Internship Report on "Role of automation process of Banglalink procurement department"

Submitted to

Md. Tamzidul Islam

Assistant Professor & Internship Coordinator

BRAC University

Submitted to

Sara Kasfia Aman

Id :13104153

Approval Page

This internship report focusing on the "Role of automation in procurement process of Banglalink" has been submitted in fulfillment as a requirement for the completion of my Bachelor of Business Administration degree. I Sara Kasfia Aman, ID: 13104153, majoring in Finance & Marketing will be presenting the report on July, 2017. The undersigned faculty member has been kind enough to examine this report and has certified that, in his opinion, it is worthy of acceptance.

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Md. Tamzidul Islam

Assistant Professor & Internship Coordinator

BRAC Business School

Letter of Transmittal

15th June, 2017

Md. Tamzidul Islam

Assistant Professor & Internship Coordinator

BRAC Business School

BRAC University Bangladesh

Subject: Submission of internship report on "Role of automation in procurement process of Banglalink".

Dear Sir,

With all due respect, I would like to inform you that, I wish to submit my report on "Role of automation in procurement process of Banglalink", as a requirement for the completion of my internship program and furthermore my Bachelor of Business Administration degree from Brac University, Bangladesh.

I have worked with Banglalink as a part of this internship program and have tried very hard to meet the needs of the program by following my supervisor's guideline very precisely while preparing this report. I have used and provided the information on this report meaningfully and correctly, as much as possible. I believe, the experience I have gathered during my internship program will further develop my professional skills and help me secure a successful career ahead.

I would take great pleasure in knowing that this report I have created is able to serve its purpose and hence would very much appreciate your views and opinions on this and gladly answer all your queries. Thank you again for your support and patience.

Yours sincerely

………………….
Sara Kasfia Aman

ID: 13104153

ACKNOWLEDGEMENT

First and foremost, I would thank the Almighty Allah for bestowing his blessings on me and allowing me to complete my report in good health and on time. I would then like to extend my sincere gratitude to my internship supervisor Md. Tamzidul Islam, Assistant Professor & Internship Coordinator, BRAC Business School, for his sincere guidance, untiring co-operation, valuable suggestion and inspirational motivation which enabled me to overcome all the obstacles and prepare this report at ease. I am also indebted to my internship supervisor at Banglalink, Nazirul Islam Khan. During my time at Banglalink he helped me a lot to fulfill my internship objectives. I am also thankful to Mr. Sazzad-ur-Rasul, Murfat Abedin, Md. Wahidul Haque Shawon, and to Mr. Rakibul Hassan, along with others who had kindly spared me with their priceless time, invaluable affection, astute support and significant direction.

Equally I would also like to express my sincere gratitude and indebtedness to the authority of BRAC University, Bangladesh for their kind co-operation.

Table of Contents

List of Illustrations

Executive Summary

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

Based on my findings I can include that most of the vendors give a positive vibe about Banglalink though they are now on break event point. In a nutshell I need to mention, it became a satisfaction for me to work in Banglalink as well as vendors also reviewed that. In my opinion, Banglalink and its employee crew maintain corporate excellence and professional attitude. For growing the revenue they are working much more. And their abundant support make that telecom profitable from 2016.

CHAPTER TWO:

COMPANY

OVERVIEW

2.1 Overview of Banglalink Telecom:

Banglalink is one of the largest cellular service providers in Bangladesh. Its network covers more than 99% population of Bangladesh, the world's 9th most populous nation and one of the fastest growing economies in Asia. It had 33* million customers at the end of 2015 and offer services under the brand names of "Banglalink" and "icon". Banglalink has consistently been ranked as the most recommended operator in Bangladesh. Banglalink stands for positive change and aims to empower people with affordable communication solutions so that they can start something new in life. They are consistently investing in building an efficient and dependable network, more than 3,200 kilometers of optical fiber and above 8,200 microwave links throughout the nation. Banglalink's International roaming agreements cover a number of countries in Europe, Asia, North America, South America, Australia and Africa. As of December 31, 2015, Banglalink had active roaming agreements with 421 GSM networks in 160 countries and provided GPRS roaming with 312 networks in 115 countries in Bangladesh in terms of Net Promoters Score (NPS).

2.2 Parent Company of Banglalink:

Banglalink Digital Communications Ltd. (previously Orascom Telecom Bangladesh Ltd.) is fully owned by Telecom Ventures Ltd (previously Orascom Telecom Ventures Ltd.) of Malta, which is a 100% owned subsidiary of global telecom holding   following business combination, in April 2011, between Vimpelcom Ltd. and Wind Telecom S.P.A, Vimpelcom owns 51.92% shares of global telecom holding. Vimpelcom is one of the world's largest integrated limited telecommunications services operators providing voice and data services through a range of traditional and broadband mobile and fixed technologies in Russia, Italy, Ukraine, Kazakhstan, Uzbekistan, Tajikistan, Armenia, Georgia, Kyrgyzstan, Laos, Algeria, Pakistan, Burundi, Zimbabwe, Central African Republic, Canada and Bangladesh. Vimpelcom is headquartered in Amsterdam and Netherlands. It is listed on the NASDAQ global select market under the symbol "VIP".
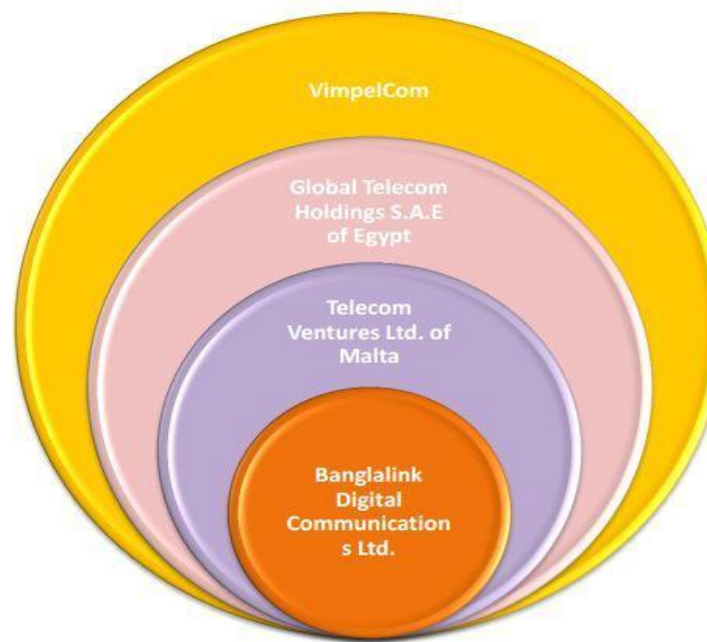
Fig 1: Ownership Structure of Banglalink

[Source: Banglalink Digital Communications Ltd. Annual Report (2014)]

2.3 History of Banglalink:

Sheba Telecom (Pvt.) Ltd. was granted license in 1989[7] to operate in the rural areas of 199 upazilas. Later it obtained nationwide 15-year GSM license in November 1996 to extend its business to cellular mobile, radio telephone services. It launched operation in the last quarter of 1997 as a Bangladesh-Malaysia joint venture.

In July 2004, it was represented that Egypt based Orascom Telecom is set to purchase the Malaysian stakes in Sheba Telecom through a cryptic course of action, as Sheba had fail to tap the business potential outcomes in Bangladesh primarily as there was a steady battle between its Malaysian and Bangladeshi accessories. Later Telecom Ventures Ltd. purchased 100% of Sheba Telecom for USD 60 million in September 2004 and rebrands the establishment as Banglalink which was propelled it on February 10, 2005.

2.4 Products of Banglalink:

The products of Banglalink Digital Communication are given below:

- Prepaid packages
- Postpaid packages
- Internet packages
- SME loans
- Banglalink Inspire
- Mobiles
- Electronic Accessories

2.5 Company Vision, Mission, Goals, Strategic objectives and Slogan:

2.5.1 Vision: Banglalink aims to understand peoples' needs best and develop appropriate communication services to improve peoples' life and make it simple. All our work is aimed towards meeting our vision. All members of the Banglalink family are highly passionate individuals, fully committed to achieving the vision that we have set ourselves. Our customers' needs matter most to us- making their life simple and improving it is all we want. To ensure our vision is achieved, we have set ourselves a few values, we want to be: Straight Forward, Reliable, Innovative, and Passionate.

2.5.2 Mission: The core mission of Banglalink is to reach among the mass individuals. Along with their core mission, they have three other missions:

1. To create segmented approach in terms of product and services.
2. Delivering superior benefits in every phase of the customer's experience before and after sales.
3. Creating optimum shareholder value.

2.5.3 Slogan: "Start Something New"

The success of Banglalink is based on a simple mission: "Bringing mobile phone to the masses" which was the cornerstone of its strategy. Banglalink has changed the mobile phone status from luxury to a necessity and brought mobile telephone to the general people of Bangladesh and made a place in their hearts. The mobile phone has become the symbol for the positive change in Bangladesh

2.6 Job Responsibilities of mine:

As it was 3 months internship programed I had to do lots of works. Now comes what I did of the procurement team. I worked for the Procurement department and performed the following tasks:

2.6.1 Receive Necessary documents from dispatch center:

I had to receive all kinds of documents and papers appear for the employees of finance department from dispatch center. Vendors submit their documents to the dispatch center of Banglalink which is in the ground floor of Gulshan head office. Dispatch center send me a mail alerting about all that documents. My job was to collect them through signing and distribute them to the appropriate person.

2.6.2 Updating vendor database:

My first task was to update the vendor database of the Procurement Unit. The unit had more than 300 vendors in a total 5 or 6 lists, in their list and my task was to call them and ask for their updated e-mail address, trade license and VAT registration certificate. The task wasn't the easiest as many of the vendors changed their numbers and thus reaching them was difficult. While many vendors were supportive in giving the necessary documents, most of them were reluctant and thus receiving files from them were difficult. I wasn't given a particular time frame for the task but was told to give periodical reports about the database update. As Banglalink was going digital, I was told to collect the soft copies of the files only, put them in a folder and update it in the master database. Most of them are put in word or excel files to update the new database. I had a hard time convincing vendors to give the files as most of them were busy making excuses like their scanner was down, the concerned person was outlet etc.

2.6.3 Data entry:

Another important task was in the 1st month of my intern life was data entry. This work was given the non-technical team of the Procurement unit and I was told to update all the Purchase Orders (PO) in the master database. This task was a bit different from the filing task as there were no papers involved this time. Instead, I was given scanned copies of the Purchase Orders and was then told to update them in the file. And have to make a folder in

my given laptop. I was a bit cautious and thus did the work slowly as I do not have to make any mistakes. One of the senior executive of procurement department given me 120 or above mails for data entry, so that the margin of error was low and I had done my work according to his instruction. There were a total of 150 Purchase Orders and I was given a total of 4 days to finish the job. However, I managed to finish the job within 3 days and after checking my work I have to share that with my line manager's laptop. I shared all that updated documents and data from my laptop to line manager's laptop by share drive of laptop. So all the process were digitalized there.

2.6.4 Documents Digitization:

In the last month of my internship at Banglalink I was given a serious task which was scanning of vendor enlistment documents. As the company was trying to reduce the stacks of papers from the office and try to make them a digital one so that a direct order came from the high authority to record the soft copy of the documents needed for vendor enlistment process. Therefore my supervisor personally asked me to scan all the documents for example Trade License, Vat Registration, Company Profile, Anti-Bribery Contract, and Contractual Agreement etc. I had to scan all these documents for every single vendor of both technical and non-technical procurement. After that I had to save them in two separate folders accordingly and forward it to the assigned team members.

2.6.5 Call up meetings:

Sometimes I had to call up meetings with the vendors and the internal members of the organization and then booked up the meeting rooms by MS outlook. Subsequently its not an ordinary work as that is not follow up by the phone calls. That's the sign of digitalization.

2.6.6 Sorting out POs and file them:

I had to sort out the files, put them in a chronological order and then file it.This task wasn't brainstorming, but was a bit monotonous. As the company was trying to reduce the stacks of papers from the office, I was given a huge pile of PO (Purchase Order) and was told to first look through the files and sort the necessary papers. Then I had to arrange them in an ascending order and the put them in a file. The first thing, I did was check all the PO numbers

and see whether they are updated in the database or not. If they are not updated, I had to update it, and then take the printout of the update confirmation and then sort.

2.6.7 Floating RFP (Request for Proposal):

On the basis of decisions made by seniors, I had to float RFP to vendors through emailwith attached technical specifications. Technical specifications include BOQ (Bill ofQuantity) specifying number of units the company wants to procure.

2.6.8 Comparative Statistics Model (CS model):

My responsibilities also included to make CS model. For the compare among all the vendors' product and revenue I had to endorse to make that model. It is mainly used for compare at last announced the rewarded vendor name. Bnglalink used that for comparing among the vendors database.

Site Name	Job Descriptions	UOM	Qty	Data edge limited		Smart Technologies (BD) Limited	
				Initial Price/Unit (BDT)	Final Price/Unit (BDT)	Initial Price/Unit (BDT)	Final Price/Unit (BDT)
DHAKA	HPE LTO-4 Ultrium 1.6 TB RW Data Type	unit	440	5,090	7,313	4,850	4,300
	HPE Ultrium Universal Cleaning Cartidge	unit	11	8,450	10,757	8,050	7,150
Total Price (BDT)				2,332,550	3,336,051	2,222,550	1,970,650
Technical Standing				Qualified		Quaified	

IN Backup Tape

RFQ details	
Invited Vendors	
Offers received from:	Data Edge limited, Smart Technologies (BD) Limited
Awarded Vendor:	Smart technogies (BD) Limited

Fig 2: Comparative Statistics Model

CHAPTER THREE:

PROJECT PART

3.1 Introduction of the project:

Banglalink is one of the leading multinational companies operating in Bangladesh. It is the fastest growing mobile operator in the telecom industry in Bangladesh. The organization has secured the second position in the market within two years of its inception in Bangladesh. The main contributing factor behind this rapid success & sustainable growth is its dynamic & the buying products from vendors. While try to continue potential work, Banglalink offers their want towards product. For this reason Banglalink is the employer of choice and the wants of employers according to their needs.

Procurement is one of the core functional departments of "Banglalink". Throughout the whole internship report I wanted to give a brief idea about the process of supply chain and their automation process which are mainly used by them. Procurement unit deals with all the purchase that needs to conduct business operation of Banglalink.

While doing internship I figure out the focal activities of supply chain of Banglalink. They are mainly using the SAP, Oracle and GPS software for working. I have also mentioned their strength as well as some of the ways to improve the function. My internship experience enabled me to develop my interpersonal skills

3.2 Purpose of the project:

This report is a necessity of the fractional finishing of the temporary position program of the understudies of the BRAC Business School (BBS). Upon the finishing of four years Bachelor of Business Administration (BBA) program, keeping in mind the end goal to furnish the understudies with a more handy ordeal of the corporate world for their improvement before entering it as graduates this temporary position must be finished to procure the last four credits. As per the terms and states of the entry level position program, the intern has finished the three month time of the temporary job at Banglalink Digital Communications Limited in Finance department.

The other purpose is know more about the procurement department of Banglalink and how it works and also analyze the procurement process of Banglalink Digital communications. Discovering their imperfections and furthermore to discover a path about how might they be more are the most important purpose to explore and analysis.

3.3 Timeline:

As it is a three month internship program there was a long time for the project. Frist I did not start my project for the 1st month. Next in the 2nd month I have started to write after consulting my supervisor. I only prepared purchase order and purchase requisition and closing po. But in the 2nd month I only prepared it and tried to collect the information. And in the last I begun to understand about the process and learn about the flaws. So it took me almost three month to prepare the report.

Work events	1st month	2nd month	3rd month
Information collect	✓		
Analysis& Report Generation, consultant		✓	✓
Findings & Result Generation, term paper			✓

Fig 3: Report Generation Timeline

3.4 Scope of the report:

The scope of the study was the automation process on procurement department of Banglalink. But due to lack of access to sources of information, the study can be focused on a limited number of automation process of procurement process of the company. From this point of view this report could be a new contribution in the study of Knowledge, Attitude & Practice in urban Bangladesh concerning Telecommunication.

3.5 Limitation:

While doing this project I had to face some limitations. These are as follows:

Procurement Organogram Department:

I. Three months' time is not enough for such an extensive work of the study. It is very difficult to collect all the required information in such a short period.

II. Due to some legal obligations and business security Banglalink restricts some data to be published publicly. For this reason, the study limits only on the available and published data and certain degree of formal and informal interview.

III. The employees are very busy with their jobs, which lead to little time to consult with me.

IV. To perform vendor's survey became a bit impossible because of lack of permission to talk about my internship report.

V. This study has kept limited on analysis. There is no formal test on any hypothesis base as it is a procurement theme.

3.6 Methodology:

Framework of the report:

The whole report has been arranged with four specific chapters. Chapter one is just prefatory part. Chapter two named as organization part which includes basic information about Banglalink telecom. Chapter three here the topic, methodology of the study, limitations and significance of the study are introduced. Also includes the main project part which includes procurement department and the automation process of it analysis & conclusion. At last the forth part is all about findings, recommendations, and appendix.

Target Sample:

The target populations for the study are:

- Internal employees
- Vendors of the organization
- Key executives

Who are the sample?

Now the question is how I have selected the vendors for my evaluation!! All that vendors come here by. Some vendors directly come to Banglalink for doing business with Banglalink, some are gathered by individual recommendation like recommendation of a colleague or government officials, some are from direct market search or indirect market search (like search from internet), some are selected by using sole-source method which means this

vendor is the only entity for a typical kind of job or service. There are no other alternatives. There are also some vendors to whom Banglalink has done bulk amount of business. Those vendors come automatically in the pool of vendors (Like Huawei, Nokia-Siemens Network, and Erickson).

Sample Size: To conduct this research I have taken my sample as a simple random sampling and the required sample size for conducting this research is 20, those who are the vendors of Banglalink connection.

Sample selection criteria:

After gathering the pool of vendors I just have selected them who are regular here. My supervisor sent the research questionaries' to them by mail and they had filled it up. Now the question can arise in which basis I have selected and why I only sent questionaries' to them!! The type of vendors was technical, marketing, device, sim, pr marketing agencies. Some of the name of vendors I have been mentioned here.

Scale:

For the questionnaires I have used 3 types of scales. They are ordinal, interval and nominal.

I have used 4 ordinal scales, 5 nominal and 1 interval questions for my questionnaires.

Study Area: The study will be conducted within the organization to represent the role of automation on procurement of Banglalink Digital Communication Ltd

Data collection method: For the information of the report various data collected by informal interview with the employees and face to face conversation with the vendors. In addition several studies on Banglalink Digital Communication Ltd of the website publications have been used for this purpose. That means uses both primary and secondary data.

a) **Primary Data**: Primary data is collected from the executives and managers of the organization , company vendors and based on my experience on those units. They are given below:
- Face-to-face conversation with the respective officers and staffs of the Gulshan branch and head office.

- Face-to-face conversation with vendors visited at the office.

- Practical work experience in the procurement department.

- Questionnaire.

b) **Secondary Data:** Secondary data was collected from articles of different journals and newspapers. Moreover, to prepare this report I have gone through different websites in order to get quantitative data. Like:

- Website of the Banglalink.

- Various book articles regarding general procurement services and functions.

- Annual report of Banglalink.

- Newsletters, Brochures of Banglalink.

Source of Data: Here we can include that this is a descriptive study so that it can include information collected from the sample through informal interviews and face to face conversation

The information collected for this topic is objective as they are collected from the company's internal employees which are very much genuine.

3.6.1 Finance department:

This report focuses on the role of automation on procurement of Banglalink. This department is under the umbrella of Finance department. The **Finance department** is the largest department in the head office with an entire floor devoted to their needs. They consist of the Procurement & Cash Management divisions among many others. The whole of finance department is shown in the following page
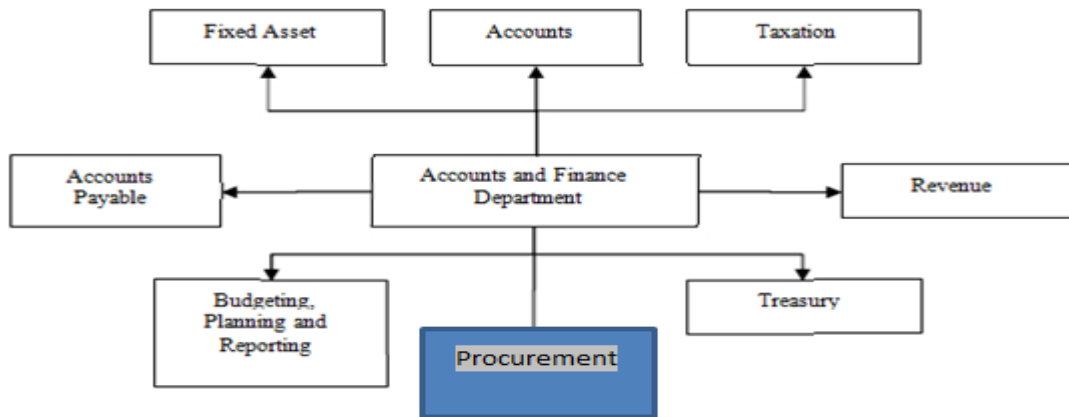
Fig4: Finance department of Banglalink

3.6.2 Procurement Unit:

Procurement is the act of obtaining or buying goods and services. The process includes preparation and processing of a demand as well as the end receipt and approval of payment through selection and solicitation of sources, preparation and award of contract, in the right quantity and quality, at the right time, in the right place for the direct benefit or use of the organization.

Now if we talk about Banglalink procurement process we find In general, two types of procurement can be observed in organizations. They include:

Direct procurement: Direct operating within a "purchasing department". Direct procurement is usually performed by a full-time professional

Indirect procurement: Indirect procurement may be handled by a separate department.

However, it is also performed by people in all areas of a company; procurement is not their full-time role.

Other things which we can include that procurement team works under two sections, namely:

1. Procurement Technical
2. Procurement Non-technical

Procurement Technical

Procurement department plays a vital role of the organization and the technical team plays one of the most crucial functions to expand their network capacity. This team primarily

works for purchasing goods concerning civil construction such as equipment's, towers, generators, base stations and others. Technical team mainly receives request from Network Deployment for their huge requirement regarding network expansion.

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

<u>Procurement Non-Technical</u>

Procurement Non-Technical deals with only purchase of non-technical materials needed by the various functional units of Banglalink. Purchase Requests are raised by the following departments: 1) Marketing2) Sales 3) Admin 4) IT 5) Customer Care Department (CCD) 6) HR

Procurement Organogram Department:
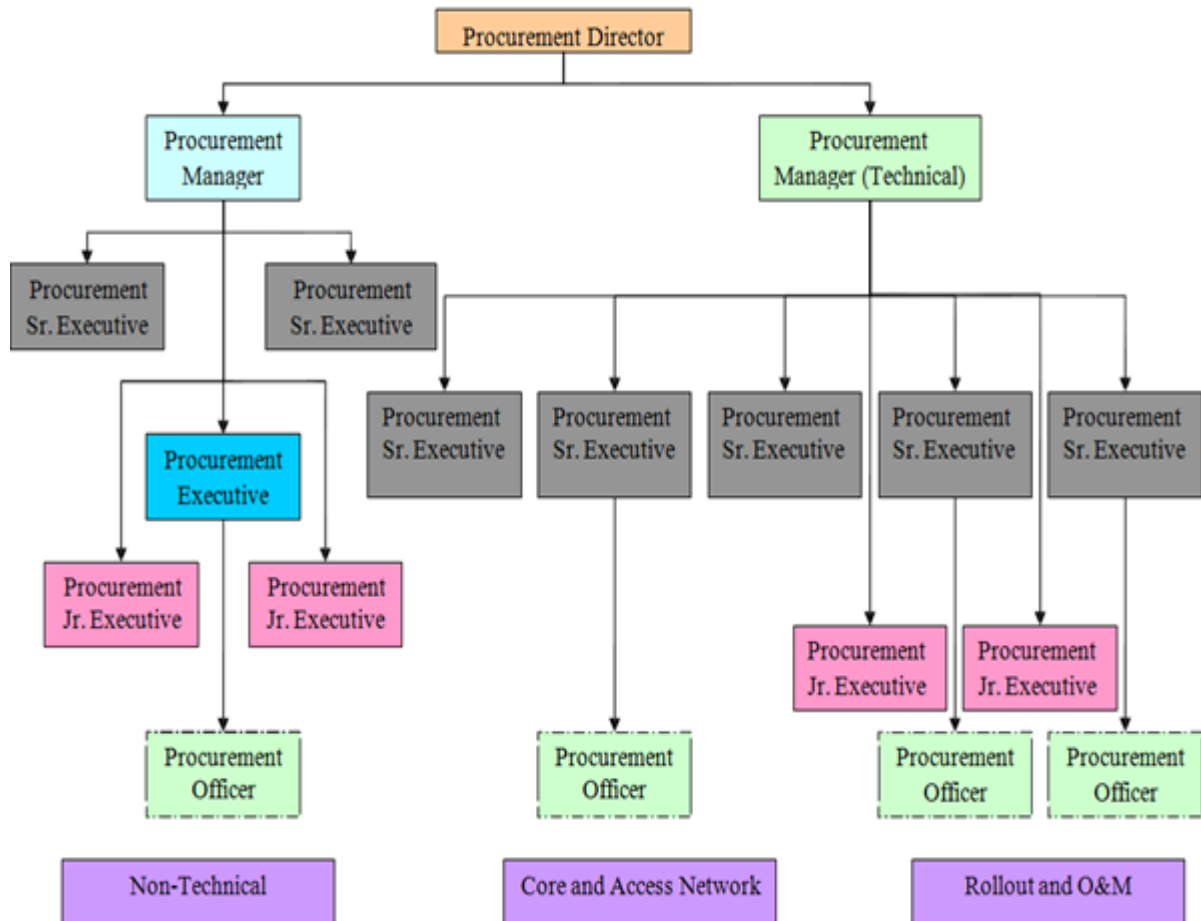
Fig 5: Procurement Organogram Department

3.6.3 Proposed purchasing process for Banglalink:
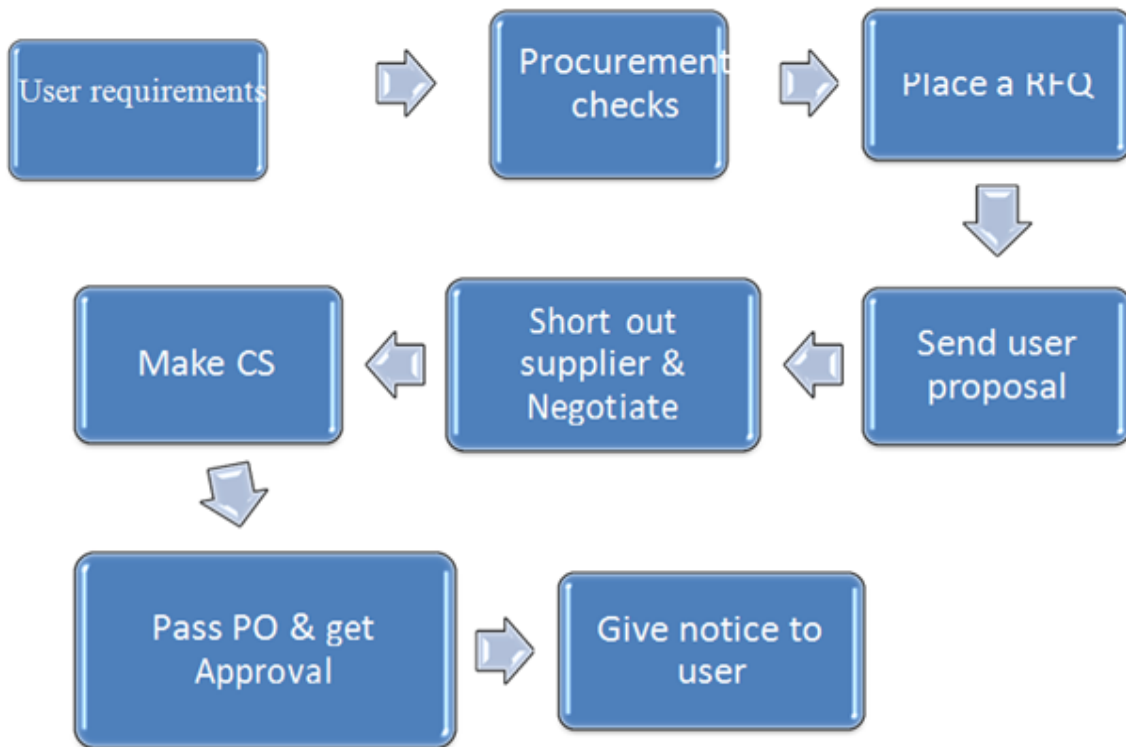
Fig 6: Purchasing Process

Now I want to come my main subjective topic that is 'Role of automation or digitalization on procurement of Banglalink' we know that Banglalink telecom's full name is Banglalink Digital Communication. So actually what is referring that name!!!!! That name is expressing that Banglalink is fully digitalized and automation based telecom. As the country moves toward the digital revolution, Banglalink, the 3rd largest telecom operator in Bangladesh is also shaping itself to be prepared for this journey. It also believes that digitalization has its enormous opportunities and comes with some risks too.

At that moment the question that can arise is what proof is there of Banglalink going digital. An online based news was published on February 2017 that was shown Bangladesh has achieved the prestigious Green Office certificate from World Wide Fund for Nature (WWF) and Banglalink's Head office, Tigers Den, Dhaka is the first office in Bangladesh to achieve the accreditation for Green Office initiative. After that with the target of creating a paperless working environment, it has reduced the use of paper by 44% and wastage by 19% in 2016, and most of the work is done by the software that are totally online based.

3.6.4 Automation of procurement department:

3.6.4.1 SAP Infinite Insight: SAP InfiniteInsight (formerly KXEN Modeler) predictive automates most of the predictive analytics effort so that users can gain unprecedented customer insight and make forward looking decisions with ease. It prepares and transform the input data in to a format which the analytical engines can use and Banglalink telecom is using that software to be digital and make their wok easier. Banglalink used the SAP InfiniteInsight solution. By building predictive models, Banglalink is able to preserve valuable revenue by combating customer churn and improving the overall customer experience.

Benefit for the Banglalink by using SAP InfiniteInsight:

The Speedy Solution

After a thorough evaluation of various options, Banglalink selected the SAP InfiniteInsight solution to better predict customer behavior. Given the pace of business, speed was a critical decision factor. Thanks to prepackaged predictive models and predefined analytical data architecture, SAP InfiniteInsight proved to be the right choice. SAP InfiniteInsight reduced the time required to prepare customer data to be analyzed, to build predictive models, and to deploy resulting scores into production**.**

Customers Stay Connected

By leveraging predictive analytics to anticipate the behavior of mobile phone users, Banglalink has been able to prevent churn while improving the overall customer experience at the same time**.**

Building Customer Loyalty

Clients considering other versatile suppliers now are made mindful of focused offers from Banglalink. They get particular bundles for calls, instant messages or online use. They additionally get these offers at simply the ideal time. By satisfying client needs, in view of their utilization examples and inclinations, Banglalink can enable them to save the push to move their agreement and increment client devotion in the meantime.

Power Now and Moving Forward

Banglalink has been energized and shocked by the underlying aftereffects of utilizing SAP InfiniteInsight. The organization now means to incorporate prescient models with their battle administration framework to make all supporters the correct offer at the perfect time. They would now be able to address all client confronting channels. Moreover, the SAP InfiniteInsight Social application will be investigated, to distinguish influencers for viral showcasing programs and to recognize fake action with clients.

3.6.4.2 Oracle software:

Oracle Database (commonly referred to as Oracle RDBMS or simply as Oracle) is an object-relational database management system, produced and marketed by Oracle Corporation. Oracle has targeted high-end workstations and minicomputers as the server platforms to run its database systems. Its relational database was the first to support the SQL language, which has since become the industry standard.

Now I want to add that how I worked with that software. As it is a procurement department I just have got a chance to do make the finance invoice, and po account close (cleansing of po) by using this software. Although I have no id in oracle, I just have got a chance to use my supervisor's id to done my work. The work of ERP that means Enterprise Resource Planning's work are done by oracle software. Like purchase request raise, purchase order close, report download etc.

Purchase order cleansing process:

For understanding the Close Purchase Order process and how it's function, one must know the criteria that the process uses to close a purchase order. The process checks the settings and statuses of several criteria to determine that a purchase order is ready to be closed and that it does not need to be accessed for modifications in the future and when it needs to finally close po there has another option.

To perform the Close Purchase Orders process we need to have the authorization to do so in the organization. To enable users to be able to close purchase orders and one must establish their authorizations using the Procurement - Purchase Order Authorizations page. Using this

page you can give the user the ability to close purchase orders as well as override non-qualified purchase orders for close.

Now I just talk about how I was used to do so. For that there need a software that was' Oracle'. Then I have to enter there by my supervisor's Id, password. Then the option wise Banglalink purchasing user- purchase order summary- after click the excel file with a po numbers and take po numbers- then find option - option take control from tools- close- give a reason- ok. By that process po will be closed. For better understanding screenshots of my work are given below:
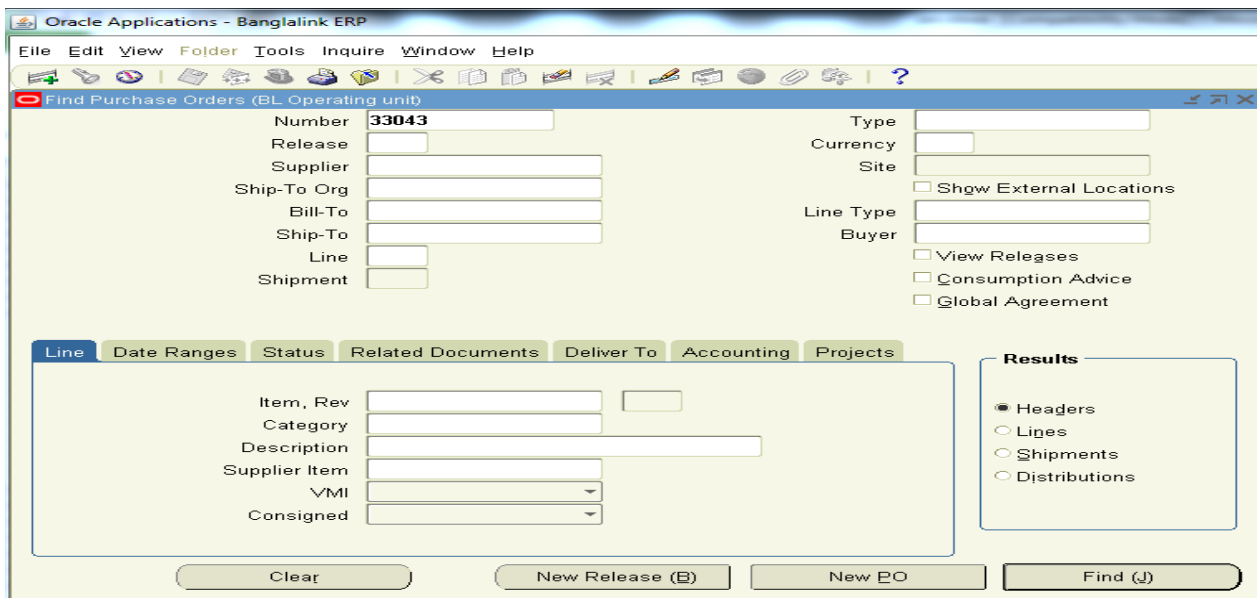
Fig 7: Purchase order cleansing process
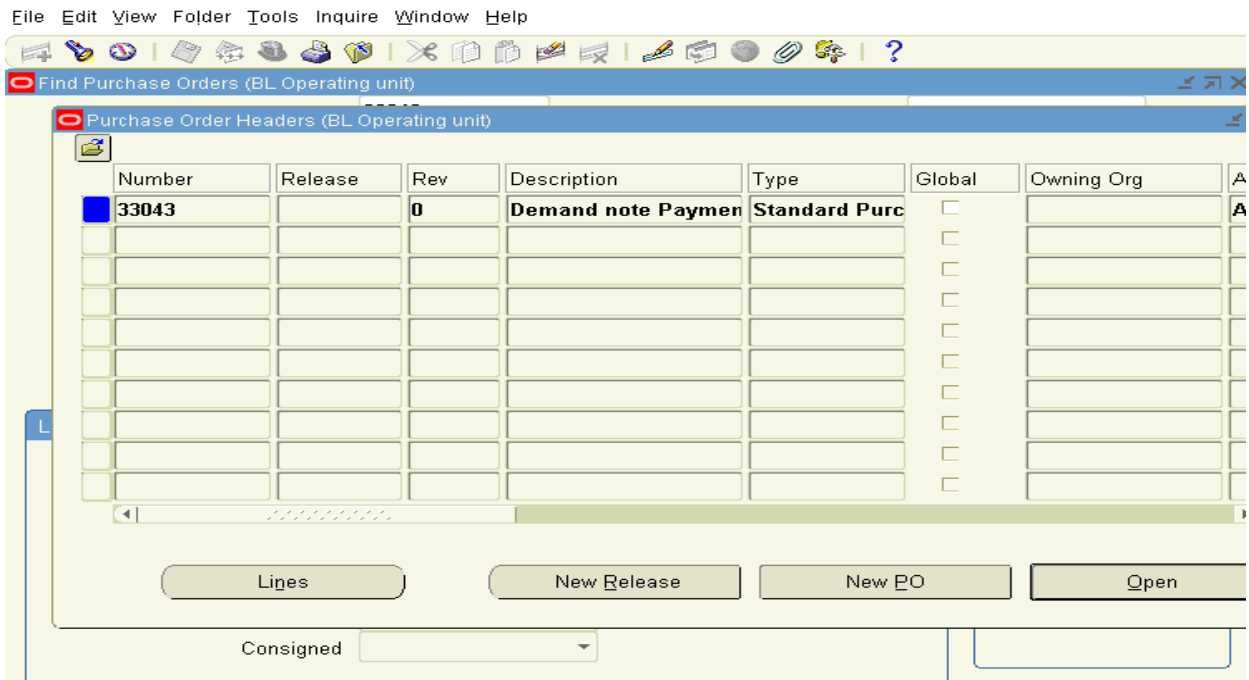
Fig 8: Purchase order cleansing process

After entering the close option there need a reason for actually what we want to close that open po. Then we have to enter ok button then again ok button.
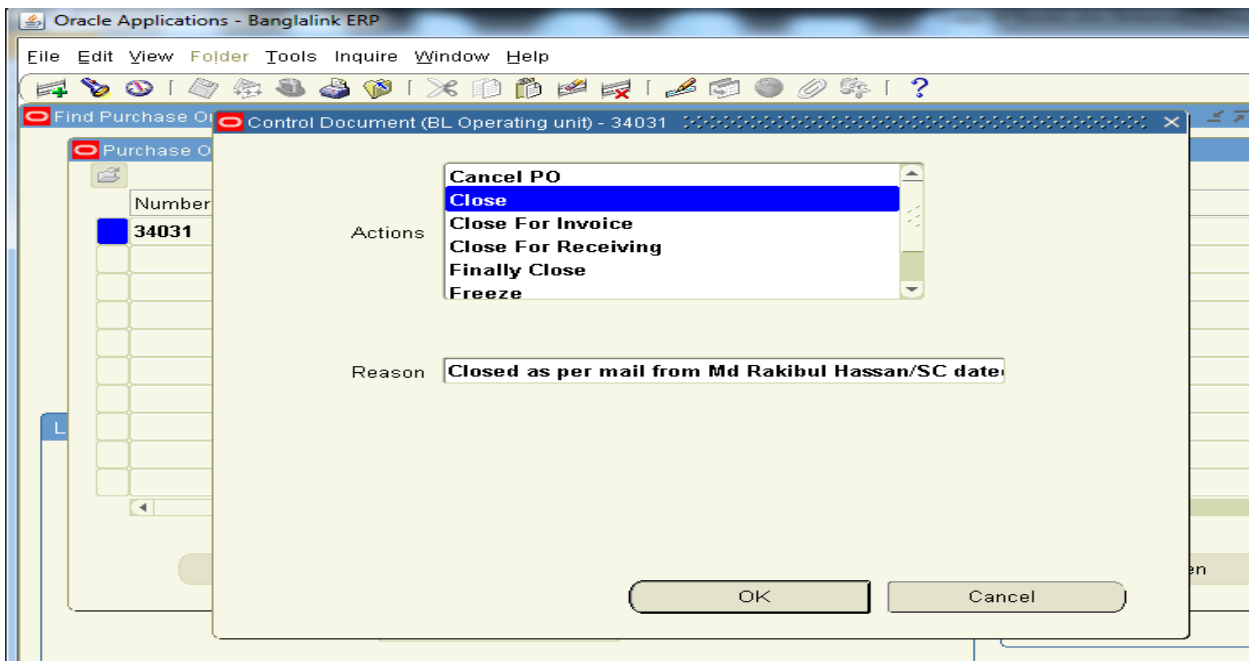
Fig 9: Purchase order account close

Finance invoice/ Proforma invoice:

It is mainly making for just have an idea of deal with the vendors of Banglalink procurement to making finance invoice process we need to have the authorization to do so in the organization. To enable users to be able to purchase orders invoice and one must establish their authorizations using the Procurement - Purchase Order Authorizations page. Using this page one can give the user the ability to make that and save.

Now I just talk about how I was used to do so. For that there need a software that was' Oracle'. Then I have to enter there by my supervisor's Id, password. Then the option wise Banglalink purchasing user- purchase order summary- after click the excel file with a po numbers and take po numbers- then single request option – have to type BL PR- then the option which is BL printed purchase oder- ok – save and download. For better understanding screenshots of my work are given below:

Fig 10: Proforma invoice

Benefit of oracle in Banglalink:

Oracle's solutions enable software provide world-class customer service and efficient sales operations, while helping to ensure perfect ordering, fulfillment, and revenue recognition in Banglalink.

3.6.4.3 Global Procurement System (GPS):

GPS which will keep all the records of the inventory and warehouse. It will also update the database continuously**.** Its Veon's own software. Only the sub telecom company of Veons can use that software. So Banglalink also can use that internally. The main work of that is uploading and the updating of important files. When any order or project comes to the procurement department it just saves in the GPS. After that stage by stage all the project files are update here.

This integration allows the interaction between the organization and their suppliers through a collaborative environment during the procurement process (approval, order management and electronic invoices) through the electronic exchange of documents.

Now I just add the others activities of myself as my internship program. All that part is interrelated to the automation process nothing more than that. Manually exertion was not those.

3.6.5 Evaluation criteria Of Banglalink procurement department by the vendors:

Survey: A c o m p r e h e n s i v e evaluation conducted by the vendors of Banglalink is not in practice generally but as it is related to my report, I had to do that. Vendors evaluates Banglalink procurement based on only four criteria, they are:

- Delivery
- Time
- Quality
- Responsiveness

3.7 Result and findings:

Based on my findings and based on my responsibilities I can plot some scenario by which it can easily express the result of my survey

1. For survey my 1st question was that" Is the communication level with the vendors is effective"

20 vendors reply that from different types of organizations.

	very satisfied	satisfied	moderate	less satisfied	dissatisfied
Series1	5	14	1	0	0
Series2	25%	70%	5%	0%	0%

Fig 11:

Interpret: 5 vendors among 20 are said they are more satisfied 14 vendors were satisfied and 1 vendor was moderate.

2. MY 2nd question was that to the vendors "the credibility of procurement department towards specific requirement.

credibility of procurement department

	very satisfied	satisfied	moderate	less satisfied	dissatisfied
Series1	2	15	3	0	0
Series2	10%	75%	15%	0%	0%
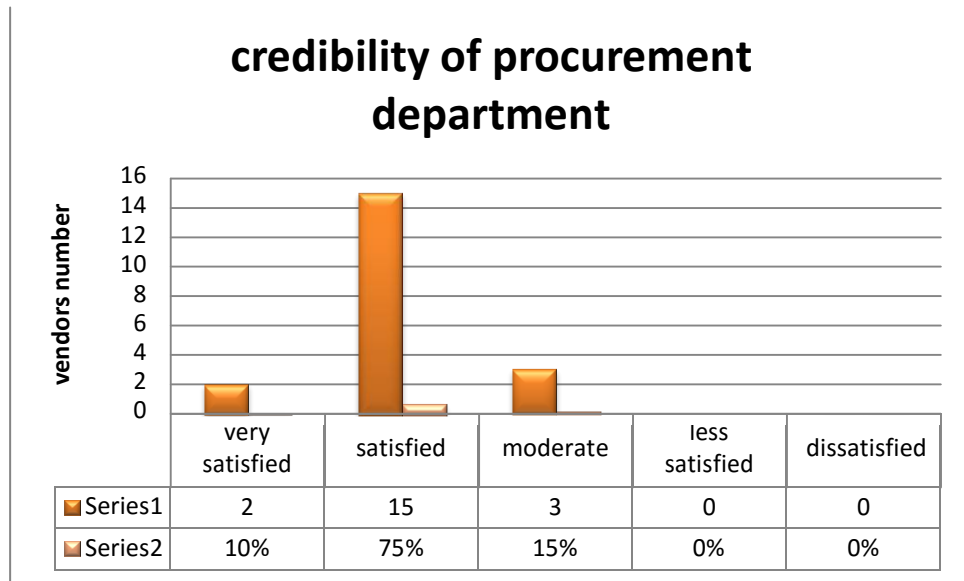
Fig 12:

Interpret: 2 vendors among 20 are said they are more satisfied 15 vendors were satisfied and 3 vendor was moderate.

3. Next question was "is the department able to understand to components functionality."

components funtionality analysis

	very satisfied	satisfied	moderate	less satisfied	dissatisfied
Series1	0	15	3	2	0
Series2	0%	75%	15%	10%	0%

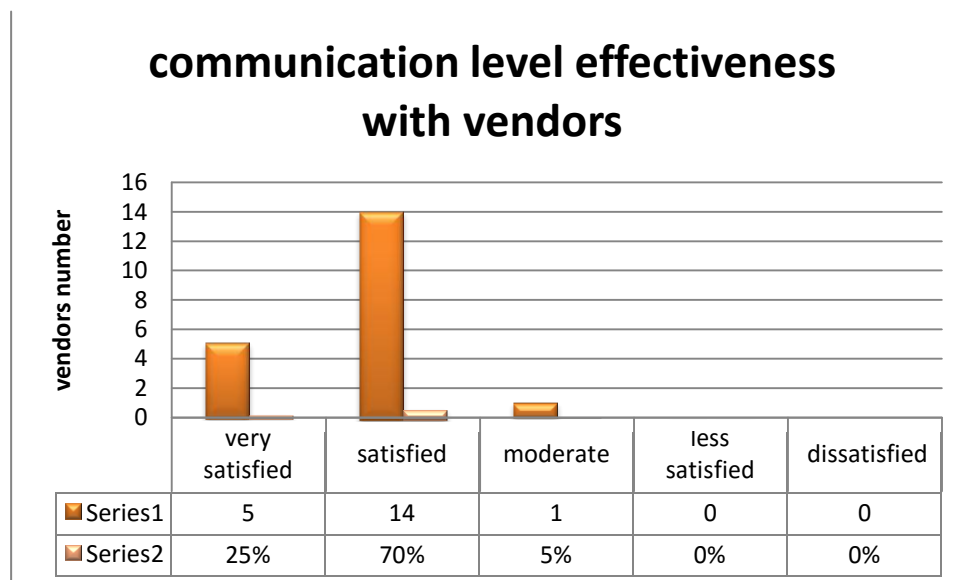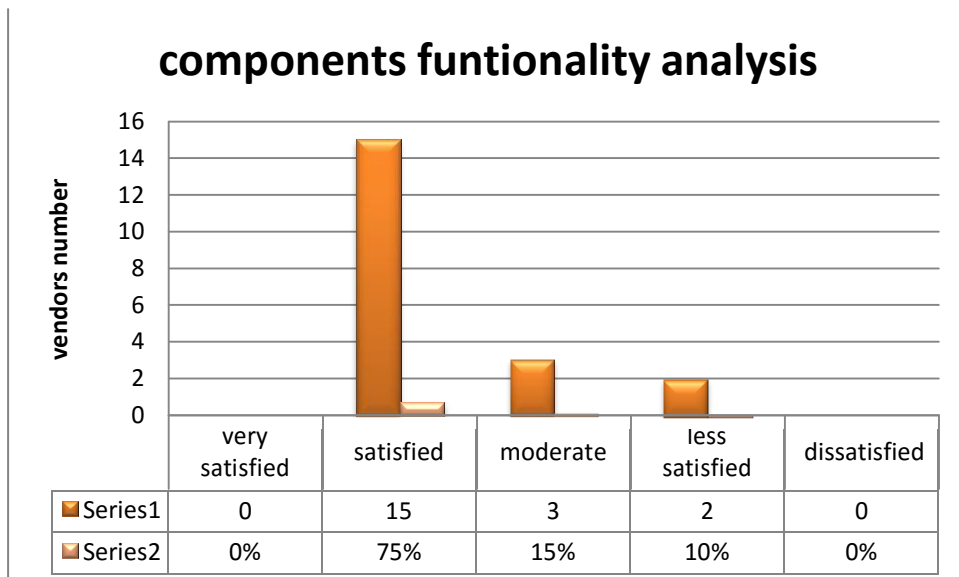*Fig 13:*

Interpret: 0 vendors among 20 are said they are more satisfied 15 vendors were satisfied and 3 vendors were moderate and 2 was less satisfied.

4. Do the accounts payable department clear all the payments on time?
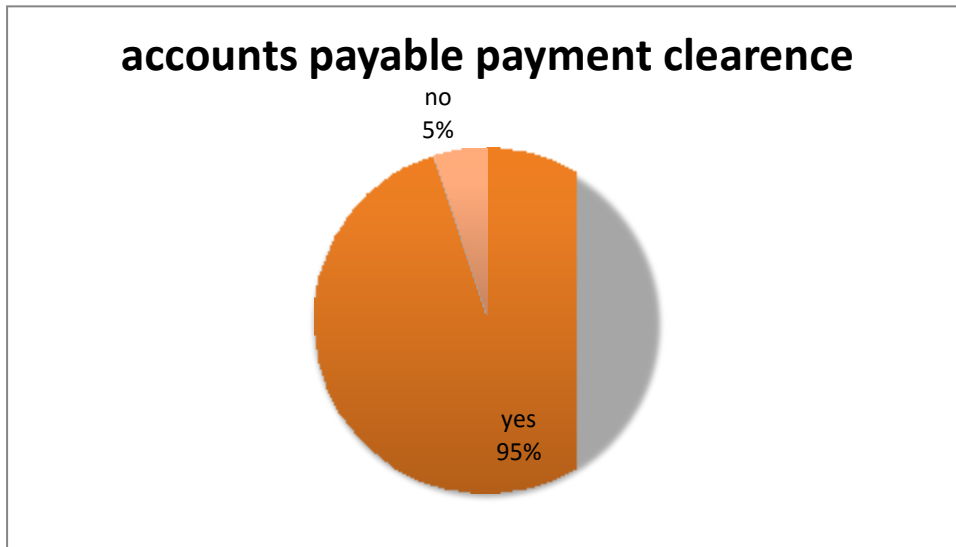
Fig 14:

Interpret: Most the vendors said yes that means 19 among 20 vendors and 1 said no.

5. If the above answer is no then how many times they usually delay for that?

Fig 15:

Interpret: Here the vendors said that normally Banglalink do not delay to pay but if they do that generally between 10 to 20 days they paid that.

6. Is user department much cooperative for Goods Receive Notes (GRN)?

Fig 16:

Interpret: The good part is that the user department of Banglalink is so much cooperative. For that reason all the vendors said' yes'

7. Is user department give early permission for Goods Receive Notes (GRN)?
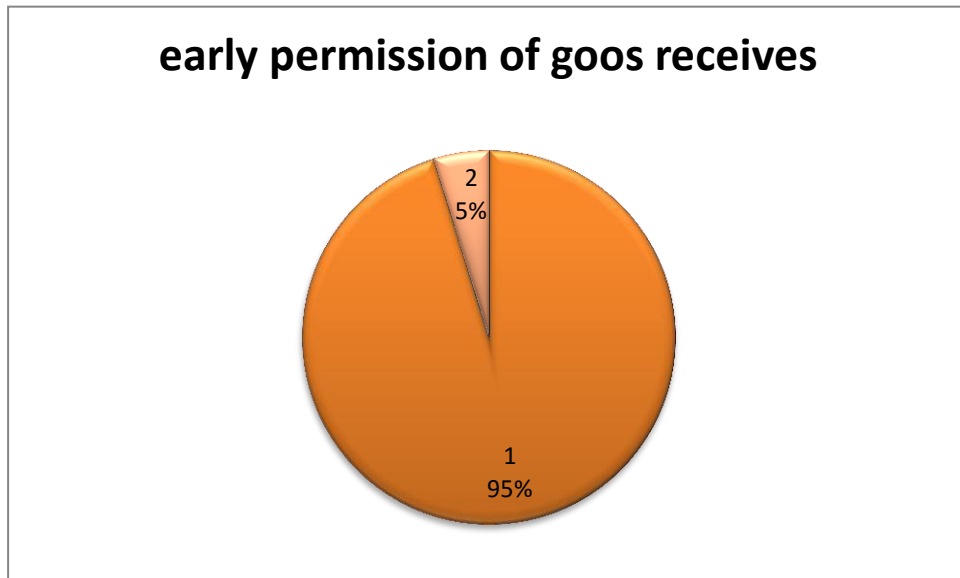
Fig 17:

Interpret: Most of the vendors said that the user department do not give the early permission that means 95% vendors say no and 5% vendors said yes.

8. How responsive is staff in answering questions and returning email and phone calls?

feedback of calls and mail

	very good	good	fair	needs improvent	poor
Series1	1	8	11	0	0
Series2	5%	40%	55%	0%	0%
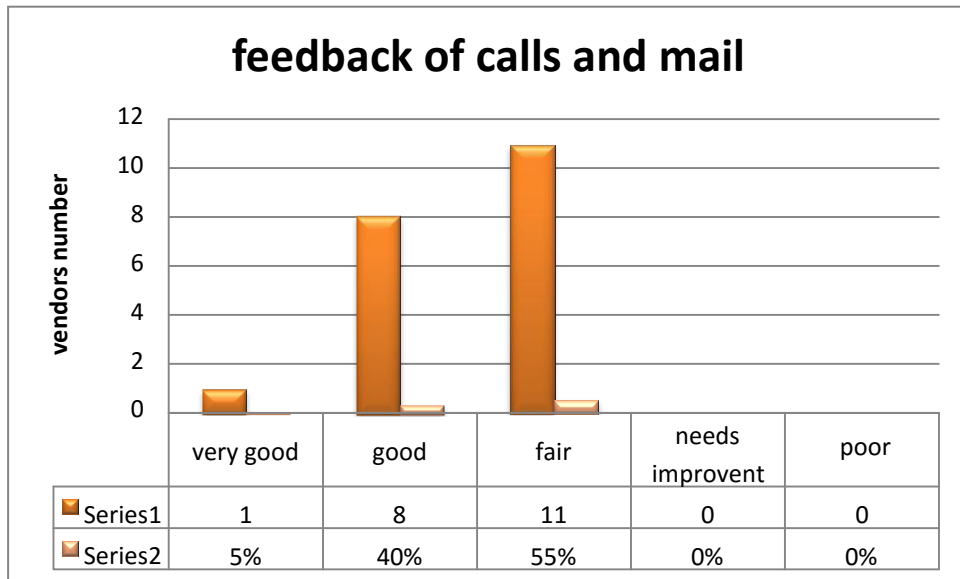
Fig 18:

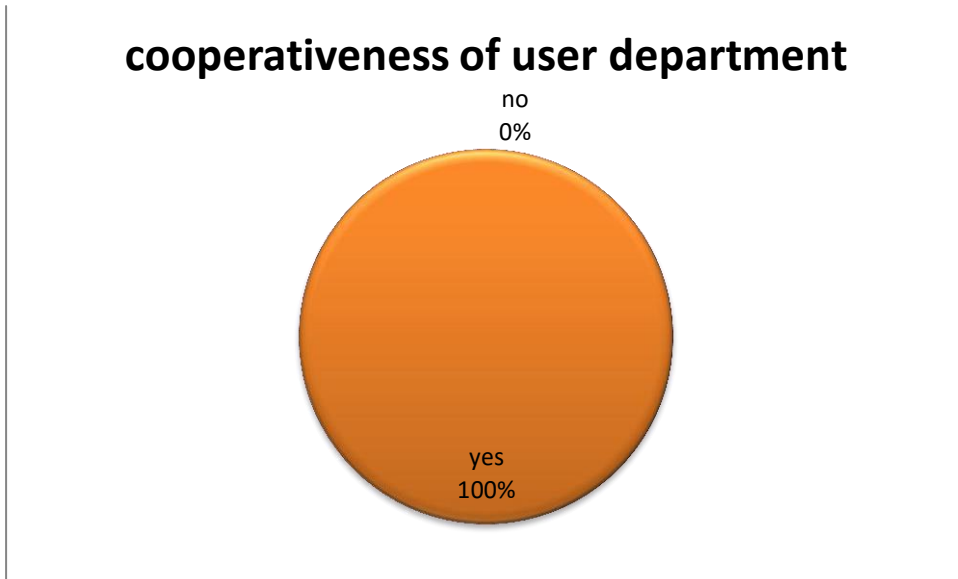**Interpret:** if we thought from the overall perspective we find that staff answer the questions and return the email on time.

9. The last questionnaire from my survey was 'is there exit any internally consistency relationship among the members in the purpose of purchase order?

internally consistency relationship

	very satisfied	satisfied	moderate	less satisfied	dissatisfied
Series1	0	17	3	0	0
Series2	0%	85%	15%	0%	0%

Fig 19:

Interpret: Among the 20, 17 talked about the satisfied relationship and 3 vendors said the moderate relationship**.**

3.8 Recommendation:

Manual signing process: The whole process of raising PR (Purchase Reacquisitions) till PO deliver to the vendor is very time consuming as it needs to go through a long hierarchy of signing process. By introducing "ORACLE Finance PR Module" the whole process of signing can be completed efficiently.

For instance, each task would be completed much faster if user department sends the PR using the automation process and forwards to procurement. Likewise procurement, after issuance of PO would send that to respective departments through a centralize system (Accounts, Budget, Head of user depar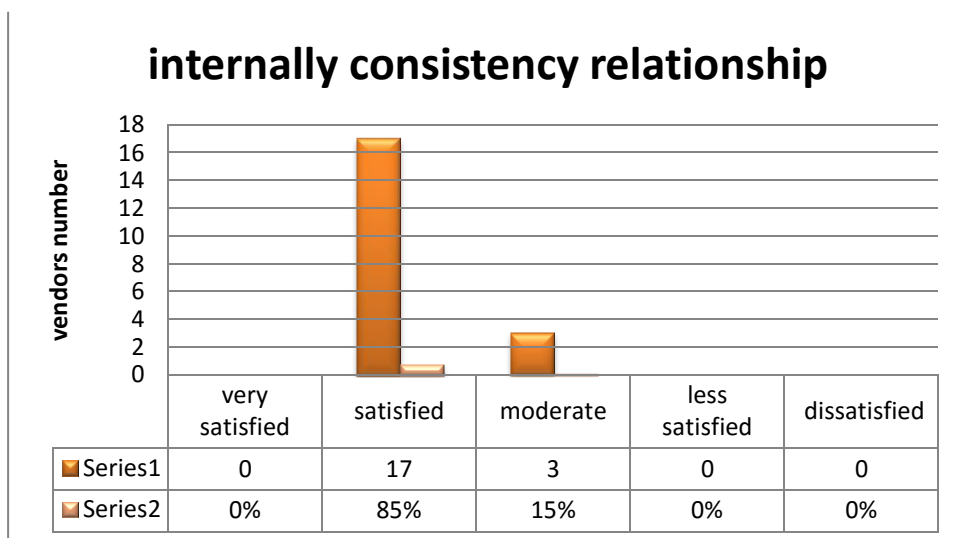tment and CFO) for their approval. Each department will have access to this centralize system and thus get the notification of receiving PO. After getting approval from concerned signatory, the PO will be forwarded to the next approval level automatically. This will speed up the whole process of PO delivery using less manpower. I believe in-house software developer from IT department would able to develop the system.

Decision making is centralized: For Foreign Procurement every time it needs to take approval from head of department which is sometimes time consuming. If head of authority sends an authorized signatory to Banglalink to deal with foreign procurement, would make the process.

Lack of Manpower: Procurement team needs to hire more people if automation is not implemented in order to meet up huge workload s faster. Number of employees is only 16 for the procurement department which should increase for the better work.

Exit process: The exit process of Banglalink is very lengthy. The exit process should be automated. In the Internship period it is noticed that for the exit employees full day or 2 days are needed to finish. If Banglalink start the automated exit process it will take maximum 1 day to finish exit formalities. Thus automated exit process will increase Banglalink's employee's competence.

3.9 Redefining the career plan:

Before getting into Banglalink I was very relaxed with my career and to be honest I was not that serious about it. Now that I was exposed at a competitive environment I realized that if I don't work on my skills and take challenges I will fall behind. Now a days I try to work on my weak points and work out of my comfort zone so that I can turn into versatile personality.

3.10 Feedback about me:

If I had to redo this internship, I would try to know more about this organization. I would also try to overcome the mistakes I made while working with my team members. My first priority this time would have been on verbal communication that is because my supervisor told me that I talk very less with my colleges and this is a big drawback about me. He said that in corporate world you have to be very noticeable and for that you have to talk a lot. Carrying an intelligent conversation in your work place is very important.

3.11 Conclusion:

Banglalink Digital Communications Limited is one of the leading multinational telecom agencies in Bangladesh. I had the possibility to paintings for this organization throughout my internship. This internship program has helped me to discover new horizons of enterprise surroundings.

Regarding my days spent at Banglalink, I gathered knowledge that is going to help me in building my career in future. Workings in the procurement department of Banglalink, has enriched my knowledge about different terms and instruments that are essential for local and foreign procurement. Observing the processes through which the procurement department runs, I have suggested some alternative ways in my report that needs to be observed by the experienced eye and can be implement in the existing process or by expanding the current process into new one.

Nowadays, worldwide companies are successfully realizing benefits from their procurement initiatives and are viewing procurement as an integral part of their overall corporate strategy. They no longer perceive procurement as a cost center, but rather as a strategic lever for improving profits or funding new initiatives. Efficient and effective procurement translates

any investment into substantial profit.

In a nutshell I need to mention, it became a satisfaction for me to work in Banglalink. In my opinion, Banglalink and its employee crew maintain corporate excellence and professional attitude in every sphere of its enterprise operation which permits Banglalink to preserve and emerge as an organization of human beings choice

Chapter Four:

Supplementary Part

4.1 References:

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4.2 Appendix A:

Purchase Request (PR): It is an approval for the procurement department office to obtain products or administrations. It is begun and affirmed by the division requiring the products or administrations.

Purchase Order (PO): It is a business record issued by a purchaser to a vender, showing the sort, amounts and concurred costs for items or administrations the merchant will give to the purchaser. Sending a PO to a provider constitutes a legitimate offer to purchase items or administrations.

Comparative Statement (CS): It is a statement which follows a consistent format and covers different periods of time. It also shows the price that every vendor have suggested. So it helps the procurement departments to take decision.

Proforma Invoice: It is a document that expresses a guarantee from the merchant to offer merchandise to the purchaser at determined costs and terms.

Global Procurement System (GPS): It's the veons own software which is used for data revised and save data and update data.

4.3 Appendix B:

Questionnaire

The following is a questionnaire on the topic titled "Role of automation process of Banglalink Digital Communications Ltd on Procurement department". The survey basically tries to identify and assess the competence process and feedback of Banglalink. For the survey process I take some time form vendors busy schedule (max 5 minutes) to fill up this questionnaire. The survey is intended for academic purpose along with the fulfillment of the successful completion of my Internship report.

1. Is the communication level of Bnglalink with vendors is effective?
   a) Very satisfied
   b) Satisfied
   c) Moderate
   d) Less satisfied
   e) Dissatisfied

2. Are the purchaser of procurement department of Banglalink credible to specific requirement?
   a) Very satisfied
   b) Satisfied
   c) Moderate
   d) Less satisfied
   e) Dissatisfied

3. Is the procurement department able to understand to components functionality?
   a) Very satisfied
   b) Satisfied
   c) Moderate
   d) Less satisfied
   e) Dissatisfied

4. Is there exist any internally consistency relationship among the members in the purchase order?

   a) Very satisfied

   b) Satisfied

   c) Moderate

   d) Less satisfied

   e) Dissatisfied

5. Is Banglalink procurement process is fair and equitable always?

   a) Very satisfied

   b) Satisfied

   c) Moderate

   d) Less satisfied

   e) Dissatisfied

6. Does the accounts payable department clear all the payments on time?

   a) Yes

   b) No

7. If the answer is no then how long do they usually delay for that?

   a) 10-20 days

   b) 21-30 days

   c) 31-60 days

   d) more than 60 days

8. Is user department much cooperative for Goods Receive Notes (GRN)?

   a) Yes

   b) No

9. Is user department give early permission for Goods Receive Notes (GRN)?

   a) Yes

   b) No

10. How responsive is staff in answering questions and returning emails and phone calls?

   a)   Very good

   b)   Good

   c)   Fair

   d)   Needs improvement

   e)   Poor