring to the Nepalese consumer behavior, market dynamics and culture. The strategies of the company are to:

- Integrate Carlsberg Group's international brewing expertise with local market insights to deliver cultural resonance in globally recognized products.
- Maintain top notch brewing standards by strictly adhering to Carlsberg's global protocols and ensuring rigorous quality checks across all stages of production.
- Continuously innovate in product development and packaging, strengthening local brands like Gorkha Beer and also international brands.
- Strengthen distribution channels and marketing initiatives to sustain its leading 61% market share and further expand consumer base.

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- Implement Carlsberg's "Together Towards ZERO and Beyond" strategy by minimizing carbon footprint and water usage, and adopting eco-friendly packaging solutions.
- Create a safe, inclusive, and growth-oriented workplace by prioritizing health & safety of employees, and providing training for technical and leadership excellence.

Through these strategies, Gorkha Brewery not only maintains its market leadership but also builds long-term value for stakeholders, consumers, and the broader community.

1.2 Organizational Structure

The organizational structure at GBPL can help us understand how different departments function together to drive brand growth, maintain operational efficiency, and strengthen market leadership. The company follows a structured hierarchy that supports inter departmental functioning between Sales, Marketing, Finance, Business Development, Supply Chain and Human Resources. This chapter outlines the company's organizational structure and details about my position as a Procurement Intern into this framework.

1.2.1 Diagram of the Organizational Structure

The below given diagram is a simplified GBPL's organizational structure:



Fig 2: Organizational Structure of Gorkha Brewery

The departments have their own distinct roles. They work together and support one another which ensures the smooth operations and production of the company.

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Integrated Supply Chain (ISC): This department oversees the entire process from sourcing raw materials to delivering the final product. It ensures timely procurement, production planning, inventory management, logistics coordination, and overall supply efficiency to maintain continuous production and quality.

Finance: The finance department manages the company's financial resources. It handles budgeting, accounting, financial reporting, and cost control while ensuring compliance with financial regulations.

Marketing: The marketing department focuses on building the brand image, promoting products, and understanding consumer preferences. It develops advertising campaigns, market research, and promotional activities to strengthen Gorkha Brewery's market presence and consumer base.

Sales: This department is responsible for driving revenue through effective distribution and retail partnerships. It ensures the products reach customers efficiently, monitors sales performance, and maintains strong relationships with distributors and retailers.

Business Development: The business development team identifies new market opportunities, partnerships, and expansion strategies. It plays a key role in diversifying the company's portfolio and exploring innovative ways to enhance growth and competitiveness.

Human Resource (HR): HR manages recruitment, employee development, welfare, and performance management. The department ensures a healthy workplace culture, compliance with labor laws, and alignment of employee goals with the company's objectives.

Legal: The legal department ensures that the company operates within the framework of applicable laws and regulations. It manages contracts, intellectual property, and legal compliance, and provides guidance to minimize legal risks and protect the company's interests.

Each of the departments is led by the team of dedicated professionals with several years of experience who have been contributing to the operational efficiency and effective coordination and ensuring progress in their respective departments as well as in the overall company.



Fig 3: Leadership Team

1.2.2. My Job Position

During my internship at GBPL, I contributed as a Procurement Intern. My responsibilities involved supporting the Procurement team in documentation of logistics documents. I also helped draft advertisements for quotations, prepared quotation approval documents for products acquiring, contributed to fill in the vendor agreements for Point of Sales Materials (POSM), and performed Third Party Screening (TPS) for various existing and new vendors. I reviewed price quotations for stationery and IT items, coordinated with vendors and finalized the vendor for contract agreement. In addition, I coordinated DHL shipment bookings for sending samples to Carlsberg Denmark for lab tests, internal team travel assessment and worked to finalize the price quotation of various items required in the office and POSM. These responsibilities allowed me to gain practical exposure to procurement processes, vendor coordination, and supply chain documentation.

1.2.3. My Job Position in the Company's Organizational Structure

I was placed in the Procurement division reporting directly to the Senior Procurement Manager. The procurement team operates under the Integrated Supply Chain department, which plays a critical role in ensuring seamless vendor management and logistics support, essential for maintaining production efficiency and cost-effectiveness at GBPL. My position was an entry-level yet hands-on role that served as a support function within the procurement team. I was engaged in documentation of logistics processes, vendor screening and coordination, price quotation review, contract drafting, and coordinating DHL shipments for sample dispatches. This positioning allowed me to understand the procurement cycle from

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vendor sourcing to compliance processes and logistics documentation. I got to experience how procurement supports smooth and efficient production in a business.



Fig 4: My Job Position in Organizational Structure

1.3. My Intention and Motivation to Choose This Company as My Co-Op Studies Workplace

I chose GBPL for my Co-Op Studies Workplace because it aligned with my goal of gaining practical experience in a market-leading organization in Nepal. It offered me a platform to apply my academic learning while developing skills that are critical for a future career in supply chain and procurement.

Joining GBPL as my Co-Op Studies Workplace was a deliberate decision, shaped by my interests and long-term career aspirations. GBPL as a corporate leader and prominent beverage brewing company of Nepal, offered a practical learning environment and exposure to a fresher like me. Also, GBPL's recent acquisition by the Carlsberg Group provided an opportunity to work in a globally affiliated organization. This exposure was important from the learning point of view as I got to understand with hands-on experience about the procurement and supply chain operational framework and regulatory landscape.

1.4.Strategic Analysis of the Company

To understand GBPL's position in the industry and identify its areas for improvement or opportunity, a SWOT Analysis was conducted with help of online available information and some senior employees in the office. This strategic analysis tool helps to analyze internal strengths and weaknesses, along with external opportunities and threats influencing the company's operations and future strategy.

SWOT Analysis of Gorkha Brewery Pvt. Ltd.

Strengths

Gorkha Brewery Pvt. Ltd. (GBPL) holds a commanding position in Nepal's alcoholic beverage market with over 60% market share, supported by a modern and automated brewing facility that adheres to international quality standards. Its diverse brand portfolio, including Gorkha, Tuborg, Carlsberg, and Somersby, caters to a wide range of consumer preferences, from mainstream to premium. Additionally, the backing of the Carlsberg Group provides access to global expertise, R&D, and operational excellence, while recognition through multiple quality awards strengthens consumer trust. GBPL also benefits from a highly efficient distribution network and youth-centric marketing strategies, making its brands visible, relevant, and aspirational for Nepal's growing young population.

Weaknesses

Despite these strengths, GBPL faces weaknesses that could affect long-term stability. Seasonal demand fluctuations make revenue streams inconsistent, while limited international presence leaves the company highly dependent on the domestic market only. Product diversification remains narrow, as the portfolio is focused almost entirely on alcoholic beverages, the company misses opportunities in fast-growing non-alcoholic drink categories. Additionally, sales are heavily reliant on a few core brands, particularly Tuborg and Gorkha, which creates revenue vulnerability if consumer preferences shift or competition intensifies in those segments.

Opportunities

GBPL is well-positioned to capitalize on emerging opportunities in the Nepalese market. Rising consumer interest in craft and specialty beers creates space for innovative product lines like Gorkha Craft Ruby Lager, while expansion into non-alcoholic and low-alcohol beverages could diversify revenues and attract health-conscious consumers. As these product variants seem to be missing or less produced in the Nepalese market. Beyond Nepal, international markets with a Nepali diaspora provide untapped potential for export growth. Strengthening digital marketing and event sponsorships can promote consumer engagement, while strategic collaboration with Jawalakhel Group of Industries (via Raj Brewery Pvt. Ltd.) presents avenues for shared resources, expanded networks, and enhanced competitiveness.

Threats

However, GBPL must navigate an increasingly challenging external environment. A significant portion

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of the Nepalese consumer base is highly price-sensitive, with a preference for cheaper strong beers, which could limit the growth of its premium offerings. Competition from emerging local breweries with aggressive pricing and nationalistic positioning poses further challenges. In addition, tightening regulatory restrictions on alcohol advertising and sponsorships, coupled with rising social campaigns against alcohol consumption, may impact brand visibility and long-term demand. Finally, external risks such as supply chain disruptions, geopolitical tensions, or border blockades could affect both production and distribution, making resilience and risk management essential for sustaining market leadership.

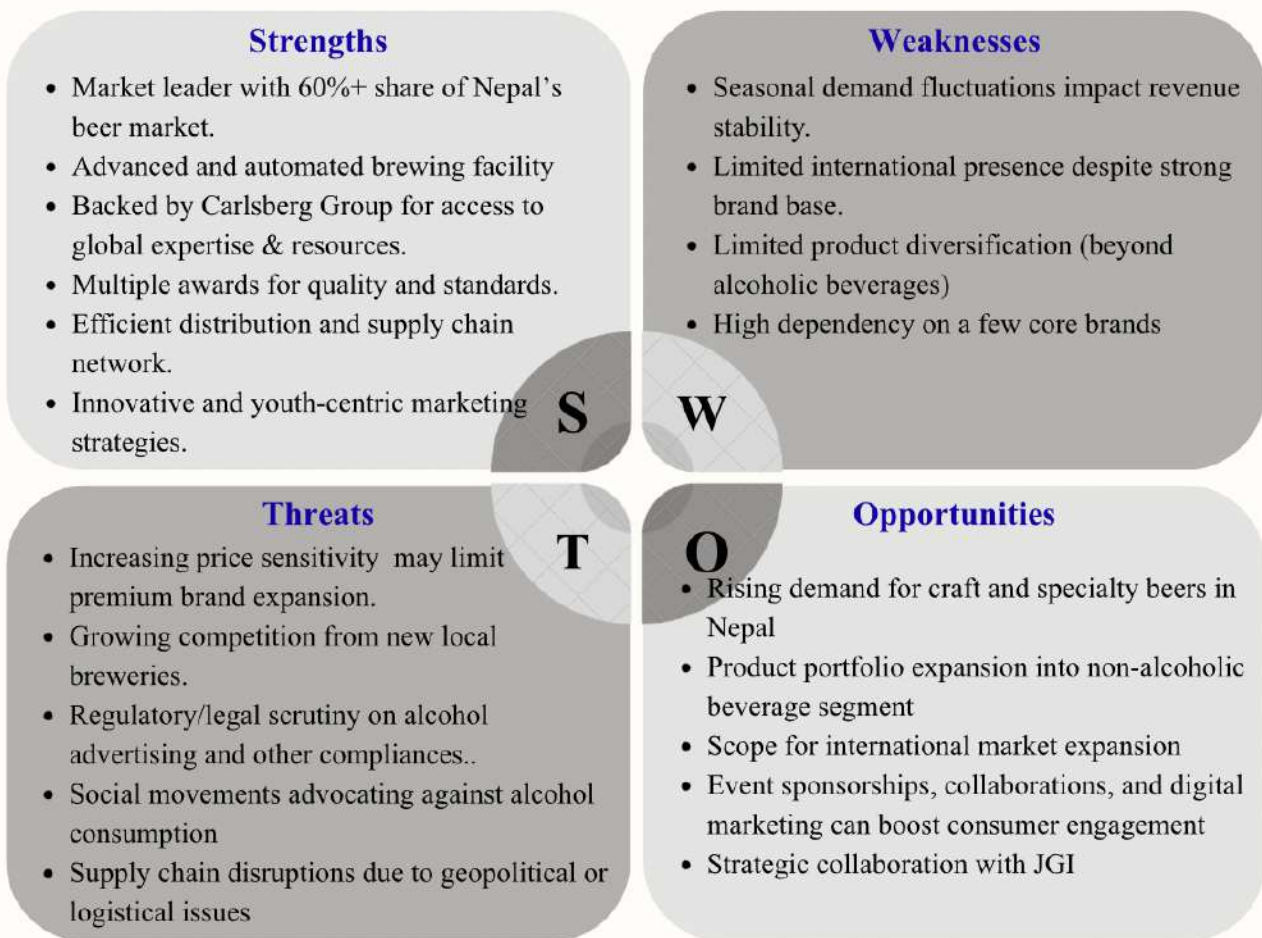


Fig 5: SWOT Analysis of GBPL

GBPL possesses strong brand equity and market dominance, especially through Gorkha beer. While the company enjoys a stable position, it must address product diversification and prepare for regulatory and competitive challenges. Investing in innovation, expanding market reach, and capitalizing on changing consumer preferences can sustain its market leadership in the long term.

1.5. Objectives of this Co-Operative Studies

This report is a detailed reflection of my experiential learning as a Procurement Intern at Gorkha Brewery Private Limited (GBPL), undertaken as part of my Co-Operative Education Studies. The purpose of this report is both academic and professional. It has allowed me to document the practical application of my academic learning with hands-on experience of the real time procurement and supply chain operations of a leading FMCG organization in Nepal.

The main objectives of this Co-Op study are:

1. To apply academic knowledge and gain practical industry exposure: I could apply classroom concepts related to supply chain management, vendor relations, and business operations into real industry practices by engaging directly in procurement processes.
2. To understand the procurement function within a successful FMCG company: Supporting the team in documentation, vendor agreements, and logistics processes allowed me to learn how the procurement ensures cost-effectiveness, compliance, and efficiency in production.
3. To develop professional competencies and workplace readiness: Through responsibilities such as documentation handling, vendor coordination, and logistics support, I enhanced my skills in communication, organization, and attention to detail, all of which are required skills for my career growth.
4. To contribute meaningfully to the procurement team's objectives: My role as a support function in documentation, vendor screening, and shipment coordination allowed me to make a professional contribution while observing how procurement supports smooth and efficient business operations.

Chapter 2: Co-Op Study Activities

2.1 My Job Description

During my internship at Gorkha Brewery Private Limited (GBPL), I served in an entry-level position as a Procurement Intern under the Integrated Supply Chain Department. My primary role was to assist the procurement team in ensuring smooth execution of procurement operations, accurate documentation, and efficient coordination with vendors and other departments. The position provided hands-on exposure to the end-to-end procurement cycle, from vendor sourcing and quotation evaluation to logistics documentation and compliance procedures, offering me valuable practical insights into how procurement supports production efficiency and cost effectiveness in a large-scale organization like GBPL.

2.2 My Job Responsibilities

My key responsibilities as an intern in the Procurement department at GBPL were quite diverse, providing me with a broad exposure to the full operational cycle of the Procurement team. The key responsibilities were:

- **Logistics Documentation:**
 - Supported the preparation of logistics documents, such as:
 - a. Letter of Credit (LC) opening and amendment applications
 - b. Delivery Order (DO) applications
 - Maintained the PMS (Procurement Management System) board to assist the team in tracking daily logistics and materials procurement updates
- **Sourcing and Quotation Management:**
 - Drafted advertisements for quotations
 - Prepared internal quotation approval documents for various products acquiring
 - Reviewed & finalized price quotations for items like stationery and IT supplies.
- **Vendor Compliance:**
 - Performed essential Third-Party Screening (TPS) for numerous existing and new vendors to ensure regulatory compliance.

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- **Contract Finalization:**

- Contributed to drafting vendor agreements, especially for Point of Sales Materials (POSM)
- Coordinated with vendors to finalize contracts.

- **International Shipments:**

- Coordinated DHL shipment bookings for sending critical product samples to Carlsberg Denmark for lab testing.

2.3. Activities in Coordinating with Co-Workers

Throughout my internship at Gorkha Brewery Private Limited (GBPL), collaboration and coordination with co-workers played a vital role in my daily activities. I actively supported the team in maintaining the accuracy and efficiency of procurement documentation and vendor coordination processes. Effective communication within the team allowed for seamless coordination during tasks such as price quotation reviews, vendor screening, and contract preparation.

I worked closely with cross-departmental teams such as Legal, Admin, and Marketing, coordinating with the Legal team for Third Party Screenings (TPS) and agreements finalization, with the admin team for quotation preparation and review for a few office supplies, and with the Marketing team for vendor information and POSM-related coordination. I also took the initiative to handle DHL shipment bookings for sample dispatches to Carlsberg Denmark. Toward the completion of my internship, I supported a newly joined employee by providing a detailed handover of my ongoing tasks, including the LC Tracker and Procurement Management System (PMS) updates. This ensured a smooth transition of responsibilities within the team. The PMS is a platform created to maintain a daily tracker of ongoing and required procurement of production materials, recorded each day by every member of the procurement team. This ensured operational transparency, timely tracking, and improved coordination within the department. Collaborating in such a structured and professional environment enhanced my interpersonal skills, teamwork abilities, and understanding of workplace coordination in a large-scale organization.

2.4. Job Process Diagram

Below is a step-by-step breakdown of my job responsibilities and the associated workflows:

1. Logistics Documentation Process:

- Receive procurement request or approved purchase order from the team.
- Collect all required supporting documents for LC opening or DO request (invoice, vendor details, shipping terms).
- Draft LC opening applications.
- Submit documents to the relevant employee for verification.
- Submit all the necessary documents to the bank for LC opening.
- Follow up with relevant departments or vendors if corrections are required.

2. Sourcing and Quotation Management Workflow:

- Identify required products or services and define specifications.
- Draft and publish advertisements for quotations or send RFQs (Request for Quotation) to vendors.
- Collect received quotations from multiple vendors.
- Evaluate quotations based on price, quality, delivery terms, and vendor reliability.
- Prepare internal quotation approval documents for management review.
- Finalize approved vendor(s) and notify them.

3. Vendor Compliance Workflow (TPS):

- Identify existing or new vendors requiring compliance verification.
- Collect vendor data: registration certificates, licenses, tax documents, legal compliance documents.
- Conduct Third Party Screening (TPS) using the screening tool/system.
- Review results for compliance with legal, ethical, and regulatory standards.
- Approve compliant vendors and update vendor databases.
- Flag non-compliant vendors and communicate required actions or reject registration.
- Maintain documentation of all TPS checks for audits and future reference.

4. Contract Finalization Workflow:

- Draft initial contract based on the vendor agreement template and procurement terms.

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- Include key elements: pricing, delivery timelines, payment terms, compliance clauses.
- Coordinate with the Legal or relevant department for review and feedback.
- Communicate with the vendor for contract signing.
- Execute the contract with authorized signatures from the company.
- Store signed agreements for future reference.

5. International Shipment Coordination Workflow:

- Identify shipment requirements (product type, quantity, destination).
- Prepare necessary shipping documents (invoice, packing list, LC-related documents).
- Book shipment via DHL platform.
- Generate labels, and tracking numbers.
- Coordinate with vendors and internal teams for shipment pickup.
- Monitor shipment status using tracking tools and update records.
- Communicate any delays or issues to the relevant department and resolve discrepancies.

2.5. Contributions as a Co-Op Student in the Company

As an intern, my primary contribution was serving as an effective support function to enhance the operational efficiency of the Procurement team. My assistance in reviewing quotation documents and vendor proposals, and preparing LC documents, helped streamline daily procurement operations. I contributed to strengthening vendor communication and compliance through Third Party Screenings and timely coordination with suppliers. Additionally, I looked after DHL shipment bookings for sample dispatches to Carlsberg Denmark. Toward the end of my internship, I ensured a smooth handover of ongoing tasks, including the LC Tracker and Procurement Management System (PMS) updates, to a newly joined employee. These contributions not only enhanced the workflow within the procurement team but also allowed me to gain a deeper understanding of how effective procurement practices sustain operational efficiency within GBPL. Overall, my position provided reliable, day-to-day support, directly contributing to the ISC department's goal of maintaining seamless vendor flow and cost-effectiveness at GBPL.

Chapter 3: Learning Process

3.1 Problems/Issues of the Company

During my internship at Gorkha Brewery Pvt. Ltd., I encountered several real-world challenges related to brand activation operations, particularly in executing music-based marketing events for the Tuborg brand. These issues were closely tied to the processes described in Chapter 2. (4) and provided meaningful learning opportunities.

3.1.1. Problem Statement:

The procurement system at GBPL was affected by manual recordkeeping, regulatory constraints, and external uncertainties, highlighting the need for digital transformation and stronger process coordination. This led to a hindrance to overall efficiency, workflow and learning outcomes.

3.1.2. Major Problems identified:

1. Limited integration of Digital Procurement System:

Most of the procurement records were managed manually through Excel sheets, making it time-consuming to track purchase requests and order status. Also, all logistics documents had to be recorded manually, which was a tedious and lengthy process. This not only limited an opportunity to learn modern e-procurement practices but also made data verification more complex, as it required frequent follow-ups and physical document checks.

2. Interdepartmental Communication Delays:

Delayed responses from other departments regarding purchase requisitions, approvals affected workflow continuity. As an intern, it restricted my ability to understand the end-to-end procurement cycle in real time and slowed down the learning process.

3. Legal Restrictions:

As GBPL operates in a regulated industry, several procurement and promotional activities required compliance with strict laws and advertising limitations. This influenced procurement timelines and reduced my exposure to the marketing-procurement integration aspect.

4. Dependency on External Vendors and Agencies:

Heavy reliance on third-party suppliers and agencies made procurement schedules unpredictable. As an intern, this limited my control and involvement in the negotiation process and highlighted the importance of vendor reliability and contingency planning.

5. External Challenges:

External factors such as road blockages, border issues, and natural calamities significantly impacted the procurement process, causing delays in product arrivals and subsequently affecting production timelines. These disruptions made the overall process time-consuming and stressful for senior staff, and as an intern, it was challenging for me to track and maintain accurate records of related documents.

3.2 Proposed solutions to the identified Problems

Based on the challenges encountered during my internship period, the following solutions are recommended to improve the efficiency, coordination, and learning environment within the procurement department at GBPL:

1. Integration of a Digital Procurement System:

GBPL should gradually transition toward cloud-based document management tools such as Google Workplace or SharePoint to maintain logistics & procurement records efficiently. This would streamline record keeping, improve traceability, and reduce manual errors. They can implement an integrated system (like SAP or Oracle ERP) that can automate purchase requisition, approval, and order tracking. This aligns with digital transformation practices that promote transparency and data accessibility across departments. Regular workshops can help employees adapt to digital systems and e-procurement tools, enhancing digital literacy and system utilization.

2. Strengthen Interdepartmental Communication:

A standardized communication framework, especially between procurement, finance, and marketing departments can be established to ensure smooth coordination and reduce workflow delays. It can be a weekly meeting to ensure real-time updates and better understanding of priorities. Also, the use of shared progress tracking tools such as dashboards, Slack can ensure transparency and accountability

during cross-departmental collaboration. There should be a structured and clear approval chain with defined timelines to prevent unnecessary bottlenecks. According to Kotler's Internal Marketing Theory, internal departments should be treated as internal customers to ensure alignment and motivation (Kotler & Keller, 2016), ultimately improving overall efficiency.

3. Improved Compliance Awareness and Legal Alignment:

GBPL can strengthen compliance by conducting regular training on procurement regulations, creating pre-purchase legal checklists, and involving legal officers early in the procurement planning process to minimize rework and delays. This would enable both employees and interns to align their procurement activities with the existing legal frameworks more effectively.

4. Reducing Dependency on External Vendors and Agencies:

To mitigate risks associated with supplier dependency, GBPL can diversify its vendor base and conduct regular performance evaluations to assess delivery timeliness, quality, and reliability. Establishing long-term contracts with trusted suppliers can help ensure stable pricing and consistent supply. Also, maintaining multiple approved vendors will minimize disruption risks and enhance procurement flexibility. These practices collectively strengthen the supply chain and promote smoother procurement operations.

5. Implement Risk and Contingency Planning:

GBPL can establish alternate sourcing options and logistic routes to minimize the impact of border delays or road disruptions. GPS-enabled logistics and real-time tracking systems can be implemented to anticipate and manage potential delays more effectively. Additionally, maintaining buffer stocks for critical materials through safety stock planning (*based on Inventory Management Theories*) can help sustain production continuity during unforeseen procurement disruptions.

3.3 Recommendations to the Company

Based on the identified challenges and proposed solutions, the following recommendations are suggested to enhance the efficiency, transparency, and coordination of procurement operations at GBPL:

1. Institutionalize Vendor Evaluation:

Create a vendor performance scorecard after each event or procurement process to assess reliability, execution quality, cost effectiveness and punctuality. This would enable data-driven decision-making in terms of vendor selection and contract renewal processes. build long-term strategic partnerships with high-performing vendors. Regular reviews and diversification of the supplier base will enhance supply chain resilience.

2. Promote Digital Literacy:

To ensure smooth adoption of new procurement tools, GBPL should conduct regular digital literacy workshops and training sessions for employees and interns. This will foster a culture of adaptability, and continuous improvement across the organization.

3. Adopt a Phased Digital Transformation Strategy:

GBPL should create a clear roadmap for implementing e-procurement systems and gradually digitalizing all recordkeeping processes.

4. Encourage Data-Driven Decision-Making:

With the gradual adoption of digital systems, GBPL should use procurement analytics tools to identify the trends, track spending efficiency, and forecast demand. Data insights can help optimize inventory levels and improve budget allocation.

5. Conduct Continuous Learning and Compliance Programs:

Introduce the existing compliance and procurement modules for the employees and interns through regular training. This will strengthen regulatory understanding and ensure consistent adherence to legal and ethical procurement practices.

3.4 Learning Outcome from the Co-Op Studies

My internship at GBPL provided me with comprehensive insights into the functioning of a procurement team within an integrated supply chain framework. My key learnings include the understanding of:

- The end-to-end procurement cycle, from vendor sourcing, quotation evaluation and contract

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finalization to the logistics documentation.

- The importance of regulatory compliance and vendor screening to maintain the organizational standards.
- The importance of effective coordination and communication across departments to ensure operational efficiency.
- The value of structured documentation and tracking systems (PMS and LC Tracker) to ensure transparency and timely procurement actions.
- The importance of international shipment logistics in facilitating global operations.
- The procurement practices to support production efficiency and cost-effectiveness, reinforcing the strategic role of the procurement function in a large-scale manufacturing setup.

Overall, this co-op experience allowed me to integrate theoretical knowledge into practical skills, understand organizational procurement dynamics, and develop competencies that will be valuable in my future career in supply chain and procurement management.

3.5 Application of the Knowledge from Coursework to the Real Working Situation

During my internship at Gorkha Brewery Private Limited (GBPL) as a Procurement Intern, I was able to apply a wide range of theoretical concepts and practical skills gained from my academic coursework into real world operations. The subjects I studied throughout my program provided a solid foundation in business, management, finance, and communication, each of which played a role in my professional performance.

Knowledge from Financial Accounting and Data Analysis for Decision Making proved useful when analyzing and comparing vendor price quotations, as I could interpret cost structures and assess the financial implications of procurement decisions.

Similarly, courses like Production and Operations Management and Strategic Management for Competitiveness provided insight into how procurement activities directly influence production efficiency and overall business competitiveness. I also drew upon concepts from Business Law when assisting with vendor agreements/contracts, ensuring compliance and accuracy in documentation and understanding contract terms during the finalization process.

Communication-focused courses such as English, Human Relation and Personality Development and

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Designing Yourself and Personality Leadership enhanced my ability to draft professional emails and procurement documents, helped me develop teamwork and interpersonal communication skills to interact effectively with internal teams and external vendors.

The subjects like Digital Literacy for the 21st Century, and Statistics and Probability allowed me to understand the importance of data accuracy, record maintenance, and information flow in decision-making.

Overall, my coursework provided the analytical reasoning, financial literacy, communication skills, and ethical grounding necessary to perform effectively in a professional environment. Applying these academic learnings at GBPL deepened my understanding of how business concepts are implemented in real organizational settings and strengthened my confidence to take on future challenges in the corporate and financial sectors.

3.6 Special Skills and New Knowledge Gained

During my internship at Gorkha Brewery Private Limited (GBPL) as a Procurement Intern, I gained hands-on experience in the technical and operational aspects of procurement within a large-scale organization. Some of the key skills and knowledge I acquired include:

Technical Skills Learned:

- **Procurement Documentation:** I learned how to prepare and process LC applications, and DO requests, gaining technical understanding of logistics documentation and compliance procedures.
- **Quotation & Vendor Evaluation:** I have developed my analytical and decision-making ability by reviewing multiple quotations and learning to evaluate vendors based on price, reliability, and delivery terms.
- **Third Party Screening (TPS):** I gained practical knowledge of the vendor compliance verification process, learning how to perform Third Party Screening (TPS) using the screening tool system to ensure ethical and regulatory compliance.
- **Contract Management:** I have gained exposure to contract drafting and learned the structure, key terms required for vendor agreements.
- **International Shipment Coordination:** I learned to operate the DHL shipment website for booking international consignments, while ensuring documentation accuracy and timeline adherence.

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- **Data Management Systems:** I have enhanced familiarity with procurement tools and trackers (such as LC Tracker and PMS), strengthening accuracy in digital recordkeeping.

Soft Skills Developed:

- **Attention to Detail:** Handling critical procurement and shipment documents taught me the importance of precision and accuracy.
- **Communication & Coordination:** Regular interaction with my own department as well as Legal, & Admin, helped me improve communication and collaborative problem-solving ability.
- **Analytical Thinking:** Evaluating quotations documents enhanced my ability to assess data critically and make informed recommendations.
- **Adaptability & Learning Agility:** Quick learning of new processes such as DHL shipment systems and compliance screenings (TPS) enhanced my capacity to adapt to technical tasks efficiently.
- **Teamwork & Knowledge Sharing:** Assisting the new employee during my handover process strengthened my leadership, documentation, and teamwork skills.

My internship at GBPL allowed me to develop a few technical skills required in procurement and supply chain, such as documentation, vendor evaluation, TPS compliance, contract management, shipment coordination, and data management. At the same time, I was able to strengthen my soft skills such as attention to detail, communication, analytical thinking, adaptability, and teamwork. Overall, the experience provided valuable insights into procurement operations and equipped me with the knowledge and competencies needed for a career in supply chain management.

Chapter 4: Conclusion

4.1 Summary of Highlights of My Co-Op Studies at Gorkha Brewery

My co-op experience at Gorkha Brewery Private Limited (GBPL) was an enriching and transformative learning journey. I was able to gain a valuable exposure to real-world supply chain operations despite entering the procurement field for the first time. This experience allowed me to apply academic knowledge in a professional setting while enhancing both technical and interpersonal competencies.

During the internship, I was able to:

- Acquire hands-on experience in key procurement functions, including preparing LC documents, reviewing price quotations, conducting vendor screenings, and coordinating shipments.
- Strengthen my technical skills, communication, and adaptability through meaningful responsibilities and consistent mentorship.
- Work within a collaborative and supportive environment that encouraged learning and professional development.
- Gain practical insight into corporate procurement workflows and their alignment with production and marketing objectives.
- Develop a strong interest in procurement marketing, emphasizing creativity, communication, and effective vendor engagement.

Overall, this internship provided a solid foundation in corporate procurement practices. It sparked my interest in the intersection of procurement and marketing and inspired me to further explore the role of digital transformation in optimizing procurement and business operations.

4.2 My Evaluation of the Work Experience

My internship at GBPL has been an immensely positive and enriching learning experience. Although procurement was a completely new field for me, I am very satisfied with the exposure, guidance, and mentorship I received throughout the internship period. This internship has significantly strengthened my technical proficiency, interpersonal communication, and adaptability in a professional workplace.

The hands-on exposure I received, especially in preparing LC documents, reviewing quotations,

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conducting vendor screenings, and managing shipments was truly valuable. Being entrusted with meaningful responsibilities and receiving continuous feedback from my mentors enhanced my learning process. The team environment was highly supportive, with senior staff always approachable and open to clarifying doubts despite their busy schedules.

Over the time, I have developed a strong interest in procurement marketing, where creativity, communication, and vendor engagement are more prominent. Overall, my time at GBPL has been both professionally rewarding and personally motivating for me to further explore the dynamic intersection between procurement and marketing.

4.3 Limitations of My Co-Op Studies

During my internship at GBPL, a few limitations affected the in-depth and continued learning experience. The limitations I faced were:

- **Manual Procurement System:** The procurement system that I had to deal with was almost completely manual, limiting exposure to digital procurement tools and automated workflows.
- **Time Constraint:** The short internship duration of just 16 weeks restricted mentorship time and reduced opportunities for in-depth participation in complex tasks such as vendor negotiations.
- **Inconsistent Communication in Workflow:** Irregular updates on LC documents and delayed task reviews (e.g., contract feedback from the Legal team) sometimes caused delays, confusion, and workflow interruptions.
- **Limited Exposure to Procurement Marketing:** Although I handled some vendor coordination and quotation-related tasks, there was minimal involvement in creative procurement campaigns or marketing projects that could have strengthened my communication and content skills.

Despite these limitations, the internship enhanced my adaptability and confidence in managing real-world organizational constraints. It provided me with a clear and practical understanding of how corporate procurement workflows operate in a large-scale business environment.

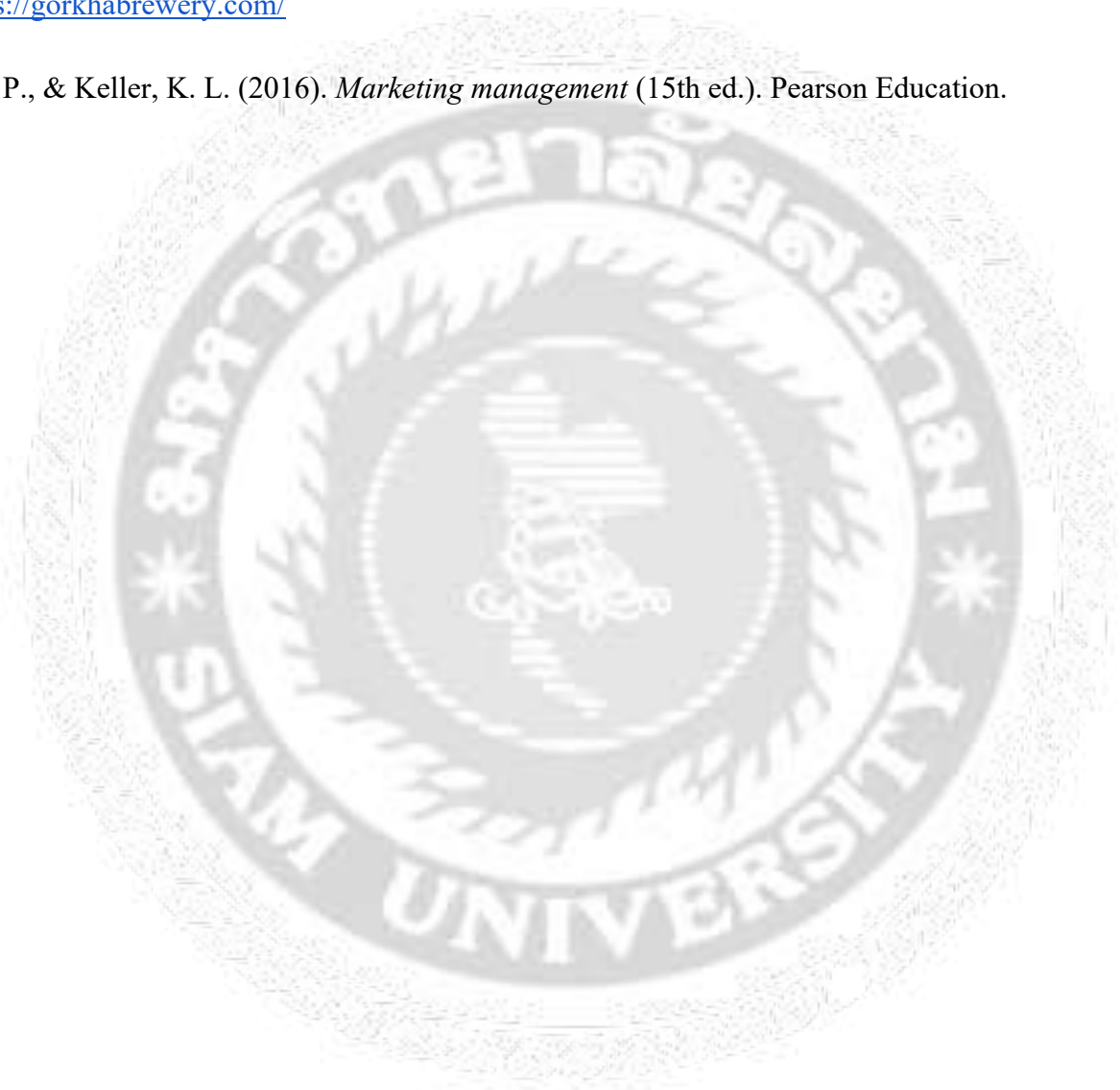
4.4 Recommendations for the Company

Based on my experience, I would like to suggest the following improvements to enhance the learning experience of future co-op students at GBPL:

- **Structured Task Allocation:** The company should provide interns with a clear work plan outlining their roles across sourcing, logistics, and marketing procurement to ensure clarity, balanced exposure, and efficient learning across all relevant areas.
- **Regular Progress Reviews:** They should implement regular progress reviews and feedback sessions to help interns stay aligned with departmental goals, resolve challenges early, and foster both professional and personal growth through consistent mentorship.
- **Inclusion in Creative Procurement Marketing:** Interested interns should be given the opportunity to engage in marketing-related procurements, including vendor coordination and creative project sourcing, to enhance their communication, creativity, and innovative problem-solving skills.
- **Improved Document Access System:** A shared and regularly updated digital folder system should be established to streamline access to LC and contract documents, ensuring faster retrieval, and reduced workflow delays.
- **Alignment with Real-World Demands:** Internship tasks should be designed to reflect real-world supply chain challenges, focusing on practical problem-solving, strategic thinking, and industry-relevant learning experiences.
- **Clarity During Onboarding:** Internship program should begin with orientation sessions covering company strategies, compliance regulations, and procurement processes to help interns understand the organization's overall operations. Job responsibilities, requirements, and available facilities should be clearly communicated during onboarding to ensure clarity and smooth adaptation.
- **Access to Real-Time Projects:** Interns should be provided with limited but meaningful access to real-time projects to deepen engagement, strengthen practical understanding, and develop hands-on experience with actual procurement workflows.

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- Gorkha Brewery Pvt. Ltd. (n.d.). *Company Profile, Mission, Vision, Strategies*. Retrieved from <https://gorkhabrewery.com/>
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Appendices

Table 2: My Daily Work Update Diary

Week 1	Date	Day	Task Assigned
Day 1	03/02	Monday	Create a sheet to update information from the LC files
Day 2	03/03	Tuesday	Create a sheet to update information from the LC files Filing of LC documents
Day 3	03/04	Wednesday	Filing of LC documents
Day 4	03/05	Thursday	Third Party Screening of different vendors Preparing quotation approval document for procurement of products/services
Day 5	03/06	Friday	Vendors information update and TPS listing
Week 2	Date	Day	Task Assigned
Day 1	03/09	Monday	Vendors information update and TPS listing
Day 2	03/10	Tuesday	Vendors information update and TPS listing
Day 3	03/11	Wednesday	LC information and expiry status update in the tracker sheet
Day 4	03/12	Thursday	LC information and expiry status update in the tracker sheet
Day 5	03/13	Friday	LC information update in the tracker sheet Price sheet update with the help of vendors quotation for spare parts for Annual Maintenance Plan (APM) of the brewery
Week 3	Date	Day	Task Assigned
Day 1	03/16	Monday	Shipment booking through DHL website for sending sample materials to the Carlsberg factory in Denmark
Day 2	03/17	Tuesday	Delivery Order issuance application form fillup
Day 3	03/18	Wednesday	Drafted ad for newspaper for visi-cooler & draught machine maintenance tender
Day 4	03/19	Thursday	SICK LEAVE
Day 5	03/20	Friday	Delivery Order issuance application form fillup

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Week 4	Date	Day	Task Assigned
Day 1	03/23	Monday	Sorted complain details of visi-cooler for the year 2081 & 2082
Day 2	03/24	Tuesday	Filled D/O application & LC amendment application Drafted RFQ letter for vendor of diesel
Day 3	03/25	Wednesday	Forecast & Variation sheet update
Day 4	03/26	Thursday	Delivery Order issuance application form fillup LC information (date) update in tracker sheet
Day 5	03/27	Friday	Delivery Order issuance application form fillup Contract update in tracker sheet
Week 5	Date	Day	Task Assigned
Day 1	03/30	Monday	Delivery Order issuance application form fillup Contract upload in tracker sheet
Day 2	03/31	Tuesday	HOLIDAY
Day 3	03/32	Wednesday	Edited product supply contract between vendors & GBPL
Day 4	04/01	Thursday	Edited product supply contract between vendors & GBPL
Day 5	04/02	Friday	Quotation review for video production & asked new vendors for quotation for comparison Vendors & products Information filled up in a sheet & sent to legal team for contract drafting
Week 6	Date	Day	Task Assigned
Day 1	04/05	Monday	DHL Shipment booking Filled D/O application Created CM (Channel Marketing) tracker sheet for 18 vendors and shared with them to update the Purchase Requisition
Day 2	04/06	Tuesday	Documentation of new LCs & filing
Day 3	04/07	Wednesday	Documentation of new LCs & filing Updated LC information in tracker sheet DHL shipment booking
Day 4	04/08	Thursday	Filled an application for opening LC Filled D/O application Information update in LC tracker sheet

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Day 5	04/09	Friday	TPS for one company (vendor) Information update in LC tracker sheet Filled D/O application
Week 7	Date	Day	Task Assigned
Day 1	04/12	Monday	Price update in a sheet from another
Day 2	04/13	Tuesday	LC tracker sheet updated
Day 3	04/14	Wednesday	Drafted agreement (in a given sample format) for a few vendors for various POSM Filled DAA (Document Against Acceptance)
Day 4	04/15	Thursday	Filled D/O application Created approval sheet for a product quotation
Day 5	04/16	Friday	Edited the agreement & shared to Legal team Filled D/O application form Updated Procurement PMS board
Week 8	Date	Day	Task Assigned
Day 1	04/19	Monday	Filing of LC documents
Day 2	04/20	Tuesday	Filled D/O application LC tracker information update Dispatch details of bottles
Day 3	04/21	Wednesday	Filled D/O application Finalized agreement
Day 4	04/22	Thursday	LC tracker information update Attended a meeting related to different agreement drafts
Day 5	04/23	Friday	Filled D/O application Created approval sheet for 2 products Drafted agreements for the same
Week 9	Date	Day	Task Assigned
Day 1	04/26	Monday	Filled D/O application LC tracker information update
Day 2	04/27	Tuesday	Filled D/O application

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Day 3	04/28	Wednesday	Created approval sheet for a product Drafted agreement for the same PMS board updated
Day 4	04/29	Thursday	Finalized agreement Contacted vendors for CM tracker update Created a digital PMS
Day 5	04/30	Friday	DHL Shipment Created price comparison sheet for finalizing vendor
Week 10	Date	Day	Task Assigned
Day 1	05/02	Monday	Price Comparison and verification for the services provided to outlets
Day 2	05/03	Tuesday	Price Comparison and verification for the services provided to outlets Approval made for a product & DHL Shipment
Day 3	05/04	Wednesday	Price Comparison and verification for the services provided to outlets
Day 4	05/05	Thursday	Price Comparison and verification for the services provided to outlets
Day 5	05/06	Friday	Teej Event
Week 11	Date	Day	Task Assigned
Day 1	05/09	Monday	Vendors follow-up for agreement signing & stamp Vendors follow up for price of stationery items Filled D/O application Drafted an application (in Nepali)
Day 2	05/10	Tuesday	TEEJ HOLIDAY
Day 3	05/11	Wednesday	DHL Shipment Created price comparison sheet for finalizing vendor
Day 4	05/12	Thursday	Agreement drafted Follow up for price quotation
Day 5	05/13	Friday	Filled D/O application LC Tracker update
Week 12	Date	Day	Task Assigned

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Day 1	05/16	Monday	Agreement finalized for a new product contract
Day 2	05/17	Tuesday	Stationery & IT items price and vendors finalizing for contract
Day 3	05/18	Wednesday	Agreement edited Vendor coordination for quotation follow up
Day 4	05/19	Thursday	Assisted & coordinated with the new employee
Day 5	05/20	Friday	Finalized stationery items price Created e-auction checklist
Week 13	Date	Day	Task Assigned
Day 1	05/23	Monday	Edited agreement
Day 2	05/24	Tuesday	PROTEST
Day 3	05/25	Wednesday	PROTEST
Day 4	05/26	Thursday	PROTEST
Day 5	05/27	Friday	PROTEST
Week 14	Date	Day	Task Assigned
Day 1	05/30	Monday	Approval made for 3 products Received approval from manager & sent stationery items price to the supplier
Day 2	05/31	Tuesday	Approval made for POSM bidding done via online
Day 3	06/01	Wednesday	PUBLIC HOLIDAY
Day 4	06/02	Thursday	Agreement finalized for 3 products
Day 5	06/03	Friday	Filled D/O application LC Tracker update
Week 15	Date	Day	Task Assigned
Day 1	06/06	Monday	Assisted & co-ordinated with the new employee
Day 2	06/07	Tuesday	SICK LEAVE
Day 3	06/08	Wednesday	LC Tracker update
Day 4	06/09	Thursday	Dashain Event
Day 5	06/10	Friday	Certificate & Farewell

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Week 16	Date	Day	Task Assigned
Day 1	06/13	Monday	DASHAIN HOLIDAY
Day 2	06/14	Tuesday	DASHAIN HOLIDAY
Day 3	06/15	Wednesday	DASHAIN HOLIDAY
Day 4	06/16	Thursday	DASHAIN HOLIDAY
Day 5	06/17	Friday	DASHAIN HOLIDAY

Photo Gallery

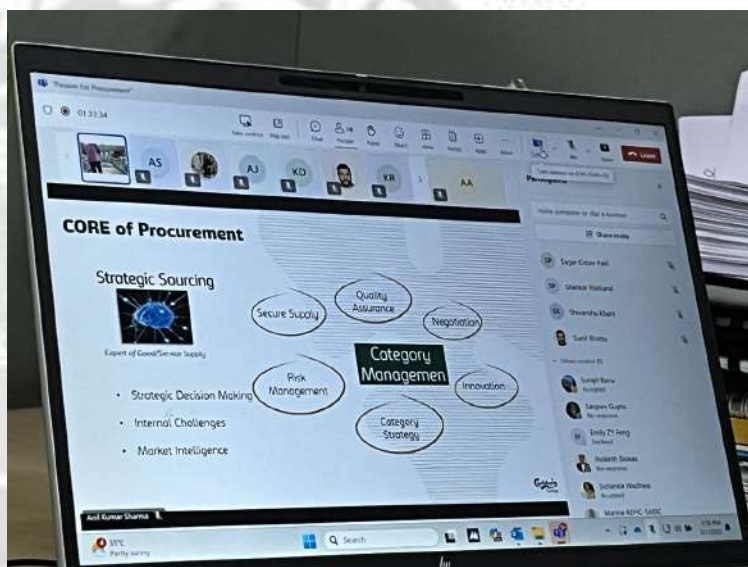
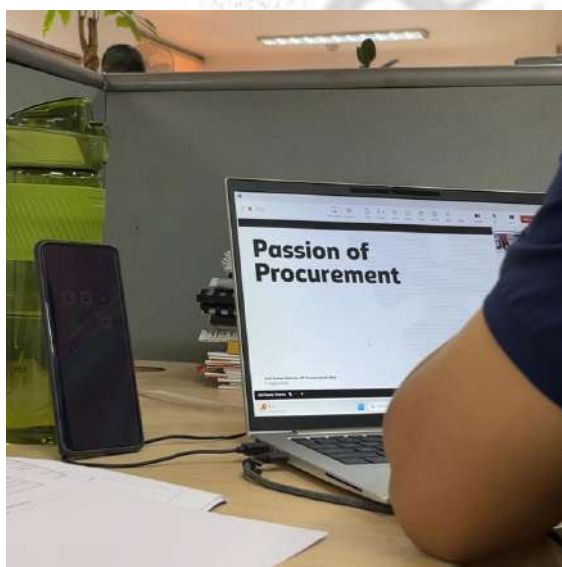


Fig 6 & 7: Attending an online session on “Passion of Procurement”



*Fig 8 & 9: Family Day Celebration
at Office with my brother*



Fig 10: Teej Celebration with Colleagues