



Holcim

INTERNSHIP REPORT

ON

DISCREPANCIES OF Holcim Bangladesh LIMITED IN MEGHNAGHAT AREA AND OUT PERFORMANCE OF HOLCIM.

SUBMITTED BY

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ID: 12104261

SUBMITTED TO

NUSRAT HAFIZ

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Letter of Transmittal

To

Nusrat Hafiz

Senior Lecturer

BRAC University

15th November, 2015

Subject: Submission of Internship Report

Madam,

This is to inform that I, Wahidul Islam, a student of BRAC Business School of BRAC University, have, under your supervision, completed my Internship Program at Holcim Bangladesh Limited. Hence, I am submitting my Internship report on Discrepancies of cement Industries of Meghnaghat Area and outcome of Holcim..

I have found the study to be quite interesting, beneficial & insightful. I have tried my level best to prepare an effective & creditable report. I hope you will find this report significance of all the labor I have put in it. I welcome your entire query & take pride to answer them.

Yours Sincerely

Wahidul Islam

ID: 12104261

Dpt: BRAC Business School BRAC University, Bangladesh

Acknowledgement

Without the support of some legends our life can't be so tranquil and our achievements will get slower. For accomplishing the internship of Holcim Bangladesh Limited, I have got support from many respectful people. From my university classes to end of the internship, in different phases different people assist me in various ways.

At the beginning, I want to express my gratitude to Nusrat Hafiz, Senior Lecturer of BRAC Business School, who became my internship supervisor. From the beginning of my internship, Nusrat Hafiz Mam guided me and show me the way to find out the discrepancies and other factors of my report.

In the head office of Holcim Bangladesh Limited some people continuously assisted to learn many things related with the accounts and other perspectives. Among those people, I want to thank to Farzana Akhter, Executive Finance; who was my organization supervisor. During last three months, she taught me every primary accounts work to the point and assigned me in different activities.

In addition with that, I am glad to thank Md Omar Faroque Khan, Senior Executive Finance, in Meghnaghat Plant 1 and 2 ; who provides me all the data and information about the discrepancies of Plant and how they overcome.

I also want to thank , Manager- Accounts and controlling, Md Rashadul Hasan ACCA of head office ,Md Ajmal Hossain Bhuiyan , Manager taxes of Plant 1 and 2; these people supported me in my work and provided me various information to write this report.

Finally I express my deep gratefulness to my supervisor Nusrat Hafiz Mam.

Yours Sincerely,

Wahidul Islam

ID: 12104261

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Executive Summary

Finding discrepancies means what are the problems they have what are the conflicts they still facing in the plant area and in the internal area of Holcim Bangladesh Limited. This report is mainly based on finding out the lacking of Meghnaghat area and later they are elaborately discussed. The major problems remain in : Raw material transportation, Production, delivery, procurement, Environmental situation, Lab limitation and so on.

Along with the theoretical aspects of these problems, this report also provides an outline how “Holcim Bangladesh Limited” operates to overcome. This organization has three fully integrated cement plant in Meghnaghat (Plant 1 & 2) and Mongla (Plant 3); whereas its head office situated in Dhaka Ninakabbo Tejgoan Gulshan Link Road.

In this report, the responsibilities of mine in various sectors of Meghnaghat areas are described here. I have worked in two departments. Mostly I involved in Accounting department, and partly I worked in Admin.

Finally, from my experience of three months internship I have observed some lacking in this organization. I tried to provide suitable recommendations for the improvement of Meghnaghat Area of “Holcim Bangladesh Limited”

Corporate Profile

Holcim, a leading global supplier of cement, aggregates (crushed stone, gravel and sand) as well as ready-mix concrete and asphalt including related services. Around 80,000 people directly involved with production sites in around 70 countries. With a market presence on every continent, Holcim is more globally spread than any other building materials group, allowing it to create a strong foothold in each individual market, and providing stable earnings for the Group. Holcim initiated production of cement in 1912 in the village of Holder bank, Switzerland. The company's key objective is the creation of value. The key to success lies in striking a balance between local responsibility and global leadership. 2012 is a special year for Holcim as it globally celebrates its 100 year of business operation. Holcim Cement Bangladesh Ltd (HBL), under the umbrella of Holcim Switzerland, started its operation in 2000. Currently the company has three plants in the country with a total capacity of 1.3 million ton/year and a vision that says "To be the most admired company committed to providing foundations for society's future. HBL does not only focus on selling its products, it also focuses on delivering optimum customer services, which include customer oriented innovative construction solutions. This unique approach has made HBL quite popular among the customers. As a result HBL maintained steady growth even in the midst of recession. To match its growing demand, HBL is going to increase its production capacity up to 2 million tons per year by 2013 and it continues. Holcim believes in doing business in the right way – by being compliant with local laws, global best-practices and group directives. It also do CSR like plantations then free education to the children's.

PRODUCTS

Holcim Cement (Bangladesh) Ltd produces a variety of high quality general purpose and specialized cement. Partnering with Holcim ensures you to get the product you need, On time, as order. Learn more about Holcim product portfolio:

- Holcim Red
- Holcim Strong Structure
- Holcim Strong / Holcim Black

Holcim Red

Holcim Red is the Portland Cement product of Holcim Bangladesh. It contains Clinker and Gypsum. Portland Cement is usually used for Large Infrastructural Projects. Holcim Red has enabled us to translate the nation's dreams into reality – some of the key infrastructural projects it has shaped, include, Bangabandhu Jamuna Multipurpose Bridge, Sayed Nazrul Islam Setu (Bhairab Bridge), Second Shitalakkha Bridge, Mukterpur Bridge, Hatirjheel Project, Kuril Flyover, Jatrabari Flyover, etc. For faster setting and high strength you can always trust Holcim Red.

Holcim Strong Structure

Holcim Strong Structure is a Portland Composite Cement. It consists of the following ingredients: Clinker, Gypsum, Pulverized Fuel Ash (PFA) and Slag. Cement of such specification is usually used for large-scale construction around the world. Composite cement is especially suitable for construction in tropical climate. Holcim Strong Structure is also very effective as a concrete aggregate as this type of PCC enhances durability of concrete. Concrete made with Holcim Strong Structure is very high in performance and facilitates earthquake/seismic resistant design.

Holcim Strong / Holcim Black

Holcim Strong is an innovative product of Holcim Cement (Bangladesh) Limited. Holcim Strong, a Portland Composite Cement (BDS EN 197-1:2003, CEM II/B-M (V-S-L) 42.5 N) comprises of Clinker, Gypsum, Fly Ash and Slag. This type of cement is used for large construction all around the world. Holcim Strong is the most suitable type of cement for construction in humid weather condition of tropical countries like Bangladesh.

It is best suited for Bangladeshi construction environment because it provides optimum setting time, a smooth finish, great workability, and protects rod from corrosion and pollution - all at a competitive price. Quality, surely, remains unmatched.

Mission

Holcim's vision is to be the most admired company devoted to providing foundations for society's future. Their mission is to "Holcim Bangladesh will grow by creating value for all stakeholders; ensuring delighted customers, engaged employees, enlightened partners and sustainable development"

Management Group

1. Managing Director :

SumantaPandit



2. Chief Financial Officer: Achintya Pal

3. Head of Human Resources Development

Syed MasudulHasan



Vice President - Operation

Kwang Se Chung



Vice President - Sales & Marketing

SudeepChatterjee



Objectives:

- 1, Always set the high standard of customer satisfaction in Holcim's industry – by providing Innovative products and services.
2. Make sure about the Secure and strongest competitive position in the relevant marketplaces through creative product design and operational excellence.
3. Partner with the best suppliers, delivering increased value for both the Group and our customers.

4. Be recognized as an employer of first choice.
5. Empower our employees at every level, and integrate them fully into our global network.
6. Selectively grow our presence in Bangladesh.
7. Continually demonstrate our commitment to sustainable environmental performance, and visibly play a leading role in social responsibility within our sphere of influence.
8. Maintain an active dialog with governments, international organizations and NGOs, and be acknowledged as a valued and trusted partner.

Values

Strength:

A partner who has strong characteristics and has leadership quality.

Performance:

Try to fulfill the promises of delivery products to the stakeholders. Get the best solution for the customers. Always try to work together to get the better solution.

Passion:

1. They care about their people's safety.
2. They care about what they do like everything.
3. They care about the development about the success.
4. They care about the relation with customers so that it remain good.

Achievements Portland Composite Cement

Holcim Cement Bangladesh Ltd is the first company in Bangladesh to introduce Portland composite cement. At first, Bangladeshi market was based on Portland cement (OPC) which was an expensive product. The scenario changed in the year 2002 when HBL introduced Portland composite cement in Bangladesh. It was a cement type quite unknown to this part of the world. Holcim did not only introduce this type of cement in Bangladeshi market, it also took the pioneering steps of creating the PCC market by vigorous trainings, sessions, workshops. Within 2-3 years the customers started to realize the benefits of PCC and the market expanded rapidly. Today 90-95% of current cement market is dominated by PCC. Concrete made with this cement gains higher long term strength. It is more efficient in saline weather. Big structures like petronas towers (Malaysia), Hoover Dam and many other structures of the world are constructed using this cement. Composite Cement is the future for the construction industry of Bangladesh.

Certificates

Holcim Cement Bangladesh Ltd is the only cement company in this country which holds ISO-9001, ISO-14001, OHSAS-18001 certificates currently. ISO 9001:2008 is the International Standard for Quality Management Systems (QMS). It provides a company with a set of principles that ensures a common sense approach to the management of business activities to consistently achieve customer satisfaction. In 2002 HBL earned ISO-9001 certificate and it is the first cement company in Bangladesh to achieve it. ISO 14001 specifies the requirements of an environmental management system (EMS) for small to large organizations. An EMS is a systemic approach to handling environmental issues within an organization. The ISO 14001 standard is based on the Plan-Check-Do-Review-Improve cycle.

In 2004 HBL earned ISO-14001 certificate and it is the first cement company in Bangladesh to earn it. OHSAS 18001 is an occupational health and safety management standard. It defines a set of occupational health and safety (OH&S) management requirements for occupational health and safety management systems (OHSMS). In 2005 HBL earned OHSAS-18001 certificate and it is the first cement company in Bangladesh to achieve it.

Mason Training and Insurance

Masons are a vital part of any construction business but yet this segment of the workforce is being overlooked for years. Often working in a range of perilous conditions, these people are one of the subjugated sectors of our country. Holcim Cement Bangladesh Ltd has extended its hands to help and support holcim's masons. From 2004, HBL has introduced Accidental Insurance for the masons and also various training programs to educate them on issues like safety, construction and cement.

Mobile Concrete Laboratory

Holcim does not only sell products, it also provides services and solutions to its honored customers. In its continuation, Holcim Cement Bangladesh Ltd has introduced Mobile Concrete Laboratory. So, what is a Mobile Concrete Laboratory and what it does? Mobile Concrete Laboratory is a moving prototype of formal laboratory- designed to perform major concrete test right at the construction sites. It reliefs the customers from the hustle of carrying sample in different laboratories for even the simplest test reaching on the construction sites to test the concrete and aggregate as per recommendation. Most major test of concrete and aggregates will be done right at the site and gives prompt spot solution. Expert support will be available to produce quality concrete with guidelines of proper mix design.

Holcim Green Build Bangladesh

Bangladesh is the one of those countries that will be adversely affected by massively changing climate. Holcim's country is also going through rapid growth where huge constructions are necessary. But we can no more afford to ignore the consequences of these rapid constructions on the environment. Holcim Green Built Bangladesh (HGBB) is a contest to encourage our engineers, architects, planners, students and all concerned to focus on sustainability and strive to develop the approaches of green built concept in Bangladesh. The contest includes innovative, future-oriented and tangible sustainable green construction projects. Project "Symbolic Living" by Suvro Sovon Chowdhury and his team owned the first prize in the Idea category and project "Weekend House" by Sheikh Ahsan Ullah Mozumder owned the first prize in the Built category at the first cycle of Holcim Green Built Bangladesh which was arranged at 2009. Renowned Professor Jamilur Reza Choudhury was the Chairman of the Advisory Board. Chief Guest of the

first cycle of the prize giving ceremony was Honorable Finance Minister A M A Muhit.

Rules and regulation of Holcim

Code of Conduct

This Code of Conduct establishes a common and consistent framework across global organization for how they will achieve their mission and goals. It provides direction and clarification in how they conduct their daily business. High business ethics and personal integrity ensure their credibility and reputation as a Group.

Corporate Governance

Corporate Governance aims at protecting the legitimate interests of stakeholders in an appropriate and effective way. Corporate Governance considerations are consistently reflected in evolving organizational structure and procedures.

Corporate Social Responsibility

Holcim recognize their social responsibility and aim to improve the quality of life of their workforce, their families and the communities around operations. They pursue a clear policy dealing with employment practices, occupational health and safety, community involvement as well as customer and supplier relations.

Sustainable Environmental Performance

Holcim strive to preserve the environment for future generations by striking a balance between economic growth and continuously improving environmental performance and social responsibility.

Rules of Health & Safety In Meghnaghat Plant

Rules 1. I assess and control risks before starting any task.

Rules 2. I only perform activities for which I am authorized.

Rules 3. I never over ride or misuse health & safety devices and I always use the required PPE (personal protective equipment).

Rules 4. I do not work under the influence of alcohol or drugs.

Rules 5. I report all incidents.

Living by these rules is a condition of employment

Compliance

Appropriate measures are put in place to assist in complying with applicable laws and regulations in the businesses and countries where we operate. In particular with regard to:

Fair Competition

Holcim respect the principles and rules of fair competition prohibiting anticompetitive behaviors and the abuse of a dominant market position.

Bribery and Corruption

Holcim will not utilize bribery and corruption in conducting our business. Holcim will not offer

or provide, either directly or indirectly, any undue pecuniary or other advantage for the purpose of obtaining, retaining, directing or securing any improper business advantage.

Use and Protection of Assets and Information

Holcim is responsible for the careful use, protection, expenditure and administration of such assets. Holcim use and protect confidential proprietary information, except to the extent we are required to disclose such information in the proper cause of duties. Holcim pay particular attention to IT aspects such as data protection and data security.

Conflict of Interest

In situations in which our personal or financial interests may conflict materially with those of Holcim, we are expected to fully disclose them .Holcim shall not take part in any business activities of Holcim where we may be influenced by their personal relations that are, or may be, construed as a hindrance to objective decision taking. If we see them in a potential conflict of interest, we shall seek advice from line management or from our legal counsel so that an appropriate solution can be found.

Gifts and Donations

Holcim are prohibited from offering, soliciting or accepting gifts and donations related to our business.

Donations for political or social purposes are permitted only within the limits of local laws and incomplete transparency.

Records and Accounting

All business transactions are recorded in a true, fair and timely fashion. In accordance with established procedures, appropriate accounting systems, controls and audits, we ensure the reliability and accuracy of our accounts, records and reports.

Communication

We have a clear communications policy with our shareholders, employees and other stakeholders. Holcim commit themselves to open, transparent, impartial and timely information.

Responsibility

Holcim is responsible to know the relevant laws and regulations including this Code of Conduct.

In all business situations where the requirements of the law or this Code of Conduct appear incomplete or unclear, we shall use good judgment and common sense, and if needed, seek advice from line management or our legal counsel. Violations against this Code of Conduct will not be tolerated. Non-compliance may be subject to disciplinary sanctions including termination of employment.

JOB AS AN INTERN

Job Description

During the twelve weeks working period as an Intern in Holcim Bangladesh Ltd, I had the opportunity of working in Finance and later in Admin department of the organization. As soon as I joined the company for my internship, a schedule of the internship program was given to me which consisted of the working schedule along with the financial department in which I would be working. While doing intern in Holcim Bangladesh Ltd I got both chance working in the

Head Office as well as in the production area which help me a lot to observe knowledge about everything that how they produce the cements then how they get the raw materials, what kind of problem they face while collecting materials and so on. Though the management of the company believes that an intern should work in all the departments rather than concentrating on only a specific department because the main motto behind an internship is learning and that can be achieved greatly by having an exposure of all the departments together but I don't get the chance to enhance my knowledge by doing work in each department. It is so because it gives an intern a broader perspective of how an organization really works all together. However, as my main field of study and interest lies in Accounting and Finance, the company has thus given me an opportunity to work in these departments for a longer time than the rest. The tasks that I was engaged in while working in each of these departments are discussed below.

Finance and Administration Department

The Finance and the Accounting Department of Holcim Cement is interlinked. While working with the finance department, I learnt about the various aspects of the department. While working in this department, I understood how this department is actually interlinked with the other departments. I also noticed that how even after working together, both the Finance and the Account Department varies from one another. In financial department I mainly do the primary level of activities like collect the data from files from previous years sales. Then sort out the files according to the serials. Whether it is in ascending order or descending order. Even they also teach me how to keep the data in the file by alphabetic way. Sometimes they give me some opportunity to write in the taxes book which is a government thing for information. They also gave me the chance to calculate some accounts which is mainly an official work. Once they put me in the Audit section to learn how the auditor look after their activities whether they are going right or wrong. These things were really very enjoyable for me when I do intern there.

Human Resource Department

As I was an intern in Hocim Bangladesh Limited and also work in the head office for the month of October, sometimes I got the the chance to visit the human resource department where they do the internal activities of the employees and workers. Once I got the chance to look after how they do monthly payment to the employees on the head office and Meghnaghat area. All the payments they mainly do by the Standard Chartered Bank. In the start of November they organised a ceremony which is PithaUtshob. It was really fun working with those people set up the stole of Pitha in the head office, arrange pithas from each employee and decorate the office.

Operations Department

The head of Operations is located in the Tejgoan Link Road which is known as “Ninakabbo”. However, the main function of the Operations department mainly takes place in Meghnaghat area within the factory of the company. As I also work in the Meghnaghat area for last two months so , I get an opportunity to get some idea that how they work in this department although my department was also finance in the plant area. I was able to see how this department works for a short period of time during my leisure period time.

Logistics and Distributions Department

While I was in Meghnaghat plant area I got once chance to check that how the logistics department collect the raw materials from different countries. It is a very tough job to maintain this sector. Cause lots of risk remain there. And its very difficult to import it from deep sea and bring it in the factory by trolley and small boats .

Marketing & Sales Department

As I mentioned that I was in finance department and some of in admin so don't get the chance to look after the marketing and sales department that how the works. But I observe that they always stay in a rush . Market visits analysis the area and so on.

Admin:

This admin department mainly located in the Meghnaghat area in Plant 1. Major Rahim sir is in the in charge. He show me that how they imposed the discipline and keep the plant area fully under control. Plant 1 is huge and Plant 2 is half of that previous one. In admin area they look after that are the workers and the employees maintain the regulatory and follow the rules and regulations on Plant which I gave before in the report. No one is allowed to enter fare on others activities. They look after about the guest refreshment, the guest area, controlling the hygienic environment of the production area.

Project Part

Introduction

Holcim is a leading global supplier of cement, aggregates (lime stone, gypsum, clinker and fly ash) as well as ready-mix concrete and asphalt including related services. It employs some 80,000 people, with production sites in around 70 countries. With a market presence on every continent, Holcim is more globally spread than any other building materials group, allowing it to create a strong foothold in each individual market, and providing stable earnings for the Group.

Holcim initiated production of cement in 1912 in the village of Holder bank, Switzerland.

The company's key objective is the creation of value. Holcim has local roots and is geared to the conditions and needs of each specific market because that is where value is created. Group wide standards and systematic benchmarking allow Holcim to enhance efficiency. Holcim attaches

great importance to sustainable development at an economic, ecological and social level. The key to success lies in striking a balance between local responsibility and global leadership. 2012 is a special year for Holcim as it globally celebrates its 100 year of business operation. Holcim Cement Bangladesh Ltd (HBL), under the umbrella of Holcim Switzerland, started its operation in 2000.

Statement of the problem

The main problem of the study is to identify how to improve Holcim's performance and gather knowledge on the factors those affect Holcim's performance. Cement industry is one of the most competitive industries in our country so if a cement factory wants to stay for long time in this industry then they have to improve their performance each and every year. From the previous research it is being identified that many cement industries failure occurred due to poor performance and bad management. So improving cement factory's performance is a challenge for many banks and in this study we are trying to identify the factors that can be used to improve cement factory's performance.

Purpose of the study

The main objective of doing this research is to find out the conflicts, the lacking and tests the key factors of Holcim's performance in context of Holcim. In this research we tried to focus on the five parameters which basically signify independent variables Skillful and active Workforce, Management, Technology, Procurement, Logistics and those are others.

Limitation of the Study

This present study is limited by number of factors:

1. The sample size does not represent the total population.
2. The report has been conducted within a limited time frame.
3. Lots of restriction during finding the discrepancy.

Literature Review

There are lots of factors and conflicts for which a company's profit may affect. These factors might be internal or external. Researchers have included various types of these factors that affect a business through profit and loss. I will discuss about a few internal and external factors which are the main conflicts.

Logistics

In logistics the worker mainly control the function which is related with raw material. Say for example like raw material import, raw material transportation and others.

Raw material import:

For making qualified cement this cement industry mainly use Clinker, Gypsum, Flyash, Slag and Lime stone. As our country don't have these things so Holcim Bangladesh Limited import these raw materials from different countries. During importing these raw materials they often face lots of problems in deep-sea or in the border area.

Sometimes pricing (fluctuation of dollar) also create lots of problems, cause the fluctuation dollar it changes every day and when they import the raw materials from the deep sea they became the victim of this pricing problems. At that time the exporter party say that now the price of the raw materials increase so they have to pay them rest of the part otherwise they will not delivery the products. Those incident is a big threat for this industry.

Even at the very beginning of the year the company make a specific budget for everything even for importing also. But when the rate of dollar increase then the problem happens.

Raw material Transportation:

Holcim Bangladesh Limited they mainly transport the raw materials from different countries.

Say for example They import Clinker from Malaysia. Then import Gypsum from Thailand, they import Flyash mostly from India and Lime stone from Oman. But now Holcim and Lafarge Sumra Cement is going to merge in Bangladesh so after that merging Holcim is going to buy Clinker from Lafarge Surma Cement.

During transporting of raw materials they often faces some problems like the workers increase their demand and neglect to work in the given conditions. Most of the workers want to demand high amount of money which is beyond on the rules but they always try to break that. On that moment the main problem happened which is delaying of delivering product to the vendor. For being delay of delivering of the products the customer get angry and also they feel something negative about the brand.

These things often happened while doing delivery and transport the raw materials from different areas. Company sometimes faces lots of problems and also faces many loses for these things. For these things it also affect on the production cause as customers get negative view about the brand so the they stop ordering for this brand and go for another brand. So what happened the demand of the production it goes down.

Limitation of Transportation:

This manufacturing company for transportation they mainly hire the vehicles from outside or from some other vendors who are reliable and loyal customer. Sometimes what happened the vendors want a huge amount of delivery but the problem is the transportation is not available at that time. For example one of their vendors they want 30 vessels of product but the company arrange 28 vessels. Here they faces the main problem cause its very difficult to arrange the trucks from any sources. Because no will take the warranty of delivering those product. Both side can express their excuse that's why its hard to manage trucks from any reliable sources.

Lighter Vassal Owner Association:

Here the member of the association and the staff and the workers are so stubborn that they never get calm easily if they get angry for once. Sometimes the staff get so high that they create strike for long term till the organization agree with their demands and needs and wants. They mainly create problem with the rate of the delivering of product. In this industry the workers of vassals mainly get money by carrying the bags. Per bag there is a fix amount but the workers sometimes increase the amount and create problems.

Cement Sunk / Damages:

Cement industry mainly import the raw materials from different countries, deep sea and also from different areas. These kind of import mainly happened with letter of credit which is also known as LC by the bank and insurance company. If the company don't apply the rules of these insurance company and if the ship faces some problems and unfortunately it sunk in the deep sea with the raw materials then the insurance company will never give them the losses of the products. The ship mainly sunk when they faces the following situations. They are:

1. Natural Disaster:

No one knows when the natural disaster come. It can happen at any time. So the better is follow the exact rules and regulation of the insurancecompany otherwise they will never return the losses.

2. Overload of Raw Materials :

Some times what happened the owner and the staffs of the ship and vassals association overloaded the raw materials for earning more currency. For this mistakes they faces the weird situations in the deep sea where the waves attack the ship badly and take it under the sea.

Custom Clearance :

The member of the custom they are very cunning and rude. They always delay and create excuses for earning money. In the foreign space or in the port area these member do strike unnecessarily. They always try to motivate the workers for port strike. These things are very harmful from getting the raw materials for the productions.

These things are the main problems of Logistics departments which I found during my Internship in Holcim Bangladesh Limited.

Production:

While getting the raw materials and after reaching in the plant area or the factory they also faces many levels of problems in producing the cement. They are describing below.

1. Load Shedding
2. Lacking of qualified Engineers
3. Delay of getting the raw materials
4. Suddenly Breakdowns of the mill.
5. Power availability from grid.
6. Jetty Limitation.
7. Adjustment of Meghna Bridge.
8. Environmental Norms.

These problems of cement production are describing below.

Load Shedding:

We know in Bangladesh One the of biggest problem is load shedding. So it's also a big issue and problem in production area. They can not fulfill the level of production. For load shedding suddenly the machine stop and it hamper in the daily production. Though they have the generator and other contract to the government but still for some careless issues they have to face these things in the plant area which is really very problematic. During the summer season which is the main time of vast production and delivering of product then this load shedding problem happen. Otherwise on the other season it also happen at any time but in summer it disturb a lot .

Lacking of qualified Engineers:

In the plant while doing internship I saw they often stop their production for having problems in machineries. For repairing those huge and valuable machineries Holcim Bangladesh Limited mainly hire Engineers from India cause in Bangladesh they don't have qualified engineers. So what happened when any machinery get damaged or faces problem the manager of the plant create a PO which is purchase of order to the head quarter and then the head quarter call to the head office which then they call the Engineers from India and others. These processing of PO is really very complex cause it takes lots of times. Sometimes the production stop for ¾ days cause they don't have the Engineers.

Delaying of getting Raw materials:

I already mentioned in my previous discussion that how the raw materials get entry later in the production area. For these reasons the production stop and it hamper in the delivery to various vendors.

Power Unavailability from Grid:

In cement industry the machineries need 80% of power from the Grid but in the production area they don't get the sufficient amount of power to continue ther machinery the bulk and others big inventories. They have to work below the standard level of power which is 12% less then 80%. That's why they faces problems in productions. They can't produce huge amount of product with the raw materials.

The Government gives them this limitation to all cement industry in Bangladesh that they have to produce on that level or power. So here they cannot do anything.

Jetty Space:

Jetty is the vassal through the raw materials entry in the production area. When the ship deliver the raw materials to the local trolley and small ship these water boats bring those raw materials in the river way and keep it in the side of MeghnaGhat where Plant 1 and Plant 2 established.

In the plant the amount of Jetty is not sufficient to get the raw materials from the little boats and trolley. In Plant one they have one and in Plant 2 they also have one Jetty beside the Meghna river. Here what happen as they have limitation in Jetty space so it takes time to get the raw materials from the boats and it effects in the production to get high amount of products.

Adjustment of MeghnaGhat Bridge:

In MeghnaGhat area there are back to back three cement industries. Two of them are local brands which are Tiger cement from Madina group and other one is Fresh cement and the International cement brand Holcim has its two plants which are Plant 1 and Plant 2 . These plants mainly face the problem cause it is not adjust because the Meghna Bridge go in the middle of the point. So for every section it faces problems weather it is related with facilities, safety, maintenance, production and others. Plant 1 is the biggest production area among the cement industry of Bangladesh but Plant 2 is much more smaller. So in Plant 1 most of the facilities are thereand in Plant 2 there are many limitations in every sectors. If the bridge is not there then they don't have to think about the limitations. Easily they can solve the problems. But for the Meghnabridge they have to face these things.

Environmental Norms:

Every factory wants to keep their environment neat and clean, cause it is a matter of health and hygienic things. But as Holcim Bangladesh Limited is a cement industry so it's very natural that there must be dust. Our Government give an order that in cement industry the amount of dust should be not more than 150 SPM. But in the statistical meter in Gulshan 1 the amount of dust is more than 200 SPM. So as Holcim is a cement industry so they have more than that amount of dust.

Maintenance:

While doing Internship in Holcim Bangladesh Limited I found some problems in maintenance of the plant. They are describing below:

Oldest Plant:

In 2000 Holcim Bangladesh started their journey in Bangladesh from Hyundai cement. But it changed the owner and renamed the name as Holcim. On 2000 they established the Plant 1 and still they are working on it. 15 years passed away but still they work on it. In these period they often faces huge problems to maintain this plant. It needs to recover each elements instruments cleaning, plantation, safety issue of the workers and the employees, refreshment of the foods and so on. Plant 1 is old but with a huge amount of space. When they make this plant they build it in such a way that in future no one can get a new shape on it. So that's why still after 15 years it still stay as before. But the main problem is the maintenance problem its huge and quite difficult to maintain it properly. Everyday somehow they faces problems as it is old one. They can't established the equipment's on it for their ease. They can't go for new decorations cause there no scope. That's why they still use those old things now.

Unavailability of Machinery Parts :

In the production area there is a huge room for keeping machinery parts. They also collect by importing those parts from Malaysia, China and other countries. The main problem happens when any Production Machine stop working and the exact parts are not in the inventories. It create lots of problems in the production cause for a small parts the whole production is going to stop for some days. Because that parts is not available in Bangladesh so they have import it from abroad.

Lack of Expertise:

The main Operator in plant is Korean Mr. chung sir. He's near 70 but very qualified. According to him the other engineer of our country is not that level of qualified so this cement industry mainly hire engineers from India and others.

Lack of Qualified Workshop:

In the plant they don't have sufficient amount of vassals like trucks, bulker, Jetty and others. For these lacking and qualified workshop it's very difficult to work properly.

Lab Limitation:

The QC lab located at Holcim Cement Bangladesh Ltd in Meghna Ghat Plant 1. Both of the Plants sample test here to check the quality and the other measurement which is very important for cement. The lab was established in 1996 when Hyundai cement came in Bangladesh. But in 2000 the facility increase when Holcim owned it and buy it from the owner of Hyundai. Though it has all kind of facilities but still they are facing of some lacking.

Sample Testing:

As the modern world is introducing new things everyday so this lab don't get the new thing easily. They have to wait for it.

For example there are so many new modern ways to check the sample of cement but this lab continue with the previous ways.

Fineness:

For cement the main thing is blain and the moisture of the products. To keep perfect of the moisture these lab test the cement in a very long term process. In modern world there are lots of new testing process which is not applicable in this lab.

Curing Facilities:

In the lab if they find any defect in the sample by testing then they have to through the whole production cause they don't have the curing facility in the lab through they can refine the product. Cement is very sensitive product if it get a little amount if miss concept then it doesn't work.

Procurement:

Procurement department mainly maintain the internal employees needs and wants. In these department they also faces lots of problems in many sectors. They are describing below:

Details Specification:

In procurement department the workers of it they mainly get problem in the list which is given by the other employees of other departments. They didn't make the purchase order properly. They didn't put the exact name of the product then the exact brand of that product which they need. They never the details of that specific product which they want.

For example for a meeting they raise a PO (purchase Order) of water. While doing PO they never mention the name of brand of that water. Suppose they are expecting for MUM water bottles but the procurement department bring other water bottle brands like FRESH or JIBON.

These kind of things make differences among the team of the plant area.

Lack of proper Dimension of equipment:

When the engineers need any parts of machinery or need any major equipment they didn't specify about the length of that product. So here the procurement department faces some problems when they go for buying that product in the market.

No Proper Planning:

While ordering the products they don't do a proper plan. It happens both for the buying of local and international goods. Suppose, for a meeting they need to arrange 200 MUM water bottles so the management group give permission for 200 bottles. They can order for 500 bottles but no they only think about the current things. So here what happened after one or two weeks again they face another meeting and also for that meeting they need 200 water bottles. Previously if they collect the bottles and keep it in the store room then they don't have to order that product again. Here lots of transportation cost can be saved if they go for a proper planning.

Uneducated Vendor:

Local vendors all are not educated. So while doing agreement between company and the vendors they often face some problems. As now The company wants the excel report for the future audit so its difficult to get the excel report from the uneducated vendors. Before it was easy cause they don't have to face the excel report but now as the Head office and the others also keeping the excel copy so it must needed at any cost.

Slow Bill Process:

If you make an order for any thing then you will get that product may be after two weeks. Cause this order will go to the head office and after verifying it they will give the permission to the procurement group to buy that specific product.

Safety:

Safety is very important for every manufacturing industry. In our country lots people die because no one is conscious about safety. In Holcim Bangladesh Limited their first focus is on workers safety. They use proper safety jackets proper safety shoes and proper safety helmet. So according to the safety issue I didn't find any negative vibe. But they don't have a proper medical Centre. Even in the medical center they don't have a qualified doctor. The man who is in charge in the medical Centre he is very normal can't provide sufficient medicine to the patient. So when any worker or any employee get sick he or she has to go to the outside medical fro treatment

Sales :

For every manufacturing company sales plays a vital role to get the revenue within a short time. This company also faces many problems in this sector. During the rainy season which is known as off season they hardly sales the bags of cements. Cause at that time no vendor wants to buy products from the factory and during Summer season the main problems happen with the labor who carry the bags of cements and place it in the trucks and storage area.

Recommendation:

In Holcim I was there from 1st October 2015 and now almost done of my internship. These three months how it pass away I can't explain. I have passed a great time with the employees and the management groups and also with the workers.

As my topic was finding out the discrepancies of Meghna ghat area (Plant 1 and Plant 2) and it was really difficult to find out these things. No one want to share about the problems of the plant but I tried my best to convince them and get it finally. Holcim Bangladesh Limited has some problems in the plant area which I mentioned in the report. According to the departments I also

make some recommendation for their betterment.

Though I shouldn't be able to interfere with their decision but as it is a part of my project so have to do my own work. According to the department the recommendations are given below.

Recommendation in Logistics:

1. As the logistics department faces problem in importing of raw materials from different countries and from the deep sea. So before doing the deal they should do an exact agreement with Association of the lighter vassals and the staff of the port are so that they can twist the wages often works in the delivering period of goods.
2. In the delivering of products they don't get enough transportation . So they should buy their own trucks for product delivery.

Recommendation for Production Departments:

It's very difficult to find out the solution in this particular department. Cause Load shedding in a big problem in our country. But if they convince our Government then maybe there is a possibility for a hope. Now Bangladesh is also improving in every sector and there are lots of good Engineers in our country. Even the other multinational companies hire our Engineers from BUET and others public and private universities. So for Holcim Bangladesh ltd I want to suggest that give a single chance to our own country's engineer so that they can prove themselves that they are also qualified like others.

Recommendation for Maintenance:

As I mentioned that The plant 1 is very old one so the structure should be changed immediately. Because most of the things are outdated. They need to give a update look and structure to the plant. This factory always depends on foreign engineers and even they don't have qualifies work

shop. So at first they should collect qualified bulkers, machineries, trucks and others things. No need to depends on others assets.

Recommendation for Lab:

The main lab which is situated by the Hyundai Cement and later after changing the owner they hardly add some new testing methods. The lab need to be updated and should give a proper international look. All modern testing method should be added here for the fasting process.

Recommendation for Safety:

In the plant area they immediately need a proper medical Centre and a good doctor.

Conclusion:

At the end of the report I want to thanks this international brand that it gave me a chance to spend in the head office as well as in the production area. Holcim Cement is leading the market of cement industry with a sharp distance. It's an honor for me working with those legends of this industry. They continually set the highest standards of customer satisfaction in their industry. Moreover, they secure the strongest competitive position in their markets. They recognized as an employer of first choice. They empower their employees and integrate them fully into our global network. They acknowledged themselves as a valued and trusted partner in community. The cement industry is one of the newer but a promising industry of the country. There is a huge room for growth of this industry in Bangladesh in the near future. As a result, I feel that a lot of students can actually think of building their career with the cement companies of the country. I would be glad to contribute as well if given a chance as this industry not only promises to build people's homes but also contribute to the overall development of the country. It was such a huge opportunity for me.

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