

Internship Report On  
Business Networking – Building Relationship with Foreign  
Principles Through Usage of Professional Networking

By

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An internship report submitted to the BRAC Business School in partial fulfillment of the  
requirements for the degree of  
Master of Business Administration

BRAC Business School  
BRAC University

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## **Declaration**

It is hereby declared that

1. The internship report submitted is my own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

**Student's Full Name & Signature:**

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**Intisar Muhtadee**  
19364074

**Supervisor's Full Name & Signature:**

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**Suman Paul Chowdhury, PhD**  
Associate Professor of Accounting,  
BRAC Business School (BBS)  
BRAC University

## **Letter of Transmittal**

Suman Paul Chowdhury, PhD  
Associate Professor of Accounting,  
BRAC Business School (BBS)  
BRAC University  
66 Mohakhali, Dhaka-1212

**Subject: Internship report on completion of Master of Business Administration (MBA)**

Dear Sir,

This is my pleasure to display my position as an Assistant Manager providing details regarding Building Relationship with Foreign Principles Through Usage of Professional Networking of Star Defense Tech Services, which I was appointed by your direction.

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

I trust that the report will meet the desires.

Sincerely yours,

---

Intisar Muhtadee

19364074

BRAC Business School

BRAC University

Date: January 30<sup>th</sup>, 2023

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between **Star Defense Tech Services** and the undersigned student at **BRAC University**.

## **Acknowledgement**

First of all, I would like to express my gratitude to Almighty Allah to enabling me to complete this report successfully completion of any type of project requires helps from a number of persons. I have also taken help from different people for the preparation of this report. Now, there is a little effort to show my deep gratitude to that helpful person.

I convey my sincere gratitude to my Academic supervisor Dr. Suman Paul Chowdhury sir for his support. Without his kind direction and proper guidance this study would have been a little success.

I would also like to thank Colonel Moyenu Haque (Retd) my honorable supervisor in Star Defense Tech Services for his excellent support not only in making this. Along with thanking all the employees of Star Defense Tech Services for their excellent cooperation. At last, I would like to thank everyone who supported me in any respect for the successful compilation of my report. Also, I am communicating my expression of remorse that I could not say by and by one by one. I am satisfied to complete the report of the given subject properly and authentically.

## **Executive Summary**

Star Defense Tech Services is engaged in business with military, para military and civil organization. It has business network with different foreign organizations.

The object of the internship report is to evaluate the business network of the firm. This firm is engaged in business functions with the Bangladesh Army, Bangladesh Navy, Bangladesh Air force and other para military forces of Bangladesh for last twelve years.

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# **Chapter 1**

## **Overview of the Internship**

### **1.1 Student Information:**

I am Intisar Muhtadee, a student of BRAC University in the department of Business School. I am currently pursuing my post graduate studies and in an end to my MBA studies. My student ID is 19364074. I am doing MBA majoring in Marketing.

### **1.2 Internship Information:**

#### **1.2.1 Period, Company Name, Department**

I am currently working with Star Defense Tech Services for last four years in the department of procurement.

#### **1.2.2 My Internship Supervisor's Information:**

My supervisor is my immediate boss who is currently the proprietor of the firm. I work directly under him and I report my every work to him.

#### **1.2.3 Job Scope - Description and Duties:**

I am the Assistant Manager of the department of Procurement. I am currently holding the whole procurement department as my immediate senior manager role is currently vacant.

I am responsible for the linkups with international principals and maintain the relationship with them. Also, I need to maintain the relationship with the suppliers who supply the goods to military and para military forces. I regularly check my emails for the suppliers and the principals. I need to visit several countries for official meetings with the principals, sometimes with the military higher officers who are engineers and with the purchase and

planning support. My boss also goes with me to the important meetings. I also arrange meetings to the military forces with the international principals and local suppliers and dealers.

My another responsibility is to negotiate with the local dealers as per the given budget for a certain purchase or negotiate with the foreign principals for a big or small projects in armed forces.

### **1.3 Internship Outcomes**

#### **1.3.1 My contribution to the firm:**

- Face to face conversation with the institution officers and staffs.
- Study of different files of different section of the institution
- Practical meetings and arranging meetings with the dealers and purchasers.

#### **1.3.2 My benefits working with the firm:**

I am gaining knowledge and experience in my particular field by working with my firm. It's been four years I am working with Star Defense Tech Services and total my job experience is near to seven years. So, experiencing multiple areas of field made my experience more profound and versatile. The experiences will help me to build my career in a certain manner and my decision skills will be developed and robust in every way.

#### **1.3.3 Problems and Difficulties:**

In my professional life there were also some difficulties and problems I have faced and also facing new problems which I always come up with some solution to cover the situation with the help of other senior employees or consulting with my experienced boss. Every time I face

a certain or multiple situations then I also overcome the obstacles very smoothly. In my current designation role, I have to face trouble quiet frequently with the foreign principals managing for the defense officers. Also, the negotiating is also making sometimes a problem for me. But there is always a solution to that and I find out the way to solve eventually.

### **1.3.4 Recommendations:**

Though the Star Defense Tech Services is a very small firm with some few numbers of employees but it offers the versatility of working in both for domestic market and also with military projects and tenders. In this firm one have to communicate with foreign principals and also have to maintain relationship with the foreigners. The firm's requirement for internship is good knowledge of military purchases especially the Air Force purchases and tenders and how everything works.

## **Chapter 2**

### **2.1 Introduction**

Star Defense Tech Services is a prevail organization which is engaged in business activities with military services, organization and other para military organizations in Bangladesh it has several private and government foreign firms locate in China, Russia and Europe. Star Defense Tech Services works on local agent's coordinator for those foreign firms.

### **2.2 Overview of the company**

Star Defense Tech Services was founded in 2009 with the intention of supporting Bangladesh's armed forces, including the army, navy, and air force. The company was

founded in the Directorate General of Defense Purchase with this goal in mind (DGDP). Since then, the company has established numerous overhaul facilities for the armed forces and delivered high-quality goods and services under numerous contracts.

### **2.3 Management Practices:**

The firm is headed by the Managing Director. It has three directors, ten managers and deputy managers 15-20 Assistant Managers and Executives. The main departments of the management are Operation, Administration, and Accounts. The main function of the company includes constant communication with the foreign companies, regular liaison with different organizations offices of the defense services and other para military organization.

The function of the company can be shown as follows:

- ❖ ▪ Participations in the different tenders.
- ❖ ▪ Presentation, discussion, meeting for finalizing the deal.
- ❖ ▪ Signing the contracts
- ❖ ▪ Execution of the contracts.
- ❖ ▪ Payments as per contracts.
- ❖ ▪ Developing strategies for networking
- ❖ ▪ Execution of Effects of collaboration

## **2.4 Marketing Practices:**

The main function of star defense is to deliver military hardware and services afterwards to Bangladesh Army, Navy and Airforce. Besides, we are also involved in supply other nonmilitary products also. The firm performs their functions in two ways; one is through foreign currency tenders and other one is through local currency tenders. For foreign currency tenders, Star Defense Tech Services works as the local agents / coordinators of those foreign companies. For local currency tenders, the goods and services are delivered from local source or from foreign sources as required.

## **2.5 Financial Performance:**

These practices are done following govt rules and regulations for all contracts in foreign currency. Payments are done through letter of credits (LC). A govt office called office of the senior finance controller is responsible for opening LCs and placing funds on behalf of the purchaser. Payments are released to the foreign companies in per the terms and condition of the contracts / LCs. Star Defense Tech Services receives commission a certain percentage. For local currency contracts, payments are made to the bank accounts of Star Defense Tech Services. All payments / commission percentages are subjected to VAT/TAX payment.

## **2.6 Operations Management and Information System Practices:**

The business network includes an efficient operation management. Such management starts from the time before the tendering. Star Defense Tech Services is to co-ordinate among the probable buyers and the foreign companies / factories. Major activities are visiting the foreign companies / factories for the purpose of ascertaining their reputation and capabilities. Such

visits are very important and essential for big projects like sale of aircraft, tanks, helicopters, missiles and other valuable hardware. Then comes preparation for tender, signing contracts and finally execution contracts and finally execution contract execution is also very important task which involves complex functions. Technical and financial specialist gets involved in such function till the end of any project.

## **2.7 Industry and Competitive Analysis:**

Star Defense Tech Services is a small firm where am I working currently and it has only 35 employees. In this country there are lots of more firm such like ours. There are some competitions regarding getting the tender at first. Who bids the lowest price for the project or product is going to have the tender. That is how usually works. But there are some political factors also implies in this regard. Political bonding and friendship will enhance the chance of getting the big tenders amongst the other indenting firms.

## **2.8 Summery and Conclusions:**

Star Defense Tech Services was founded in 2009 with the intention of supporting defense forces in the delivery of military hardware, servers, etc. The organization has successfully completed numerous such contracts over the past 12 years. These efforts also generated financial profit for the corporation. This enterprise has greatly helped Bangladesh's military forces, and it is anticipated that these commercial endeavors would continue in the days ahead.

## **2.9 Recommendations / Implications:**

In the future, Star Defense Tech Services should continue to pursue stronger cooperation as this would benefit not only the company but also potential clients of the Bangladesh Armed Forces and Paramilitary Forces.

## **Chapter 3**

### **Business Networking – Building Relationship with Foreign Principles Through Usage of Professional Networking:**

#### **3.1 Introduction to Network and Origins:**

The Oxford English Dictionary defines network as an arrangement of crossing horizontal and vertical lines, a group or system of interconnected people or objects, connect or operate with a network, communicate with others to trade information, and build professional or social ties.

So, the definition provided above, which relates to a broad concept of a network, such as a network of railways or a canal system, reminds us that a network is made up of connecting lines that go in opposing directions. Importantly, a network, particularly a business network, cannot exist without connecting links. It is as important to build contacts as it is to create and maintain effective channels of communication in all directions. We may also argue that making contacts is meaningless unless good channels of communication are established and maintained.

##### **3.1.1 Background:**

A network without labor yields nothing meaningful. Hard work is required to build a solid network and ensure its success.

There are several variants of the definition of the term “Business networking”:

- Business networking entails cultivating and utilizing contacts created in business for objectives other than the initial encounter. A sales agent, for example, may ask a customer for the names of others who might be interested in his goods.



- Business networking is the practice of developing mutually advantageous contacts with other businesses, entrepreneurs, and future clients or customers. Business networking advantages are the intangible benefits that result from interacting with other experts in or related to the industry, organization or any firm.
- Networking is a socioeconomic business activity in which business people and entrepreneurs interact in order to develop business relationships, recognize, generate, or act on business possibilities, share information, and seek possible venture partners.

|                            | <b>The purpose of this network is to...</b>                                                                             | <b>If you want to find network members, try...</b>                                                                                                                                                                            |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Personal network</b>    | exchange important referrals and needed outside information; develop professional skills through coaching and mentoring | participating in alumni groups, clubs, professional associations, and personal interest communities.                                                                                                                          |
| <b>Operational network</b> | get your work done, and get it done efficiently.                                                                        | identifying individuals who can block or support a project.                                                                                                                                                                   |
| <b>Strategic network</b>   | figure out future priorities and challenges; get stakeholder support for them.                                          | identifying lateral and vertical relationships with other functional and business unit managers—people outside your immediate control—who can help you determine how your role and contribution fit into the overall picture. |

*Table 3.1 Personal, Operational, and Strategic Networks*

To recap, a business network is a form of company social network designed to help business owners interact with other managers and entrepreneurs in order to promote each other's commercial interests through mutually beneficial business collaborations. Firm networking is a method of leveraging your professional and personal relationships to help you attract new clients, vendors, or simply get great advice for operating your business. Small firms benefit from networking since the owners must manage a diverse variety of job tasks in a small space. When they get together with like-minded people, they learn from each other's experiences and seek counsel on important matters. A network of experienced business

owners can even assist them find partners and angel investors. Every country has various networking events where entrepreneurs may gather, expand their networks, educate themselves, and feel strong. Adopting successful tactics can help you maintain your relationships, friendships, and acquaintances.

A noble aim of Star Defense Tech Services was to contribute to the nation's defense forces by organizing and delivering quality military hardware and equipment. Commensurate to this aim, Star Defense Tech Services could get in good business relation with some govt organization of China and Russia. Thereby the vision of the company started seeing the light.

### **3.1.2 Objectives and Significance:**

The most important thing to remember when networking is to focus your energy on achieving a specific goal, such as increasing visibility. Remember, internet networking should appear natural. It must start with your social being and your ability to empathize, observe, support, listen, interact, and so on. You can avoid being forced or invasive in your approach by examining the results you've had with your current network of contacts and what you might establish with them in the future. You've probably realized that a few of your contacts will not help you achieve your goal, either because they provide no value to you or because they are negative people.

Consider three people in your network of contacts who you believe may be able to support or accelerate the growth of your project, and share issues of mutual interest with them, gradually joining the conversation, providing interesting points of view, distributing its content, and so on.

So, why do we network online? Many of us are uncomfortable with the term networking because we don't know what to say or do when we connect with someone. However, online

networking has unique features that, if we continue to do well, will provide us greater visibility.

## **3.2 Findings and Analysis:**

### **3.2.1 The concept of relationship**

The concept of connection or networking, while intuitively appealing, can be difficult to understand. What drives two firms in a market to form a partnership through their transactions? It's difficult to define a relationship. A relationship can be defined as a mutually focused interaction between two parties that are devoted to one other. We picked the term "relationship" to describe intercompany interaction since it connotes mutual direction and commitment over time. According to the empirical studies shown above, mutual orientation and commitment are common in business contacts.

There is another explanation is that commercial organizations are extremely interdependent, as their very survival is based on transactions with other economic entities.

The substance of a business partnership, or how the connection impacts the two parties, is the focus of the first dimension. A commercial relationship consists of three separate levels of substance. There is an activity layer first. Actions that connect the internal activities of the two people more or less closely make up a relationship. Activities are connected by a relationship. It is obvious that the activity linkages have an impact on both parties' relationship results. Another layer is the resource layer. As a partnership develops, it may link many resource components that are needed and managed by two organizations.

A connection may unite resources. Relationships are composed of varied degrees of resource relationships. A relationship, by making multiple resource aspects available to the

participants, is also a resource that may be utilized and abused. Third, there is an actor layer. As a commercial relationship develops, performers grow connected. Actors develop ties that shape how they perceive, assess, and treat one other.

The three layers of substance may be thought of as three distinct effect parameters that govern the values involved in a connection, and consequently its result. They all get together to form a partnership. The relative importance of the three levels might define a connection between two firms. The more influences in a relationship's three levels, the 'thicker' and more complicated it becomes. The content of significant corporate relationships is typically complicated. Nonetheless, their content varies substantially depending on the presence, nature, and extent of activity linkages, resource ties, and actor bonds.

### **3.2.2 The substance of business relationship**

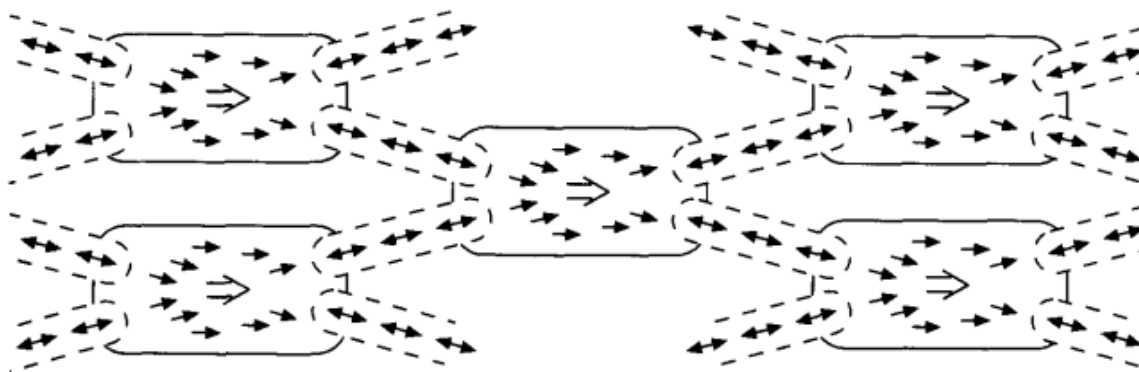
We discovered that the substance of business ties might have features and layers that vary depending on the outcomes they deliver. In this part, we will go over the three previously established levels of activities, resources, and players in further detail. To keep things simple, we'll start by considering the three individually, despite the fact that they're quite closely connected.

### **3.2.3 The actively links within relationship**

A relationship between two companies may influence how they do their activities, or their activity structure. Companies are far more complex than individuals in terms of the diversity and number of tasks they carry out. Thousands of various actions are carried out and coordinated within a corporation. As a result, each organization establishes a coordinated activity framework. When two firms create a partnership, their technical, administrative, and commercial operations may become interwoven.

A commercial link emerges from a sequence of exchange episodes in which one or both firms do certain activities. These acts in a connection link a number of additional operations at both companies. Internal activity arrangements in any company may require alteration. In other ways, activity links are important; when the two companies' activity structures change over time, the interaction activities in a relationship may need to be updated and altered. The linking of tasks highlights the need for coordination and influences how and when the various activities are done. This will influence both the cost and efficacy of the operations.

The requirement for coordination and will influence how and when the various activities are completed. This will have an impact on both the cost and effectiveness of the activities.



*Figure 3.2.3 Activity patterns over five companies*

### **3.2.4 Resource ties**

A partnership between two companies has an impact on how the companies use resources. Different resource elements of the two actors can be linked together inside a relationship.

A commercial enterprise is made up of a variety of resources that support its operations, including labor, equipment, plant, knowledge, image, and financial resources. Industrial firms, in particular, are typically huge and complex resource units. Some of the resources

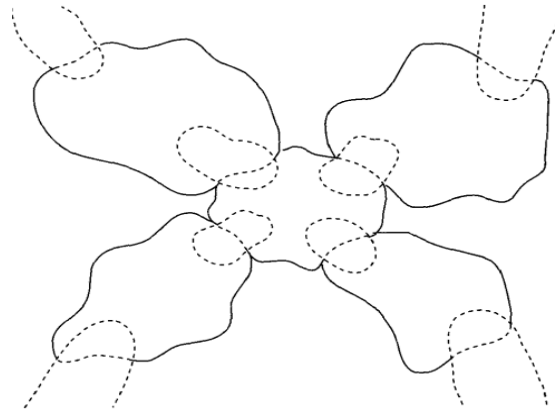
required for the activity of two companies can be obtained and gained through their partnership. The parties seek resources of various kinds.

A frequent aspect of a business partnership is the assumption that both parties will have access to a variety of resources. Aside from tangible resources in the form of products, intangible resources such as technological, commercial, or administrative know-how may be useful.

Company ties, on the other hand, are more than just a method for obtaining and getting access to resources. Some of the two firms' resources are combined, faced, and amalgamated in a partnership. Over time, the interface between the two companies' resources can become both broad and deep, including a diverse range of resources and activating them to varying degrees. As a result, the resources will become more clearly directed toward one another, resulting in the formation of unique resource linkages.

The two companies' resources will be combined. As a relationship grows, new resource combinations are likely to emerge. As various aspects of the two firms, both tangible and intangible, get combined, they form resources of new quality.

Relationships can be considered resources in and of themselves since they serve as valuable bridges to resources. A relationship is a resource that connects different resource parts. The process of developing a commercial relationship shares some aspects with the investing process. It is very costly and expensive, and the costs always come before the rewards; when a relationship is formed, it becomes an asset that must be cared for and used efficiently.



*Figure 3.2.4 Resource constellation over five companies*

Within a given environment, the majority of interacting players (resource providers) have some resource links. The ultimate result is an aggregated resource structure known as a resource constellation. In this concept, resource ties are just one of multiple structural components, each reflecting a portion of a larger resource constellation. The aggregated structure includes resource linkages inside a relationship. When various resources in the resource constellation are connected together, they may become both a valuable asset and a hindrance to other third parties. Because of the economic consequences on productivity and creativity, the number and kind of resource linkages in a connection may differ.

### **3.2.5 Current strategies for networking**

Many networking strategies are conceptualized and managed in business networking. These include, among other things, e-commerce, customer relationship management and supply chain management. While the e-commerce focuses on transaction structuring, consumer relationship management focuses on the relationship process.

Supply chain management, on the other hand, focuses on manufacturing and planning operations. It should be noted that businesses that represent an electronic commerce network strategy tend to focus on contracting and information procedures. Businesses that

demonstrate a supply chain management plan, on the other hand, tend to focus on information relating to the transformation and movement of items from raw materials to final products.

Now, businesses that portray customer CRM tend to concentrate on awareness, after-sales, evaluation, and settlements with customers. Most companies tend to utilize all three network strategies to maximize their efficiency in business. Nonetheless, more strategies and frameworks have also been developed to improve service delivery to customers.

These networks are required to collaborate to achieve their respective as well as collective objectives. Current business networking strategies are aimed at creating value for a dynamic collaborative network. Networking strategies require collaborative value swaps. Moreover, customers need to be involved in every step of product or service creation. The rise in business networks has taken apart past value chains to promote collaborative business networks for creating value. In essence, current strategies emphasize the need to satisfy customer needs with a focus on increasing efficiency at lowered costs.

### **3.2.6 Effects of collaboration**

Collaboration is essential in modern enterprises since it is central to business processes.

Several metrics used to assess organizational success state that collaboration assures efficiency. Among these measures are business process reengineering and process-based technologies. Despite the fact that most businesses have invested extensively in collaboration software, it is worth emphasizing that business-networking methods offer the finest approaches to improve cooperation. Companies should be able to chart and examine the value attributed to employee networks.

Companies can accomplish effective collaboration by focusing on the value provided by these networks. The value of networks can be determined when companies quantify the



benefits of collaboration as well as their expenses. Furthermore, this can be accomplished through mapping interactions to give a foundation for value assessment. In an ever-changing business world, new networking tactics offer opportunities for collaboration.

Companies should use innovative networking strategies to boost collaboration in this regard. A dynamic collaborative network is required for efficient collaboration. It should also be appropriate for its intended function. Furthermore, an effective collaborative network should be able to iterate its components. Furthermore, the network should iterate on how its components connect to one another. It should also be able to connect its components in novel ways.

This brings to focus the need to shift ways of thinking when focusing on business networking to help achieve collaborative networks. Chief executives need to explore the benefits of collaborative networks as a function of the costs involved. Therefore, organizations should appraise collaborative network design principles to ensure that they are fit for their businesses before proceeding with the implementation of the same.

### **3.2.7 Implementing Online Networking**

The most important thing to remember while networking is to focus your energy on attaining a specific goal, such as increasing visibility. Remember, internet networking should appear natural. It must start with your social being and your ability to empathize, observe, support, listen, interact, and so on. We can avoid being forced or invasive in our approach by assessing the results we have had with our current network of contacts and what we might develop with them in the future.

Working with my firm, I've recognized that several of my contacts will not help me achieve my goal, either because they provide no value to me or because they are negative people. Considering three persons in my network of contacts who I would believe may be able to

assist or accelerate the growth of my project, and communicate problems of shared interest with them, gradually joining the conversation, providing interesting points of view, distributing its content.

So, why do we network online? Many of us are uncomfortable with the term networking because we don't know what to say or do when we connect with someone. However, online networking has unique features that, if we continue to do well, will provide us greater visibility.

Things to remember:

- ❖ Having scarce resources meaning money, time, people etc.
- ❖ We aim to achieve maximal diffusion.
- ❖ We seek to maximize our social and political effect.
- ❖ Manage our limited resources in an effective, practical, and distributed manner.

### **3.2.8 Operational Networking**

All managers in the company must build positive working connections with individuals who may support them in carrying out their roles. Like operational networks can include not just direct subordinates and superiors, but also peers within an operational unit, other internal stakeholders who may oppose or support a project, and significant external stakeholders such as suppliers, distributors, and customers. The purpose of this type of networking is to ensure coordination and collaboration among people who need to know and trust one another in order to fulfill their current duties.

### **3.3 Summary and Conclusions:**

This internship report paper exposes the reader to networking fundamentals, networking differences, and how these tasks may be carried out. Data acquired from online research and

surveys give information. to understand the concept of networking and to support the theory and activities described above. The theoretical framework serves as the basis for both qualitative and quantitative data. Following the gathering and analysis of quantitative data, the following findings could be drawn:

Drawn for internship report from internet research findings:

- ❖ Long term goal-oriented approach is required for effective networking.
- ❖ Environment and setting of networking action.
- ❖ Important consideration of the type of event that is chosen for actions.
- ❖ The objectives of activities should be in line with the event itself.

### **3.4 Recommendations and Implications:**

This report introduces the reader to networking basics, networking distinctions, and how these actions could be implemented. Data gathered through internet my research and surveys provide information. to comprehend the notion of networking and to back up the theory and actions highlighted above. Qualitative and quantitative data are based on the theoretical framework.

## Ten essential principles

|                               |                                                             |
|-------------------------------|-------------------------------------------------------------|
| 1. Elevator speech.           | Describe yourself concisely and impressively.               |
| 2. <b>Be different.</b>       | Differentiate yourself. Aim high. Be best at something.     |
| 3. Help others.               | Help others and you will be helped.                         |
| 4. <b>Personal integrity.</b> | Integrity, trust and reputation are vital for networking.   |
| 5. Relevant targeting.        | Groups and contacts relevant to your aims and capabilities. |
| 6. <b>Plans and aims.</b>     | Plan your networking - and know what you want.              |
| 7. Follow up.                 | Following up meetings and referrals makes things happen.    |
| 8. <b>Be positive.</b>        | Be a positive influence on everyone and everything.         |
| 9. Sustained focused effort.  | Be focused - and ever-ready.                                |
| 10. <b>Life balance.</b>      | Being balanced and grounded builds assurance.               |

## Additional Images of Product and Services:

Some additional pictures of product unloading during delivery procedure:



