



COOPERATIVE EDUCATION REPORT

**A Practice-Oriented Study of Manufacturing and Sales Operations at Ratna Dev
Kapada Udhog**

Written by

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**This report is submitted in partial fulfillment of the requirements of Co-operative
education. Faculty of Business Administration, Academic Semester 3/2024**

Siam University

Title: A Practice-Oriented Study of Manufacturing and Sales Operations at Ratna Dev Kapada Udhyog

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Major: Marketing

Faculty: Business Administration

Semester/Academic Year: 3/2024

We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 3/2024.

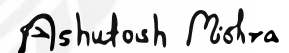
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CO-OPERATIVE EDUCATION REPORT

A Practice-Oriented Study of Manufacturing and Sales Operations at Ratna Dev Kapada Udhyog

Written by: Prince Dev Singh

Position: Intern – Manufacturing & Sales Department

Duration: 23rd June 2025 – 30th October 2025

Degree: Bachelor of Business Administration (BBA)

Major: Marketing

Abstract

This internship report presents a comprehensive overview of my four-month experiential learning journey at Ratna Dev Kapada Udhyog, where I worked across two major functional areas: the **manufacturing department** and the **sales department**. The primary objective of this internship was to bridge classroom knowledge with practical industry exposure, specifically in the textile sector—a key manufacturing industry in Nepal.

During the manufacturing phase, I observed and learned the complete production workflow, beginning with yarn processing and extending to warping, winding, sizing, weaving, and manual quality inspection. I gained hands-on understanding of multiple textile machines, including **Rapier looms, Jacquard looms, Power looms**, and preparatory machines such as the winding and warping units. This exposure helped me understand the technical and operational foundation of textile manufacturing.

In the second phase, I transitioned to the **sales department**, where I directly engaged in commercial activities such as order preparation, store and godown management, delivery coordination, and payment collection. I also participated in field marketing by visiting nearby shops, distributing visiting cards, promoting products, and gathering market insights. This allowed me to experience customer interaction, negotiation, and relationship-building.

Overall, this internship enhanced my technical, analytical, and interpersonal skills. It allowed me to understand how production and sales interconnect to drive business operations. The experience strengthened my confidence and provided valuable industry knowledge that will support my future academic and professional growth.

Keywords: Manufacturing department, Sales department, Textile machines

Acknowledgement

Without the assistance and proper direction from many individuals and organizations, this report and the experiences it represents would not have been possible. I want to start by expressing my gratitude to Siam University and Kathmandu College of Management for providing me with the opportunity to obtain practical industrial experience through the Cooperative Education Program.

I would also want to thank Mr. Bikash Dahal, my academic advisor, for his constant encouragement, support, and insightful criticism during this learning process. I also want to express my sincere gratitude to Mr. Bibek Singh, my job supervisor at Ratna Dev Kapada Udhyog, whose guidance and insightful advice helped me along the path.

Finally, I want to express my sincere gratitude to Ratna Dev Kapada Udhyog for providing me with the opportunity to complete my internship in both manufacturing and sales departments. This experience has helped me gain real industry exposure and practical knowledge that will support my personal and professional growth.

I am thankful to the factory supervisors, machine operators, sales team, and administrative staff for their guidance and cooperation throughout my internship period.

Sincerely,

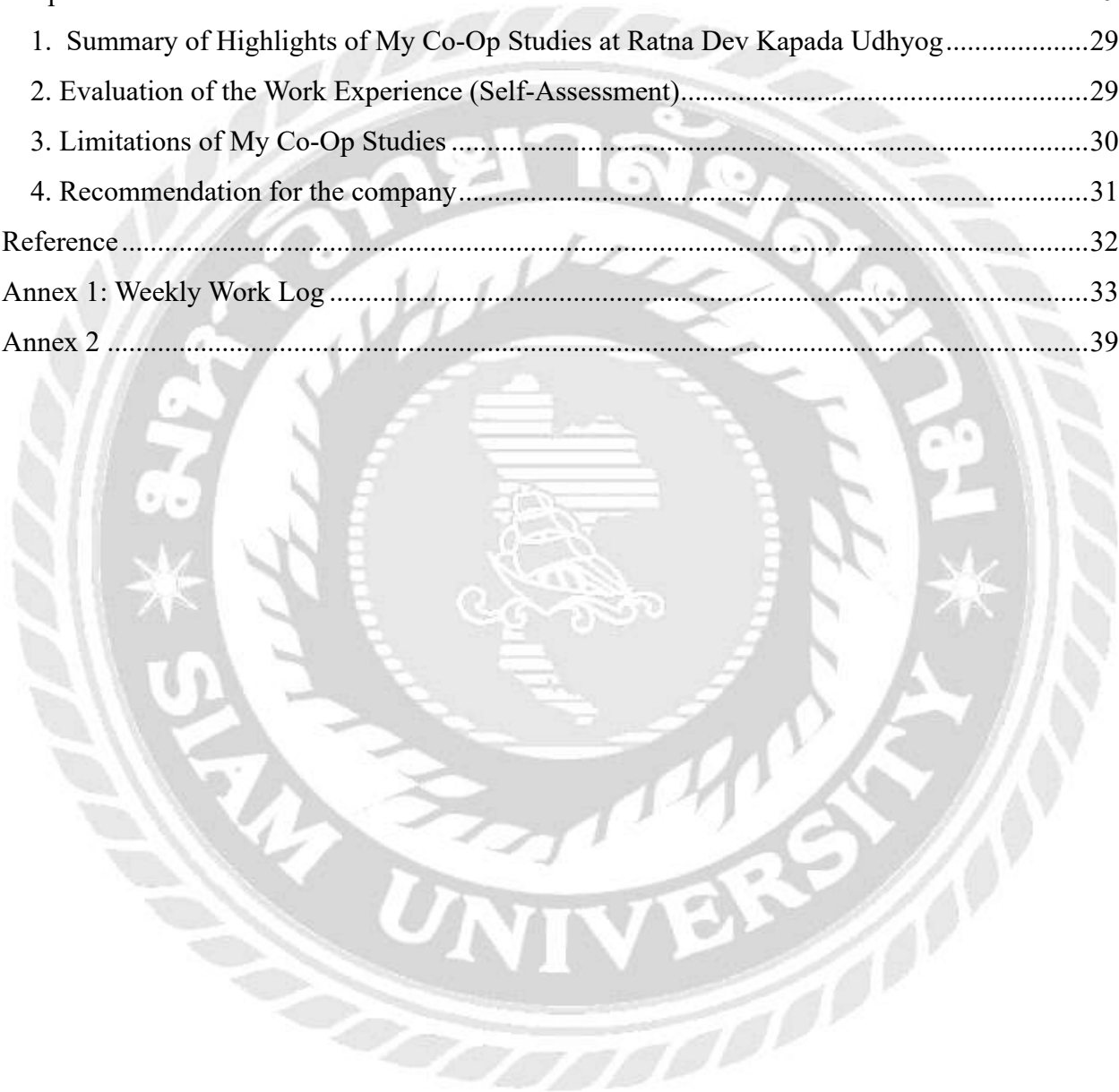
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Table of Contents

Abstract.....	3
Acknowledgement.....	4
List Of figures.....	7
Chapter 1: Introduction.....	8
1. Company Profile.....	8
1.1 Mission of the Company	8
1.2 Vision of the Company	8
1.3 Strategies of the Company.....	9
2. Organizational Structure.....	11
2.1 Diagram of the Organizational Structure.....	11
2.2. Job Position	12
2.3. Job Position in the Company's Organizational Structure	12
3. Intention and Motivation to Choose This Company as My CO-OP Studies Workplace.....	13
4. Strategic Analysis	14
4.1 SWOT Analysis.....	14
4.2 Porter's Five Forces.....	15
5. Objectives of This Co-operative Study	16
5.1. Significance of the Report	16
5.2. Why I Am Interested in Writing This Report Topic (CO-OP Study)	16
Chapter 2: - CO-OP STUDY ACTIVITIES	18
1. Job Description.....	18
2. Job Responsibilities and Work Duties	18
3.Activities in Coordinating with Co-Workers.....	19
4. Job Process Diagram	20
4.1 Manufacturing Workflow Diagram	20
4.2 Sales & Distribution Workflow	20
5. Contribution as a Co-Op student in the Company.....	20
CHAPTER 3 LEARNING PROCESS	21
1. Problems/Issues of the Company	21
2. How to Solve the Problems	22

3. Recommendation to the Company	24
4. What I Have Learned During the Co-Op Studies	25
5. How I Applied the Knowledge from Coursework to the Real Working Situation	25
6. Special Skills and New Knowledge I Have Learned from This Co-Op Studies	27
Chapter 4: Conclusion	29
1. Summary of Highlights of My Co-Op Studies at Ratna Dev Kapada Udhyog	29
2. Evaluation of the Work Experience (Self-Assessment)	29
3. Limitations of My Co-Op Studies	30
4. Recommendation for the company	31
Reference	32
Annex 1: Weekly Work Log	33
Annex 2	39



List Of figures

Figure 1: Store Godown

Figure 2: Wotu, Indrachowk Store

Figure 3: Factory Godown

Figure 4: Finishing Department

Figure 5: Warping and Sizing Machines

Figure 6: Winding Machine

Figure 7: Raw Materials Godown

Figure 8: Power Looms

Figure 9: Electronic Jacquard

Figure 10: Complex Designs on E-Jacquard

Figure 11: Power Looms with Manual Jacquard Integrated

Figure 12: Complex Manual Jacquard Designs

Figure 13: Power Looms with Dobby System Integrated

Figure 14: Repair Loom

Chapter 1: Introduction

1. Company Profile

Ratna Dev Kapada Udhyog is a locally established textile manufacturing company located in Nepal. The company specializes in producing woven fabrics using a combination of advanced and semi-automatic textile machinery. With an increasing demand for locally manufactured fabrics and a growing domestic market, Ratna Dev Kapada Udhyog has positioned itself as a reliable supplier of durable and affordable textile products.

The company operates across multiple production stages, including raw material procurement, yarn processing, weaving, finishing, packaging, and distribution. Its product line consists of various types of woven fabrics used in clothing, local garments, uniforms, household textiles, and wholesale distribution. The company serves small retailers, large wholesalers and re-wholesalers, making its market footprint diverse and consistent.

1.1 Mission of the Company

The mission of Ratna Dev Kapada Udhyog is to deliver high-quality textile products through efficient manufacturing processes, skilled labor, and consistent quality assurance. The company aims to ensure customer satisfaction by producing reliable, long-lasting fabrics that meet market standards and expectations.

1.2 Vision of the Company

The vision of Ratna Dev Kapada Udhyog reflects its long-term ambition to evolve from a medium-scale textile producer into a competitive and trusted name within Nepal's manufacturing sector. The company envisions strengthening its capabilities not only in terms of production output but also in technology adoption, workforce excellence, product diversification, and overall market expansion.

A key component of the company's vision is to **build a vertically integrated and efficient textile enterprise** capable of satisfying domestic fabric demand with consistent quality. This includes gradually transforming traditional weaving operations into a semi-automated or fully automated production environment, thereby increasing precision, reducing wastage, and minimizing dependency on manual labor.

Another important aspect of the company's vision is to **establish long-term relationships with wholesalers, garment factories, and distributors across Nepal** by offering reliable and affordable textile solutions. The organization aims to become a preferred supplier in the market. Reputation built through trust, quality, timely delivery, and customer-centered business practices.

Furthermore, Ratna Dev Kapada Udhyog seeks to **continuously innovate** by expanding its variety of fabrics, exploring new weaving techniques, improving product durability, and meeting emerging fashion and textile trends. The company believes in empowering its workforce, upgrading machinery as needed, and adapting to competitive pressures in order to remain sustainable in the industry.

Ultimately, the company's long-term vision is to contribute to Nepal's textile development, reduce reliance on imported fabrics, and create employment opportunities within the local community.

1.3 Strategies of the Company

Ratna Dev Kapada Udhyog employs several interconnected strategies to achieve its mission and long-term vision. These strategies guide the company's decision-making and operational efficiency across manufacturing, sales, supply chain management, and customer relations.

1. Production Strategy

The company prioritizes maintaining a smooth and continuous production cycle. This involves ensuring raw materials (yarn) are always available, minimizing machine downtime, and optimizing the workflow between winding, warping, sizing, and weaving. Regular maintenance is carried out to keep the looms—Rapier, Jacquard, and Power Looms—in optimal working condition. By focusing on operational efficiency, the company aims to increase its daily output while maintaining product consistency.

2. Quality Assurance Strategy

Although the company uses a manual glass-based inspection system, quality assurance remains a key strategic pillar. Workers are trained to identify defects such as missing threads, loose weaves, holes, and uneven tension. The strategy is to inspect fabrics at multiple stages, reducing customer complaints and ensuring customer satisfaction. Maintaining consistent quality also helps the company retain loyal buyers and compete against imported products.

3. Cost Management Strategy

Since the textile market is highly price-sensitive, Ratna Dev Kapada Udhyog focuses on minimizing production costs without compromising quality. This is achieved through efficient procurement of yarn, reducing wastage during weaving, reusing leftover materials where possible, and managing energy consumption. Keeping production costs low helps the company offer competitive pricing to its buyers.

4. Sales and Customer Relationship Strategy

The company emphasizes building strong, long-term relationships with customers. Its strategy includes regular follow-ups, timely delivery, flexible order quantities, and consistent communication. Sales staff or interns visit nearby markets to maintain relationships, collect payments, and identify new business opportunities. This field-based approach helps retain existing customers while expanding the customer base.

5. Market Expansion & Promotional Strategy

While the company primarily targets retailers and wholesalers in its local region, it aims to expand distribution to other garment hubs across Nepal. Promotional strategies include distributing visiting cards, word-of-mouth marketing, and maintaining a strong presence in textile markets. Though the company does not currently engage in digital marketing, it plans to explore it in the future as part of its expansion strategy.

6. Workforce Development Strategy

The company strongly believes that a skilled and motivated workforce is essential for maintaining productivity and ensuring long-term growth. Ratna Dev Kapada Udhyog focuses on developing its workforce through hands-on training, task rotation, and mentorship provided by experienced machine operators and supervisors. New workers are gradually introduced to winding, warping, sizing, and weaving processes so they can understand how each stage contributes to the overall workflow.

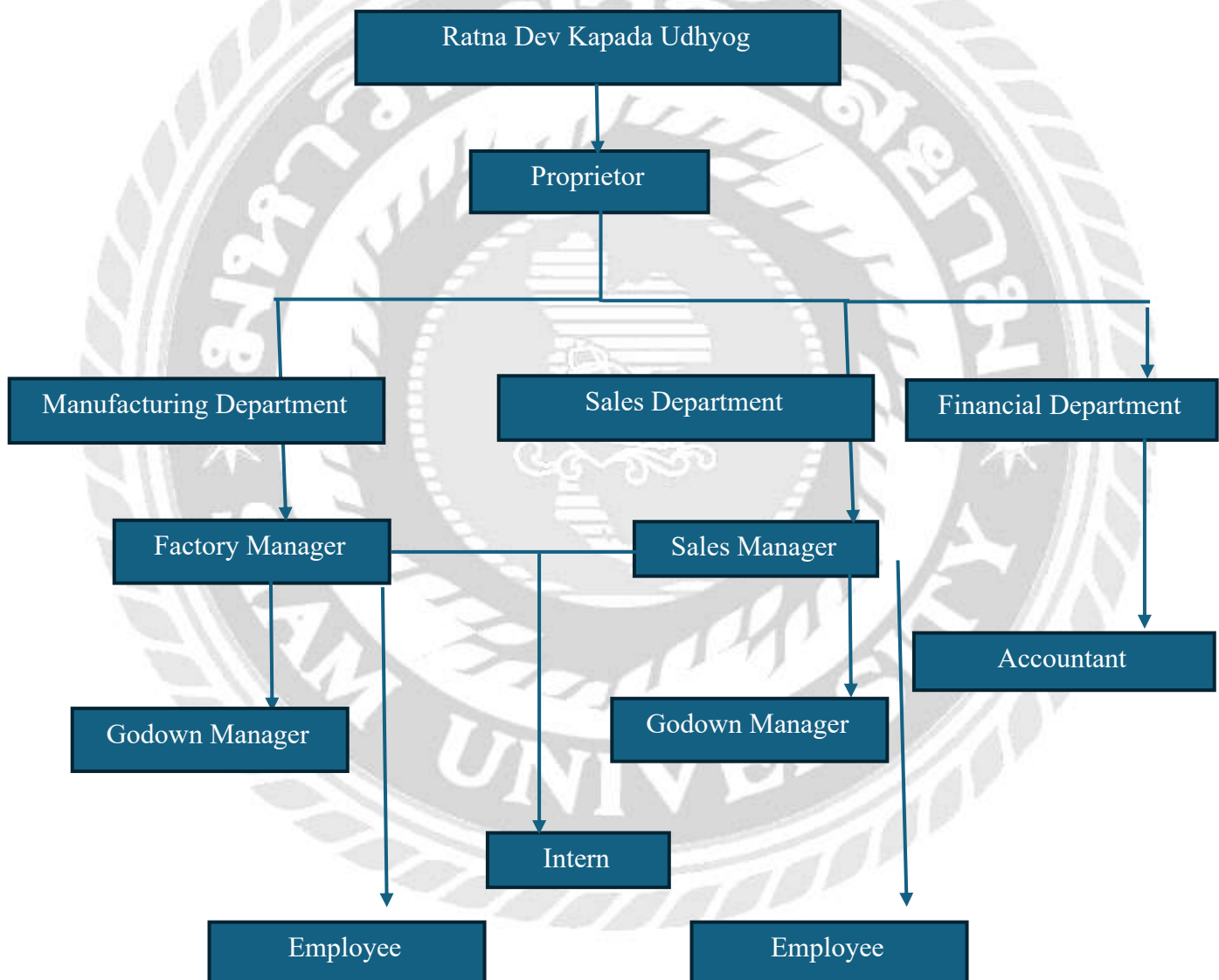
In addition to technical skills, workers learn how to troubleshoot minor machine issues, manage yarn tension and identify defects during production while operating heavy machinery. Even though the company does not currently follow a formal training curriculum, its experience-based learning environment ensures that workers continuously develop their abilities on the job.

Ratna Dev Kapada Udhyog aims to adopt structured training sessions, safety workshops, periodic performance assessments, and incentive programs to further enhance workforce development. Investing in employee growth not only improves production efficiency and product quality, but also fosters employee loyalty and reduces turnover, contributing to long-term organizational stability.

2. Organizational Structure

The organizational structure of Ratna Dev Kapada Ughyog follows a hierarchical structure with a collaborative workflow, ensuring efficient communication and coordination among team members.

2.1 Diagram of the Organizational Structure



For better communication, they conduct daily 20-30 mins meeting including the proprietor himself, factory manager, sales manager and few other employee who are mainly responsible for the different sector of production (Jacquard, Weaving, Power loom).

2.2. Job Position

During my internship at Ratna Dev Kapada Udhyog, my official job position was **Intern – Manufacturing & Sales Department**. This role required me to work as a multi-functional trainee, actively contributing to both the production and sales units of the company. Instead of being limited to observation, I was consistently involved in hands-on tasks that helped me understand the full workflow of a textile manufacturing business.

My responsibilities included:

- **Production Floor Support:** Assisting machine operators in winding, warping, sizing, and weaving; learning how raw yarn is transformed into finished fabric; observing machine settings, tension control, and defect identification.
- **Operational Coordination:** Helping with beam preparation, checking yarn availability, supporting minor troubleshooting, and learning how production schedules are managed.
- **Order Preparation & Handling:** Preparing fabric rolls for dispatch, labeling, counting, and ensuring accuracy between production output and store records.
- **Store & Godown Management:** Assisting with stock entry, organizing stored materials, loading/unloading goods, and maintaining cleanliness and order in the workspace.
- **Sales and Customer Interaction:** Supporting customer handling at the store, updating stock records, preparing orders for retail buyers, and helping respond to customer queries.
- **Field Marketing & Payment Collection:** Visiting nearby shops to distribute visiting cards, collect payments, promote fabrics, and maintain relationships with local retailers.

Overall, this role helped me gain practical exposure to both technical and commercial aspects of the business, allowing me to understand how fabric manufacturing connects with market demand and sales operations.

2.3. Job Position in the Company's Organizational Structure

My internship position acted as a **bridge between production and sales**, helping me understand both the technical process of fabric creation and the commercial process of selling and distributing products. This dual-department placement gave me a comprehensive learning experience and allowed me to support workflow efficiency across multiple operational areas.

In the company's organizational structure, under two key departments:

- **Manufacturing Department:** I reported directly to the Production Manager and collaborated with the Winding, Warping, Sizing, and Weaving Supervisors to understand day-to-day operations and workflow.

- **Sales Department:** I also worked under the Sales Manager, supporting store operations, stock updates, order handling, customer coordination, and market outreach activities.

My position functioned as a link between production and sales, helping me gain practical exposure to both operational and commercial aspects of the textile business.

3. Intention and Motivation to Choose This Company as My CO-OP Studies Workplace

Choosing Ratna Dev Kapada Udhyog as my CO-OP studies workplace was a thoughtful and purposeful decision influenced by several academic, professional, and personal motivations. As a student seeking practical industry exposure, I believed that working in a real manufacturing environment—especially in the textile sector—would provide me with hands-on learning opportunities that classroom lessons alone could not offer.

One of my primary intentions was to gain a deeper understanding of how traditional Nepali fabrics such as Dhaka, woolen, and Newari textiles are produced. Ratna Dev Kapada Udhyog, being an established manufacturer with its own production units, offered the perfect platform for me to explore these processes from start to finish. I wanted to witness how raw yarn is converted into finished fabric, and how quality control, production planning, and machine operations come together to maintain productivity.

Additionally, I was motivated by the opportunity to observe the business from a management and sales perspective. The company operates multiple sales outlets across Kathmandu and Lalitpur, which allowed me to learn about customer interaction, product distribution, inventory handling, and retail operations. This dual exposure to both manufacturing and sales matched the goals of my CO-OP program, which focuses on practical, multi-departmental learning.

Another important reason behind my choice was the familiarity and comfort I had with the company environment. I believed that working in a family-run and trusted business setting would give me the freedom to learn, ask questions, and improve my skills without hesitation. This supportive environment motivated me to take initiative, participate actively, and explore various areas of the company.

Overall, my intention and motivation were driven by a desire to combine academic knowledge with practical experience, understand the operational realities of a textile business, and develop skills that would help me in my future professional journey.

4. Strategic Analysis

4.1 SWOT Analysis

During my internship period at Ratna Dev Kapada Udhyog, I was able to observe the Company's Strengths, weaknesses, potential opportunities and challenges. Based on my experience and understanding, here is a strategic analysis of the company using the SWOT framework:

Strengths

- **Wide range of textile machinery.** The company's diverse set of machines allows production of different fabric types and supports flexible batch sizes. This reduces dependency on a single product line and enables quick switching between Dhaka, woolen, and Newari fabrics.
- **Strong local market presence.** Established relationships with local retailers and three sales outlets provide stable demand, faster customer feedback loops, and a reliable channel for launching new designs.
- **Experienced production team.** Skilled operators and supervisors maintain consistent quality, reduce downtime through informal troubleshooting, and help transfer tacit knowledge to trainees.

Weaknesses

- **Manual inspection instead of automated systems.** Relying on human inspection increases the risk of inconsistent quality and higher labor costs during peak periods.
- **Limited working capital during seasonal demand.** Cash constraints impede the ability to stock raw materials (yarn) ahead of peak seasons or invest in short-term productivity improvements.

Opportunities

- **Expanding retail presence.** Opening more outlets or partnering with other retailers can increase market reach and brand recognition.
- **Upgrading looms for higher productivity.** Incremental investments in more efficient looms or semi-automation could reduce unit cost and improve output consistency.

Threats

- **Competition from imported fabrics.** Cheaper foreign imports can erode local market share, especially for cost-sensitive customers.
- **Price fluctuation in yarn market.** Volatile raw material prices squeeze margins and complicate pricing strategy.

4.2 Porter's Five Forces

Competitive Rivalry: High

The local textile industry has many small- and medium-sized producers competing on price, design, and availability. This intense rivalry pressures margins and forces frequent product refreshes.

Strategic responses: Company focuses on differentiation (unique Dhaka and Newari patterns, better in-store experiences), improve customer loyalty through after-sales service, and explore vertical integration (e.g., direct retail) to capture more margin.

Threat of New Entrants: Moderate

Starting a textile workshop requires capital for looms and skilled labor, which raises the entry bar. However, entry costs are not prohibitive for small players, and contract manufacturing or second-hand machinery makes entry easier.

Strategic responses: Company strengthens relationships with retailers, secure supplier agreements, and document production know-how to raise effective barriers to entry.

Bargaining Power of Buyers: High

Retailers and end customers have many alternatives, both local and imported fabrics, which gives buyers leverage on price and terms.

Strategic responses: Company diversifies buyer types (direct-to-consumer stores, online sales), offer value-added services (custom designs), and build brand loyalty to reduce price sensitivity.

Bargaining Power of Suppliers: Moderate

Yarn suppliers influence pricing, quality, and delivery times. While multiple suppliers exist, certain yarn types or colors may be sourced from fewer vendors, increasing dependency.

Strategic responses: company cultivates multiple supplier relationships, negotiate volume discounts, and consider backward integration or local sourcing partnerships for key yarn types.

Threat of Substitutes: Increasing

Substitutes include imported ready-made garments and synthetic fabrics that replicate traditional looks at lower cost. Additionally, changes in fashion or consumer preferences (e.g., shift to synthetic blends) can reduce demand for traditional textiles.

Strategic responses: innovate product offerings (mixed-fiber blends that keep traditional designs but improve durability), emphasize the cultural value and handmade quality of local fabrics where substitutes are less attractive.

5. Objectives of This Co-operative Study

The main objectives of undertaking this CO-OP study at Ratna Dev Kapada Udhyog are as follows:

- **To gain practical exposure to textile manufacturing processes**, including winding, warping, sizing, and weaving.
- **To understand production management**, machine operation workflows, and coordination among departments.
- **To learn sales and distribution activities**, including customer handling, inventory management, and order preparation.
- **To bridge theoretical knowledge with real-world operations**, strengthening my academic learning through hands-on experience.
- **To develop professional skills**, such as communication, teamwork, time management, and decision-making.
- **To observe how small-to-medium enterprises operate in Nepal**, particularly in the textile industry.

These objectives helped guide my activities during the internship and ensured that each task contributed to my academic and professional growth.

5.1. Significance of the Report

This report holds significant value for several reasons:

- **Academic Requirement:** It fulfills the requirement of the CO-OP studies program, serving as documented proof of practical learning.
- **Professional Development:** The report highlights the skills, knowledge, and experience I gained, which will support future career opportunities.
- **Industry Insight:** It provides an overview of Nepal's textile manufacturing environment, production challenges, and market realities.
- **Reference for Future Students:** This report can serve as a helpful reference for students who may choose similar industries for their CO-OP studies.
- **Contribution to the Company:** The observations and reflections in the report may offer the company useful insights regarding workflow efficiency and potential improvements.

5.2. Why I Am Interested in Writing This Report Topic (CO-OP Study)

I am particularly interested in writing this CO-OP study report because it allows me to reflect on my learning, document my practical experiences, and analyze the operations of a real

manufacturing business. This topic aligns closely with my academic field and personal interests in understanding how products are created, managed, and delivered to customers.

Writing this report also gives me the opportunity to:

- **Evaluate my growth** throughout the internship.
- **Understand the strengths and weaknesses** of the business environment I worked in.
- **Develop research and analytical skills** by studying real operations, challenges, and industry practices.
- **Build a structured record of my learning journey**, which I can use for future academic or professional references.

Overall, I chose this report topic because it connects directly to my career goals, enhances my practical understanding, and allows me to present a meaningful analysis of my CO-OP experience.



Chapter 2: - CO-OP STUDY ACTIVITIES

1. Job Description

During my internship at Ratna Dev Kapada Udhyog, I worked as an Intern within both the Manufacturing and Sales Departments. My primary role was to support daily business operations, observe production processes, assist in retail and wholesale sales activities, and help maintain smooth coordination between the production unit and sales outlets. I was responsible for assisting customers, preparing orders, updating inventory records, observing textile manufacturing processes, supporting field marketing activities, and handling basic documentation tasks. This position allowed me to gain practical, hands-on experience in textile production, store management, customer service, and operational workflow.

2. Job Responsibilities and Work Duties

As an Intern at Ratna Dev Kapada Udhyog, my role involved supporting both the manufacturing and sales departments. My responsibilities were designed to give me exposure to the company's full workflow—from production to customer service. Below is a detailed description of my job duties:

1. Sales Responsibilities

- Assisting customers in selecting appropriate fabrics and providing product information.
- Preparing sales orders, invoices, and helping maintain daily sales records.
- Supporting sales staff in customer handling and answering general queries.
- Conducting follow-ups with wholesale customers regarding orders and payments.
- Participating in field marketing by visiting nearby shops and distributing company visiting cards.

2. Inventory & Store Responsibilities

- Assisting in stock counting, labeling, and updating inventory records.
- Organizing fabric rolls in the store and godown for easy accessibility.
- Preparing orders for dispatch, which included measuring, folding, packaging, and labeling fabrics.
- Checking stock availability before confirming customer orders.

3. Production-Related Responsibilities

- Observing key production processes such as winding, warping, sizing, and weaving.
- Learning how Dhaka, Woolen, and Newari fabrics are produced on various machines.
- Coordinating with machine operators to understand daily production schedules.
- Reporting minor production or machine issues to supervisors.

4. Reporting & Documentation Responsibilities

- Assisting in preparing weekly and daily sales reports.
- Collecting customer feedback and sharing it with supervisors.
- Maintaining documentation related to customer orders and store inventory movements.

5. Administrative & Support Responsibilities

- Assisting in collecting payments from retailers during field visits.
- Ensuring cleanliness and proper organization in the store and godown areas.
- Helping to maintain efficient communication between the sales team and the production unit.

3. Activities in Coordinating with Co-Workers

During my internship, effective coordination with co-workers played a key role in ensuring smooth workflow across both the manufacturing and sales departments. I frequently interacted with machine operators, sales staff, storekeepers, and supervisors to carry out daily responsibilities efficiently. My activities in coordinating with co-workers included:

1. Communicating Daily Tasks and Requirements

- Discussing incoming customer orders with sales staff to ensure accurate preparation.
- Informing machine operators about urgent fabric requirements for pending orders.
- Coordinating with storekeepers to check stock availability before confirming sales.

2. Assisting Team Members During Busy Hours

- Helping sales staff manage customer flow during peak periods.
- Supporting store workers during stock arrangement and order dispatch.
- Assisting machine operators with basic tasks like loading yarn or organizing beams.

3. Sharing Information and Feedback

- Communicating customer feedback to supervisors and the production team.
- Updating co-workers on low-stock items or frequently demanded fabrics.
- Reporting any machine issues or order-related discrepancies promptly.

4. Collaborative Problem-Solving

- Working with team members to resolve stock mismatches.
- Assisting in finding alternatives when certain fabric types were unavailable.
- Participating in discussions on improving order processing and store organization.

5. Maintaining a Positive Work Environment

- Supporting colleagues with small tasks to maintain team harmony.
- Respecting roles and responsibilities of senior staff while learning from them.
- Participating in informal discussions to improve coordination and workflow.

4. Job Process Diagram

4.1 Manufacturing Workflow Diagram

Yarn → Winding → Warping → Sizing → Loom → Cutting → Quality Check → Packaging

4.2 Sales & Distribution Workflow

Customer Order → Stock Checking → Order Preparation → Packaging → Delivery → Payment Collection → Record Keeping

5. Contribution as a Co-Op student in the Company

During my internship at Ratna Dev Kapada Udhyog, I contributed actively to both the Manufacturing and Sales Departments. In the manufacturing unit, I observed machine operators, organized inventory, maintained stock records for finished goods, semi-finished goods and the raw materials, and helped prepare materials to ensure smooth production processes. In the sales and store management areas, I supported order preparation, maintained stock records, assisted in billing and payment collection, and helped organize store displays to enhance customer experience. Additionally, I participated in field marketing by visiting nearby shops, promoting products, and distributing visiting cards, while gathering customer feedback to help the company understand market trends. I also collaborated closely with co-workers and supervisors, participating in team discussions and providing suggestions to improve operational efficiency. Through these activities, I applied my academic knowledge in a real-world setting, gained practical experience in the textile industry, and contributed meaningfully to the company's daily operations.

CHAPTER 3 LEARNING PROCESS

1. Problems/Issues of the Company

Ratna Dev Kapada Udhyog, like many medium-scale textile manufacturing companies in Nepal, faces several operational, managerial, and market-related issues. These challenges directly affect productivity, product quality, customer satisfaction, and overall business growth. Below are the major problems observed during the internship:

1. Manual Fabric Inspection System

The company does not have an automated fabric inspection machine. Instead, quality checking is done manually using a glass-lit frame. This process is slow, labor-intensive, and increases the chances of human error. Small defects such as mixed yarn, loose weaving, or fine holes can be overlooked, leading to customer complaints and product returns.

2. Machine Downtime and Frequent Breakdowns

Power looms, Rapier looms, and Jacquard machines sometimes experience breakdowns or operational interruptions. Delayed maintenance, lack of spare parts, and insufficient technical expertise contribute to longer machine downtime. This reduces daily production output and affects delivery schedules.

3. Limited Marketing and Promotion Efforts

The company relies mostly on traditional marketing methods, such as visiting cards and word-of-mouth. There is less social media presence and no digital marketing strategy. As a result, many potential buyers are unaware of the company's products, limiting its ability to expand beyond the local market.

4. Manual Inventory and Stock Management

Inventory in the store and godown is recorded manually, which increases the risk of human error. During my internship, I observed occasional mismatches between physical stock and recorded stock. These discrepancies can lead to confusion during order preparation and customer deliveries.

5. Delayed Payment Collection from Retailers

Many customers purchase on credit, and some take longer than expected to clear their dues. This creates cash flow problems for the company, affecting its ability to purchase raw materials on time and maintain production continuity. Regular follow-ups are needed to collect outstanding payments.

6. Limited Workforce Training and Skill Development

Although workers are skilled through experience, there is no structured training system. New workers or interns learn through observation, which may lead to inconsistent knowledge and performance. A lack of formal training also means workers are less prepared to handle new machinery or advanced technologies.

7. High Competition from Imported Fabrics

Imported fabrics from India and China often sell at lower prices. These products compete directly with locally manufactured fabrics, putting pressure on Ratna Dev Kapada Udhyog to maintain competitive pricing while still managing production costs.

8. Fluctuating Raw Material Prices

Yarn prices frequently fluctuate in the market, affecting the overall production cost. Since the company cannot increase fabric prices too frequently due to competition, it must absorb some cost increases, which reduces profitability.

9. Space Constraints in Store and Godown

The warehouse and store areas have limited space, especially during peak production periods. Fabric rolls are sometimes stacked in a congested manner, making it difficult to track and manage inventory efficiently.

10. Lack of Digital Systems

Most operations, such as order recording, stock updates, customer tracking, and billing, are done manually. This slows down workflow, increases paperwork, and leaves room for mistakes that could be avoided with simple digital tools.

2. How to Solve the Problems

The following recommendations are practical, cost-effective, and suitable for a medium-scale textile manufacturing company like Ratna Dev Kapada Udhyog. Implementing these solutions can significantly improve productivity, reduce wastage, enhance quality, and strengthen the company's market position.

1. Introduce Semi-Automated Fabric Inspection Machines

- Invest in an affordable semi-automatic inspection machine to improve accuracy.
- Reduce human error by standardizing quality checks.
- Increase inspection speed to handle higher production volumes. This will help ensure better product quality and reduce customer complaints.

2. Implement a Preventive Maintenance Schedule

- Create a monthly machine servicing plan.
- Stock essential spare parts to prevent long downtimes.
- Train technicians for quick troubleshooting. By preventing breakdowns, the company can maintain consistent production output.

3. Start Digital & Social Media Marketing

- Create Facebook, TikTok, and Instagram pages to showcase the products.
- Share factory videos, fabric details, and customer testimonials.
- Boost posts to reach textile retailers across Nepal. This low-cost marketing method can attract new buyers and increase brand visibility.

4. Adopt Digital Inventory Management Tools

- Use simple mobile apps or Excel-based systems for inventory tracking.
- Digitally record fabric rolls, product stock-in/out, and orders.
- Reduce mismatches between recorded and physical stock. This helps improve accuracy and prevents delays during sales fulfillment.

5. Strengthen Payment Collection System

- Maintain a payment tracking sheet for each customer.
- Offer small discounts for early payments (e.g., 1–2%).
- Send weekly reminders through calls or messages. This improves the company's cash flow and reduces the risk of overdue payments.

6. Establish a Training & Skill Development Program

- Conduct monthly training on machine handling, safety, and defect identification.
- Train workers on new technologies gradually.
- Encourage experienced operators to mentor new employees. Improved workforce skills lead to better productivity and fewer mistakes.

7. Differentiate Against Imported Fabrics

- Highlight the durability and reliability of local fabric.
- Promote “Made in Nepal” branding.

- Offer personalized designs and quick delivery—advantages imports cannot match. This helps the company stay competitive even when prices differ.

8. Manage Yarn Purchase with Bulk or Seasonal Buying

- Purchase yarn in bulk when market prices are low.
- Maintain strong relationships with suppliers for better rates.
- Diversify suppliers to reduce the risk of shortages. This reduces production cost fluctuations and stabilizes pricing.

9. Improve Store & Godown Layout

- Reorganize fabric rolls using vertical racks.
- Label shelves clearly for easy access.
- Create separate zones for new stock, ready orders, and returns. Efficient space management speeds up order preparation and reduces confusion.

10. Move Toward Digital Recordkeeping

- Use digital tools for order processing, customer management, and billing.
- Reduce dependency on paper-based files.
- Prevent data loss and human errors. Digitization improves workflow speed and allows better decision-making.

3. Recommendation to the Company

Based on my internship observations, the following recommendations can help Ratna Dev Kapada Udhyog improve efficiency, strengthen operations, and enhance competitiveness:

1. **Introduce semi-automated machines** such as fabric inspection systems to reduce manual errors and improve accuracy.
2. **Implement preventive maintenance schedules** for all textile machines to minimize downtime and ensure smoother production.
3. **Expand digital marketing efforts** by creating and maintaining active pages on Facebook, TikTok, and Instagram to increase market reach.
4. **Strengthen the payment collection system** through timely follow-ups, record maintenance, and offering small discounts for early payments.
5. **Adopt digital inventory management tools** to record stock levels accurately and reduce errors during store or godown operations.

6. **Provide structured training programs** for workers and interns to improve machine handling, production quality, and workplace safety.
7. **Reorganize store and godown layouts** using proper labeling, racks, and categorized stock sections for better operational flow.
8. **Enhance brand positioning** by promoting “Made in Nepal” fabrics and highlighting product durability and local manufacturing benefits.
9. **Purchase raw materials in bulk** during favorable market conditions to stabilize production costs.
10. **Shift toward digital recordkeeping** for orders, customer details, and billing to streamline operations and reduce paperwork.

4. What I Have Learned During the Co-Op Studies

During my Co-Op Studies at Ratna Dev Kapada Udhyog, I gained extensive practical knowledge and hands-on experience that complemented my academic learning. This internship allowed me to understand the real working environment of a textile manufacturing company and develop valuable professional skills. I learned how different machines such as winding, warping, sizing, Rapier looms, Jacquard looms, and power looms operate, as well as how fabric moves from yarn to a finished woven product. Observing and participating in these processes helped me understand the importance of coordination, precision, and workflow sequencing in manufacturing.

On the sales side, I learned how customer orders are prepared, how inventory is managed in the store and godown, and how payment collection is handled. I also developed communication and marketing skills by visiting shops, distributing visiting cards, and interacting with customers. These experiences helped me build confidence, improve my interpersonal skills, and understand customer behavior in a real market setting.

Overall, the Co-Op Studies enhanced my technical knowledge, improved my problem-solving abilities, strengthened my time management skills, and helped me understand how production and sales departments work together. This experience prepared me for future roles in business, manufacturing, and operations management.

5. How I Applied the Knowledge from Coursework to the Real Working Situation

During my internship at Ratna Dev Kapada Udhyog, I was able to apply several concepts and skills learned from my academic coursework directly into the real working environment. This helped me understand how theoretical knowledge translates into practical business operations.

1. Application of Management Concepts

- I used basic management principles such as planning, organizing, and coordinating when preparing orders, checking stock, and supporting sales activities.
- Time management skills learned in class helped me complete daily tasks efficiently during busy sales hours.

2. Application of Marketing Knowledge

- Concepts like customer behavior, product positioning, and communication strategies helped me understand how customers make purchasing decisions.
- I applied promotional strategies during field marketing, visiting nearby shops, and distributing visiting cards.

3. Application of Accounting & Record-Keeping Skills

- My knowledge of basic accounting helped me understand sales invoices, cash handling, and daily transaction recording.
- Updating the sales register and maintaining order documentation became easier because of prior coursework in business math and accounting.

4. Understanding Supply Chain & Operations Management

- Topics such as production flow, procurement, and quality control helped me understand the manufacturing processes (winding, warping, sizing, weaving).
- I recognized how delays in raw material procurement affect production scheduling and customer deliveries.

5. Communication and Customer Service Skills

- Lessons from business communication courses helped me interact confidently with customers, co-workers, and supervisors.
- I practiced active listening, clear communication, and polite behavior when assisting clients.

6. Problem-Solving Abilities Gained from Coursework

- I used analytical thinking to identify stock mismatches, organize shelves, and support smoother workflow in the store.
- I applied critical thinking when suggesting small improvements in order handling and customer service.

7. Use of Technology and Basic Software Skills

- Knowledge from computer classes helped me update inventory records and prepare simple Excel-based reports.
- Familiarity with digital tools made it easier to assist with documentation and data entry tasks.

Overall, the internship allowed me to transform classroom theories into practical workplace skills. This experience strengthened my understanding of business operations and improved my confidence in applying academic knowledge in real-world situations.

6. Special Skills and New Knowledge I Have Learned from This Co-Op Studies

During my CO-OP internship at Ratna Dev Kapada Udhyog, I gained several new skills and practical knowledge that strengthened both my personal and professional development. These skills were acquired through hands-on tasks in the manufacturing and sales departments, daily interactions with co-workers, and real business operations.

1. New Technical Skills in Textile Production

- Gained foundational understanding of textile processes such as winding, warping, sizing, and weaving.
- Learned how different fabric types (Dhaka, Woolen, Newari) are produced on various machines.
- Developed the ability to identify common fabric defects during quality checking.
- Understood the workflow of transforming raw yarn into finished fabrics.

2. Improved Customer Handling and Sales Techniques

- Learned how to communicate confidently with retail and wholesale customers.
- Gained skills in explaining product features, prices, and fabric quality.
- Developed the ability to measure fabric accurately and prepare orders professionally.
- Improved persuasive communication through field marketing activities.

3. Enhanced Inventory Management Knowledge

- Learned how to update stock records and label fabric rolls systematically.
- Understood the importance of real-time stock checking for smooth order processing.
- Gained experience in organizing store and godown inventory efficiently.

4. Strengthened Documentation and Reporting Skills

- Learned how to prepare daily and weekly sales reports.
- Gained practical experience in documenting customer orders, stock movements, and payment records.
- Improved accuracy in maintaining invoices and sales registers.

5. Development of Teamwork and Coordination Skills

- Learned how to work collaboratively with machine operators, sales staff, and storekeepers.
- Understood the importance of communication between production and sales departments.
- Improved problem-solving by coordinating workloads during busy hours.

6. Improved Time Management and Professional Discipline

- Learned to follow a structured work routine and manage multiple tasks.
- Understood how punctuality and responsibility impact daily operations.
- Became more organized when handling documents, orders, and store tasks.

7. Real-World Business Knowledge

- Understood the challenges faced by small and medium textile businesses in Nepal.
- Learned how market demand, competition, and raw material availability impact business decisions.
- Developed insight into pricing, customer behavior, and product demand patterns.

Overall, this CO-OP study helped me build valuable professional skills, develop confidence, and gain practical experience that will support my future academic and career goals.

Chapter 4: Conclusion

1. Summary of Highlights of My Co-Op Studies at Ratna Dev Kapada Udhyog

My CO-OP study at Ratna Dev Kapada Udhyog was an invaluable learning experience that bridged the gap between academic knowledge and practical industry exposure. Through hands-on involvement in both the manufacturing and sales departments, I gained a comprehensive understanding of textile production processes, operational management, and market dynamics.

The internship allowed me to observe real-world challenges, such as machinery limitations, manual inspection processes, supply chain constraints, and competitive pressures, and to develop practical solutions and recommendations for improvement. These experiences enhanced my analytical thinking, problem-solving abilities, and professional skills, including teamwork, communication, and customer interaction.

Furthermore, this CO-OP study helped me appreciate the intricacies of small-to-medium enterprise operations in Nepal's textile industry, and highlighted the importance of innovation, planning, and quality in maintaining competitiveness. Overall, the experience has strengthened my confidence, enriched my learning, and prepared me for future academic projects and professional pursuits in the textile and business sectors.

2. Evaluation of the Work Experience (Self-Assessment)

My internship at Ratna Dev Kapada Udhyog was an enriching experience that allowed me to understand my own capabilities, strengths, and growth areas within a real working environment. Throughout this period, I demonstrated adaptability by adjusting quickly to various responsibilities across both the manufacturing and sales departments. I was eager to learn and consistently showed interest in understanding new tasks, which helped me build a solid foundation in textile operations and customer service. My communication skills improved significantly as I interacted with customers, co-workers, and supervisors, maintaining a positive and respectful work atmosphere. I also maintained punctuality and a responsible attitude, completing my tasks on time and supporting team members during busy hours.

During the internship, I gained more confidence in handling customers, which initially was a challenge for me. My understanding of production processes and store operations deepened as I spent more time observing and assisting with technical tasks. I also improved my time management skills by learning how to prioritize work, especially when dealing with multiple customers or tasks simultaneously. Working with documentation, sales records, and inventory updates helped me develop greater accuracy and attention to detail.

However, there were challenges along the way. Some technical processes in production were difficult to understand at first, and manual stock management required physical effort and patience.

Peak working hours also tested my ability to handle workload pressure. To overcome these challenges, I observed experienced staff closely, asked questions whenever needed, and practiced key tasks such as measuring, packaging, and organizing fabrics until I became more comfortable and efficient.

Overall, I believe I performed well during the internship and made meaningful progress in both my technical and interpersonal skills. This experience helped me build confidence, strengthen my work ethic, and gain practical knowledge that will be valuable for my future studies and career. It taught me how to operate in a professional environment, collaborate with others, and apply academic knowledge to real situations.

3. Limitations of My Co-Op Studies

Although my internship at Ratna Dev Kapada Udhyog was a highly valuable learning experience, there were certain limitations that affected the depth and range of skills I could gain during the Co-Op period. One major limitation was the reliance on manual systems in both production and sales operations. Since the company uses traditional working methods, I did not get the opportunity to work with advanced digital tools or automated technologies that are commonly used in modern textile industries. This limited my exposure to updated industry practices.

Another limitation was the short duration of the internship. Eight weeks was sufficient to understand the core workflow, but not long enough to gain mastery in complex production processes, such as machine maintenance, loom operation, or advanced quality control. Additionally, some technical tasks required long-term practice, and due to safety precautions, interns were not allowed to operate certain machines directly.

The work environment also involved seasonal fluctuations, meaning I did not get to experience production during peak loading times. As a result, I was unable to observe how the company manages extreme workload pressure or large-scale bulk orders. Similarly, since the company operates with a small team, the division of responsibilities was broad, and I could not specialize deeply in a single department.

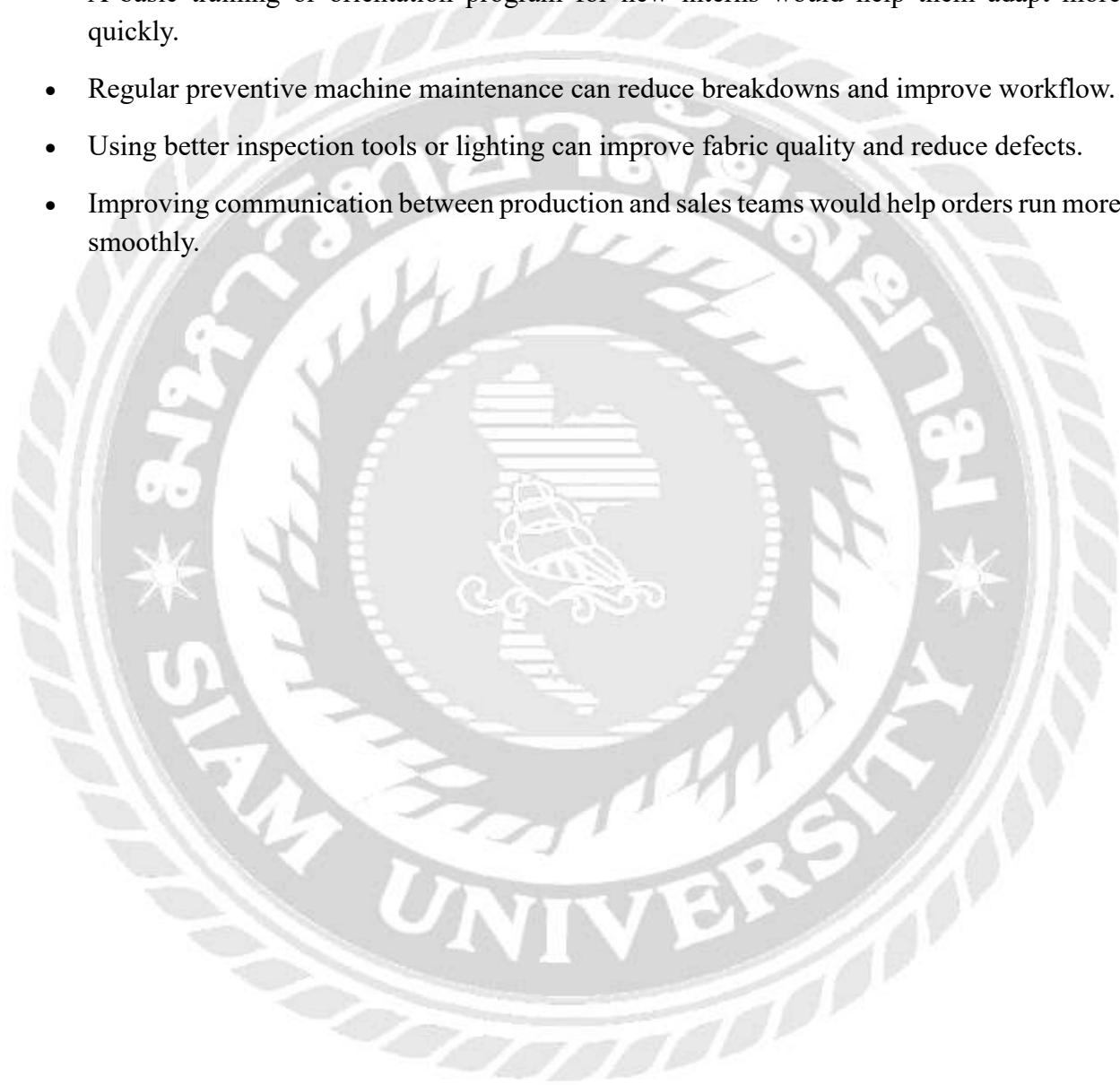
Lastly, my work was sometimes limited by availability of supervisors or experienced staff. During busy hours, it was challenging to receive detailed guidance, and I had to observe and learn independently. While this improved my self-learning skills, it also restricted my ability to gain structured training in certain areas.

Despite these limitations, the internship still provided meaningful exposure and helped me develop practical skills that will be useful in my future academic and professional journey.

4. Recommendation for the company

Here are a few short recommendations based on my Co-Op experience:

- The company should introduce simple digital tools for inventory and sales recording to reduce errors.
- A basic training or orientation program for new interns would help them adapt more quickly.
- Regular preventive machine maintenance can reduce breakdowns and improve workflow.
- Using better inspection tools or lighting can improve fabric quality and reduce defects.
- Improving communication between production and sales teams would help orders run more smoothly.



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Annex 1: Weekly Work Log

<p>Daily Dairy</p> <p>Internship Company: Ratna Dev Kapada Udhyog</p> <p>Intern: Prince Dev Singh</p> <p>Duration: 4month</p> <p>Starting date: 23rd June 2025</p> <p>Ending date: 30th October 2025</p>

1st week:

Monday	Tuesday	Wednesday	Thursday	Friday
<ul style="list-style-type: none"> - Orientation in factory and safety briefing. - Introduction to yarn storage section. - Observed cone winding process. 	<ul style="list-style-type: none"> - Learned about yarn types used in weaving. - Assisted in checking yarn quality (strength, uniformity). - Recorded yarn stock in register. 	<ul style="list-style-type: none"> - Learned more about yarn types. - Got to look into the company's bookkeeping system 	<ul style="list-style-type: none"> - Learned to use the Pick Glass for checking the quality of the fabric. - Posted entries related to purchase and issues by factory. 	<ul style="list-style-type: none"> - Revised with supervisor on the things learned. - Posted entries related to purchase and issues by factory.

2nd week:

Monday	Tuesday	Wednesday	Thursday	Friday
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- Posted entries related to purchase and issues by factory.	- Completed posting entries related to purchase and issues by factory. - Posted entries related to Manufacturing, Dyeing, and issue of raw materials.	- Posted entries related to Manufacturing, Dyeing, and issue of raw materials.	- Posted entries related to Manufacturing, Dyeing, and issue of raw materials.	- Posted entries related to Manufacturing, Dyeing, and issue of raw materials. - meeting with supervisor.
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3rd week:

Monday	Tuesday	Wednesday	Thursday	Friday
- Used Pick glass to check the quality of the on-loom fabric. - Recorded the reed, pick data for few looms, got to know the working staffs.	- Used Pick glass to check the quality of the on-loom fabric. - Recorded the reed, pick data for remaining looms, got to know more working staffs.	- Used Pick glass to check the quality of the on-loom fabric. - Recorded the reed, pick data for remaining looms, got to know more working staffs.	- Learned about raw material types, color, count, beam, tuki. - Collected data on the types of raw materials used.	- Learned to know the quality of the yarn, what is reed, pick. - Recorded the reed, pick data of the Jaquard looms.

4th week:

Monday	Tuesday	Wednesday	Thursday	Friday
- Helped for posting entries related to job-work. - Learned about where different quality of synthetic yarns.	- Helped to draw closing for stock book of raw materials, semi-finished goods, Finished goods.	- Helped to draw closing for stock book of raw materials, semi-finished goods, Finished goods.	- Helped to draw opening for stock book of raw materials, semi-finished goods, Finished goods.	- Visited factory - Learned about different types of looms.

5th week:

Monday	Tuesday	Wednesday	Thursday	Friday
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<ul style="list-style-type: none"> - learned about the weight of the different count yarns, finished product. - process of creating finished goods for the start. - learned about the suppliers of raw materials for the factory. 	<ul style="list-style-type: none"> - Introduction to winding process. - Observed cone winding machine operation. - Assisted in collecting empty cones and arranging new packages. 	<ul style="list-style-type: none"> - Introduction to warping process. - Observed warping machine setup. - Recorded beam preparation data under supervisor's guidance. - Assisted in replacing empty cones. 	<ul style="list-style-type: none"> - Learned about common machine issues in warping, standard beam length and ends count. - Observed sectional warping in detail. - Recorded speed and tension readings. 	<ul style="list-style-type: none"> - Helped clean the creel area. - Reviewed previous week's learning with supervisor. - Practiced knotting broken ends under guidance.
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6th week:

Monday	Tuesday	Wednesday	Thursday	Friday
<ul style="list-style-type: none"> - Observed weaving beam loading. - Assisted in aligning warp sheet. - Checked for broken ends. 	<ul style="list-style-type: none"> - Learned about the parts, types of the power loom. - Visited factory for observing 	<ul style="list-style-type: none"> - Learned about Dobby Shedding. - Observed loom operation. 	<ul style="list-style-type: none"> - Learned about Jacquard Shedding. - Observed loom operation. 	<ul style="list-style-type: none"> - Learned about the punching cards used in Jacquard - Observed how the card is punched. - Observed loom operation.

7th week:

Monday	Tuesday	Wednesday	Thursday	Friday
<ul style="list-style-type: none"> - Learned about the type of weaving - Observed loom operation. 	<ul style="list-style-type: none"> - Introduction to sales procedures. - Shadowing senior sales staff to understand customer handling and billing processes. 	<ul style="list-style-type: none"> - Assisting in updating stock records. - Organizing and labeling fabric rolls in the store and godown. 	<ul style="list-style-type: none"> - Organizing and labeling fabric rolls in the store and godown. 	<ul style="list-style-type: none"> - Learning to prepare sales orders and maintain accurate invoices.

8th week:

Monday	Tuesday	Wednesday	Thursday	Friday
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- Visiting local shops to distribute visiting cards and promote products.	- Assisting in collecting payments from wholesale customers.	- Assisting in collecting payments from wholesale customers.	- Assisting in collecting payments from wholesale customers.	- Visiting local shops to distribute visiting cards and promote products.
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9nd week:

Monday	Tuesday	Wednesday	Thursday	Friday
- Went for payment collection and distributed visiting cards to the surrounding shops.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Went for payment collection and distributed visiting cards to the surrounding shops.

10nd week:

Monday	Tuesday	Wednesday	Thursday	Friday
- Went for payment collection and distributed visiting cards to the surrounding shops.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Went for payment collection and distributed visiting cards to the surrounding shops.

11nd week:

Monday	Tuesday	Wednesday	Thursday	Friday
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- Went for payment collection and distributed visiting cards to the surrounding shops.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Meeting with the supervisor for feedback and discussion on performance. -Dealing with customers.	- Went for payment collection and distributed visiting cards to the surrounding shops.
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12nd week:

Monday	Tuesday	Wednesday	Thursday	Friday
- Went for payment collection and distributed visiting cards to the surrounding shops.	- Went Bimalanagar and Dumre bazar for payment collection and to distribute visiting cards to nearby shops.	- Went Damauli for payment collection and to distribute visiting cards to nearby shops.	- Reached Pokhara to collect payment and to distribute visiting cards to nearby shops.	- Collected payment and reached out to many creditors and handed them their statement in Pokhara.

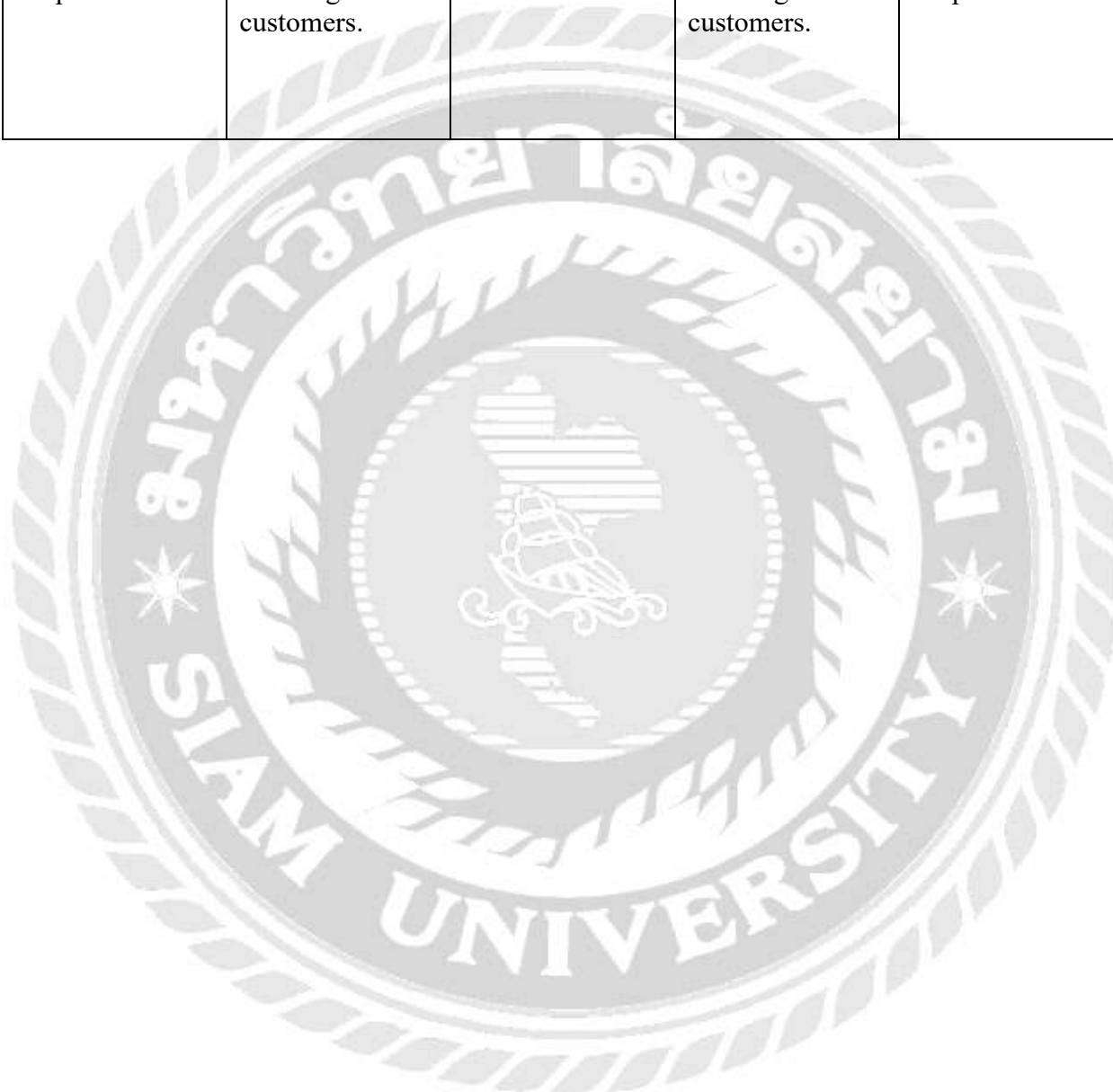
13nd week:

Monday	Tuesday	Wednesday	Thursday	Friday
- Went for payment collection and distributed visiting cards to the surrounding shops.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Went for payment collection and distributed visiting cards to the surrounding shops.

14nd week:

Monday	Tuesday	Wednesday	Thursday	Friday
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- Went for payment collection and distributed visiting cards to the surrounding shops.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Meeting with the supervisor for feedback and discussion on performance. -Dealing with customers.	- Took order from the wholesalers and assisted in packing the products. -Dealing with customers.	- Went for payment collection and distributed visiting cards to the surrounding shops.
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Annex 2



Figure 1: Store Godown



Figure 2: Wotu, Indrachowk Store



Figure 3: Factory Godown



Figure 4: Finishing Department



Figure 5: Warping and Sizing Machines



Figure 6: Winding Machine



Figure 7: Raw Materials Godown

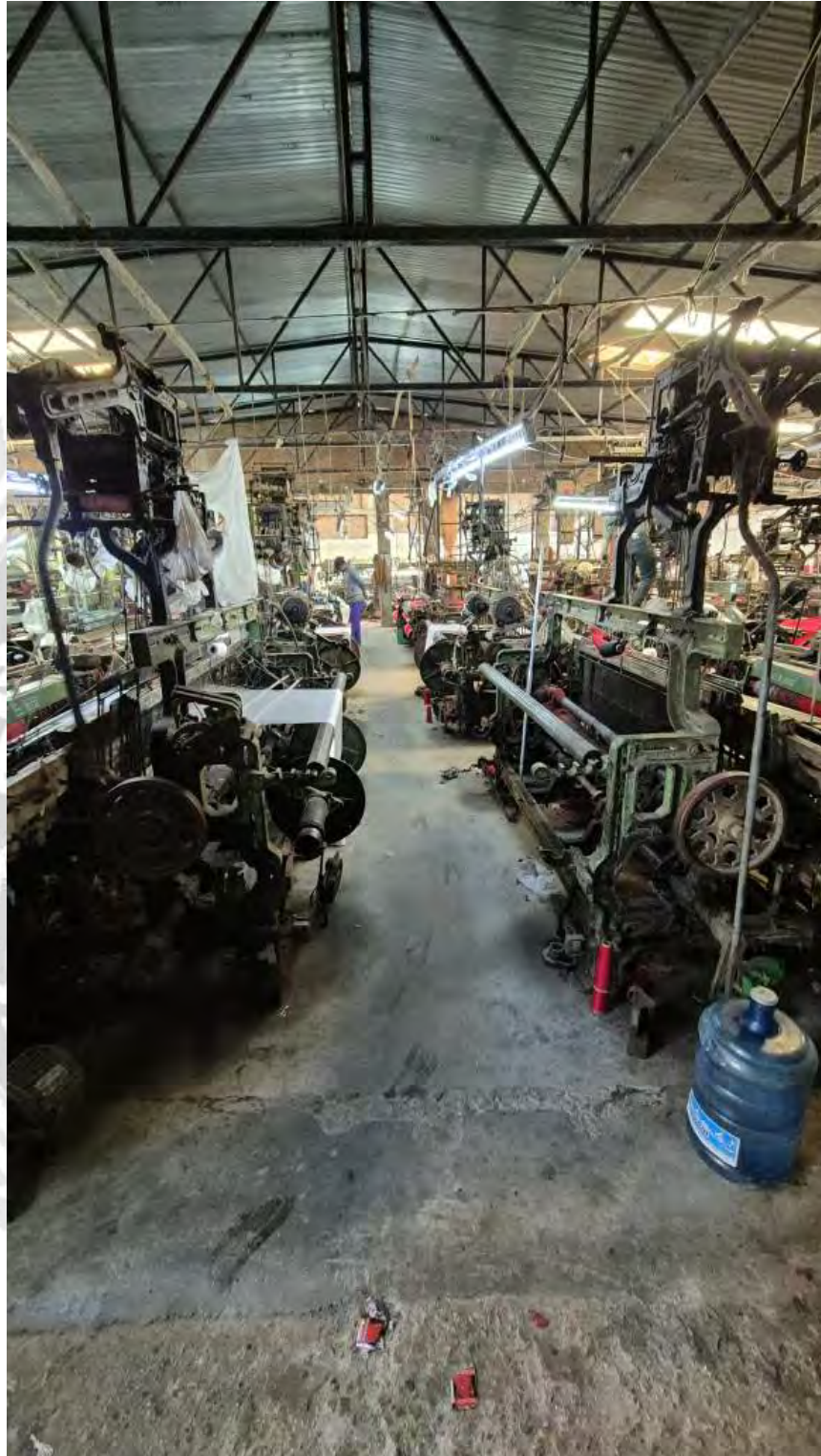


Figure 8: Power Looms



Figure 9: Electronic Jacquard

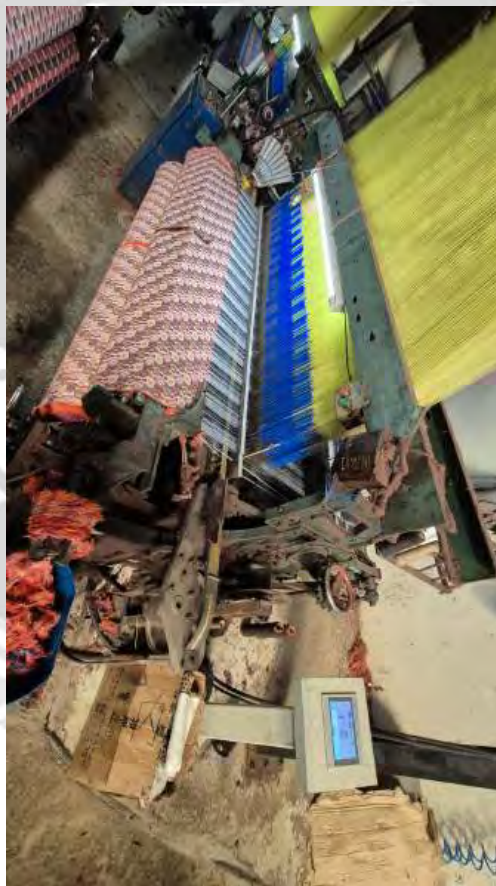


Figure 10: Complex Designs on E-Jacquard

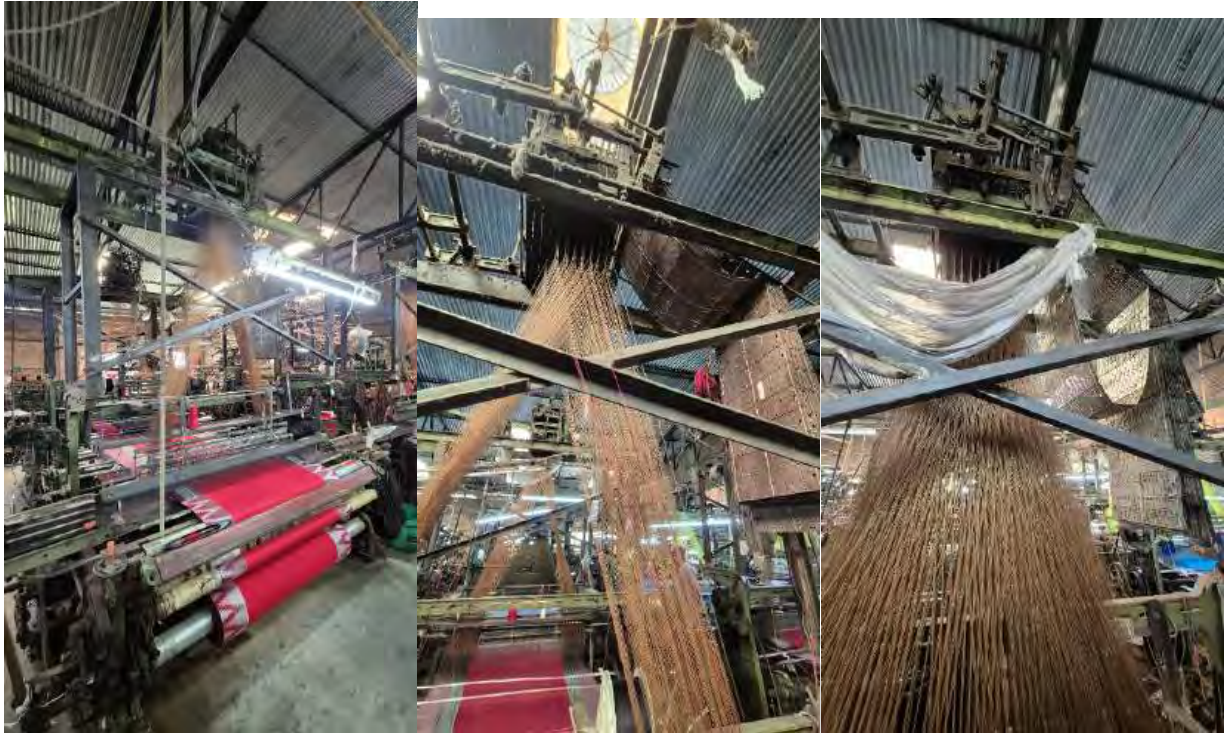


Figure 11: Power Looms with Manual Jacquard Integrated



Figure 12: Complex Manual Jacquard Designs



Figure 13: Power Looms with Dobby System Integrated



Figure 14: Repair Loom