

start something new



Internship Report

On

Banglalink Digital Communications Limited





Internship Report
On
Banglalink Digital Communications Limited
(Supply Chain)

Submitted To

Syeda Shaharbanu Shahbazi

Faculty

BRAC Business School

BRAC University

Submitted By

MD. Tareq Aziz

ID: 11204093

Date: 22nd September, 2015

Letter of Transmittal

Date: 10/09/2015

To

Syeda Shaharbanu Shahbazi

Faculty

BRAC Business School

BRAC University

Dear Ma'am,

With due respect I would like to inform you that, It is a great pleasure for me to submit the internship report on “The Procurement Department of Banglalink”, as a requirement of BUS400 course. Procurement department is a sub-division of Supply Chain division which is under the umbrella of Banglalink Finance department. While doing internship in Banglalink I obtained knowledge and experience not only about sourcing but also about whole supply chain management in Telecom Industry, especially supply chain management system of Banglalink.

It was a great experience for me to work in “Banglalink” and I really enjoyed being a part of “Banglalink”.

Sincerely yours

MD. Tareq Aziz

ID: 11204093



Acknowledgement

All praises are due to Almighty Allah who enabled me to complete this report. This report entitled “The Internship Report on the supply chain- Procurement Unit of Banglalink”.

I would like to express my heartfelt gratitude and appreciation to my advisor, Ms. Syeda Shaharbanu Shahbazi. It would not have been possible for me to complete this report without her help, advice and overall supervision. Her constant encouragement and supervision throughout the period of this study have been greatest inducement for me and directly contributed to the accomplishment of the task. I am also indebted to my internship supervisor in Banglalink Mr. Md Majid Ul Alam (Direct Sourcing Manager, Finance). I consider myself lucky to get him as my line manager. Throughout my internship period he helped me a lot to fulfill my internship objective. I am also thankful to Mr. Mohammad Nazmul Hossain (Direct Sourcing Deputy Manager, Finance), Mr. Nazirul Islam Khan (Procurement Senior Executive), Mr. Muhammad Maher Noor, Ms. Tasnuv Jahan, Ms. Rabeya Ferdouse, Mr. Sanjid Mahmud and to Mr. Rakibul Hassan, along with others who had kindly spared me with their precious time, priceless affection, wise support and valuable guidance. No words of appreciation can sufficiently express the immense gratitude that I owe to the whole Supply Chain team of Banglalink.

I would also like to express my sincere gratitude to the authority of BRAC University and the authority of Banglalink especially the HR department, for their kind co-operation.

Table of Contents

Executive Summary	1
Company Overview	2
Literature Review on Supply Chain Management.....	4
Overview of Supply Chain management of Banglalink	7
Strength of Supply Chain.....	6
Working experience In Banglalink.....	14
Learning and Achievements.....	15
Value addition.....	18
Findings and Recommendation	18
Conclusion	18



Executive Summary

Supply chain is one of the core functional departments of “Banglalink”. Throughout the whole internship report I wanted to give a brief idea about the process of supply chain and more specifically procurement unit along with a brief idea about my internship experience in Banglalink. Procurement unit deals with all the purchase that needs to conduct business operation of Banglalink. It encompasses with technical and non-technical unit. The main function of procurement is searching vendor, enlisting vendor, receiving purchase request, calling for work proposal, gathering vendors proposal, doing market research, negotiate with vendor, select the appropriate vendor through technical and financial evaluation and finally issued purchase order. In my entire internship period I was gone through several procedures of procurement activities like vendor enlistment, database management, vendor management and so on and gathered valuable knowledge and experience. While doing internship I figure out the focal activities of supply chain of Banglalink, their strength as well as some of the ways to improve the function. My internship experience enabled me to develop my interpersonal skills like communication skills, technical skills as well as gave a hint of understanding about corporate world which was the foremost objective of my internship.

Company Overview

Lunched in February 2005, based on a simple mission “Bringing Mobile Telephony to The Masses” which was cornerstone of its strategy; Banglalink changed the mobile phone status from luxury to a necessity. It has brought mobile telephone to the general people of Bangladesh by delivering affordable option for customers across a wide range of market segments.

Though the journey of Banglalink is of a decade, the original infrastructure of the company was laid in 1989. Sheba Telecom (Pvt.) Ltd. was granted license in 1989 to operate in rural areas (Upazillas) and they expanded their business by obtaining their GSM license in 1996 and launched cellular service in the name of SHEBA in fall of 1997 under the joint venture of Bangladeshi Integrated Services Ltd. & Malaysian Techno Resources Industries. In September 2004 Telecom Ventures Ltd. Bought 100% of Sheba Telecom for USD 60 million and rebrands the franchise as Banglalink and launches it on February 10, 2005.

Banglalink Digital Communication Limited (previously Orascom Telecom Bangladesh Limited) is fully owned by Telecom Ventures Ltd. (previously Orascom Telecom Ventures Limited) of Malta which 100% is owned subsidiary of Global Telecom Holding. Following business combination, in April 2011, between Vimplecom Ltd and Wind Telecom S.P.A, Vimplecom owns 51.92% of Global Telecom Holding.

Vimplecom is one of the largest integrated limited providing telecommunication services in numerous regions such as Russia, Italy, Canada, Ukraine, Kazakhstan, Uzbekistan, Tajikistan, Armenia, Georgia, Kyrgyzstan, Laos, Algeria, Pakistan, Burundi, Zimbabwe, Central African Republic and Bangladesh. Its headquarter is in Amsterdam.

Banglalink growth over the preceding years have been fuelled with innovative products and services targeting different market segments, aggressive improvements of network quality and dedicated customer care, creating an extensive distribution network across the country and establishing a strong brand that emotionally connected customers with Banglalink. It attained 1 million subscribers by December 2005 and 3 million subscribers in October 2006. In less than two year which is by December 2007, Banglalink overtook Aktel (Now Robi) to become the second largest operator in Bangladesh with more than 7.1 million customers. According to its

website information Banglalink Currently has 30.9 million subscribers as of December 2014, representing a market share of 25.47%.

Head office located in Tigers' Den, Gulshan-1, Dhaka, Banglalink employed more than five thousand people. In every aspects of its business operation it corresponds with the culture and value of Bangladesh with constant innovation in its service and business operation. The logo of Banglalink resembles the Royal Bengal Tiger; the symbol of nations pride. The new slogan of Banglalink "NotunKichuKoro" translated "Start Something New" motivates its customer to bring positive change in their life by doing innovative things.

As telecommunication industry of Bangladesh is almost a matured and saturated industry the companies are now focusing on non-price competition by developing new techniques to capture market share. Being the second largest telecom company, Banglalink is also trying to capture more market share as well as more customer base by taking different promotional activities, providing lower service rate, attractive value added services, strong network coverage, newly launches faster 3G in affordable rate to the mass and providing better customer care service. To ensure all that it needs a huge business operation and for that Banglalink has a number of departments who works together to bring the best for the company.

Some of the core functional departments of Banglalink are Technical department, Human resource department, marketing department, customer care department, Finance department. Every department has several sub-departments or sub-units. Banglalink maintained a proper corporate culture to make sure an effective cross-functional relationship for an efficient business operation.



Vision, Mission, Goal, Objectives and Slogan of Banglalink

Vision:

“Banglalink understands people’s need best and will create and deliver appropriate communication services to improve people’s life and make it easier”

Mission:

“Bringing mobile telephony to the masses”

Goal:

Banglalink’s goal is to make the cellular phone affordable to the people of every level with lower cost.

Objectives:

The main objective of Banglalink is to serve better network and coverage to its valuable subscribers and improve their communication level.

Core departmental objectives to achieve Banglalink’s Vision and Mission:

- Provide effective and efficient service to ensure right product and right service to right place at right time in right price to right customer and user department.
- Ensure maximum quality at minimum price by the means of cost efficiency.
- Maintain ethical and legal standard in every sphere of supply chain activity.
- Maintain a management culture of high performance and strong accountability.
- Treat vendors with courtesy, respect and consideration at all the times.

Slogan:

“Start Something New”



Literature Review on Supply Chain Management in Telecommunication Industry

According to the Investopedia website, Supply Chain Management is the network created amongst different companies producing, handling and/or distributing a specific product. Specifically, the supply chain encompasses the steps it takes to get a good or service from the supplier to the customer. Supply chain management is a crucial process for many companies, and many companies strive to have the most optimized supply chain because it usually translates to lower costs for the company. According to Janat Shah (2009), supply chain encompasses all activities involved in the transformation of goods and services from the raw material stage to the final stage, when the goods and services reach the end customer. He added, supply chain management involves planning, design and control of flow of material, information and finance along the supply chain to deliver superior value to the end customer in an effective and efficient Manner.

Supply Chain Management (SCM) involves the coordination of all supply activities of an organization from its supplier and delivery of products to its customers. It's essentially the optimization of material flows and the associated information flows involved with an organization's operations.

Supply Chain Management (SCM) includes not only supplier and buyer, but also the intermediaries such as the supplier's suppliers and the customers' customers. It is the coordination of supply activities of an organization from its suppliers and partners to its customers. For most commercial and not for profit organization we can distinguish between upstream supply chain and downstream supply chain.

An organization's supply chain can be viewed from a systems perspective as the acquisition of resources (inputs) and their transformation (processes) into products and services (outputs) which are then delivered to customers. Such a perspective indicates that as part of moving to e-business, organizations can review the transformation process and optimize it in order to deliver products to customers with greater efficiency and lower cost.

The position of the system boundary for the SCM extends beyond the organization- in involves not only improving the internal processes, but also processed performed in conjunction with suppliers, distributors and customers. The process perspective has also a strategic importance that provides great opportunities to improve product performance and deliver superior value to the customers. As a result, Supply Chain Management can dramatically have an impact on the profitability of a company through reducing operating costs and increasing customer satisfaction and so loyalty and revenue.

Upstream supply chain is the transactions between an organization and its suppliers and intermediaries, equivalent to buy side e-commerce. Downstream supply chain is the transactions between an organization and its customers and intermediaries, equivalent to sell side e-commerce. For the companies that have first-tier suppliers, second-tier and even third-tier suppliers or first-, second- and higher-tier customers maintain a supply chain network. A supply chain network is the link between an organization and all partners involved in multiple supply chain.

Effective supply-chain management for telecommunication is a powerful tool for business transformation. It can dramatically increase a telecommunication industry's profitability while simultaneously improving customer service. Increase in the competitive environment in Telecommunication industry, customer demand for cheaper product with better quality service. Hence, Telecommunication companies need to operate efficiency for their supply chain management in order to perform the best performance. The supply chain management practice has mostly been analyzed as a strategy that to gain competitive advantage in business performance. While today's competitive environments are forcing businesses in this direction, the steps to take are often not evident. Problems of supply-chain management can be complex, and their solution requires special knowledge and experience.

Without an effective supply chain Management system a organization specially organization of telecommunication industry where competition among the organizations are intense will have to face some serious problems like unable to meet the demand of market and consumer, increasing expense in executing a business operation, decreasing the quality of services they provide, losing

the position of market share, decreasing revenue hence profit, diminishing market reputation for choosing wrong suppliers and vendors and facing legal obligation from the regulatory bodies.

An effective supply chain involves with many things which needs to work simultaneously and systematically in order to make the whole supply chain system useful for the continuous growth and development of the organization. It consists of effective management team with capability to forecast the future demand, ability to find out opportunities, strengths, challenges and threats. An efficient management to execute the supply chain function like sourcing vendor, managing vendor, forecasting the need and demand of market, gaining experience and insight of market through market research, using the resources of organization effectively, reducing inventory cost by developing proficient logistic and warehouse managing system, creating proper distribution channel. In order develop an effective supply chain automation of the whole system is also important as well monitoring from the compliance is also a notable criteria to make it constructive.

Overview of Supply Chain Management of Banglalink

Supply chain department is one of the core functional departments of Banglalink which works under the umbrella finance. In Banglalink function of supply chain is so important for its whole business operation. Supply chain department has to co-ordinate with each and every department of the Banglalink in order to run its operation effectively and efficiently. Every purchase of Banglalink has gone through the supply chain. In order to work effectively supply chain is divided in several units. They are supply chain-Procurement, supply chain- strategy and planning, supply chain- reporting and performance management, supply chain-logistic, supply chain-warehouse, supply chain-contract management, supply chain- SIM and Scratch card operation.

Supply chain- procurement is the most important unit of supply chain. Procurement is the acquisition of goods and /or services at the best possible payment terms, through selection and solicitation of sources, preparation and award of contract, in the right quantity and quality, at the right time, in the right place for the direct benefit or use of the organization. By procurement, in simpler terms, we understand something that encompasses the whole process of acquiring property and services. It begins when the department identifies a need and decides on its procurement requirement.

The procurement division in Banglalink works under the accounting and finance department and plays a major role in maintaining a good collaboration with other departments within the organization. Procurement team works under two sections, namely: 1.Procurement Technical 2.Procurement Non-technical. Procurement Non-technical again divided into several sub-units such as; direct sourcing and indirect sourcing. The activity, purchase, and functions which are directly related to the core operation of Banglalink are fall under direct sourcing and the others fall under indirect sourcing. An example will make it easier to understand. The purchase of the Antenna for BTS falls under direct sourcing and purchase of T-shirt for promotional campaigning falls under indirect sourcing.

As I mentioned earlier, procurement department plays a vital role of the organization and the technical team plays one of the most crucial functions to expand its network capacity. This team primarily works for purchasing goods concerning civil construction such as equipments,

towers, generators, BTS, base stations and others. Technical team mainly receives request from Network Deployment for their huge requirement regarding network expansion.

For example, when Network deployment identifies the need for network expansion in certain areas and thus require setting up of BTS tower and antennas in both Greenfield and Rooftop, they sent Purchase Request to Technical team. Vendor will start work only when they are supposed to receive the Purchase Order from procurement. As a result, the user departments always need to rely on procurement team for any type of request for technical purchase as Procurement team has the authority of Purchase Order creation.

Procurement Non-Technical Procurement: Non-Technical deals with only purchase of non-technical materials needed by the various functional units of Banglalink. Purchase Requests are raised by the following departments: 1) Marketing 2) Sales 3) Admin 4) IT 5) Customer Care Department (CCD) 6) Human Resource Management.

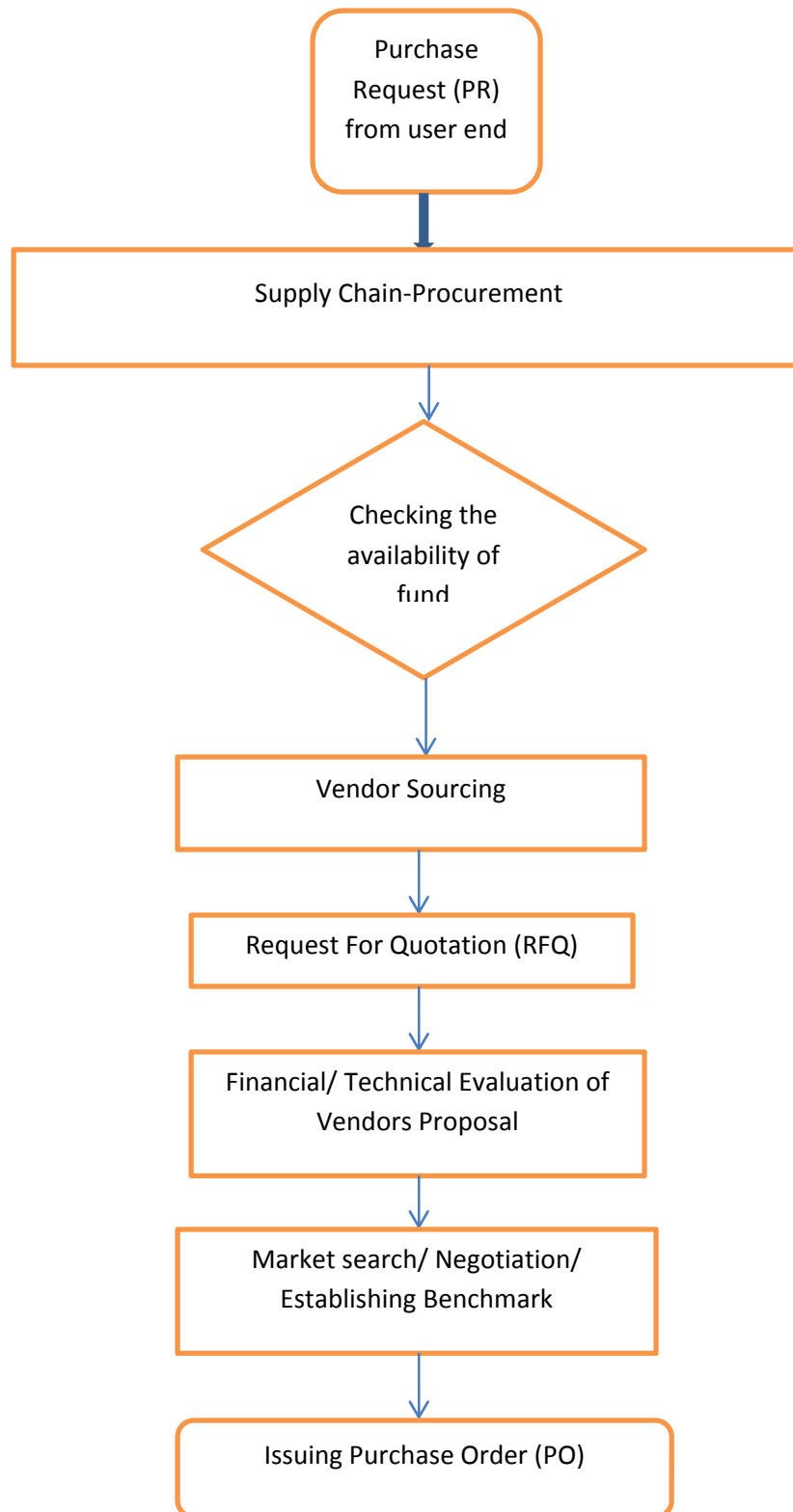
I was an intern of the whole Procurement unit, but due to the higher work pressure I worked with the direct sourcing team. The team consisted of mainly two members with the Manager being Mr. MD. Majid Ul Alam and Ms. Tasnuv Jahan. As the function of sourcing is directly related with every other units of supply chain that's why others teams need to coordinate with sourcing team.

The three main functions of sourcing are

- 1) Find out the pool of right vendors at the right time for placing before the procurement team as per the requirements of user departments.
- 2) Vendor enlistment
- 3) Vendor management.

Before knowing the details about working function of direct sourcing it is important to know about the flow of function of supply chain-procurement. It starts with the submission of purchase request (PR) and ends with issuing purchase order (PO). In between there are several steps to execute the whole function.

Flow-Chart of Supply Chain- Procurement Functions



The elaboration of sourcing functions is kind of this, when any user department raised a PR (Purchase Request) to the procurement; they tell them to confirm it from the budget team whether there is sufficient fund for his purchase request. If the purchase request is for a very important job than the budget team has to create fund if there is no fund for that job. After confirming the adequacy of fund the procurement department calls for sourcing unit to find out the pool of vendors. There are several ways sourcing unit gathers the pool of vendors. Some vendors directly come to Banglalink for doing business with Banglalink, some are gathered by individual recommendation like recommendation of a colleague or government officials, some are from direct market search or indirect market search (like search from internet), some are selected by using sole-source method which means this vendor is the only entity for a typical kind of job or service; There are no other alternatives. There are also some vendors to whom Banglalink has done bulk amount of business. Those vendors come automatically in the pool of vendors (Like Huawei, Nokia-Siemens Network, Ericksen). After gathering the pool of vendors sourcing moves towards vendor enlistment.

Banglalink gives so much emphasis on Vendor enlistment. The objective of this is, the current regulatory environment demands that companies understand who is conducting business on their behalf and who their Business Partners are. Non-compliance with anti-bribery regulations (local or international) by Business Partners poses significant financial, legal and reputational risks for a company, as the company can be held accountable for the actions of those Business Partners. “VimpelCom” the parent company of Banglalink is fully committed to integrity in all aspects of its business. The objective of the Vendor Compliance and Screening Procedure is to ensure that Banglalink only does business with suitable Business Partners that are willing to adhere to Banglalink's anti-corruption compliance expectations, and to protect Banglalink from the legal and reputational risks of engaging with Business Partners associated with bribery, corruption, fraud, or other misconduct. This procedure complements and reinforces processes to assess the performance of certain vendors on performance relating to protecting human rights (e.g. child and forced labor), the environment and other ethical issues.

Therefore, a vendor has to be valid and sound in terms of legal, technical, social and economic aspects. Sourcing team collect vendor's legal documents like trade license, VAT certificate, TIN certificate, certificate of incorporation as well as its company profile, work experience certificate

and evaluate them to make sure it has the eligibility to be a business partner of Banglalink. Banglalink also judge a business partner on the basis of risk associate with dealing with it. To assess the risk it looks for some factor like whether any government official involves with the business partner or not, whether business partner has any charged against it from the court, types of business activities, ways of compensation, nature of transaction etc. By judging all those factors a vendors can fall in three category; High risk vendors, medium risk vendors and low risk vendors. For specific types of stage Banglalink follows definite types of enlistment procedures. The overall objective of vendor enlistment procedure is mainly to preserve business reputation of Banglalink. After vendor enlistment the vendors and information regarding them are listed in the organization's vendor database for future use. Every vendors are categorized by different types depending on their nature of business activities; such as- civil work vendor, power connection vendor etc.

When vendor enlistment is done sourcing submitted the pool of vendors for a specific job to the procurement or other team those who are responsible for further work progress. After vendor enlistment an RFQ (Request for Quotation) has been sent to them through e-mail mentioning the SOW (Scope of Work).

After getting the RFQ vendors submitted their quotation. Than the procurement team evaluate their proposal based on two criteria; Technical criteria, Financial criteria. In order to get the work order or purchase order a vendor proposal has to fulfill both technical and financial criteria. As Banglalink give emphasis on the quality of job so that technical factors carry the same importance just as financial factor. Technical criteria is evaluated mainly by user department and financial criteria is judged by procurement department. After getting the feedback about technical and financial criteria procurement select a vendor primarily. After that further negotiation starts. As Banglalink is a big organization so they have some privilege. They can bargain with the vendor and negotiate to reduce the price further. The procurement uses market research to establish a benchmark for a product or service and they judge vendor proposal based on their benchmark. After final negotiation the purchase order has been issued to the vendor. At this point contract management has involved with the further procedure. They make the contract so that the relationship between Banglalink and The vendor becomes effective. It acts as a safeguard from Banglalink point of view as it removes the risk of contract breach or fraud.



Procurement follows mainly three methods to purchase products or services. These are fixed agreement, bid and tender. When the products or services which price are fixed in the market and Banglalink buys it with that price and have an agreement with the vendor to do so in the future than it called the fixed agreement purchase. When the purchase amount is less than 8 million Taka than Banglalink follows bid method to execute the purchase. In the bid method the vendors are submitted their quotation and the highest bidder gets the job. Tender is almost similar to the bid although in this method more documentation and more authorization is needed.

Vendor management is also a significant function which is done by sourcing unit to make sure vendors continuously add value to the Banglalink by delivering quality service. The process of vendor management includes selecting important vendors from the point of view of Banglalink, monitoring their performance, evaluate their performance and give feedback about their performance.

In selecting important vendors Banglalink takes three factors; 1) Value of purchase order issued to every vendor 2) Number of purchase order issued to every vendor 3) Business criticality. In addition to that, some vendors are also selected by the proposal of user department. The main objective of Vendor evaluation is to identify the vendors who are not providing the service properly and find out the area where they need to improve. It is so important because without the effective vendor service it is not possible to Banglalink to provide effective service to the end user.



The other functions of supply chain units are briefly as follows:

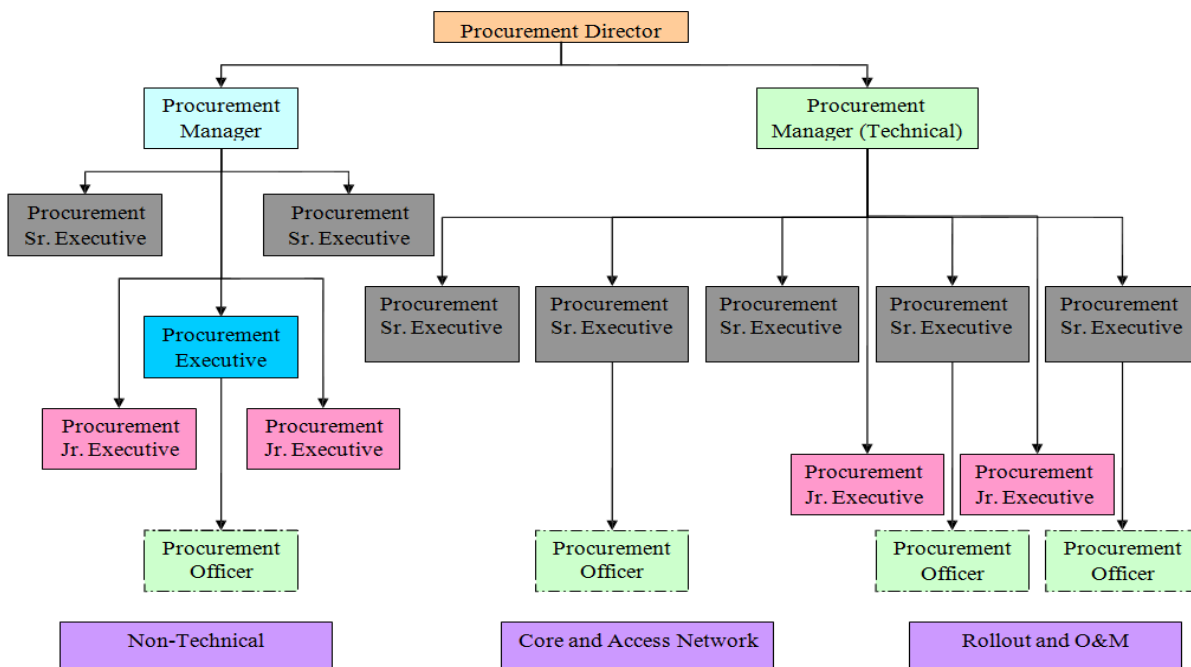
Supply-Chain warehouse: The function of warehouse is to store all the technical and non-technical material, equipment and tools in an efficient way so that it can be placed to the right place at right time in right quantity. Banglalink has 13 warehouse situated in different part of the country. They are Ashulia warehouse, Barishal warehouse, Bogra warehouse, Comilla warehouse, Chittagong warehouse, Faridpur Warehouse, Khulna warehouse, Mohakhali warehouse, Mymensingh warehouse, Rajshahi warehouse, Rangpur warehouse, Sylhet warehouse and Khustia warehouse.

Supply- Chain Logistic: The function of logistic is to distribute the product and service to the user. Banglalink is operated country wide. In order to remain competitive in the market it needs a solid distribution channel to ensure the consumer as well as the user department gets the right product and service at the right time. Logistic meet up this criteria.

Supply Chain SIM and SC operation: SIM (Subscriber Identification Module) and SC (Scratch Card) are the two main items for Telecommunication Company. Based on their importance there is a separate unit called SIM and SC operation closely worked with logistic and warehouse to ensure the availability of SIM and Scratch Card in the market so that Banglalink does not have to lose important market share and revenue. Its main function is to maintain adequate amount of SIM and Scratch Card in the warehouse to meet the market demand.

Supply Chain-Planning and Performance Management: The main function of this unit is to prepare the plan regarding the whole supply chain. Making rules and regulations, creating terms, developing strategies and reporting to the higher authority.

As a whole the efficiency and effectiveness of supply chain depends on the success of each and every unit working under it.



Organogram of Procurement department



Strength of Supply Chain:

Banglalink supply chain department has some unique characteristics and area of strength which makes it more effective and efficient. These are

- 1) Banglalink works with a large number with vendors. It has a huge pool of vendors for every types of job either it is for BTS installation or serving the tissue box. It gives them right of choice and power of negotiation.
- 2) In Banglalink the compliance gets the high priority. Compliance is maintained in an proper manner so that every vendor has to come by appropriate channel which ensure less number of corrupt vendors.
- 3) Being a one of the large organization Banglalink enjoys a comparative advantage over its vendors. As they procure bulk amount of products and services from the vendors they can ensure economies of scale by negotiate with the vendor. Vendors willing to work with Banglalink for its brand reputation.
- 4) The supply chain department is systematically defragmented. Every sub-unit has its well-defined responsibility. The cross functional relationship within the departments is maintained effectively so that lead time becomes shorter for planning and executing a task.
- 5) Supply chain department has research based and knowledge oriented teams who have better experience about the market. It enables them to judge the prices and qualities of the products and services offered by the vendors.
- 6) Proper distribution channel to meet the demand of market accompanied with 13 warehouses and effective logistic and SIM and SC operation around the country makes it much easier to compete with other competitors.



Working experience In Banglalink:

Working in Banglalink for the three month period as an intern was a memorable part of my life. It was so important for me because it was my first exposure to the corporate world. I was so thrilled because I always dream to work in a corporate environment. Finally my dream came true when I got the e-mail notification of joining in Banglalink and decided to join.

I was hired as a supply chain intern in the Procurement Unit of the Finance department to have an experience of different levels of the department and my total internship is planned on project and tasks basis.

On my first day of internship, I and two other fellow interns were introduced to the Banglalink through an induction program. It was conducted by the Organizational Development Unit of Human Resource. The person concerned gave us a brief overview of the entire organization and then every intern signed their agreement papers stating that we are all officially interns now. After that, they gave us another paper stating the department and unit assigned. As mentioned earlier, I was hired in the Procurement Unit of the Finance department. After that, all the interns had lunch with the HR team and that was all for the day. We were told to report to our respective departments from the next day. I was told to report to Mr. Sayeed Ahmed, who was the General Manager of the Procurement Unit. Upon my arrival on the next day, I was welcomed by Mr. Rakibul Hasan (Procurement Junior executive). As I was a bit shy and nervous he gave some valuable tips which helped me remove my hesitation. After that he introduced me with the whole supply chain team. Everyone welcomed me with smile and greeting and that part was really nice for me. As my reporting manager Mr. Sayeed Ahmed could not reach yet so I have to wait. After his arriving Rakib bhai took me to him and he suggested him to hand over me to Mr. Majid Ul Alam (Direct Sourcing Manager) as he was my original line manager. Myline manager is on leave for one day so he was not in office on that day. Therefore, I had nothing to do for the whole day. Rakib bhai told me that it will take one week to get my computer so I will be relaxed for rest of the week. I feel bored sitting in a desk having nothing to do. I was watching others working on their computers and suddenly I saw Nazifa Saiyara (My University friend) who was also an intern in the accounts payable department. She became happy to see me in the same division and in the same floor. She saved my day by giving company. Banglalink Has in-house Cafeteria facility and interns have the privilege to take lunch for free. At the time of lunch Nazifa



introduced me with other interns. All other interns suggested me one thing and that is for first week I will not have anything to do and after that the actual workload will come. After taking lunch I again come to my desk. I took an early leave on that day as Rakib bhai suggested me to leave early. Next day at office I got the phone call from the HR intern who advised me to come downstairs to receive my Banglalink Employee SIM. She told me for the next three month I have to use this SIM for any kinds of official purpose. Banglalink will pay TK 5000 per month as mobile allowance. After receiving the SIM when I come to my desk I saw my line manager for the first time. Again Rakib Bhai introduced me with him. He welcomed me with smile and assigned me my work by giving a brief idea about Banglalink. He gave a short lecture about the function of supply chain mainly supply chain-procurement. He gave me some papers to read so that I can have a better idea about what I am going to do in my internship period. My first expression about him was, he is an experienced and helpful person. I was in a fear about my line manager but his nice approach abolished my fear.

My task was all supportive works and included updating vendor database, confirming the Purchase Order Values, calling up vendor meetings, Grouping Works, Filing and Data Entry. I was told that, a new rule has been adopted by the group about the procedure of vendor enlistment which popularly noted within Banglalink as Due Diligence. My major responsibility would be to assist my line manager to in due diligence procedure.

My first task was to update the vendor database of the Procurement Unit. The unit had more than 280 vendors in their list and some of the new vendors were also going to be listed. My task was to create a database where information regarding them will be available for further use. In order to do so I need to scan the hard copies of their submitted papers which are mainly legal papers like trade license, VAT certificate, TIN certificate, Certificate of Incorporation, NDA(Non Disclosure Agreement), declaration form, Vendor application form as well as company specific papers like company profile, work experience certificate etc. It was a lengthy process because every time I had to scan a bunch of papers.

After completing this task I was assigned to my main objective which is Due Diligence. In brief Due Diligence is the process where vendor justification and vendor screening has been done. In vendor justification part it is needed to justify why this vendor needs to enlist. In the vendor screening part the vendor is screened by some of the factors to evaluate the particular vendor will



fall under what category “In-scope” or “Out of scope”. The factors are confidential so that I cannot put them in my report. If a vendor falls within the Out of Scope category, then by following normal procurement procedure that vendor can be enlisted, but if a vendor falls within the In-scope category, it will need further in-depth procedure both from the procurement and compliance team to enlist that vendor. In order to move forward with the Due Diligence process, we need to collect several documents which are mainly legal documents. My line manager gave me the list of vendors at a time to which they decided to do Due Diligence. My duty was to mail them for asking the documents they need to submit. At first, I need to take their mail address from the vendor database. The task was not the easiest as many of the vendors changed their numbers and thus reaching them was difficult. While many vendors were supportive in giving the necessary documents, most of them were reluctant and thus receiving files from them was difficult. Moreover, I need to communicate further through mail and also through phone as most of them did mistakes in filling up the form which was called “Appendix-2”. It needed several phone calls to make the procedure right. As we collected both hard copies and soft copies, that’s why the task needed more time to accomplish. Some vendors submitted documents within due time and some did not, so again I need to call them to get those documents. Every time I got feedback from a vendor, I need to check it to see whether they give proper information or not. I was not given a particular time frame for the task but was told to give periodical reports about the database update. As Banglalink was going digital, I was told to collect the soft copies of the files only, put them in a folder and update it in the master database. I had a hard time convincing vendors to give the files as most of them were busy making excuses like their scanner was down, the concerned person was out of service, they are applying for the legal papers etc. After solving all the issues, I needed to sort it to make a folder by the name of vendor and send it to Tasnuv apu for storing those in the main drive called “H” drive. I could not perform this job as I did not have the access to that drive. I also bunched up the hard copies including Appendix-2 and took the signature of the respective persons. After that, I need to deliver them to the compliance team for further approval.

Based on Vendor feedback and job nature as well as other information, a vendor had to be categorized as three types based on risk associated with them; high risk, medium risk and low risk. In order to do this, a matrix called RAM (Risk Assessment Matrix) had to be created for a particular vendor. We need to go for a site visit for the high risk vendor. Site visit was another kind of

interesting experience for me as it is similar to the term “Investigation”. I learned how the officials of Banglalink interrogated the vendors to find out hidden factor.

Other than vendor enlistment, I also worked with contract management team to create contract database. Mr. Muhammad Maher Noor (Contract Management Associate Manager, Finance) assigned me for that job. Here I need to put vendor specific number which is a unique number as well as contract name and contract type along with other relevant information. I need to use VLOOKUP for that purpose.

Other than the Due Diligence, another thing that I did was sorting out the files, put them in a chronological order and then file it. This task was not creative, but was a bit monotonous. As the company was trying to reduce the stacks of papers from the office, I was given a huge pile of PO (Purchase Order) and was told to first look through the files and sort the necessary papers. Then I had to arrange them in an ascending order and then put them in a file. The first thing, I did was check all the PO numbers and see whether they are updated in the database or not.

Apart from all those I did many short tasks like copied the documents from photo copy machine, arrange meeting with vendors, deliver important documents from one official to other official for signing. Prepare excel file for different purposes like warehouse items, Collect documents from dispatch.

So far Banglalink gave me an amusing experience about corporate world. The environment here was in one word “outstanding”. They valued each and every employee to outmost level. Relation between the individuals is far closer than the professional relationship. In Banglalink there is no room based office for employee rather they have the pentagon shape cubicle which maximize employee interaction. The working atmosphere was friendly and jolly. They maintain their work life balance in proper way so that work pressure does not become a stress for their employee. Another important fact about Banglalink is absence of power hierarchy. Everyone is like a family. There was no Sir/ Ma’am culture rather everyone call each other “Bhai” and “Apu”. As an intern I never had that feeling that I am not an employee here. Every single person treated me like a member of family. I never come with a blank hand when I went for a help or any kind of suggestion. Here I should mention few names such as my line manager Majid bhai, Tasnuv apu, Nazir bhai, Nazmul bhai, Rabeya apu, RakibBhai. Throughout my internship period they help



me a lot. I was having problem regarding my transport as I was coming from Narayanganj, but they blessed me with their helping hand. Nazmul bhai who is also lived in Narayanganj gave me lift in his car most of the times. Tasnuv apu , Rabeya apu and RakibBhai also favor me in this matter. In every corporate hangout they took me with them. In my internship period I got Ramadan and Eid-ul-Adha. On that time Majid bhai make the task easier for me to by reducing my workload. In the vacation time of Eid-ul-adha they greeted me by conveying their wishes. For the academic purpose I had to go to my University often and he never obstructed me. He always encourage question regarding the process which was unclear to me. He never becomes rude to me for any purpose. For the Due Diligence process which was my fundamental project Majid Bhai Assigned Tasnuv Apu as my supervisor. I am in debt to Tasnuv apu as she gave me her valued and effective direction so that it became easier to me to complete my assigned task properly.

Overall, the entire supply chain team gave me the feeling of a family. In that three month they I was experienced with lots of good thing from them which will help me in my future steps.



Learning and Achievements

Through out of my entire internship period I learned lots of things in Banglalink. First of all it gave me the first exposure to corporate environment and culture. By working here I improved my communication skills which I regard the best achievement of my internship period. I have to deal with a number of vendors through e-mail, phone and face to face conversation in order to convince them and make them understood about different terms and query. Next was, improving my technical skills. Here most of the time I needed to work on Microsoft office 2010 software. I worked on Excel, Word and Outlook. Being an MNC (Multi National Company) the main mode of communication in Banglalink is e-mail. Banglalink uses in-house network and Microsoft outlook software to communicate with every respective person. Every employee has a unique organizational e-mail address which they use to communicate with each other inside and outside of the Banglalink. I also had a mail address through which I communicate other employee and vendors. In excel I used mostly VLOOKUP and Pivot table to perform a task and make any report. I also learned corporate manner and etiquette. I did not bind myself only in supply chain department rather whenever I get time and scope I went to other department like accounts payable, VAT and Tax, revenue and treasury, marketing, compliance, human resource, organizational development to gather knowledge and experience. I learned how to build professional network which now-a-days is very important for professional success. Again, by working in Banglalink I learned about many thing about telecom industry, regulatory procedures regarding doing business in Bangladesh etc. which will certainly help me in my future career plan. Finally, I must say Banglalink and its well organized employee team helped me to improve my overall interpersonal skills and professional attitude which was the main objective of my internship.



Value Addition By Me

Although I worked here for only three months and from an organizational point of view my contribution is minimal but still I always search for the scope where I can add value to Banglalink. In my Due Diligence project at the beginning time errors from vendors were in a high ratio as most of them could not realize the terms and questions properly. It had caused longer times to accomplish the vendor enlistment procedure. Therefore I decided to find out the problems and areas where they made most of the mistakes. After finding out the problems I figured out that if I can illustrate the terms in the mail then it will be easier for them to understand the terms and questions. Accordingly I explained the difficult terms in the mail body and got the positive result immediately. The numbers of mistakes became less hence it took shorter time to enlist a vendor.

Findings and Recommendations:

Although Banglalink is a well-organized and well-developed organization with state-of-the-art technology but in my perspective there are some fields where they can improve. Firstly, I want to mention about the process of "Due Diligence". In "Due Diligence" process for vendor enlistment Banglalink took both hard copies and soft copies which eventually took a longer time for closing up the whole process. Again it needed a lot of space for the bulk amount of papers which were submitted by vendors. If they can automate the whole system then it will certainly save time and space. In this way vendors will submit the soft copies and for the legal papers which are important they will submit both hard and soft copies. Again, in this matter the intern should give more autonomy so that they can customize their mails which are sent to the vendors. In this way the errors from vendors can certainly be minimized. Finally, in my perspective, there was a shortage of personnel in the sourcing and compliance department which needs to be filled up to make the proceedings more efficient.

Conclusion:

In conclusion I want to say, it was a pleasure for me to work in Banglalink. In my view, Banglalink and its employee team maintain corporate excellence and professional attitude in every sphere of its business operation which enables Banglalink to sustain and become a company of people's choice.



References:

- 1) ASSIGNMENT POINT. 2015. *Mobile Telecommunication Industry of Bangladesh*. [ONLINE] Available at: <http://www.assignmentpoint.com/science/computer/mobile-telecommunication-industry-of-bangladesh.html>. [Accessed 15 September 15].
- 2) Banglalink. 2015. *About us*. [ONLINE] Available at: <http://www.banglalink.com.bd/en/about-us/about-banglalink/>. [Accessed 10 September 15].
- 3) Investopedia. 2015. *Supply Chain*. [ONLINE] Available at: <http://www.investopedia.com/terms/s/supplychain.asp>. [Accessed 11 September 15].
- 4) ResearchGate. 2014. *Conference Paper*. [ONLINE] Available at: http://www.researchgate.net/publication/264500894_Supply_Chain_Management_in_Telecommunication_Industry_The_Mediating_Role_of_Logistics_Integrationhttp://www.researchgate.net/publication/264500894_Supply_Chain_Management_in_Telecommunication_Industry_The_Mediating_Role_of_Logistics_Integration. [Accessed 16 September 15].
- 5) Shah, Janat, 2009. *Supply Chain Management: Text and Cases*. 1st ed. India: PEARSON Education.