

An Internship Report onResearch and Development of

AbulKhair Marble & Granite IND. LTD.

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Letter of Transmittal

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Subject: Internship report on research and development of Abulkhair Marble & Granite

IND. LTD

Honorable Sir,

I hereby present my internship report on research and development of Abulkhair Marble and Granite IND. LTDapproved under your supervision, as a partial requirement for the completion of BUS 400 (internship). I have attempted my level best to put all the things which are connected with my internship report.

I have learnt a considerable measure during my internship period, which I couldn't have learnt from text book. The knowledge I have gained will surely help me build up my career.

I hope that this report has been up to your expectation. If any clarification is needed about this report it will be my pleasure to clarify it to you.

Sincerely

Signature

Mohammed MaksudurRahman

Student ID: 15204088



Acknowledgement

At the absolute starting point, I wish to recognize the limitless gifts and significant generosity of Almighty Allah. Various individuals have made critical commitment in preparing this report whose experiences, guidance and proposals helped me a considerable measure.

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The help gave by all concerned specified above made it feasible for me to finish such an inconceivable study inside the assigned time.





Executive Summary

This internship report concentrates on the work experience I have gathered being an intern in the Research and Development department of AbulKhair Marble and Granite IND. LTD which is the very much prestigious Local marble and granite fabricating and disseminating organization. I especially centered on developing and executing new ideas in production as well as in sales to reduce the wastes materials and also developing an online business project. AbulKhair Marble and Granite has dependably been keeping up quality administration since its origin in 2011. They turn into a danger for the other focused organizations in the related fields. Following three months working in this division I gained a profound Knowledge about different marble, granite and travertine. I came to recognize a portion of some issues and mistakes that AbulKhair Marble and Granite is confronting with their present business procedure furthermore have some of my bits of knowledge to defeat those issues for a superior hold in business sector. SWOT investigation has been done to showcase the execution of AbulKhair Marble and Graniteagainst its rivals in the local and global coliseum. Also, I have shared a detailed insight about my work experience at AbulKhair Marble and Granite along with a detailed job description where I had to deal with local and international brands, leading examination through business sector visits and intermittent reviews, conceptualizing, arranging and actualizing thoughts on the most proficient method to execute their administrations in the most ideal way. Later, I examined about the successful campaignAbulKhair Marble and Granite has embraced which includes "French Pattern" unique marble installing pattern and many more. Meanwhile, I have moreover indicated about how the stamping and arranging was done these things attempting to make the brands more engaging than the contender's things besides to hold these brands in the customer's standpoints. AbulKhair Marble and Granite is constantly energetic and committed about giving the quality administration so as to reinforce their reputationand is constantly open to thoughts and extemporization to fulfill their customers demand at the end of the day.

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ABUL KHAIR MARBLE & GRANITE IND. LTD

Table of Contents

Part 01 Introduction	7
1.1 Introduction	7
Part 02 Objectives	8
2.1 Objective of my report	8
2.2 Methodology	8
2.3 Limitations	8
Part 03 Organizational Overview:	9
3.1 HISTORY	9
3.2 Factory and Showrooms	11
3.3 Products	14
3.4 Clients of Fahim Marble	18
3.4 Distribution Channels	18
Part 04 SWOT Analysis	20
4.1 Porters Five Forces Model	20
4.2 SWOT Analysis	21
Part 05: My Experiences	23
5.1 My Experience in Abul Khair Marble & Granite LTD:	23
5.2 My Job Description:	23
5.3 Analysis	24
Marketing Analysis:	24
5.4 Campaigns and Projects	27
French pattern	27
Bstone Scanner	30
E-Business	33
Part 06 Recommendations	49
Part 07 Conclusion	50
Part 08 Bibliography	51
Part 09 Appendix	52

ZICE

ABUL KHAIR MARBLE & GRANITE IND. LTD

List of Figures

Figure 1: Marble Raw Slab	11
Figure 2: Marble Slab Cutter	12
Figure 3: Granite Slab Cutter	12
Figure 4: Marble Wash Machine	13
Figure 5: Marble Finish Good	13
Figure 6: French Pattern	27
Figure 7: Bstone Scanner	30
Figure 8: Package of Bstone Scanner	30
Figure 9: Specification of Bstone Scanner	31
Figure 10: Dustproof Device Bstone Scanner	31
Figure 11: Image sample of Bstone Scanner	32
Figure 12: Domain of Fahim Marble from GoDaddy	37
Figure 13: Domain of Fahim Marble from domainit	37
Figure 14: Hosting plan of linux	39
Figure 15: Hosting plan of windows	40
List of Tables	
Table 1: Marble Products	16
Table 2: Granite Products	17
Table 3: Travertine Products	18
Table 1: Website Development Cost Sheet table	12





Part 01 Introduction

1.1 Introduction

Marble & Granit is a luxury product which has huge demand all over the world. However without the improvement of administration and innovative favorable position it is truly difficult to process with different contenders. Innovative work has turned into a urgent part of the business, monetary and social variable of a country. It gives data about the item, benefit, thoughts and so forth, which maintains a business easily. Research and Development (R&D) comprises of investigative exercises that a business conducts with the expectation of making a disclosure that can either prompt the advancement of new items or methods, or to change of existing items or methodology. Innovative work is one of the methods by which business can encounter future development by growing new items or procedures to enhance and extend their operations. Most importantly, successful R&D gives the shopper motivation to trust the customer's message and also it separate specific organization structure different organizations. Working in R&D, is same as in whatever other business requires long hard work hours and is regularly anything besides marvelous, particularly in the early phases of a man's profession.



Part 02 Objectives

From 1st January to 30th March I was appointed as an intern in AbulKhair Marble and GraniteIND. LTD. Though my major was Human Resource Management but I always had interest in research based work where I could flourish my creativity and insert new ideas to have a direct role in the development of the organization. I had a long cherish to work in AbulKhair Marble and Granite as it is a very well-known Local company. Fortunately I got the chance to serve in AbulKhair Marble and Granite as an Intern in Research and Development Department.

2.1 Objective of my report

The objective of the report is to find out research and development process take place in AbulKhair Marble & Granite Limited.

2.2 Methodology

Primary Data:

- Three months work experience was my essential asset to gather data for this report.
- Key source meetings of concerned representatives of AbulKhair Marble and Granite LTD. Were attempted where they addressed numerous inquiries furthermore included pertinent conclusions and contemplations about Research and development.

Secondary Data:

- AbulKhair Group website.
- Other relevant websites and project report to know more about the Marble & Granite.

2.3 Limitations

AbulKhair usually does not allow any internship program in their company. However I got a special reference of doing internship over there. The report needs to give the most ideal illumination of the extensive number of parts of Research & Development process in "AbulKhair Marble and Granite". AbulKhair Marble and Granite takes after various Research and Development process which relies on the association's required region of change. Every single Exploration and Advancement procedure of different zone is not clarified in this report with a specific end goal to keep it exact.



Part 03 Organizational Overview

AbulKhair Marble and Granite LTD. is part of well-established local company Abulkhair group. It was established in 2011. AbulKhair Group bought Fahim sanitary in 2011 along with their all divisions like sanitary as well as marble division. Sanitary division was given a new name of *Stella* after the purchase. All of their sanitary products are sold with the name of *Stella*. However the marble & granite division continued to sale their products with the old brand name which is *Fahim Marble*. In sanitary division all of their products and materials are imported from Italy how ever in marble division man machineries are imported from Italy and raw materials are also imported from Italy along with Turkey, India,New-Zealand, Brazil and some other countries with Marble, Granite & Travertine industry.

3.1 HISTORY

AbulKhair Group is one of the industrial conglomerates in Bangladesh. The group was established in 1953 by AbulKhair. Under this conglomerate include cement, steel, consumer goods, tobacco, and edible oil etc. AbulKhair steel industries ltd was incorporated on 21stOctober, 1998 as a private limited company, under the 1994, companies act. (Abul Khair Group, 2016)

The company is run by board of directors of eleven members. There is a chairman of managing directors, deputy managing directors and other directors with specific responsibilities. Abulkhair group establish a good relationship with a number of banks in Bangladesh-Exim, Standard Chartered, City and Public bank. Acquired extensive credit lines from the City and Public bank giving them a competitive edge over their competitors. The company is based in Chittagong and has a good network all over the Bangladesh. The company has a large share of market in some of the most important districts and sub districts- Chittagong, Feni, Barisal, Rangpur, Mymenshing. AbulKhair started their journey with tobacco business which is known as AbulBiri. After successfully establishing this business they spread out their business to other business sectors. The most important business of AbulKhair Group is-AbulKhair Condensed Milk and Beverage industries limited, Abulkhair Tea limited, Shah Dairy Product limited, A.K properties limited, A.K Corporation limited, Abulkhair steel limited (Re-Rolling), Abulkhair Melting limited,



Abulkhair Match factory limited, Abulkhair Shipping limited, Mother's Smile (Baby Food), Abulkhair Ceramic limited.(Abul Khair Group, 2012)

AbulKhair Group started supplying import products from 1972 and become the largest supplier in the steel industry in Bangladesh. They exported their CR Coils and Galvanized Steel Coils in 19 countries. (Abul Khair Steel Mills Limited, 2012)

This company is also famous for their producing of cement plant in the country. Not only has this in my research I found that tobacco industry grabbed the 40% of the market share. The demand of the local market is very high. They ensure the best quality of tobacco in Asia. Both eastern and western world imported our products extensively. (Emran, Abul Khair Tobacoo, 2014)

There is another business hold Abulkhair which is consumer goods generally known as AKCGD. At first they launched Condensed Milk for leading the market. There is also included Marks Full Cream Milk powder under the powder milk category, mango juice and Starship Chocolate Milk under the beverage category, Seylon tea, under the snacks market they launched ShaadChanachur. After that they re-launched ShaadKurmureChanachur with a new flavor and taste. Therefore the company launched different flavor candies under the confectionary market. They create demand not only the home but also in the abroad. (Abul Khair Group, 2012)

After such vast achievement AbulKhair Group started anew journey of marble and granite under the ceramics industry. AbulKhair entered into ceramics sector in 2011 with TK500 million. AbulKhair Group bought Fahim ceramics in 2011 along with their all divisions like sanitary as well as marble division. Sanitary division was given a new name of *Stella* after the purchase. All of their sanitary products are sold with the name of *Stella*. However the marble & granite division continued to sale their products with the old brand name which is *Fahim Marble*.

At the very beginning of this business Fahim Ceramics had over TK300 million debts with Islami bank and over TK100 million with a leasing company. Mr. Khan set up the factory on the bank of the river Meghna. Now the largest sanitary-ware maker is RAK ceramics which grab the 40% of the market share. They basically focus on domestic market because of urbanization. AbulKhair tin, steel and cement also include in sanitary ware. For this reason the company does not need any extra investment.



For the sanitary ware the company used world's best technology to increase the volume. In this way they increase their efficiency level to the business. At present AbulKhair is in the second position of market as they have only started their journey for 4 years. However With the best technological support their product has the best finishing and the quality of the products are incomparable to other brands.

We consider marble and granite as a luxury product. People choose granite and marble for their kitchen and bathroom area. The common difference between granite and marble- granite is more durable and marble is less durable. For this reason we founded granite in kitchen while in other area marble is more common. Both marble and granite damaged by cleaning liquids depending on ingredients. Costs are often same but it varies for color and general appearance. Both are sustainable and heat resident. Granite are mostly scratch resistance on the other hand marble are not scratch resistance.

3.2 Factory and Showrooms

Abulkhair Marble & granite factory is at kalirgong, Gazipur on the bank of the river Meghna. As it is besides Meghnariver it they get more support of water supply and which is very much needed in Marble processing and refining project. The Factory has in total 17 big machines and all of them have different functions. Some of them carry the raw stone which they call slabs. Some of them cut slices of given measures and some of them wash the stones.



Figure 1: Marble Raw Slab

Page **11** of **63**



It the factory they have different glues and comical to fill and joint any broken part of the stone. Usually they do not repair of small stone of broken pieces. Those small broken paces are sold in the market as west materiel with low pricing.



Figure 2: Marble Slab Cutter



Figure 3: Granite Slab Cutter





Figure 4: Marble Wash Machine



Figure 5: Marble Finish Good

They have in total 6 showrooms. Four of them are in Dhaka and one is in Chittagong and other one in Sylhet.



3.3 Products

They have mainly three types of products.

- Mable
- Granite
- Travertine

Marble:

Marble tile is a characteristic stone material that is a great many years old. Marble is a defoliated changeable rock coming about because of the trans-formative nature of limestone. Marble, since quite a while ago perceived as the most flexible decision in home stylistic theme. Marble is perfect and effortlessly kept up with boundless work-ability taking into account a differed scope of examples and a huge number of hues with some sort of veining going through it. The veins are generally diverse in shading than the principle shade of the stone. Marble is moderately delicate when contrasted with different stones, for example, rock. It will scratch effectively and is likewise exceptionally delicate to acidic chemicals. Marble is utilized to create radiant tile floors, kitchen Counter-tops, Marble Bathroom Vanities, Tile Floors, Marble Wall Tile and even segments.

Products	Name
3	Black Gold
	Blue Grey
Line Contact com	Carmen Rossa
表	Crema Rosa



Emperador
Jaguar
Light lylac
Marmara Classic
Monalia Cream
Monalia White
Nestos
Ocenic
Parble
Rosalia Light
Rossalia Pink
Rossalia
Rossalia Red
Rossolepanto
Salome



Silver Grey
Venatino
Verona
White Carrara

Table 1: Marble Products

Granite:

Granite tile is an impeccable decision for hard surface applications where strength and low upkeep is essential, for example, tiles for kitchen ledges, high activity floors and tile flooring for business applications. Stone is predominantly made out of 30% Quartz and 60% Feldspar. These minerals are much harder than the calcite of marbles and thus Granite won't scratch as effortlessly as marble. Granite is exceptionally impervious to most acids and won't draw nor leave a dull spot at first glance, as marble does. Granite is presumably a standout among the most prominent sort of regular stone that is utilized for ledges, floors, sinks and gives.

Product	Name
	Antic Pearl
	Black Galaxy
	Blue Pearl
	Emarel Pearl





Table 2: Granite Products

Travertine:

Travertine is a sort of limestone yet varies in that it shaped in a hot springs called karst. The sulphur content in the karst disintegrates the travertine making gaps in the stone. These openings are frequently loaded with manufactured pitches or bonds that for the most part don't clean extremely well which regularly causes cleaned travertine to look conflicting in appearance. Travertine tile is a characteristic material that has one of a kind elements that no other stone can offer and is regularly found in earth tones running from verging on white and pale ivory to rich shades of red and chestnut, however can likewise be found in silver and reds. The unmistakable configuration of Travertine makes probably the most recognized floor tiles. Travertine is perfect for business and private use. It can be utilized for floor tile, kitchen, lavatory divider tile, restroom floor tile and that's just the beginning.



Product	Name
	light Travertine
	Multi-Colour Travertine
	Yellow Travertine

Table 3: Travertine Products

3.4 ClientsofFahim Marble

People consider marble and granite as a luxury product. People choose granite and marble for their kitchen and bathroom area. The common difference between granite and marble- granite is more durable and marble is less durable. For this reason we founded granite in kitchen while in other area marble is more common. Both marble and granite damaged by cleaning liquids depending on ingredients. Costs are often same but it varies for color and general appearance. Both are sustainable and heat resident. Granite are mostly scratch resistance on the other hand marble are not scratch resistance. People from all the places buy this product. It includes marble, granite and also travertine. Travertine is comparably more costly than other two types of products. They mostly sale their products through their sales executives. All the executives visit and monitor new and existing clients. Traders and architects are their big clients. Most of the big real estate companies are their customers. Their main focus of the business is customer satisfaction. That's way they provide customer services without any payment even after their purchase.

3.4 Distribution Channels

Distribution channels are very important for a business. Without those no one would be able to get the products to the customers. So it becomes a big factor in a marketing analysis. This is because we need to assess how well the channels are. If the existing ones are good enough or you



need to develop newer ones. Sometimes you come up with brand new channels like online marketing.

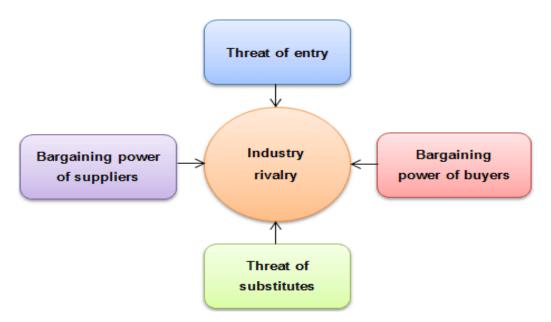
In AbulKhair at first they are selling 70% of their products with different vendors and retailers and 30% by their own but now they are selling 70% of their products by their own and 30% from different vendors and retailers. Abulkhair now focuses to sell more on contactors, builders, big hotels and resorts and to do that they try to have good communication and links with them. They are also selling their products by their own retail stores and other retailers but the number of stores is very few. Though their selling is quite good with their current distribution channel but they have to improve that by opening more retail stores and they should also start open their own website so that more people can know about them and they can also sell their products via their website.



Part 04 SWOT Analysis

4.1 Porters Five Forces Model

AbulKhairGroup is a new in this business and they are in their growth stage. Now they are in the Second position in the market and the industry itself is in a growth stage. There is a chance of new companies to start this business and substitute companies are in a strong position. Buyers are not aware of this product and its price but they are ready to pay high price for the product on the other hand suppliers are available outside the country.



Threat of entry

There is threat of new entry because the market is growing market and attractive. In few years, this industry will create a good position in the market. Customers will be aware of the product and sells will increase. In that time, other companies will be interested in coming to this business. That time it will be a threat to Abulkhair group. Ceramics companies can also introduce Marble and granite products in their business.

Bargaining power of buvers

Buyers are not aware of the products yet, most of the time they think that the product is expensive. They choose not to buy the product because of this high price. On the other hand, buyers who are aware of the product, they are paying high price for the product.



Bargaining Power of Suppliers

Raw materials for marble and granite products are not available in Bangladesh. Companies bring them from other countries. Suppliers are available in those countries.

Threat of substitutes

There are many substitutes of these products; all the ceramics companies are their substitute. Ceramics companies are in a good position in Bangladesh Market. They produce tiles and it is substitute of marble and granite.

Industry Rivalry

There is rivalry among the companies. We can see rivalry in their marketing and sales. Every company trying to grab customer's attention for increasing sales. All the marble and granite companies are competing with each other as well as with ceramics companies.

4.2 SWOT Analysis

Strength

- Balanced quality and price: companies like, Green Granite and Marble and Marble Di
 Carrara and other companies sale products with high quality and high price or low quality
 with low price. Where AbulKhair marble and granite keep balance between product and
 price.
- Good customer service: Abulkhair group provide good customer service to its buyers. Even after their sell, they help customers in setting their products. They told customers about the products in details and give tips about treating the products.
- **Selling strategy:** they sell 60% of their products with brand name and they sell remaining products through retailers. At the beginning of their business they used to sell through retailers, day by day they are trying to increasing their brand value. That is the reason why they are focusing on selling through brand name. Their target is to sell 100% with their own brand name.
- Position in the market: AbulKhair Group is in second position in terms of marble and
 granite selling. However, their business is new but they are competing with other
 experienced companies in the market. That indicates in the future they can make a strong
 position in the market.



Weakness

- Failed to reach customers: They used to sell through retailers that are their reason people are not aware of their brand name. It will take time for them to reach their customers.
- **Few show rooms:** They have six showrooms. Four in Dhaka city; One in Chittagong; One in Sylhet showroom outside Dhaka.
- No online shop: This is the time when most of the companies opening online shop or
 website for gathering more customers. Online shop helps customers to know about the
 company and products. Abulkhair group do not have any website for their marble and
 granite section.
- Less focus in marketing: They do not focus on marketing most of the time they sell through personal contacts. However, for making customs conscious about the product they should focus on marketing.

Opportunities

- **Increasing brand value:** If they focus on selling with brand name and increase their marketing there is a change of increasing a brand value. Later they can be a strong brand in the marble and granite industry.
- Low labor cost: Labor cost is low in Bangladesh comparing to other countries. As they are importing raw materials from other countries and low cost labor helps them to adjust the price of their product.
- **Increasing sales:** Good marketing policy and customer awareness will increase their sales in future.

Threats

- Pricing strategy of other companies: Other companies are selling low quality products
 with low rice that is a threat for the AbulKhair Company. Besides price of ceramics
 company's products are also a threat for them
- **Customer preference:** For this kinds of products customers most of the time depends on personal contact. They buy form a known store. This is also a threat for the company.



Part 05: My Experiences

5.1 My Experience in AbulKhair Marble & Granite LTD:

Working in a Research and Development is never exhausting. Despite the fact that there is heaps of weight of work, no booked time limits; worker needs to stay long in the workplace when there is a crisis yet it is never a tedious occupation. Continuously fervor and test are there. Working environment is dependably fun and imaginative. When we see our explored things are available to be purchased and customers get intrigued towards it. At the point when individuals can connect with the best item accessible in business sector due to our little commitment, that is the point at which we feel that our motivation is served and we have done our obligation well. It has been an incredible open door for me as I finished my graduation majoring in HR and E-Business. I could really relate the hypothetical terms, working techniques, strategies learned all through my course. It felt honored to have become such sort of chance to seek after my desires and lessons.

5.2 My Job Description:

- Market analyzing.
- Researching on different competitor's product and their status.
- Conducting market visits, surveying the customers and compiling the research data from these visits.
- Brainstorming for creative ideas for various new ideas and execute those ideas in production as well as in sales to reduce the wastes materials.
- Develop an online business project.
- Monitoring the sales execution.



5.3 Analysis

Marketing Analysis:

An advancing examination is an examination of the dynamism of the business area. It is the connecting with nature of an excellent business area in a specific industry. Showcasing examination is on a very basic level a technique for achievement that presentations information concerning the business segment in which you are working in. It oversees diverse variables.

A showcasing examination is finished with the objective that you can figure a system on the most capable technique to keep up your business. By pondering particular segments, you will know how to work your business.

Dimensions of Marketing Analysis:

There are certain dimensions which help us to perform a marketing analysis. These things help us understand the market we operate in better. These dimensions include;

- Market Size
- Growth rate of the market
- Market trends
- Market profitability
- Key success factors
- Distribution channels
- Industry cost structure

Market Size:

In this Marble and Granite sector is not that much very big in Bangladesh. There are not many companies in the market. In Bangladesh the market size is very small. As we are working on AbulKhair group and we have very few competitors in the market like Ray Marble and Granite, Shafa Marble and Granite, Northern Marble and Granite, Green Marble and Granite and KanikaMarble and Granite. Among them Green Marble and Granite is in the first position and AbulKhair is in the second position. As I told before the market is not that big and other than



Green Marble, AbulKhair didn't have any actual competitor. So people didn't have many chances to switch.

Growth rate of the market:

The market is growing very fast day by day. People are now buying Marble and Granite now a day. Many new companies are trying to enter the market. Demand for this product is increasing. And companies that are operating is this sector started to earn profits and in near future this may be a trending market.

Market trends:

Business sector trends are a huge piece of the promoting investigation. Having information about the patterns assist us with deciding what sort of item we are going to offer. When you are beginning off a business you have to comprehend what the present trend is. What is the thing that the clients like? The amount they are willing to spend? What different patterns may catch their consideration? These are the kind of things which will go on your investigation. Then again, market patterns can change any day. This can end up being an open door for your business. On the off chance that that is the situation then you can seize it and benefit as much as possible from it. Changes in trends can likewise be a danger for you. In the event that you are open to delivering one sort of good then a business sector pattern change will influence you the most.

In AbulKhairGroup they enter the marble and granite market when they see that people have interest to buy marble and granite product. They observe and research that what type of marble and granite product Bangladeshi people want. From their research they found out that people are willing to buy medium quality marble and granite products which they can afford. So at first only import those products but it says market trend change and now AbulKhair has link with many big contractors who like to buy high quality marble and granite product and many people are also seeking for high quality and luxurious marble and granite product so for this AbulKhair now import both medium and high quality marble and granite products.

Market profitability:

Most organizations intention to get into the business is to make a benefit. At the end of the day, they are benefit rationale organizations. So before getting into a business we have to break down the benefit of the business sector. On the off chance that the business sector has a decent



productivity then just we are going to contribute vigorously. Else, it would be a misuse of your time and capital. Keeping in mind the end goal to ascertain the productivity of the business sector, there are a couple of things one needs to consider.

These things include:

Buyer power: In this case buyer power is very low because there are not many companies in the market

Supplier power: Supplier power is high because there are very few good suppliers.

Barriers to entry: There are very less barriers to enter in the market because there is no strict rules and regulation to enter in the market and very less players are active in the market.

Key Success Factors:

The key achievement components are those components which help the business to make extraordinary progress in the business sector. Such components are required to emerge among whatever is left of the opposition. These are things which you did well that have empowered you to deliver incredible results. Key achievement variables incorporate.

Technology progress

Economies of scale

Efficient utilization of resource

AbulKhairGroup is well ahead in technology progress because they use latest and trendy technologies to process marble and granite products then AbulKhair marbleand granite take two and half years to reach the breakeven point. Now AbulKhair Group is effective use their resources now they order resource when 70% of their inventory is already used.

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5.4 Campaigns and Projects

I have done a lot of campaigns with Abulkhair Marble & Granite some of them are given bellow.

French pattern



Figure 6: French Pattern

The French Pattern in travertine or marble is a combination of four different sized stones, 8" x 8", 8" x 16", 16" x 16" and 16" x 24". The most typical breakdown of the pattern consists of 4 pieces of 8x8, 2 pieces of 8x16, and 4 pieces of 16x16 and 2 pieces of 16x24 for a total of 16 sqft.

Uses of French pattern

French Pattern travertine or marble is a great choice for any interior or exterior application. The tile thickness (1/2") or paver thickness (1 1/4") gives the advantage of installing them for patios, pool decks, walls, balconies, kitchens, foyers, wash rooms, living rooms and beyond. With the stones interlocking together it offers *versatility* in design, an ability to work within almost any space, and also giving the layout beauty and character. The pattern is designed to offer a different look than the typical geometric shapes commonly associated with travertine or marble installations.

Note for uses:

For outdoor use – Make sure the color product doesn't fade in sun light.



Benefits

- Utilization of wastage material.
- This pattern is not wildly used as present. So consumer has a high probability of using this product.
- It self it's an artistic product.
- Versatility in this pattern.
- We can use its artistic pattern as our advantage to higher this price.
- Where the wastages are being sold in a low price, with the help of French pattern we can change the situation.
- The French Pattern also offers a less expensive option for installation through a "Dry Set" or "Sand Set", requiring less aggregate material than a "Mud Set" or "Tile Set" and therefore reducing your costs.
- The French Pattern in both Tile and Pavers is the importation of the stone already broken down into the proper ratio for the customer.
- The combination of versatility and pre-crated importation allows the customer to focus only on the amount of square footage needed.
- Any size that is expected by the consumers can be a pattern.

Demerits

- Cheap way of presenting the product as the consumer's point of view may differ from person to person. Some customer may not like the idea of versatility.
- More time consuming for setting the product as per as the requirements.
- Fixing cost is higher because the workers over here are not that much familiar with this pattern.
- The areas where the travertine pavers join each other. Some areas might look like the
 joints are tight, while other areas, such as at the rounded corners, may seem to have
 spaces there.

Marketing strategy

- Make Sample for display in our showroom.
- Set market price based on different sets and products.



- Make different sets of French pattern. Example:
 - o Set A:
 - (4" X 4")
 - (6" X 6")
 - o Set B:
 - (4" X 4"+)
 - (6" X 6"+)
 - o Set C:
 - (6" X 18")
 - (4" X 12")
 - o Set D:
 - (4" X 4"+ & 6" X 6"+) (A, B)
 - o Set E:
 - (12" X 18", 12 X 12", 6" X 12" and 6" X 6") (A, B, C, D)
 - o Set F:
 - (8" X 8", 8" X 16", 16" X 16" and 16" X 24") (A, B, C, D).





Figure 7: Bstone Scanner

Bstone scanner is a scanner with which you can sweep and store your stone pictures specifically to a smaller scale SD card with no PC. Basically slide the scanner on the surface of your stone and the examined picture is put away into your smaller scale SD card. What is ideal, the scanner permits you to see your filtered pictures with an inherent shading LCD showcase to affirm what you have quite recently caught.

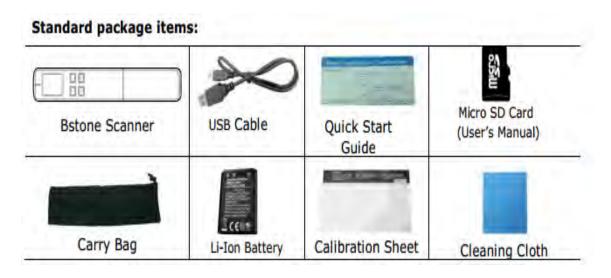


Figure 8: Package of Bstone Scanner



Specifications

Image Techn clogy	Contact Image Sentor (CIS)	Plower	Rechargeable Li-ion battery compatible with NP45/(3.7V, 700mAh)/C A NP45 (3.7V, 700mAh)
Scanner Disp lay	TET LCD 1.8 m		
Auto Power Off	5 minutes	Net Weight	250 g,Scanner + hattery; 298 g
Output File F ormat.	JPEG	Ownensions (WxLoH)	41 x 258 x 30 mm (1.6 x 10.1 x 1.4 in.)
Resolution	120 dpi /300 dpi /600 dpi	Sican Area	W: 216rnm(8.5in.),L:1500mm(59in.)
Memory Card	Micro SD card	Operating Environment	5°C - 35°C; 20% RH - 85% RH
USB	Mini USS port compatible with the USB 2.0		

Figure 9: Specification of Bstone Scanner

Exclusive Dustproof Device

Prevents dust from entering the scanner and protects device for a clearer image:

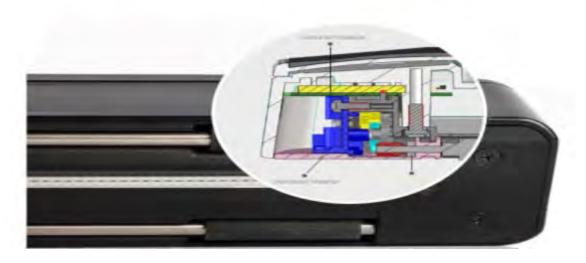


Figure 10: Dustproof DeviceBstone Scanner



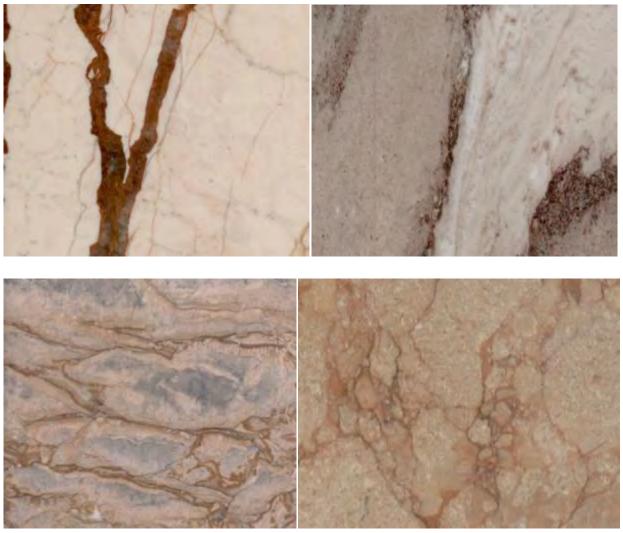


Figure 11: Image sample of Bstone Scanner

Advantages of BstoneScanner:

- Take place of samples to save on shipping fees
- Provide design material
- High quality pictures for Brochure
- Customers can easily take their desired products only seeing the high quality images
- It makes the job of our executives much easier as they can explain easily with this kind of high quality pictures
- It is a small device so the mobility is good of this device



E-Business

Our fifth and most important alternative would be give proper attention in the E-business or online marketing. It is the most cost effective and fastest way to grape attention of the customers. The Internet has been a way to multitude new business opportunities. However some of the advantages are given bellow of taking this strategy.

- Cost-Effective Marketing- With an e-business, the greater part of marketing efforts ends with one objective and will drive target activity to their business site. With one central spot to send clients, e-business site will permit them to utilize numerous web advertising strategies including email promoting, article marketing, online networking systems administration and e-bulletins. A large portion of these web advertising activities are minimal effort or free, so an e-business takes into consideration exceptionally practical marketing methodologies.
- Eliminates Geographic Boundaries- This e-business will also allow them to broaden your reach. An online business can achieve clients in the four corners of the Earth. For whatever length of time that somebody has a Web association, they might have the capacity to reach and offer your item or administration to these guests to your business site. As they want to trade their items in future so it is the most crucial movement to do worldwide business.
- Reduces Transaction Cost-Maintaining an online business lessens the expense per exchange in light of the fact that it takes less labor to finish an online exchange. When they get their site up and running, the client puts in the request on the web, which reduces the requirement for a salesman. The client installment experiences their online installment preparing programming or framework and again disposing of the requirement for a store assistant. E-business exchange has less weight of expense on the business, making every exchange more practical than a block and-mortar business.
- Low Overhead Costs- Running an e-business cut back or out the greater part of the
 expenses included in running a physical area. E-organizations have less costly telephone,
 rent and service bills than organizations with physical areas. An e-business additionally
 diminishes the expense of paying workers in light of the fact that they needn't bother



with somebody to their site amid business hours. More over for working this immense division they need not bother with such an extensive amount a major office or an enormous work power.

- Customer Service- E-Business can spare cash on their client administration too. By making their customer's record data accessible on the Web, clients can check their records at whatever point they need. By making a client administration area on their site that permits clients to demand return item approvals, they can build their client administration levels while bringing down their expense of working together.
- Offer Product Datasheets-Purchasers can get description and points of interest from an online item index. For their clients, it is all that much critical to get data about the item regardless of whether the season of day and day of the week. Through data, their clients and prospects are settling on choice to buy their items or not.
- Attract New Customers with Search Engine Visibility- As we all realize that physical retail is controlled by marking and connections. Yet, online retail is also driving by activity that originates from web indexes. For clients, it is not so normal to take after a connection in the web search tool results and land up on an e business site that they never knew about.
- Comprise Guarantee Data- Regardless of whether you are hoping to pick incorporating guarantee data with item depictions and data-sheets or giving it from inside of an e commerce shopping basket, you have to ensure that clients must know about vital terms and conditions that are connected with their purchase.
- **Keep Eye on Consumers' Buying Habit-** The best thing is e-trade retailers can undoubtedly watch out for customer's purchasing propensities and hobbies to tailors their offer suit to shopper's prerequisites. By fulfilling their needs continually, they can enhance their progressing association with them and construct durable connections.
- Competence- For viable business exchanges, e-trade is an effective and capability system. Setting-up expense is to a great degree low as contrast with extending your business with more block and mortar areas. Very few licenses and allows are required to fire up an online business than physical store. They can spare bunches of cash by utilizing less workers to perform operations like charging clients, overseeing stock and the sky is the limit from there.



- Stay open 24*7/365- A standout amongst the most vital advantages that e-commerce traders can appreciate is store timings are presently all day, every day/365 as they can run e-business sites constantly. By along these lines, they can build their deals by boosting their number of requests. In any case, it is also advantageous for clients as they can buy items at whatever point they need regardless of whether it is early morning or mid-night.
- Boost Brand Awareness-As like e-trade business can assist B2B associations with
 getting new clients, so it will be useful for e-trade organizations to support their image
 mindfulness in the business sector. Creating pages that can be listed via web indexes
 crawlers is one of the most ideal approaches to improve their website streamlining and
 upgrade the intended interest group on their site.
- Eliminate Travel Cost- Presently, clients don't need to travel long separations to achieve their fancied stores as e-commerce permits them to visit the e-store whenever without voyaging. With few mouse clicks, clients can make their buy and have awesome shopping knowledge.
- Offer Huge Information- One of the best advantages of ecommerce for clients is they can get enormous data that is impractical in a physical store. We all realize that it is entirely hard to prepare workers to react to clients who are searching for data on distinctive item lines. But ecommerce sites offer extra data to their clients with no bother. All the given data is given by sellers so that their clients think that its simple to buy items with data.
- Analytics-We can say that business to business offers a phenomenal stage to
 associations to dispatch their complete scope of examination crusade. Through ecommerce, associations can without much of a stretch ascertain and assess deals
 viability, client adequacy, showcasing effort, item blend, client engagement and then
 some.
- Expand Market for Niche Products- It is difficult for purchasers and dealers to locate one another in the physical world; however it turns out to be simple for them with the commencement of e-store. Clients can seek their required items on the web and can buy



it from any edge of the world. Regardless of what sort of item clients are looking, they can discover a wide range of items with no bother.

- Scalability-With successful e-commerce arrangement, their association develop and scale effortlessly to take care of business sector demand and also client necessities by presenting diverse deals channels and coming to market fragments.
- Ability of Multi-site- With e-commerce stage, it turns out to be simple for organizations
 to dispatch channel particular and specific brand e-commerce site. This capacity
 empowers you to give co-marked sites to your particular clients and takes into account
 sites taking into account particular universal observers.

Implementation

Analyzing the present status and all the alternatives we find that the best alternative would be establishing the E-business. It is very cost effective and it directly addresses the main problem of the company. We have discussed some steps and analysis establishes our statement.

Essential steps

The Essential Step-by-Step Guide on making of AbulKhair Marble & Granite Website:

1. Get the Domain Name

The main thing that they have to do before anything else is to get them self a domain name. This is the name we need to provide for their site. For instance, the domain name of the site they might peruse is "www.fahimmarble.com". To get the domain name, they need to pay a yearly charge to an enlistment center for the privilege to utilize that name. Getting the name does not get them a site or anything like that. It's only a name. It's kind of like enrolling a business name in the block and-mortar world.

Getting a domain name includes enrolling the name they need with an association called ICANN through a space name enlistment center. For example, on the off chance that we pick the name "fahimmarble.com", we will need to go to an enlistment center, pay an enrollment charge that will cost us around US\$17 to US\$19 for that name. That will give them the privilege to the name for 2 year, and they will need to restore it every year for (more often than not) the same sum every year.





YES! YOUR DOMAIN IS AVAILABLE. BUY IT BEFORE SOMEONE ELSE DOES.



Figure 12: Domain of Fahim Marble from GoDaddy

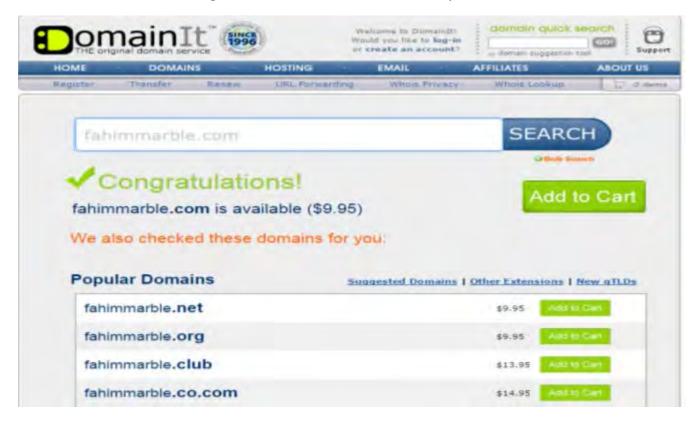


Figure 13: Domain of Fahim Marble from domainit



We have made sense of that www.godaddy.com is a superior choice to run with, and not with www.domainit.com for couple of good reasons which are,

- www.godaddy.com will charge us \$ 2.99 for the first year and on the second year it will charge us \$ 14.99, which is altogether for a long time is \$ 17.98, though in www.domainit.com we are being charged \$9.95 for every year, for a long time we will be accused of \$ 19.90. Thus, we can really spare \$ 1.92 in 2 years.
- The other explanation behind picking www.godaddy.com over www.domainit.com is www.godaddy.com is a more perceived space site than www.godaddy.

2. Choose a Web Host

A web host is essentially an organization that has numerous PCs associated with the Web. At the point when need to put their website pages on their PCs, everybody on the planet will have the capacity to associate with it and perspective them. They should sign up for records with a web have so that our site has a home. On the off chance that getting domain name closely resembles getting a business name in the block and-mortar world, getting a web facilitating record is similar to leasing office or shop premises for their business.

We fell that Linux facilitating is nearly less expensive than Windows facilitating.

We are going to utilize the fundamental bundle of Linux facilitating for the start of their business, which is \$ 3.75/month



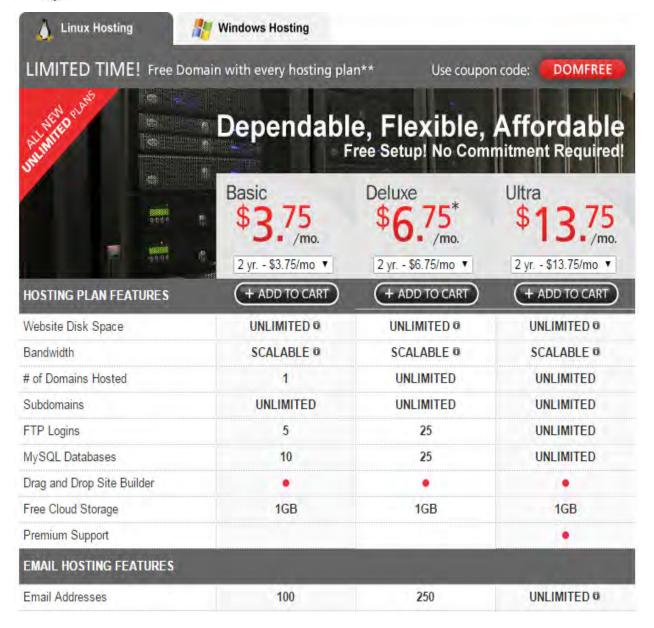


Figure 14: Hosting plan of linux





Figure 15: Hosting plan of windows

Transfer speed is the measure of movement they will get every month. The more the guest they have the more transmission capacity they utilize.

Site circle space is the measure of space on a server assigned to our facilitated site will have, it will incorporate database and record stockpiling.

Free distributed storage is the expansion to all the web facilitating elements, they will be furnished with 1GB of distributed storage for the majority of our reports, photographs, music, and recordings put away on our PC, which will give us an entrance from anyplace, at whatever time, from any gadget we will utilize.



3. Designing Web Pages

When they are settled with their domain name and web host, the following step is to outline the site itself.

An indispensable piece of web configuration is web index availability. Web search tool advancement does not begin after the site is made. It begins at the web outline stage remembering that they have to make the substance for the site.

4. Getting The Website Noticed

At the point when their site is prepared, they can submit it to internet searchers like Google and Bing. To kick the site off it would require \$107.98 for a long time which does exclude the costing we would require to contract somebody master in Site design improvement (SEO).

Website Development Cost Sheet

Stage 1- Planning:

First part of the development circle, here we will construct a project plan with the summary, target audience, testing strategies, public survey, designing notes like colors, website navigation map, technologies used (HTML, CSS, PHP, AJAX, JavaScript etc) and how the webpage will be visualized (Photoshop and fireworks).

Stage 2- Development:

At this stage my agency will start to program the project and depending of the planning, the cost will increase. Some essential areas focused in this stage given below

- Coding- Processing the graphic design to the web page
- Images- Capturing and treating the pictures
- Animation- If 2D or 3D animation is intended will elevate the production cost, but a good public appeal (Estimated time: depends of the project)
- Choose and buy the site domain-Depend of the domain, the cost can vary and is valid for a year

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- Choose the web hosting-Depending of the size and website functionalities the cost and size can change
- Database coding (PHP, MySql)-Coding for the website system such as login, members area and upload files
- HTML, CSS, JavaScript-Code for the whole website the layout and original CSS may be used for future projects

Stage 3- Implementation: the project implementation:

- Transaction from local host to web server-From the development environment to the World Wide Web.
- Register the website in search engines-Register website in top 10 search engines.
- Upload the web site.

Stage 4- Testing: last part, we will publish the website at a local server and run test before publishing:

- Testing the website-Last part of the development, when we test it looking for errors.
- Produce a report- Production of a report with the website characteristics, with strong and weak observations

	Totals:\$1100
Stage 1:	\$300
Stage 2:	\$500
Stage 3:	\$200
Stage 4:	\$100

Table 4: Website Development Cost Sheet table

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Basic website design – this comprises of the 5 main sections as described at the initial consultation. The website is informational in nature and will be approximately 5 pages in size (not including attachments, add-ons, downloads) - This is a basic website with a typical five pages representing say: home page, about us, products, contact details, enquiry form, etc, where they provide the required content and no consultancy is involved.

The complete design and approval will be signed off at the end of stage 2 – this is with agreement by the stakeholders and the website developer. The criteria used are those achieved and agreed from stage 1 – requirements gathering task.

Stage 4 – upgrade and support, after an agreed time period (of approx 2 months). The designer will agree to make any alterations to the base website. The description and extent of these changes will be agreed to after the website has become operational.

The following information is important in the development of the website:

- a. Technical expenses software and hardware to develop the website is borne by the developer.
- b. Office rent- Employees not necessarily need a separate office for them, they can work from home, although we would recommend having a fixed place or office to execute and evaluate the works professionally.
- c. Utility expenses.
- d. Travel expenses, phone and fax charges, postage and shipping (if required), photocopying and printing charges necessary for the execution of the project is borne by the developer.
- e. The website becomes the property and the responsibility of the client. Any design changes undertaken privately by the company is NOT the responsibility of the developer.

Human Rescues management analysis

For conducting a successful operation in e-business they need some employees.

1) Online Business developer- Online business developer is accountable for responsible for the whole e-business department and its activities.



- 2) Content management manager Content management manager is accountable for all the design, web analysis, web updating, SEO¹.
- Social media marketing manager- Social media marketing team mainly emphasize on marketing on the social sites and contacts.
- 4) Customer service manager- This position is to monitor the whole customer service activates.
- 5) Customer service executives Customer service executive will provide proper information about the product and will answer the quarries of the customers. It's basically the call receiving employs. And to have an effective performance initially they need two executives.
- 6) Product delivery employees- when there is any order pleased through online this employee will deliver the products properly to the clients.

Financial analysis

As per their fixed cost and variable cost for this project is not so high it will be easier monitor the income and expenditure flow. Also there are some one time expenditure for instance Technical expenses, website development. Other expenses include employee salary which is also again not so high. Because they only need 10 extra employees to run the whole project properly, office rent utility bills, maintenance, travel expenses, domain & hosting payments, Internet bill.

One time investment

Website development expenses \$1100/TK 85800

Technical Equipments(8 PC, 3 printer+ scanner) \$4500/TK 351000

\$5600/TK 436800

¹ SEO= Search Engine Optimization



Yearly payment of Office rent & Utility bill

Office rent- \$320*12=	\$3840/TK 299520

Utility bill- \$80*12= \$960/TK 74880

Maintenance-\$50*12= \$600/TK 46800

Internet bill- \$190*12= \$2280/TK 177840

\$7680/TK 599040

Yearly payment of E-business employees

1)	Online Business developer- \$500*12=	\$6000/TK 468000
2)	Content management manager-\$450*12=	\$5400/TK 421200
3)	Social media marketing manager- \$200*12=	\$2400/TK 187200
4)	Customer service manager- \$250*12=	\$3000/TK 234000
5)	Customer service executives(two employee)- \$120*2=\$240*12=	\$2880/TK 224640
6)	Product delivery employees(two employee) - \$78*2=\$156*12=	\$1872/TK 146016

\$21552/TK 1681056

Yearly domain and hosting payments

Domain - \$15/TK 1170

Hosting- \$4*12= \$48/TK 3744

\$63/TK 4914

Total expense of first year =\$34895/TK 2721810

Total annual expense =\$29295/TK 2285010



AbulKhair Marble & Granite ltd. Company's yearly revenue is near about (\$55233*12) \$662796/TK 51698088. Only 7% of growth of their revenue can make this project a success. And based on the demand and market survey we can conclude that E-business project will increase the total quality management as well as total revenue of the company at least by 20%.

Revenue model

E-business will add value to the total revenue in many different ways. It's also the best way to finally help businesses compete with their larger competitors. Even small marketing teams will be able to capture deep insights, modify campaigns on the fly, and create a new round of targeted messages with just a click. Not only direct sales but also other advertising opportunities can bring profit. Some major sectors of revenue described below:

- Selling own products& services
- Drop ship products
- Recommend affiliate products
- Sell ad space
- Start an affiliate program

Let me explain each of these a little further:

- 1. Selling own products- The main advantage to selling own products is that they ultimately control how much profit they make on every sale and they therefore have the potential for the biggest profit margin. They know exactly what each product costs and they can try out different price points to see what works the best. People appreciate good value, and removing the middleman is a great way to provide their customers with competitive prices that keep them coming back for more.
- **2. Drop ship products-** If they need to offer items without the bothers of following their stock, setting up stockroom space and keeping up a confounding transportation/accepting base, drop-delivery may be the decision for them. Drop transportation gives them a chance to offer quality, brand-name items on their site for a heavy benefit, while the drop shipper deals with satisfying the request. They stockroom the stock, pack the requests and ship them out to their clients.



- **3. Recommend affiliate products-** Recommending affiliate items makes a "no-risk" organization that permits them to advance another organization's items or administrations on their site to win a rate of their deals. As one of the organization's "affiliates" or advancement accomplices, they can acquire a commission every time somebody they have referred to their site makes a buy. To publicize their products, they may post a flag on their site that connections to the partner program's site, or they may distribute an article about the organization and their items in their bulletin.
- **4. Sell ad space-** When their site has loads of profoundly focused on activity, or a huge, focused on pick in rundown, they will have the capacity to offer advertising. Sponsors are willing to purchase promotions when they are being coordinated everywhere quantities of their objective business sector. Offering notice space can be an incredible extra benefit stream.
- **5. Start an affiliate program-** With their own particular affiliate program; they can enroll a multitude of individuals (their affiliates) who will suggest their item on their site for a rate of any business they refer. They have the ability to exponentially build their wage as more offshoots sign up and they keep on showing their current subsidiaries how to expand their bonus checks.

Other sources:

- Online advertising: Apart from this direct ways of making profit with the help of online
 marketing and advertising they can earn a lot of customers which will ultimately result as
 increase in total revenue.
- Call centre service: As I have suggested earlier, if want to improve their customer service they definitely need at least two employee who will work shift basis. Through this special 24/7 customer service they are ensuring a great deal of customer satisfaction. This will add value in total revenue.

With very little amount of investment they can increase their sale by 20%.

The world has transitioned into a very digital environment. Not only are magazines going digital, we perform many of our daily tasks such as banking online and much of our reading is done on e-readers. Because of the rise of the digital age, it just seems like common sense to invest in a digital campaign. Even though traditional marketing still has a place, it is diminishing in our



digitally based world. For today's businesses, it is imperative to have a website and use the web as a means to interact with their consumer base. There are some successful traditional marketing strategies, particularly if they are reaching a largely local audience, but it is important to take advantage of digital marketing so as to keep up in today's world.

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Part 06 Recommendations

- With low investment they can reach their goal through e-business. So it is highly recommended for them to give attention on e-business
- They should do more market analysis
- They should change their marketing plan
- They should upgrade themselves with new trends
- The number of Retail stores should increased
- They should hire more qualified persons
- More product variation should be done
- They should know what international companies are doing
- They should do more marketing to let people know about them
- They should train more workers
- They can hire an expert on marble and granite industry from other countries
- The company should make a unique marketing plan
- To reach the niche market they should invest more in marketing sector
- They can develop a good IT division which will support them in all fields
- Should open online store
- Increasing physical store in Dhaka and outside Dhaka
- Creating customer awareness



Part 07 Conclusion

Working with "AbulKhair Marble and Granite LTD" was a magnificent ordeal for me. "AbulKhair Marble and Granite LTD" R&D department helped me to take in the absolute most and fundamental imperative stuffs which helped me in my professional life as well as in my own life. Taking an interest in different exercises given by the administrator (MD Abul Bashar – technical Adviser) and by planning he helped me to enhance my fearlessness. I additionally got profitable guidelines from different representatives working under R&D division which will help me to set my profession in up and coming days.



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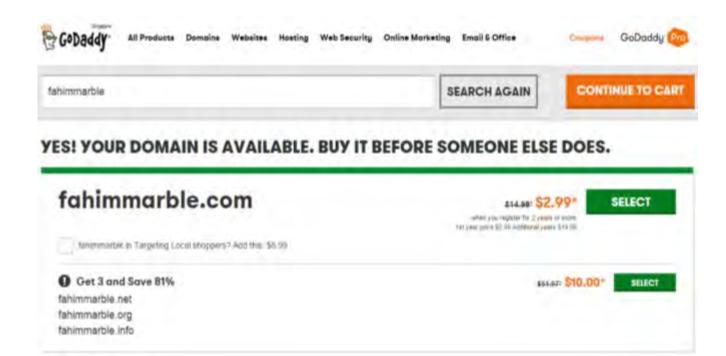
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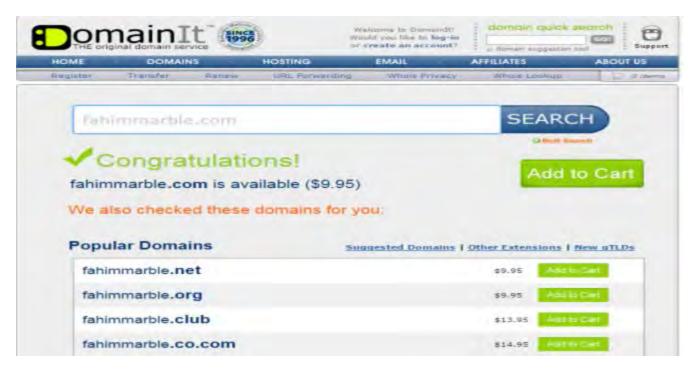
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Part 09 Appendix



Domain of Fahim Marble from godaddy



Domain of Fahim Marble from Domainit





Hosting plan of linux



West of Marble & Granite





Hosting plan of windows



West of Marble & Granite





Marble & Granite Sample



Marble Raw Slabs





Marble Slab Cutter



Granite Slab Cutter





Marble wash machine



Marble finish good





French Pattern



Bstone Scanner

Standard package items:



Package of BstoneScaner





Marble Slab Cutter machine



Granite slab cutter blade





Glue with mixed color pigment



Cracked Marble



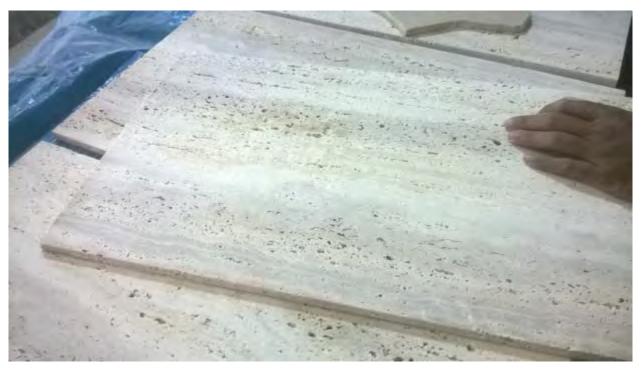


Net Finishing



Filling the gapes with glue of travertine





Finished Travertine



Showcase of different products





Fair Stall of Fahim Marble At Engineering Institute, Dhaka