

## **Internship Report (BUS 400)**

### **Report On**

### **The Distinction Between Theoretical and Practical Knowledge in Summit Communications Limited's Supply Chain Procurement Procedure**

An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA)

### **Submitted to**

Md. Hasan Maksud Chowdhury  
Assistant Professor  
BRAC Business School

### **Submitted by**

Sameeha Binte Riaz  
Student ID- 17204083  
BRAC Business School  
November 2024

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## **Declaration**

It is hereby declared that

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

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

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**Sameeha Binte Riaz**  
Student ID- 17204083

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

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**Md. Hasan Maksud Chowdhury**  
Assistant Professor, BRAC Business School  
BRAC University

## **Letter of Transmittal**

Md. Hasan Maksud Chowdhury

Assistant Professor,

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of the Internship Report on Summit Communications Limited

Dear Sir,

With all due respect, I would like to let you know that it gives me great pleasure to present the internship report I wrote for my 12-week internship program on "The distinction between theoretical and practical knowledge in Summit Communications Limited's supply chain procurement procedure." It has been an incredible delight for me to work for such a prestigious company, bridge the knowledge gap between academic study and real-world employment, and prepare for corporate environments.

I am confident that you will approve of this report. If you feel that additional corrections are needed, I would sincerely appreciate it and be willing to make them. At this point, I would like to express my appreciation for all the wise advice which has crossed my path. I shall be inspired to conduct more research in the future by your wonderful words.

Sincerely yours,

---

Sameeha Binte Riaz

Student ID- 17204083

BRAC Business School

BRAC University

18 November, 2024

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### **Non-Disclosure Agreement**

This agreement is made and entered into by and between Summit Communications Limited and the undersigned student at Sameeha Binte Riaz of BRAC University.

**\*\* This page is for Non-Disclosure Agreement between the Company and The Student**

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Sameeha Binte Riaz

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Preceding Authorities Sign, Seal & Date

BBA Program, BRAC Business School

Student ID- 17204083

Major in Operations Management & Computer Information Management

16 November, 2024

## **Acknowledgement**

First and foremost, I would like to thank the great Almighty for giving me enough strength for completion of my internship successfully.

I would like to thank Mr. Farid Khan, Chairman; Md. Arif Al Islam, Managing Director and Chief Executive Officer; and Md. Asif Hossain, Chief Human Resources Officer for giving me the opportunity to carry out the internship in Summit Communications Limited. I appreciate Mr. Arifin Haque, Senior Manager of Summit Communications Limited's (SComm) Supply Chain Management department, for leading and advising me as well.

I am deeply grateful and would like to extend my regards to my respected supervisor, Md. Hasan Maksud Chowdhury, Assistant Professor, for his help, support, and guidance.

I would also like to extend my appreciation to all the staff of Summit Towers Limited (STL) and Summit Communication Limited (SComm) who helped me during my internship with their valuable opinions and suggestions.

## **Executive Summary**

This report has been written in respect of my BUS400 course which corresponds to an internship as well. I did an internship at Summit Communications Limited. While I completed the course, my honorable supervisor Md. Hasan Maksud Chowdhury and honorable SComm senior manager have been observing me. In this case study, I have discussed various corporate aspects of SComm for an overall understanding of the company and its operations, starting from its organizational chart, mission, and vision statement to products and services. After that I have elaborated on the internship part in this report and discussed such aspects as key responsibilities, key learning, achievement and many others. The majority of the data in the internship experience section of this report was sourced from primary sources. Thus, through this report, I attempted to demonstrate the principles of Supply Chain Management on the ground. I have explained the procurement of SComm and the practical aspects of that procurement which are quite different from those that the theory describes. In this report, I have made out an attempt to present facts and figures hitherto the present state of the Bangladesh Telecom industry and the linkages of mobile operators with STL and SComm.

Therefore, the major objective of this report is to assess critically the contribution of Summit Communications Limited towards the telecom sector and the function of the Supply Chain Management department.

**Keywords:** Telecom; SComm; procurement, supply; STL; linkages.

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## **List of Acronyms**

|       |                                                   |
|-------|---------------------------------------------------|
| SComm | Summit Communications Limited                     |
| STL   | Summit Towers Limited                             |
| PO    | Purchase Order                                    |
| PA    | Purchase Approval                                 |
| ICX   | Interconnection Exchange                          |
| NTTN  | Nationwide Telecommunication Transmission Network |
| ITC   | International Terrestrial Cable                   |
| IIG   | International Internet Gateway                    |
| NIX   | National Internet Exchange                        |
| RFQ   | Request for Quotation                             |
| CMO   | Chief Marketing Officer                           |
| CHRO  | Chief Human Resources Officer                     |
| JIT   | Just in Time                                      |
| SCM   | Supply Chain Management                           |
| CFO   | Chief Financial Officer                           |

## **Chapter 1**

### **Overview of Internship**

#### **1.1 Student Information**

Name: Sameeha Binte Riaz

BRACU ID: 17204083

Degree Program: Bachelor of Business Administration (BBA)

Majors: Operations Management and Computer Information Management

#### **1.2 Internship Information:**

##### **1.2.1 Period and Company Information**

Period: 5 Months (20 Weeks), From 1<sup>st</sup> June, 2022 to 31<sup>st</sup> October, 2022

Company Name: Summit Communications Limited

Department: Supply Chain Management

Address: T.K. Bhaban, 13 Kazi Nazrul Islam Avenue, Karwan Bazar, Dhaka- 1205

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

Name: Arifin Haque

Position: Senior Manager

Department: Supply Chain Management

##### **1.2.3 Job Responsibilities:**

For the first month at Summit Communications Limited, my main responsibility was to review the Supply Chain Management department's procurement procedure file, look through previous years' procurement approvals, float RFQs (requests for quotes) for all the essential items for the IT department, and scan all the prior approvals. The vendors were then gradually contacted over the course of the following month with floating RFQs for their quotes, I created price comparisons between them and made sure which vendor was chosen for that specific item, provided them with a Purchase Order (PO), and made sure they delivered the item on time to

the pre-scheduled delivery site. In the first two months, I gained knowledge of the Inventory Management System (IMS), a piece of software developed by Summit Communications Limited that streamlines the process of ordering and storing a variety of goods and services in their warehouses. I also learned how to issue Purchase Orders (PO), check the stock of Purchase Requisitions (PR), and check inventory. Additionally, I ran three auctions and had a unique experience. I learned how to create my own Procurement Approvals (PA) for IT purchases in the third month. I learnt how to create Purchase Orders (PO) for commodities such as messenger cables, messenger cable accessories, and OFC (Optical Fiber Cable) after consulting with users and reviewing their Purchase Requisitions (PR), floating RFQs, and comparing prices from different vendors, and directly contacting vendors.

### **1.3 Internship Outcomes**

#### **1.3.1 My Contribution to the Company**

- Analyzing and understanding Summit Communications Limited's future performance.
- Providing service to the user (customer).
- Supplier communication
- Ensuring that the company is making profits
- Ensuring that the ordered items are being delivered on time at the delivery site.
- Communicating between the warehouse personnel and vendors

#### **1.3.2 Benefits to the Intern**

- Competent Judgement-

I have the great opportunity of working at Corporate Headquarters. I get at work on time, so that was the first thing I discovered about time management. At first, I met with my supervisor every day, who gave me an overview of the fundamentals and the workplace. I currently check my emails every day, meet with my supervisor on occasion, complete the work at hand, and give daily updates to him.

- **Confronting Issues-**

The first challenge is learning the concept and applying it appropriately. I am encountering a lot of problems during my internship. For instance, a user or supplier might come to me with a problem that I am unable to solve. I must thus ask my senior to explain the situation to me. I then encounter new problems and deal with them in order to learn the solution and gain experience.

- **Professionalism-**

I learned about the geographical aspects of culture, how to deal with the most difficult clients, and sharpening my logical thinking. Working full-time at Summit Communications Limited has also helped me become a more responsible person. Professionalism can be shown in someone's behavior, attitude, and approach in a professional setting. Professionalism encourages superiority-driven behavior, great company branding, and effective job performance.

- **User and Vendor Communication-**

Keeping in constant touch with users and merchants is the major duty. To find out when they wanted their orders and how many they required, I had to phone and email the users. I called and emailed the vendors to get their quotes after learning the delivery date and necessary item quantity. I also notify the supplier of the pending Purchase Requisition (PR) quantity, have the order delivered to the warehouse, and clear the supplier's payment if a supplier has been established for the chosen item or if a SOR or pricing agreement has been in place for one or two years.

### **1.3.3 Challenges Faced During the Internship**

- **Mismatches of Knowledge in the Academic Preparation**

In general, there are now many differences between hypothetical and practical information when it comes to financial exercises. Whereas hypothetical information teaches only about the hypothesis and the elaboration, just as other significant branches included that particular theme, pragmatic learning merely provides a summary of what actually occurs in that particular area. Although the acquisition system is, in theory, straightforward, dealing with various business area exercises was complex when I worked for Summit Communications

Limited, and its general exercises are not quite consistent with the premise. Summit Communications Limited has a more straightforward structure than other correspondence-based organizations that have figured out how to negotiate with the seller in a traditional manner. Additionally, practical client or customer management differs greatly from what we learn from reading books or academic papers.

#### **1.3.4 Recommendations to Summit Communications Limited on Future Internships**

##### **➤ Limited Opportunities for Internship Programs-**

Summit Communications Limited is a very recognized business entity. Nevertheless, they don't provide several internship prospects. There are only two other interns in the entire workplace, and he was in the marketing and sales division. We students would have more opportunities for hands-on experience in real corporate life if Summit Communications' human resources department offered internship opportunities to a variety of undergraduates.

##### **➤ Insufficient or Inadequate Trainers-**

To provide an organized and effective learning environment, top management authorities should choose at least one competent and effective official for each department.

##### **➤ Server Outages and A Lack of Technical Expertise-**

To prevent service interruptions, Summit Communications Limited has to hire additional IT specialists and have more server support.

- They provided some information, but due to company commitments and confidentiality laws, they withheld other information.

## **Chapter 2**

### **Organization and Analysis**

#### **2.1 Introduction**

Summit Group was founded by Md. Aziz Khan in the year 1972 supported by a small thermo-plastic trim compound trading company, Sanguine Traders, aiming to mold the company as a premium business conglomerate. After thirty years, Summit has grown to become one of the most well-known corporate conglomerates in Bangladesh, comprising more than ten enterprises and over 6,000 employees. Summit Group is considered today a much more innovative company. It was founded in 1985 and at present is a holding company with the name Summit Industrial and Mercantile Corporation Limited, SIMCL. This company has stakes in diversified sectors like- power, energy sector, shipping, ports and information technology etc. Under the helm of Muhammed Aziz Khan, Summit has established the country's first Independent Power Plant in 1998. Producing in excess of 1950 MW, Summit is, by a long way, the Bangladesh's single largest independent electricity producer. Another 600 MW electricity generation facility is currently being built by the group -GE 75:25%, and 2400 MW is at development stage. Summit has also established Bangladesh's first private off-dock port facility, Summit Alliance Ports Limited, which deals in about 25% of Bangladesh's exports volume and about 7% of the country's imports volume. Summit Power Limited, Summit Alliance Ports Limited, Ocean Containers Limited, and Khulna Power Company Ltd. are subsidiaries of SIMCL and presently listed in the Dhaka and Chittagong Stock Exchanges with a combined market capitalization of more than Tk. 70 billion or US dollars 1 billion. Summit Communications Limited is the first company that has installed a fiber-optic communication network throughout Bangladesh. To date, Summit Communication Limited has laid over 47,000 kilometers of fiber, literally covering the whole of Bangladesh. It also utilizes the terrestrial fiber optics that link Bangladesh with India and Myanmar.

## **2.2 Overview of Summit Communications Limited (SComm)**

### **2.2.1 Current Situation of SComm**

Summit Communications Limited provides high-capacity transmission services, internet services, and international bandwidth services through its state-of-the-art fiber optic network using the latest technologies such as DWDM, IPMPLS, Metro Ethernet, etc. So far, Summit Communications Limited has given access to a state-of-the-art network, stretching over 46,500 kilometers deep into the most remote areas of the nation, connecting all 64 districts, 492 upazillas, and more than 3,650 government offices. SComm aspires to achieve 100% national coverage and become the largest fiber optic infrastructure operator in the nation by the year 2017. Summit Communications Limited is the only NTFN provider providing network access in the Chattogram Hill Tracts: Khagrachori, Rangamati, and Bandarban.

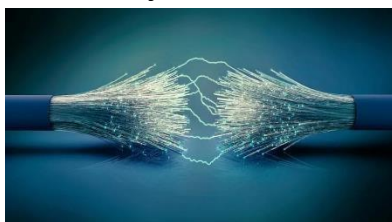
## **2.2.2 Services & Products offered by SComm:**

### **2.2.2.1 Nationwide Telecommunications Transmission Network (NTTN):**

SComm is one among the leading providers of end-to-end infrastructure with licenses for both gateways and the Nationwide Telecommunication Transmission Network (NTTN). The license of NTTN has been provided to Summit Communications Limited on 9th December 2012, which is quite substantial for a pretty long span of time and liable to recharge every year.

The license for NTTN was issued with the aim of providing each and every media communications authority with a fully structured service. Once the permit was issued, the following are the basics of NTTN activity:

- The administrator shall be responsible for planning, building, operating, and maintaining its NTTN infrastructure across the country.
- The administrator is approved to Lease out/lease its NTTN assets to the ANS and other authorized broadcast communications administrators for a predetermined rent term inside NTTN permit length.
- It would be possible for the owners to use a link, optical fiber, and other wire-based inventions while implementing management on NTTN.
- The administrator has to determine the architecture, building, operation, and maintenance of a last-mile network up to the end users. However, no NTTN administrator is allowed to directly supply assistance to the end users in any form. The resources of NTTN can be utilized by ANS and approved Telecommunication administrators in order to provide media transmission benefits to the end users directly.
- The license conditions say that for fulfilling the rollout promise, the administrator has to make the support of the NTTN network available across the country, at least up to the Upazilla central command level.
- The administrator shall be entitled with 5 consecutive days from the date of permission approval to apply for an IPO, which should not be amended in any aspect before the IPO is issued without prior authority from the BTRC.



**Figure 1 - NTTN**



### 2.2.2.1.1 Metro Transmission

To provide backbone and end-to-end transmission, the latent requirement for extra dark fibers is there for all the operators, and NTTN operators can cater to those. SComm has laid out access to more than a 2200-kilometer network of Dhaka Metro.

### 2.2.2.1.2 Long Haul Transmission

SComm has already developed an active network of its own at par with international standards by deploying the best technology in its transmission network system. They have been able to offer services to a large number of Internet Service Providers (ISPs) and Active Network Service (ANS) providers by using our own passive network. SComm has constructed Fiber Optic Active Network from Dhaka. Most of Scomm's clients use their transmission network as their main transport system due to its high reliability and affordability. Their primary Point of Presence (PoP) is located at Karwan Bazar, Banani, Paltan, and Uttara. The transmission network passes over to other PoPs (Sylhet, Chattogram-Cox Bazar, Narayanganj, Benapole, Khulna, Rajshahi, Bogura) around the country from our primary PoP. Below is the table showing the whole Active Network Summary (ANS):

#### Network Details of SComm

|                                           |                   |
|-------------------------------------------|-------------------|
| Own Network                               | 44,700+ km        |
| Leased from Telco and Govt. Organizations | 100+ km           |
| Leased from PGCB                          | 1,700+ km         |
| <b>Total Network Size</b>                 | <b>46,500+ km</b> |

#### Nationwide Presence of SComm

|                          |     |
|--------------------------|-----|
| No. of District Coverage | 64  |
| No. of Upazilla Coverage | 492 |

#### **2.2.2.2 International Terrestrial Cable (ITC):**

Summit Communications Limited is one of the largest providers of International Terrestrial Cable services in Bangladesh. It supplies one fifth of the bandwidth to the industry. SComm has been able to position itself as one of the major ITC operators in Bangladesh's telecom industry by ensuring 99.99% uptime. SComm is part of a strong partnership with Tata Communications Limited and Bharti Airtel in order to provide bandwidth through several undersea cables. ITC would maintain the tertiary level of redundancy in its terrestrial routes besides having a disaster recovery center for an exemplary experience to the customers.

#### **2.2.2.3 International Internet Gateway (IIG):**

International internet connectivity with BSCCL, BTTB, Tata Communications Limited, Bharti Airtel Limited, Singapore Telecommunications Limited, COGENT, NTT, HURRICANE, and TIS has brought SComm at the forefront as one of the largest IIG service providers in Bangladesh. Simultaneously, we have IX connectivity through international IPLC services with Mumbai-IX, India, and Equinix, SGIX, Singapore. We believe that this platform has helped enhance the customers' satisfaction level and widen our geographic reach. Due to our prestigious international networks, we will be able to help our clients experience international IP coverage and convergence services across North America, Europe, and Asia-Pacific. Our networks are fully redundant at about 99.99% uptime, and we also have the largest PoP presence in cities and throughout the nation, besides an integrated network with international partners. Under the IIG network, SComm has already built world-class infrastructure systems and services for its clients inclusive of (1+1) configurations.

#### **2.2.2.4 Interconnection Exchange (ICX):**

BRTC granted an ICX License to SComm in 2012. Under the License, SComm was empowered to establish, operate, and maintain interconnection exchange services for providing telecommunication services originating from and terminating to Bangladesh. SComm provides routing or switching over the calls regarding inter-operator domestic voice calls and international incoming, outgoing, and roaming calls between International Voice Gateways and Access Network Service Operators. We have established our infrastructure in Sylhet, Chittagong, and Dhaka. All the key IPTSP and PSTN operators of the nation along with IGWs are connected to us. SComm is the first amongst 26 ICXs of Bangladesh to offer the services of local, international, and roaming call routing because of its best-in-class Quality of Service (QoS) to its customers including 99.99% uptime, lossless voice quality, and efficient routing

solutions. SComm ICX caters service to all mobile operators, to all iOS operators, and to all significant IPTSP/PSTN operators. SComm ICX handles daily 11-14 million local call minutes and 0.5 to 2 million international call minutes.

The following services are provided by ICX:

- Domestic Call Switching and Routing between operators
- International call routing and switching between IOS and ANS operators and vice-versa
- Providing Call Roaming Features
- Generation of Call Detail Records (CDR) for BTRC
- Providing communication infrastructure between IOS, ICX, ANS Operators and IPTSPs
- Providing information to National Monitoring Cell's, (NMC) Toll free local and international service
- Mobile Number Portability MNP and routing to MNP operators

#### **2.2.2.5 National Internet Exchange (NIX):**

With a view to enhancing connectivity and services to our subscribers, SComm NIX offers the ability for the users of NIX to exchange Domestic Interoperators Data Services and Inter-IPTSP Domestic Voice calls through Multi-Lateral Peering Agreement (MPLA). This keeps the local traffic within Bangladesh from having to send those messages across multiple international hops to reach their destination. SComm NIX operates, maintains, and establishes commission-guided guidelines on an Internet Exchange, knowledge centers, research facilities, and other forms of institutions that can centrally exchange local traffic and contents amongst their selves and provide international content to their NIX users through the NIX network. With a large number of years in experience in this line of work, SComm NIX is one of the biggest holders of the IIG and ITC licenses, with a motive of offering the best service possible with the highest network uptime and round-the-clock support, hence enabling users to enjoy the lowest latency and fastest browsing experience possible from its largest network. SComm NIX, through its strong distributed network, enables any license-eligible operators to create connectivity throughout the nation, thus providing NIX services throughout Bangladesh.

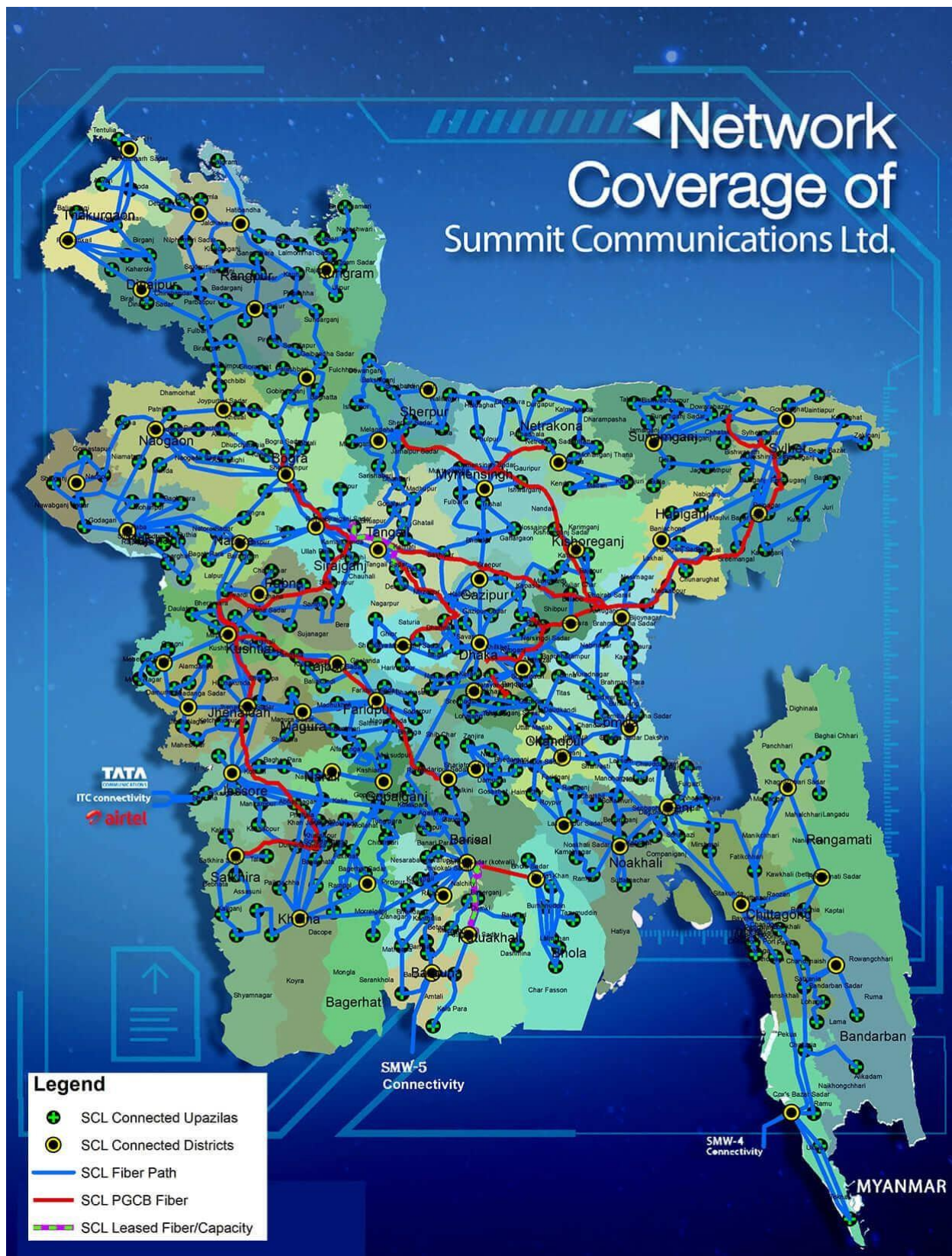


Figure 2 – Services Provided by SComm All Over Bangladesh



#### **2.2.2.6 Telecommunication Towers (STL):**

Summit Communications Limited is the parent company of Summit Telecommunications Limited (STL). STL was founded in 2018. STL was granted the Tower Sharing License by Bangladesh Telecommunication Regulatory Commission, BTRC in the year 2018 to build and operate tower infrastructures that allow sharing of the Towers by any Telecom Operators anywhere in the country. STL works for universal and affordable access to the mobile network and the Internet as part of the UN's Sustainable Development Goal - 9. Moreover, the tower-sharing service model will enable better utilization of the same resources of the infrastructure, which is friendly both for the environment and economically for the end customers. As of now, STL stands as the only private company dealing in the sector of end-to-end telecommunication infrastructure service provider; it hence enjoys a competitive advantage with 26 existing sub-centers and over 1500 POPs as well as a considerably established supply/ value chain.

##### **2.2.2.6.1 Products & Services offered by STL via SComm:**

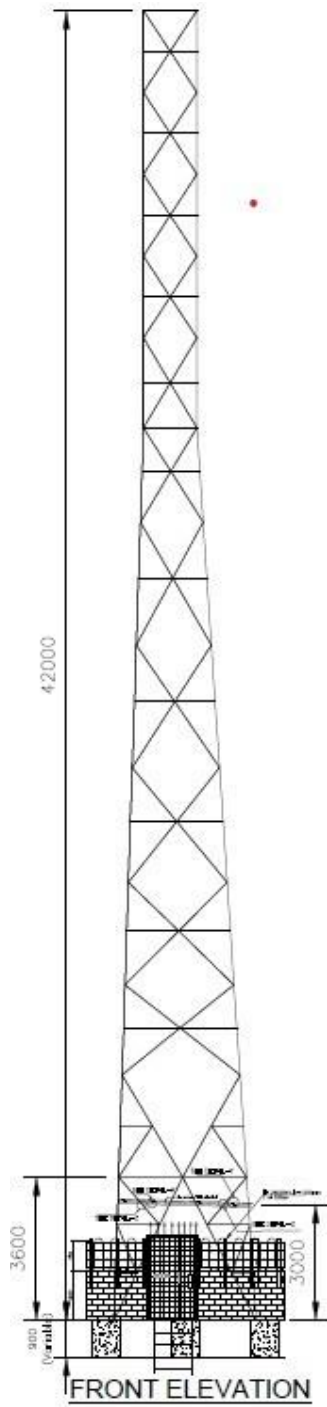
###### **2.2.2.6.1.1 Tower Solutions:**

STL is a private company dealing with the three major mobile operators in Bangladesh like Grameenphone, Robi, and Banglalink. It provides both products and services to its clients. The product that STL offers is a tower with varied heights installed for the customer in the required area according to the request. A service that STL provides for its clients is site acquisition, civil work, commercial power, maintenance of towers, and network infrastructure-actually all activities related to towers. In other words, STL received the order from the client, just like Banglalink, to install a tower at the specific location. Hence, STL provides all the services of installing the tower before and after its installation starting from scratch after receiving the order. Rent-After installation, the client pays the rent, which is 70,000 BDT for a single tower per month. So far, STL has erected over 1,000 towers across Bangladesh.

The chart below shows the specification of product and service offered by STL-

|                                    |                                                                                                                                                                                                     |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Product Name &amp; Category</b> | Tower- 9 m, 12 m, 32 m, 35 m & 42 m                                                                                                                                                                 |
| <b>Services</b>                    | <ol style="list-style-type: none"> <li>1. Site Acquisition</li> <li>2. Civil &amp; Tower Installation</li> <li>3. Central Power</li> <li>4. Network Maintenance</li> </ol>                          |
| <b>Pricing</b>                     | 70,000 BDT per tower/month                                                                                                                                                                          |
| <b>Product Usage</b>               | <ul style="list-style-type: none"> <li>• Establish wireless connection in the mobile operator</li> <li>• Increase network frequency</li> <li>• Transmit signal from one tower to another</li> </ul> |
| <b>Production Timeline</b>         | Tower Construction- 30 to 45 days<br>Civil work- 20 days                                                                                                                                            |
| <b>Number of Towers Planted</b>    | 1000+                                                                                                                                                                                               |
| <b>Client</b>                      | Banglalink, Grameenphone & Robi                                                                                                                                                                     |
| <b>Upcoming Project</b>            | Signed an agreement with Teletalk Bangladesh for sharing towers under the guideline of the government (Star Business Report, 2022).                                                                 |

## Tower Model



**Figure 3 - Tower Model**

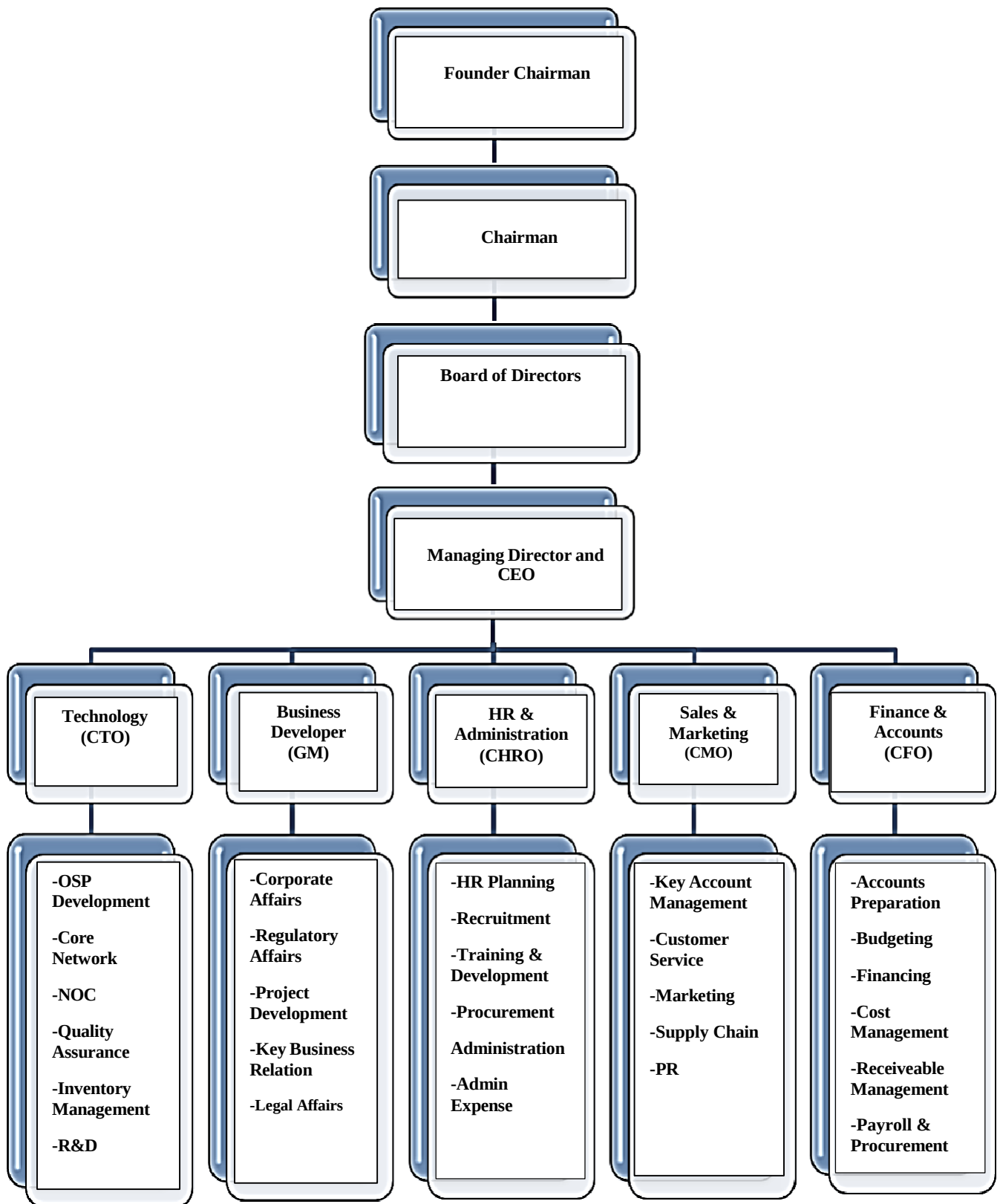
### 2.2.2.3 Clients of Summit Communications Limited:



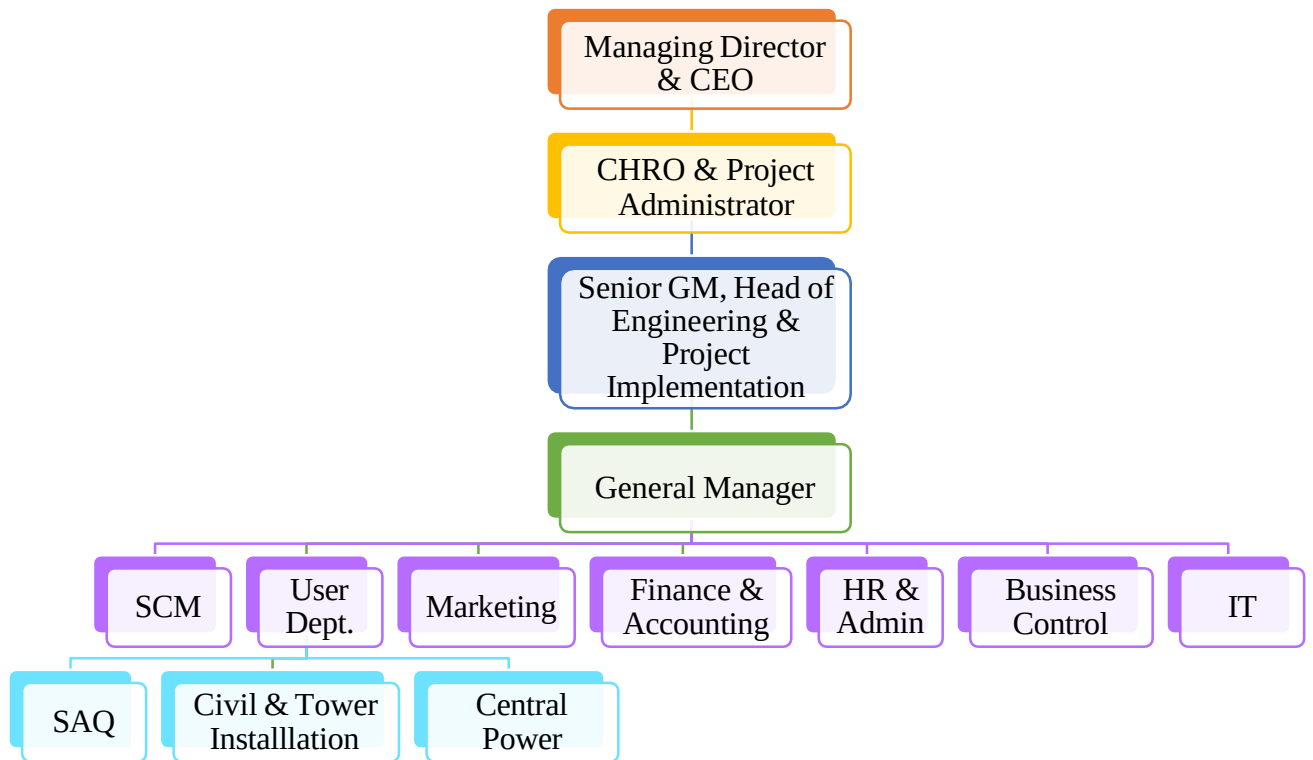


## 2.3 Organizational Structure of SComm

### 2.3.1 Hierarchy of SComm:



### 2.3.2 Hierarchy of STL:



## 2.4 Mission and Vision of SComm:

### Mission

- ✓ To establish and operate for the Nation a state-of-the-art transmission network for ICT and Telecom Sector.
- ✓ Specification and deployment of state-of-the-art transmission technology offering long-term dependability, scalability, and economic affordability of service quality.
- ✓ Studying and developing the potentialities of different multimedia services that can be provided with future multi-operator models.
- ✓ Constructing and operating tower infrastructures for making tower-sharing services available nationwide.

### Vision

- ✓ To provide the best multi-media services to every home in Bangladesh and contribute to creating a "Digital Bangladesh."
- ✓ Commit to attaining the UN Sustainable Development Goal 9 on universal and affordable access to the Internet and mobile networks.



## 2.5 Core Value of SComm:

Summit Communications Limited focuses on building up a sustainable solution for the Mobile operators in the Telecommunication industry, Internet Service Providers (ISPs), Interconnection Exchanges (ICXs), International Gateways (IGWs), International Internet Gateway (IIG), Digital Cable TV Operators and Wimax Operators.

For that, the core values are:

- ✓ Encourage innovation
- ✓ Encourage inclusive industrialization
- ✓ Build resilient infrastructure

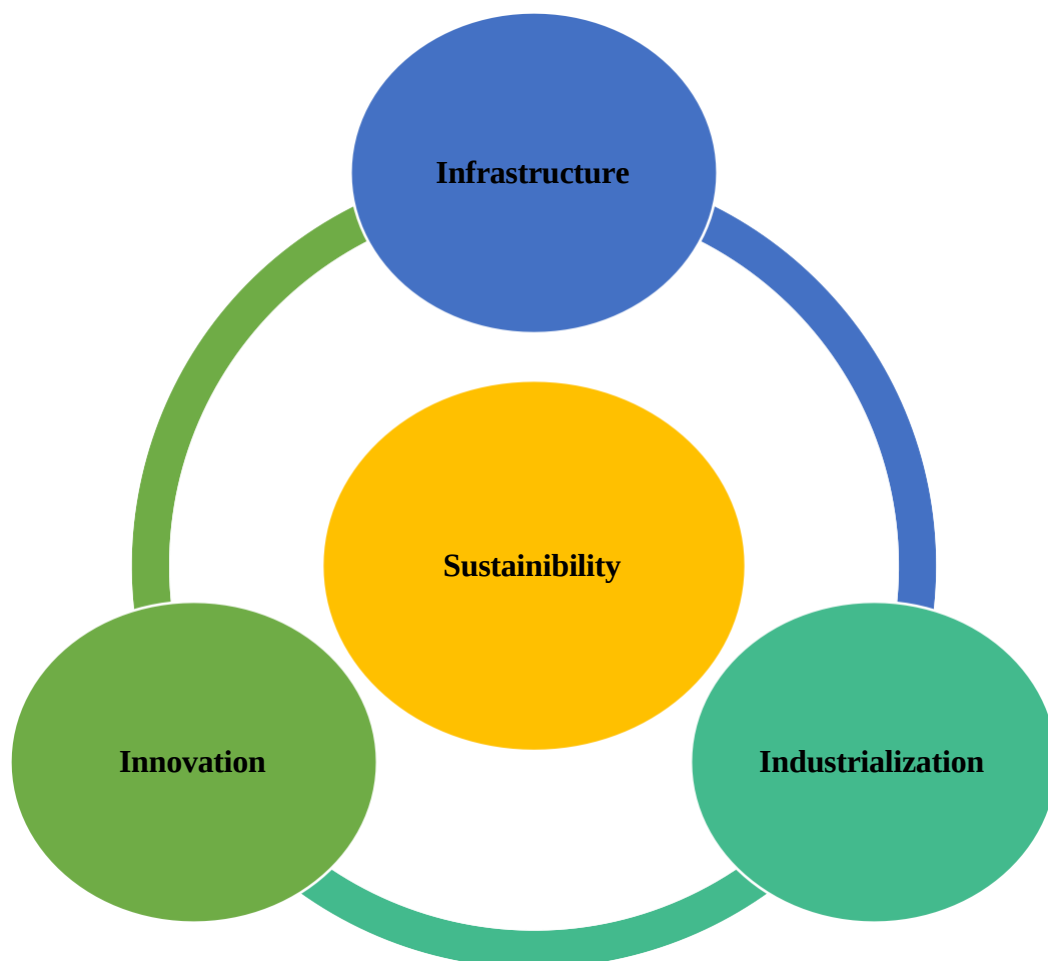


Figure 4 - SComm Core Value

## 2.6 SWOT Analysis

### i. Strengths

Basically, SComm is a supply company for organizational transmission. Thus, they receive data from various sources and levels. From this data and information, they generate a dataset which can be used in many ways. Thus, according to me, this is the key strength of SComm.

### ii. Weaknesses

The most obvious weakness of SComm is how to synchronize the hierarchy of leadership, or how to protect their corporate plan and order chain of the hierarchical architecture. If any of the staff, the chief, the director, and the office head fail to collaborate with each other, the entire working relationship will be stacked, thereby having an adverse impact on SComm.

### iii. Opportunities

SComm has some opportunities as an NTTN supplier.

They could increase their data transfer capacity, if need be, and give other forms of support.

- They will be able to offer their administration globally, provided they can negotiate with suppliers of data transfer capacity in other countries.
- They can also share their data set with a few offices.

### iv. Threats

The most useful thing in the world at present is the internet. The number of web clients is expanding day by day, as is the transfer speed expert organization. Thus, it is a very responsible task to support your approach for an extended period and provide the kinds of help that are readily available. Since SComm was into some competitions in the NTTN supplier market, it is easier to just reach an agreement on anything and take an action which the organization requires. Analyzing the competitors and client's interest will reveal everything.

## Chapter 3

### Analyzing the Distinction Between Theoretical and Practical Knowledge in Summit Communications Limited's Supply Chain Procurement Procedure

#### 3.1 Background Information

One of the leading telecom service providers in Bangladesh, Summit Communications Limited specializes in designing, deploying, and managing network and telecom infrastructure solutions. Summit Communications was established as a business unit of the Summit Group, one of the better-known conglomerates in Bangladesh, and has played an important role in the development of the communications sector in that country. Summit Communications Limited was incorporated in the early 2000s to facilitate the exponential growth of Bangladesh's telecommunication industries. The company is part of Summit Group, under which a diverse range of companies dealing in real estates, infrastructures, and energies fall. Summit Group has developed a healthy reputation for providing Bangladesh with much-needed infrastructure. The company initially had its focal point on providing state-of-the-art infrastructure and telecommunication services that included fiber-optic networks, data centers, and cloud services. With an aim of catering effectively to the growing demand for individual customers as well as businesses, Summit Communications has expanded the availability of high-speed internet services, leased line services, and corporate connectivity solutions.

##### 3.1.1 Important Operational Domains

- i. **Telecom Infrastructure Development Services:** SComm offers different services involving the development of towers, fiber optic cable networks, and last-mile connectivity solutions. It addresses the need for better connectivity through various mobile network operators, ISPs, and other telecom-related ventures.
- ii. **Internet and Data Solutions:** The company has been providing VPN solution, dedicated leased line connection, and high-speed internet services to corporate entities across Bangladesh. These services are very important for businesses operating in Bangladesh that require safe, efficient connectivity.
- iii. **Cloud and Data Center Services:** SComm provides managed services, cloud computing, and data storage for the growing demand for IT infrastructure in Bangladesh. The company's data center services are created for organization needs dealing with scalable, dependable, and secure infrastructure.

- iv. **Enterprise Telecom Solutions:** SComm has come up with a variety of telecom solutions for big business operations, such as a Private Network, IP-based solutions, and a Dedicated Internet Line to ensure speedy and secure communication.
- v. **Enterprise Connectivity:** SComm serves the enterprise market by offering Wide-Area Network (WAN) and point-to-point connectivity solutions to enterprises to establish efficient lines of communication internally.

### **3.2 Objectives of Analyzing the Distinction Between Theoretical and Practical Knowledge in Summit Communications Limited's Supply Chain Procurement Procedure**

A study of the gaps between theoretical and actual knowledge in Summit Communications Limited's supply chain procurement procedure bridges the gap between academic concepts and their practical applications. This helps in identifying points where theory is applied positively in practice and those where discrepancies occur to allow for improvements to take place for enhanced effectiveness of operations. The general and particular goals of the analysis are as follows:

#### **Broad Objectives:**

##### **i. Assess the gap between procurement theory and practice**

The objective is to assess how well the real procurement practices and operations of SComm fit the theoretical concepts of SCM. Identifying this distinction will help differentiate the strong and weak points between theoretical practices and actual practice.

##### **ii. Enable full procurement efficiency by closing gaps in knowledge**

Identify potential inefficiencies and knowledge gaps in the existing procurement system and provide recommendations on how to integrate theoretical and practical knowledge to further improve supplier management, sourcing, and decision-making processes.

##### **iii. Improve Procurement Decision-Making Processes**

Understand how concepts of SCM, logistics, and procurement theory impact daily organizational decision-making and seek to enhance these decisions through a synthesis of academic knowledge with current, practical concepts.



#### **iv. Formulate Recommendations for Strategic Improvements in Procurement**

Compare the theoretical and practical knowledge for practical suggestions to help improve the performance of the supply chain, the relationships with suppliers, and the procurement tactics for SComm.

#### **Specific Objectives:**

##### **i. Analyze the Conceptual Models Used in Purchasing**

This study was designed to determine what particular theoretical models, and best practices are normally taught in any supply chain management program and to identify whether or not SComm applies them in its procurement procedures.

##### **ii. Assess the Effectiveness of Operationalized Procurement Practices**

The aim, therefore, would be to evaluate the practical application of procurement theories at SComm, focusing on real-life applications such as contract negotiation, selection of suppliers, procurement planning, and inventory control. This will be able to explain the difficulty experienced in operationalizing theoretical ideas.

##### **iii. Identify the Gaps Between Theory and Practice**

To identify those areas where the procurement practices of SComm deviate from the accepted theoretical concept, including ineffective relationships with suppliers, misaligned procurement tactics, and discrepancies within demand management and forecasting.

##### **iv. Explore the Role of Technology in Buying**

The aim is to look into how technological instruments, such as automation, Inventory Management system (IMS) i.e., procurement software is used in the real-life procurement process of SComm and how they are blending in with the theorized supply chain technology.

##### **v. Look at How Regional Market Circumstances Influence Purchasing**

To find out how procurement decisions made by SComm are influenced in Bangladesh considering local market distinctive features, such as the availability of suppliers, legal structures, and economic aspects, and how such components have an impact on the usage of conventional procurement theory.



**vi. Assess the Vendor and Supplier Selection Process**

To identify exactly how concepts from academia is put to actual situations in daily operations with the selection of vendors and suppliers regarding risk, quality, cost, and dependability considerations and their potential correspondence with different models of procurement theory involving Supplier Evaluation Frameworks or the Total Cost of Ownership (TCO).

**vii. Analyze How Procurement Applies HR Knowledge**

To explore how real-world procurement processes are made successful or otherwise by human resources expertise, such as the skills and knowledge of acquisition managers. This means establishing how well the human side matches with, or varies from, a theoretical concept of managing a procurement team.

**viii. Identify the Needs for Supply Chain Sustainability Enhancement**

To get the measure of existing procurement or buying processes against sustainability issues raised within the procurement concept and identify how SComm can buy products in a more environmentally friendly way.

**ix. Decrease the risk of loss**

**x. Increase KPI (Key Performance Indicator)**

**xi. Reduce shipping cost and freight cost with forecasting and always keeping the stock in warehouse up to date.**

Summit  
Communications  
Limited  
Working for tomorrow

### 3.3 Scope of My Study

This research will encompass a comprehensive analysis of the procurement at Summit Communications Limited, the various factors affecting its supply chain management, as well as how the underlying activities comply with or vary from endorsed supply chain management theoretical approaches.

The following summarizes the main issues addressed within my study's scope:

#### a) Geographical Scope:

The operations of SComm in Bangladesh are the particular subject of the study. This geographic focus ensures the pertinence of the study to the operational context, laws and regulations, and national marketplace factors influencing the procurement procedures conducted by the business.

#### b) Organizational Scope:

- i. The tendering process for telecom facilities - such as data centers, towers, fiber-optic networks, among other related projects
- ii. Procurement relating to network services: cloud, enterprise and data service.
- iii. Procurement of raw materials, technology, and vendor services required for operationalizing and maintaining the telecom network and related infrastructure. Acquiring of technology required, supplier services, and raw materials to operationalize and maintain the telecommunications and associated infrastructure.

#### c) Theoretical Frameworks:

The following significant ideas and models on supply chain management and procurement will be reviewed and used in my research:

- i. **Procurement Strategy Models:** It focuses on supplier selection, procurement planning, and sourcing strategies, including strategic sourcing and make-or-buy decisions.
- ii. **Supply Chain Management Theories:** Fundamental ideas including Lean Procurement, Just-In-Time (JIT), Total Cost of Ownership (TCO), and Supplier Relationship Management (SRM).
- iii. **Risk Management Models:** Assesses the methodology followed in the procurement department for risk detection, mitigation, and management.

- iv. **Technology Integration in Procurement:** Recognize the role that IT systems and digital procurement instruments play in the theory and practice of supply chain management.
- v. **Sustainability in Procurement:** How green procurement, environmental, and social governance in regards to sustainability sourcing theories actually work in reality.

**d) Practical Procurement Processes:**

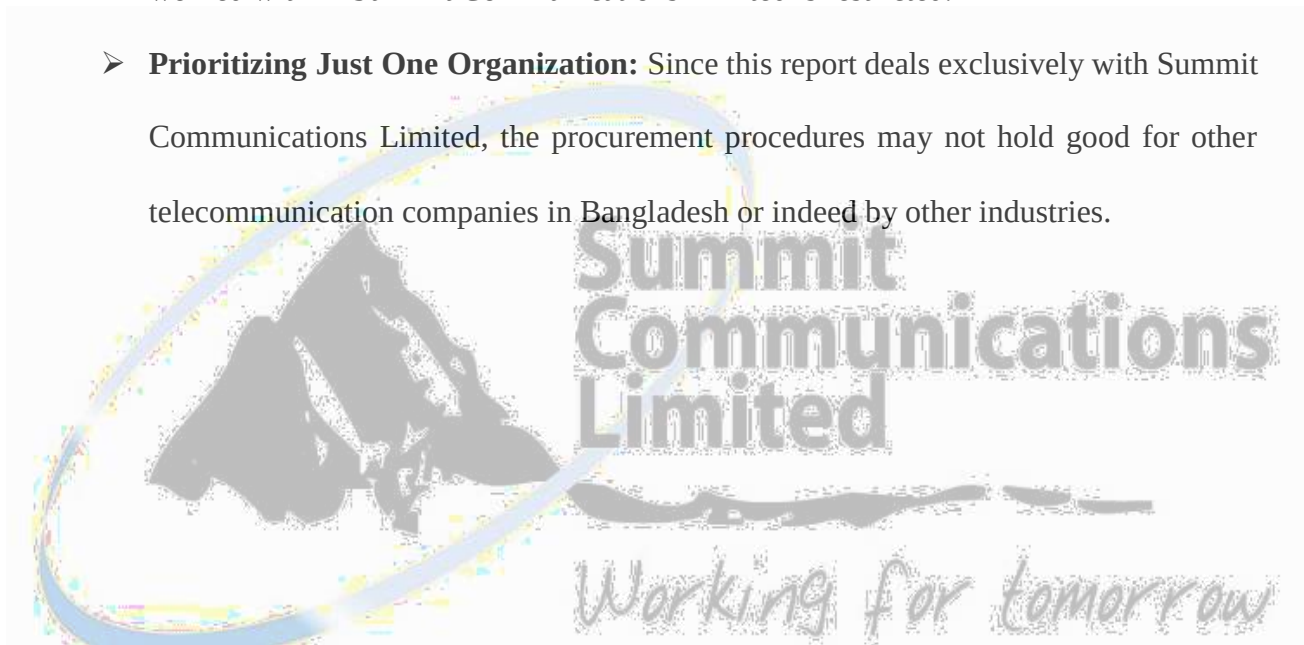
- i. **Choosing and Managing Suppliers:** How a business would select and manage the suppliers based on price, capacity, quality, and dependability.
- ii. **Negotiation of Contracts:** Recognize the function of negotiation of contracts in procurement, including the negotiated conditions in relation to procurement targets.
- iii. **Managing Inventory and Logistics:** How buying decisions influence management of inventories, fulfillment of orders, alongside supply chain logistics.
- iv. **Managing Supplier Relationships:** Evaluating how SComm and its suppliers interact with one another.
- v. **Choosing Procurement Strategies:** It involves analyzing the functions of cross-functional teams and procurement managers, as well as the way decisions are made in a typical procurement department.

**e) Analysis of Major Determinants of Procurement:**

- i. **Market Conditions:** The impact of local and global market conditions, including supplier availability, pricing fluctuations, and economic factors in Bangladesh.
- ii. **Regulatory Environment:** How local regulations and industry standards affect procurement decisions and compliance.
- iii. **Technological Advancements:** The integration of advanced procurement technologies like e-procurement systems, ERP systems, and automated supply chain tools.
- iv. **Organizational Factors:** The role of organizational culture, leadership, and human resource capabilities in shaping procurement decisions.

### 3.4 Limitations of My Study

- **Data Unavailability:** Generalizations of findings will be limited because internal procurement data may be private or difficult to obtain.
- **Limitations on Time:** Because of the study timeframe, the research focus is likely to be upon a quick overview of the procurement procedure rather than a long-term analysis.
- **Restrictions:** Writing in-depth details about the auctions and other projects I have worked with in Summit Communications Limited is restricted.
- **Prioritizing Just One Organization:** Since this report deals exclusively with Summit Communications Limited, the procurement procedures may not hold good for other telecommunication companies in Bangladesh or indeed by other industries.



### 3.5 Literature Review

This evaluation spans recent scholarly research articles, industry reports, and appropriate theories which inform and shape the practices of the organization—specifically those of telecom and supply chain procurement. Summit Communications Limited is, therefore, one of the leading companies in the telecommunication and infrastructure market in Bangladesh. It is by far, under the mother company, Summit Group, the largest conglomerate operating out of Bangladesh, diversified into business sectors spanning communication, real estate, energy, and power. The company focuses on a strong telecommunication ecosystem for business and consumer markets in Bangladesh, which includes managed data center services, high-speed internet services, and telecom infrastructure solutions for the said markets.

The company operates in a marketplace with the potential to be very dynamic, both locally and internationally. BTRC has said that the industry has seen fast growth, driven by the increasing uses of mobiles, growing internet usage, and high-bandwidth services (BTRC, 2022). Summit Communications Limited has benefited from these changes because it has the very essential products that can deliver on the expectations of a digital economy: fiber-optic networks, data center services, and cloud infrastructure solutions.

With its fast technology breakthroughs, an intricate supply chain, and huge capital expenditures, the telecommunications sector requires, first, supply chain management and, second, procurement in order for the business to be operationally successful and cost-effective. Using the example of the telecom firm Summit Communications, theoretical frameworks of procurement and supply chain management can be used to explain the going concern.

The procurement in telecom organizations is guided by a number of theoretical frameworks such as Strategic Sourcing and Supplier Relationship Management or SRM. As expressed by Monczka et al. (2015), strategic sourcing focuses on the need for organizations to evaluate suppliers based on quality, reliability, and long-term value besides price. According to SRM theory, better performance outcomes are due to a collaborative approach to supplier relationships (Cox et al., 2005). These theories provide Summit Communications with a basis for understanding how it could manage its relationships with suppliers or vendors particularly while buying network hardware, routers, fiber optic cables, messenger cables etc.

The other very important procurement aspect in the telecommunications industry involves supply chain integration, or SCI. SCI theories argue that communication, information exchange, and coherence are necessary between procurement, logistics, and network



management activities, as telecommunication networks require seamless coordination between a number of stakeholders (Chen et al., 2009). These integration methods are the ones most likely to be adopted by SComm in its attempt to adopt more operational efficiency in smoothening its procurement processes.

The Internet of Things (IoT), 5G technology, and the spiking demand for data centers and cloud services are some of the forces causing profound changes in the global telecommunication industry. According to PwC (2021), the rollout of 5G technology in emerging economies like Bangladesh will require more improved network infrastructure, since an effective procurement strategy is crucial for any telecommunications company. Effective supply chain management in telecom enterprises prioritizes risk management, cost optimization, and supplier performance evaluation. In an effort to stay competitive in the highly competitive telecom industry, reduction in costs is very important for SComm. Large procurement projects of a telecommunications company, such as data center constructions and fiber-optic network rollouts, require exact and accurate demand forecasting, supplier selection, and inventory control.

Hines and Rich (2018) argue in a study on telecom procurement techniques, that the effectiveness of contract management and negotiation procedures significantly impacts cost control in telecom procurement. The attainment of cost-effective procurement within the telecommunication industry demands the ability to handle contracts, negotiate favorable terms with vendors, and prevent cost overruns.

The theories and industry activities pertinent to SComm's operations have been examined in this literature review. Understanding the company's procurement operations is made easier by theoretical models like supply chain integration, supplier relationship management, and strategic sourcing. The operations of Summit Communications Limited in Bangladesh are also significantly influenced by global telecom trends and difficulties, including the introduction of 5G, technological developments, and regulatory pressures.

This evaluation emphasizes how crucial it is to match procurement theory with real-world application in order to maintain Summit Communication Limited's supply chain procedures' effectiveness, affordability, and responsiveness to market needs.

### 3.6 Methodology:

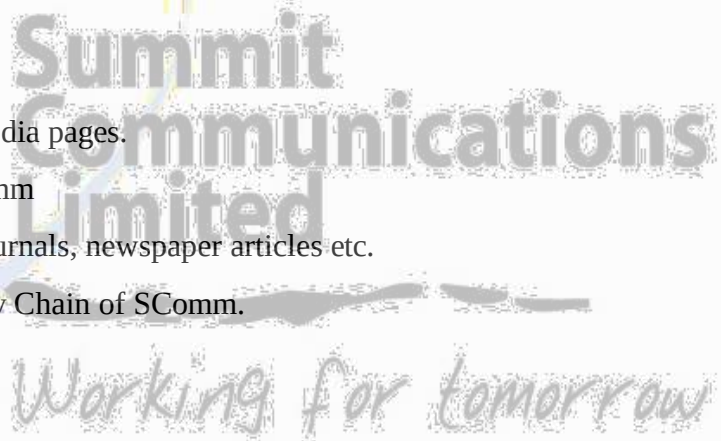
This report was founded on my personal understanding and learning, together with experience that I got during the internship. Collection of primary data was the key to developing the report and made the whole process possible. To complement the report in the sense of giving it a skeleton as a supporting resource, secondary data would be needed.

#### Primary sources of data:

- Day to day activities that I have been assigned during this internship.
- Direct interaction with my supervisor and co-workers.
- Teachings and guidance provided by my supervisor throughout this internship period.
- Communicating with the vendors and user departments of SComm and STL.
- Observing the departmental activities and noting down the notable incident.
- Weekly journal that I have prepared every week for this internship course.

#### Secondary sources of data:

- Company website and social media pages.
- Procurement Procedure of SComm
- Data collected from different journals, newspaper articles etc.
- Documents related to the Supply Chain of SComm.



### **3.7 Data Analysis and Findings**

#### **A Comprehensive Examination of Summit Communications Limited in the Corporate Sector: Supply Chain Management**

At SComm, management of the supply chain is at the very core of its ability to provide reliable and efficient telecommunications infrastructure services. Operations underpinning telecoms include complex logistics, finding specialist equipment, managing many vendors, and on-time service delivery. SCM guarantees that the business can avoid operating disruptions, meet infrastructure project deadlines, and optimize costs related to procuring materials and services.

##### **3.7.1 Theoretical Knowledge Vs Practical Knowledge of Procurement**

It is usual to claim that a lot of difference exists between theoretical knowledge and practical knowledge.

Of course, it is true because, in contrast to the theoretical knowledge which remains static, the actual sphere is always dynamic and things change periodically. However, I would argue that in my case, my theoretical knowledge plays an important role in achieving success in my practical profession. The various business theories that I studied during my four-year BBA at BRAC University have helped me to be very strong about any future professional development. I was able to develop the following skills among others during my stay in BRAC University: MS Office, presentation, public relations, and leadership. This gave me the confidence to work for a company as vibrant as Summit Communications Limited. After I managed to show my expertise during the interview with the theories that I had learned, I got a chance to join SComm as an intern and gradually secured a full-time job as an Executive here. Furthermore, I was able to contribute some of the knowledge that I had learnt so far whenever my supervisor assigned me a task.

I would like to point out a few important differences between theoretical and practical knowledge that I get in the course of my work in the SCM department. Theoretically, procurement is the process of buying products or services, which is normally associated with business expenditure. Business procurement involves preparation, solicitation, and payment processing, and it usually involves several departments within an organization (Young, 2020). In theory, the process seems quite simple; in reality, however, matters are far from that because approval of a purchase is determined by a number of conditions



Demonstration of Theoretical Knowledge vs Practical Knowledge is given below:

### The 7 Steps to a Successful Procurement Process



Figure 5- Procurement Process in 5 Ideal Steps Theoretically (Simfoni, 2022)



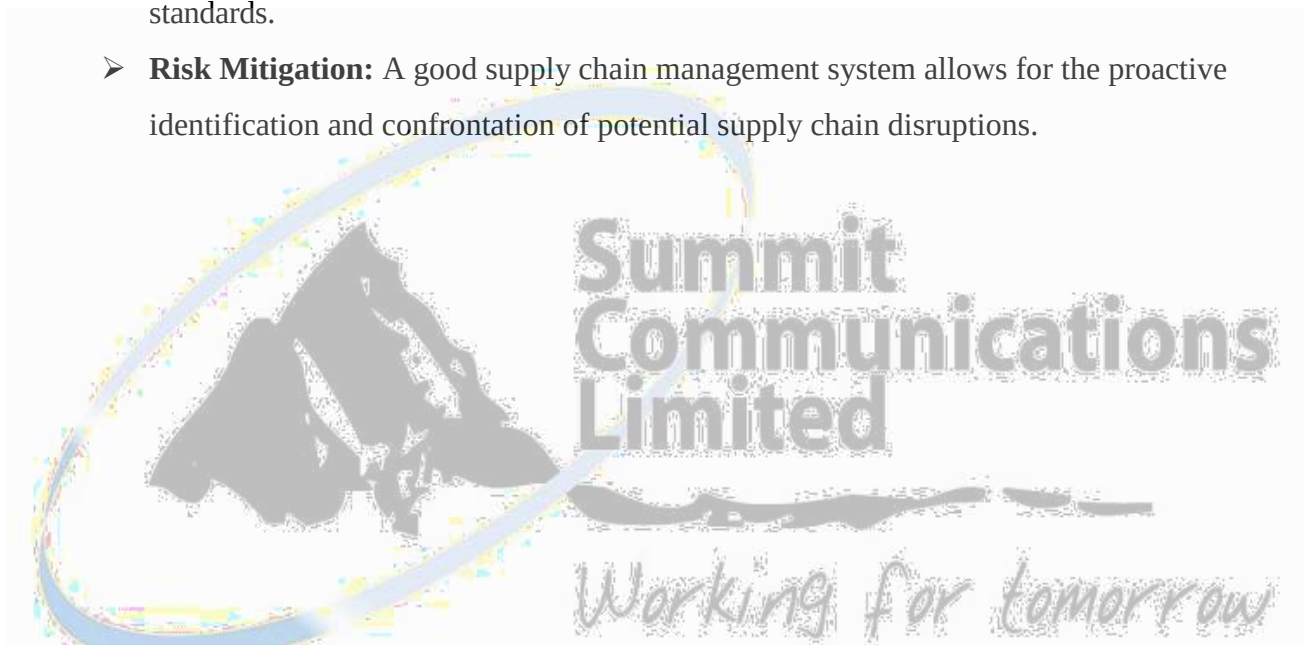
Figure 6- Procurement Process at SComm

These steps of SComm complete the procurement process, although not all buy requests have to be considered valid by the company. After the preparation of the PO, shortfall or increase in price may hinder the vendor from supplying the product. Then, we have to repeat the entire process and raise a new purchase request considering the circumstances of the day. Again, some vendors supply poor-quality products or services. Then, we have to take the necessary course of action with respect to that purchase order and find out why such poor-quality products or services were supplied by the vendor. Starting from market research to the selection of the vendor, the complete purchase process takes several days to complete. Moreover, the whole process also depends upon the product or the service. Thus, it is obvious that practical knowledge is very dynamic and we have to solve problems right away and change our strategy for the next situation, whereas theoretical information does not entail all these factors.

### 3.7.2 Supplier Relationship Management (SRM)

Summit Communications believes that establishing long-term relationships with strategic suppliers is crucial most. It is on this that the management of the smooth flow of delivery of telecommunications equipment and services depends. The SRM strategy used in the business centers on the following:

- **Cooperation:** Summit provides on-time delivery and improved levels of service by building good relationships.
- **Performance Monitoring:** Consistent tracking and assessment of vendor performance helps to ensure the adherence to contract conditions, delivery dates, and quality standards.
- **Risk Mitigation:** A good supply chain management system allows for the proactive identification and confrontation of potential supply chain disruptions.



### 3.7.3 Inventory Management and Logistics of Summit Communication Limited's Warehouses

Since telecom infrastructure projects frequently include large-scale deployments requiring exact coordination across multiple stakeholders, Summit Communications' operations depend heavily on efficient logistics and inventory management.

#### SComm's Logistics:

The telecommunication infrastructure projects of Summit Communications are supported by a fully integrated logistical network. This includes:

- **Transportation Management:** Arrangements with transportation providers ensure that materials from suppliers are delivered on time and efficiently to project sites.
- **Coordinating the Project Site:** To guarantee that tools and supplies arrive on schedule and prevent delays in network installation, logistics is coordinated with the business's project schedules.

#### SComm's Inventory Management

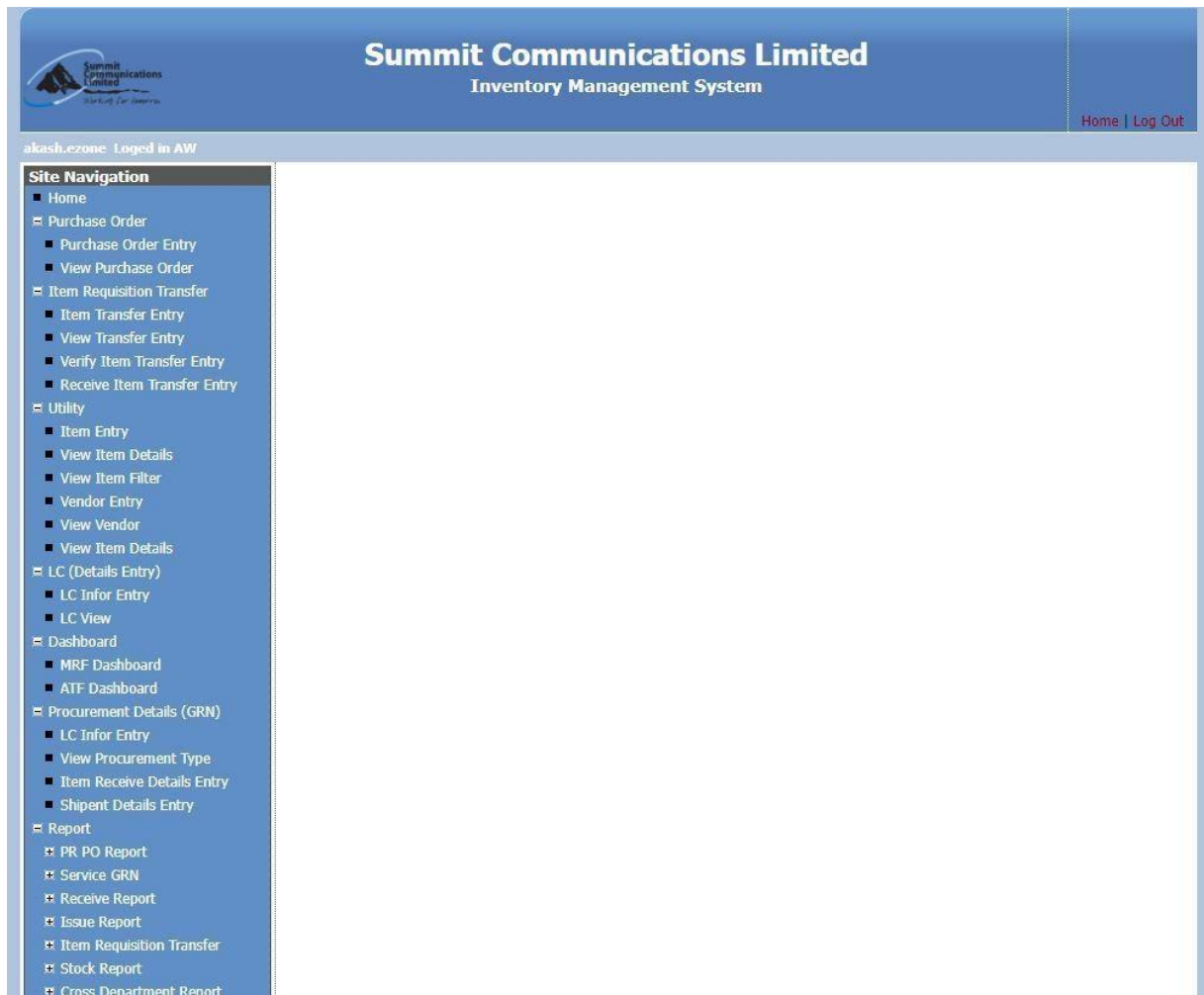
Because some of the components are expensive and have long lead times, the telecommunication company has to have complex inventory management systems. To this end, Summit Communications integrates Just-in-Time and Vendor Managed Inventory approaches to:

- **Optimize Overstocking and Stockouts:** Summit helps to minimize the capital expenditures of excessive inventory while reducing the risk of stockouts through the continuous monitoring of supplier lead times and demand.
- **Monitor High-Value Equipment:** The levels of stock are maintained optimum, and any potential theft or damage is protected through regular monitoring of the telecom components of routers, switches, and network hardware.
- **Inventory Management Software (IMS):** Summit Communications Limited has a software names Inventory Management System (IMS) that streamlines the process of

ordering and storing a variety of goods and services in their nationwide various warehouses. Through this software, SComm keeps track of all their products and an entire IT team is constantly updating the stocks. The main warehouse is situated in Birulia and the other warehouses are all over the country.

- **Forecasting:** In order to anticipate market expectations, Summit Communications Limited bases its inventory level planning on sophisticated demand forecasting techniques. The company looks at sales forecasts, market trends, and historical data to determine demand. SComm may maximize inventory levels and reduce the likelihood of shortages or surplus situations by adopting a proactive approach.
- **Supplier Diversity:** SComm keeps a varied supplier base to lower reliance on a single source and risk. This strategy boosts flexibility in the event of market interruptions and guarantees competitive pricing.
- **Analyzing the supply chain:** SComm uses cutting-edge analytics techniques to predict demand, improve inventory levels, and spot possible supply chain hazards. Additionally, supply chain interruptions brought on by outside variables (such as delays in transportation and geopolitical threats) can be lessened with the use of predictive analytics technologies.
- **Automation:** In order to reduce manual labor, increase operation speed, and improve accuracy, Summit has computerized its warehouse management and detailed procurement processes

Following is the figure of the Inventory Management System (IMS), the database developed by Summit Communications Limited for creating purchase orders and keeping track of the goods available in the warehouse.



**Figure 7 – Inventory Management System (IMS) Interface of SComm**



### 3.8 Process of Collating Quoted Prices from Various Vendors and Creating Purchase Orders

Due to confidentiality of data, I could collect only these datas. In the following figure-6 is the price comparison between six (06) suppliers who participated in the RFQ for 100 Ah VRLA Battery. Among these six suppliers, three suppliers were discarded as they were technically disqualified and SComm would not have made any profit as they offered a very higher price rather than the last purchase price. So, among the other three suppliers, SComm chose Gobal Brand supplier as they quoted the minimum price, had ready stock, technically qualified and made profit comparing with the last purchase. This is how, SComm chooses the best supplier, mails them that they are eligible and they can supply the product to the requested venue or warehouse and establish communication between the user department and the supplier and the warehouse.

| Annex-1                                                            |                        |     |     |                                       |        |                                                                                       |        |                                           |                          |                            |                                  |                                     |                     |    |
|--------------------------------------------------------------------|------------------------|-----|-----|---------------------------------------|--------|---------------------------------------------------------------------------------------|--------|-------------------------------------------|--------------------------|----------------------------|----------------------------------|-------------------------------------|---------------------|----|
| Price Comparison (Before nego & After nego) of 100 AH VRLA Battery |                        |     |     |                                       |        |                                                                                       |        |                                           |                          |                            |                                  |                                     |                     |    |
| Sl.                                                                | Name of the Particular | Qty | UoM | Global Brand<br>(Brand: Leoch, China) |        | Shark Limited<br>(Brand: Ultracell, UK)                                               |        | G4 Technologies<br>(Brand: Quanta, India) |                          | CESL<br>(Brand: Krank, BD) | Ringtech<br>(Brand: DONGJIN, BD) | Power-Link<br>(Brand: Kstar, China) | Last Purchase Price |    |
| After nego unit price in BDT (inc. of VAT & AIT)                   |                        |     |     |                                       |        |                                                                                       |        |                                           |                          |                            |                                  |                                     |                     |    |
| 1                                                                  | 100 Ah VRLA Battery    | 164 | Pcs | 30,000                                | 28,000 | 31,750                                                                                | 30,450 | 34,000                                    | 32,500                   | 25,419                     | 29,500                           | 29,000                              | 21,800              |    |
| Grand Total price (inclusive of VAT & AIT)                         |                        |     |     | 4,592,000                             |        | 4,993,800                                                                             |        | 5,330,000                                 |                          | 4,168,716                  | 4,838,000                        | 4,756,000                           | 3,575,200           |    |
| Savings: Negative (Compare to last purchase price)                 |                        |     |     | BDT 1,016,800 or (-28%)               |        | Savings Negative: Commercially not considered for offering comparatively higher price |        |                                           |                          |                            |                                  |                                     |                     | NA |
| Delivery Timeline                                                  |                        |     |     | Ready Stock                           |        | 10 Weeks                                                                              |        | 8-12 weeks                                |                          | 8 to 10 weeks              |                                  | 8 to 10 weeks                       |                     |    |
| Warranty                                                           |                        |     |     | 3 years from product delivery         |        |                                                                                       |        |                                           |                          |                            |                                  |                                     |                     |    |
| Rank/Remarks                                                       |                        |     |     | Technically Qualified                 |        |                                                                                       |        |                                           | Technically Disqualified |                            |                                  |                                     |                     |    |

Figure 8 – Price Comparison Among Six Local Suppliers Who Quoted Prices for the Respective RFQ

In the following figure is shown how quotations are taken from foreign suppliers. The process is same as for the local suppliers, the main two differences are converting the prices from US dollars or Euro to Taka and taking in count the freight cost (whether it is via ship or air).

| Sl.                                 | Name of the Particular                                       | Qty. | UoM | SHENZHEN 6COM<br>TECHNOLOGY CO. LIMITED |            | Market Reference<br>Price in USD | Last Purchase Price<br>(PO: 12200078; dated: 9th Nov'22) |             |
|-------------------------------------|--------------------------------------------------------------|------|-----|-----------------------------------------|------------|----------------------------------|----------------------------------------------------------|-------------|
|                                     |                                                              |      |     | Before Nego                             | After Nego |                                  | Unit Price (CPT)                                         |             |
|                                     |                                                              |      |     | CPT Unit Price in USD                   |            |                                  | Conversion Rate: EURO 1 = USD .9862                      |             |
| 1                                   | QSFP-100G BASE-ZR4: BRAND-HUAWEI;<br>QSFP28 PLUGGABLE MODULE | 74   | Nos | \$ 2,150                                | \$ 2,055   | \$ 2,516                         | € 2,127.9                                                | \$ 2,098.59 |
| 2                                   | QSFP-100G BASE-ER4: BRAND-HUAWEI;<br>QSFP28 PLUGGABLE MODULE | 48   | Nos | \$ 1,350                                | \$ 1,205   | \$ 1,687                         | € 1,287                                                  | \$ 1,269.27 |
| Total CPT Price in USD              |                                                              |      |     | \$ 223,900                              | \$ 209,910 | \$ 267,160                       | € 219,241                                                | € 216,221   |
| Savings: (from last purchase price) |                                                              |      |     | USD 6,311 or 3%                         |            | Not Applicable                   |                                                          |             |

Figure 9 – Price Comparison of Foreign Suppliers Who Quoted Prices for the Respective RFQ

In the following figure it is shown how Summit Communications Limited initiates a Purchase Order from its Inventory Management Software for the goods he needs to replenish in its warehouse before the stock runs out and for various running and upcoming projects. These following items are one of the most important items.

| <b>Invoice Address :</b> Summit Communications Ltd.<br>Summit Centre, 18 Karwanbazar, Dhaka. 1215<br><b>Contact Person:</b> Sameeha Binte Riaz<br><b>Contact No:</b> |                              | <b>Delivery Location</b><br>Birulia WH<br><b>Category :</b> Product<br><b>Project :</b> Regular Operation & Maintenance<br><b>Delivery Date</b> 30 June, 2023<br><b>Partial Delivery:</b> Allowed |     |                   |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------------------|---------------------|
| SL NO                                                                                                                                                                | Product Description          | Qty                                                                                                                                                                                               | UoM | Unit Price BDT    | Total Amount        |
| 1                                                                                                                                                                    | U CLAMP 4"*3"                | 3000                                                                                                                                                                                              | Pc  | 80.0000           | 240,000.00          |
| 2                                                                                                                                                                    | OMEGA ROD: 8MM/17.5"         | 3000                                                                                                                                                                                              | Pc  | 34.0000           | 102,000.00          |
| 3                                                                                                                                                                    | BUCKLES 1.1MM                | 10000                                                                                                                                                                                             | Pc  | 12.0000           | 120,000.00          |
| 4                                                                                                                                                                    | WIRE CLIP                    | 20000                                                                                                                                                                                             | Pc  | 20.0000           | 400,000.00          |
| 5                                                                                                                                                                    | STEEL BELT 8' (13 MM* 0.8MM) | 3000                                                                                                                                                                                              | Pc  | 85.0000           | 255,000.00          |
| 6                                                                                                                                                                    | INSULATOR 2.5"               | 3000                                                                                                                                                                                              | Pc  | 30.0000           | 90,000.00           |
| 7                                                                                                                                                                    | NUT & BOLT 4.25"             | 2000                                                                                                                                                                                              | Pc  | 17.0000           | 34,000.00           |
|                                                                                                                                                                      |                              |                                                                                                                                                                                                   |     | <b>Sub Total:</b> | <b>1,241,000.00</b> |
| <b>Grand Total Amount :</b>                                                                                                                                          |                              |                                                                                                                                                                                                   |     |                   | <b>1,241,000</b>    |
| <b>In Word: BDT</b> Twelve Lac Forty One Thousand only.                                                                                                              |                              |                                                                                                                                                                                                   |     |                   |                     |

**Figure 10– Creating Purchase Orders  
(POs) From Inventory Management Software (IMS)**

### 3.9 Key Responsibilities

I have done my major in Supply Chain Management and Computer Information Management. But I always wanted to start my career in Supply Chain Management field. Summit Communications Limited gave me this opportunity to work as Intern in their Supply Chain Department and this is how I got the practical experience of what I have learned in my academics. SComm Supply Chain Team consists of 25 members that include- SCM Head, Senior Manager, Deputy Manager, Assistant Manager, Senior Executive, Executive and Intern. Working under this team is an incredible experience because all of them are highly intellectual individuals with lots of industry knowledge. Besides, Supply Chain team has to constantly deal with numerous vendors starting from civil vendors, IT vendors, power supply vendors etc. In our Supply Chain Department, the main function is Procurement and all the activities related to purchasing that is required by SComm to offer the product and services to the client. As a Supply Chain Intern, I was assigned with multiple tasks and entrusted with some major responsibilities that are mentioned below-

- ✓ Starting from June, I had to manage all the Purchase Order (PO) of multiple vendors that has been approved by CFO. I had to print all the soft copy of the PO according to the list and then prepare a folder for those PO and send it to the Senior Manager, Deputy Manager and Assistant Manager of SCM to take signature.
- ✓ Communicating with the vendor is a major responsibility that I was assigned to because I had to inform those vendors when the PO is ready to be delivered and collect it from the office.
- ✓ I had to keep track records of more than 500 POs per month that is delivered in register copy, Inventory Management System (IMS) and scanned copy of each PO.
- ✓ Senior Manager of SCM appointed me with a task that is to prepare and correct the SComm policy known as Procurement Procedure during this internship period.
- ✓ I have prepared Procurement Approval for different IT products from local and foreign vendors and organized three auctions.
- ✓ Besides, I had to execute different minor tasks that had been assigned by my supervisor and coworkers on daily basis.



### 3.10 My Learning and Achievements from SComm

To begin with, to work in such a large organization is already an achievement and continuous learning day in and day out. SComm has such an energetic work culture that every single employee from staff level to the top is very enthusiastic toward the company's target goal and achievement. I got to learn a lot from my supervisor and co-worker about corporate culture, working procedure, ethics, and morals.

- The first thing that I get to learn is work culture and get the real experience of the professional environment.
- Learn about practical application of the supply chain used in Summit Communications Limited from my supervisor and other seniors.
- Multitask and proactive are the two qualities developed in me in within two weeks of my internship.
- Developed my communication skills with local and foreign vendors.
- Learnt how to systematically and quickly maintain database.
- Learnt in detail about Purchase Requisition (PR) and Purchase Approval (PA).
- Learnt how to send official email to the vendors for receiving price quotation of an item.
- Improved my technical knowledge in the field of procurement while preparing Procurement Approval and PO.

*Working for tomorrow*

### 3.11 Challenges Encountered

As working in the corporate sector is all new to me, I faced certain difficulties, but fortunately, my boss and other coworkers are so kind and supportive that with their help and support, I was able to go over those difficulties.

The various problems I have faced till now are discussed as under:

- During the second week, I had been given a task in which I had to correct the draft of SComm policy, which was built on 35 pages. I found more than 1200 faults in that soft copy.
- During my third week, I had been given a task of delivering 188 purchase orders to the vendors as soon as possible.
- During my fourth week, I was given two copies of thirteen legal agreements and my job was to take out the big stapler pin and page 10 of those agreements. Taking out the stapler pin from these lots of papers joined by the same required ample strength, and one had to be really careful not breaking any of the papers.
- From my fifth week onwards, I had to prepare hundreds of purchase orders. Creating Pos in bulk was quite challenging to comprehend.
- In my eighth week, I had to prepare procurement approvals for the first time and I learnt a lot from my seniors while making it.
- From my third month I encountered with a foreign supplier and learnt how to do price comparisons specially for the foreign companies.
- I was not allowed to see how the LCs are done and despite asking many times, as I was an intern the information was confidential.

### 3.12 How I Overcame those Challenges

- ✓ Every time I am given a duty, I make sure I fully comprehend the instructions and approach my supervisor if I have any questions.
- ✓ Seek help from my supervisor or other senior co-workers and they also teach me how to do the task or give me a demonstration.
- ✓ When it comes to organizing POs, I have put in place a few file management techniques that enable me to arrange the POs by vendor.
- ✓ When it comes to organizing PAs, I have put in place a few file management techniques that enable me to arrange the PAs by vendor and year.
- ✓ My seniors and specially my supervisor has taught me new Microsoft Office abilities throughout the months, which have really aided me in doing my work quickly and effectively.

### 3.13 Interaction and Experience with my colleagues and peers

- First of all, at SComm, everybody is referred to as brother and sister, right from the staff level to the top management level, excluding the C-level ones like CEO & CFO. Hence, my relation with all others in the office is akin to that with my elder brothers, which will allow us to develop an empathic bonding.
- My relation with my supervisor has become so close. Indeed, he guided me step by step throughout every stage of SComm procurement and taught everything. Together with ensuring comfortability, he also made sure that everything is available to me, like a scanner on my desk and brand-new earbuds for communication. I have also learned how to create purchase orders and procurement approvals from SCM Deputy Manager Mr. Mohiuddin Sabbir. He also pushes me to give the best, inspires to work with full devotion. Additionally, SCM Senior Manager Mr. Selimullah shared his internship experience from more than 15 years ago, which really made me understand how important it is to get the job done right even as an intern. When the workload is high, they eventually get very strict, but otherwise, they are quite humble.
- Every day, spending lunchtime sitting in the canteen with colleagues from all departments is such a great experience; each one of them is different, and I hear their tales, which help lighten the long workdays.
- I have also made few friends at STL and SComm.

- I was invited at SCM promotion buffet party where I get to meet all my colleague outside the office for the first time and every one of them is so kind and humble that it really felt like hanging around with family members.

So, overall, my interaction and experience with colleague and peers was great so far and I hope to maintain that in the future.

### **3.14 Things I would do differently if I had to redo this internship**

- Before joining SComm, educate myself in the field of telecom and procurement.
- Get proficient in Excel.
- Be more proactive and improve my communication skills.

### **3.15 Impacts of Covid-19**

Nowadays, most of us are vaccinated, and COVID-19 has a hugely reduced effect. Thus, the huge impact brought about by COVID-19 has turned minimal. The work-from-home option is no more available, and all the departments are fully involved in their daily business. More so, all of the field works are in progress, so are all the vendors we deal with. Yet, there are still some guidelines to be followed; these are as follows:

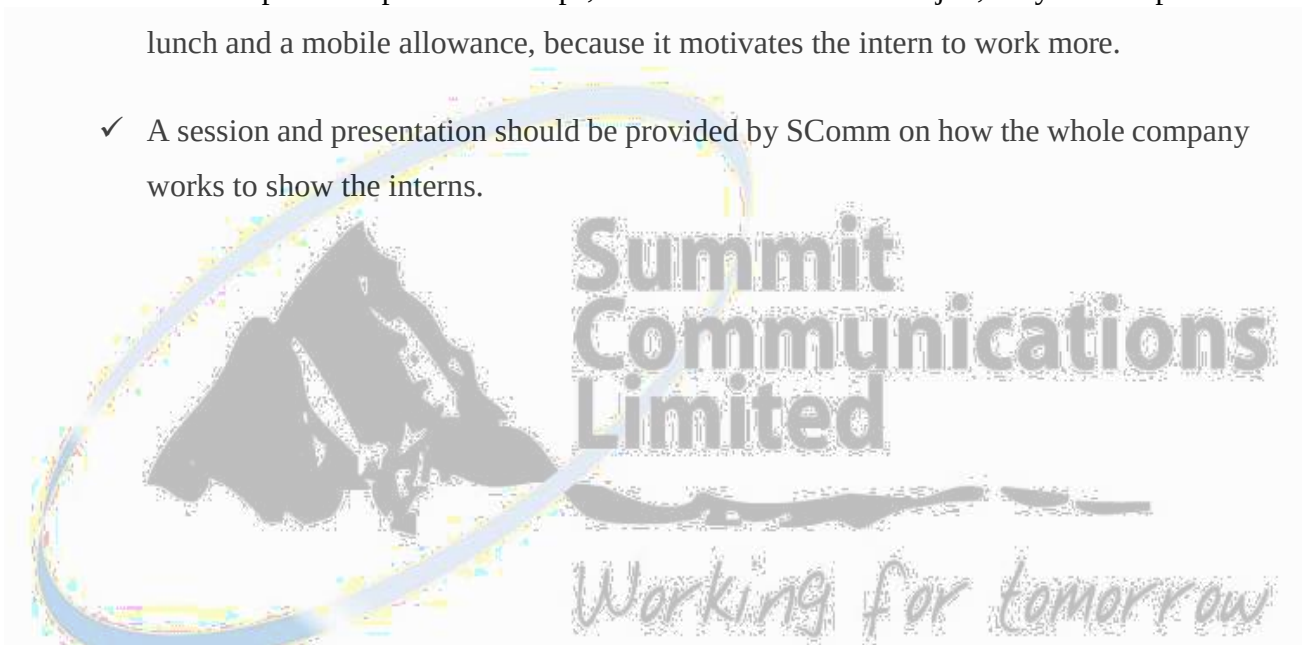
- The watchman sprays hexisol on our hands once we gained entry into the office.
- Wearing a mask on the job site

## Chapter 4

### Recommendations and Conclusion

#### 4.1 Recommendations

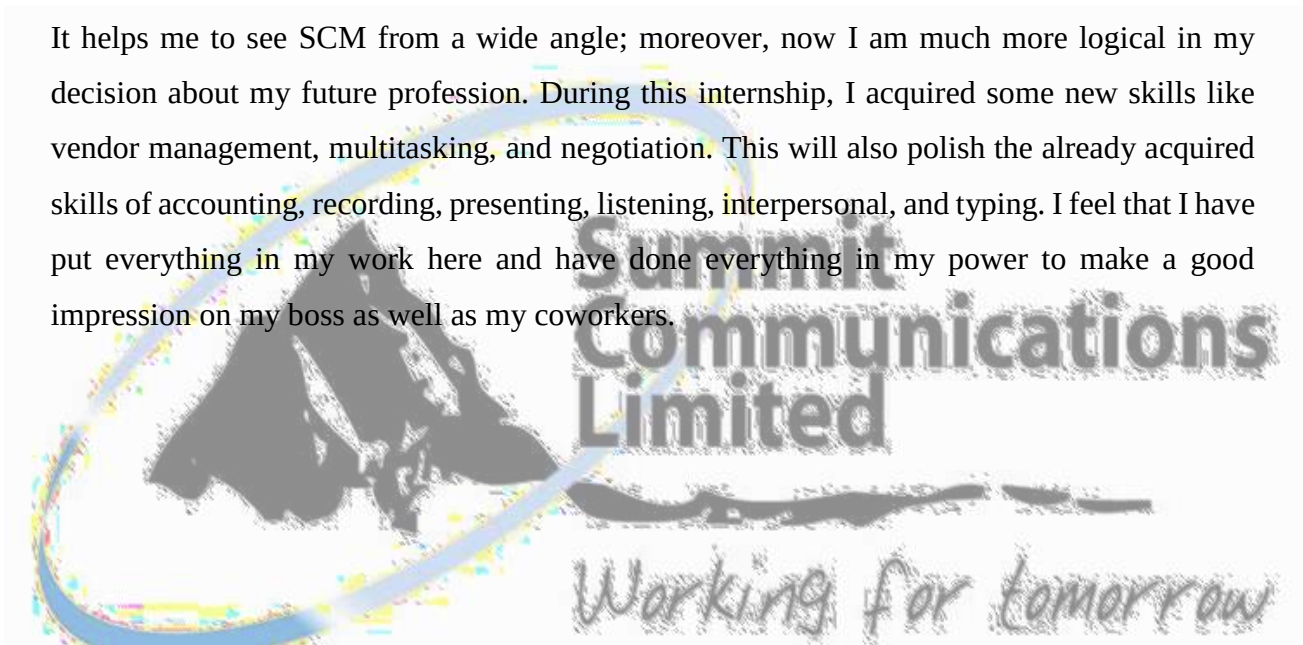
- ✓ Summit Communications Limited should have an elaborately designed internship program that includes outlined routine tasks and objectives that interns can achieve with time. This is because it makes the students oriented towards their prospective professional positions and provides an avenue for them to put into practice what they acquire within the classroom. This equally enables the student to learn more about work ethics, expectations of the job, responsibilities, and opportunities.
- ✓ SComm provides paid internships, but since it is a full-time job, they should provide lunch and a mobile allowance, because it motivates the intern to work more.
- ✓ A session and presentation should be provided by SComm on how the whole company works to show the interns.



## 4.2 Conclusion

Summit communications Limited has over 57,000km network reach connecting the 64 districts of our country. SComm provides 3,650+ connections, serves 2800+ Gbps internet bandwidth and 2100+ GBPS terrestrial network capacity and has 24/7 network operations center. Summit Towers Limited, the subsidiary of Summit Communications Limited has constructed 1000 towers across the country and the target is installing more thousand towers. The construction of towers in other districts is rapidly progressing. I am pretty thankful for this three-month opportunity to work here. It really provides me with fantastic experiences and a lot of educational opportunities. As a student majoring in supply chain management, I had the determination to get an internship offer from a prominent corporation. I could validate the academic knowledge so far in the practical domain, so this opportunity truly means a lot to me.

It helps me to see SCM from a wide angle; moreover, now I am much more logical in my decision about my future profession. During this internship, I acquired some new skills like vendor management, multitasking, and negotiation. This will also polish the already acquired skills of accounting, recording, presenting, listening, interpersonal, and typing. I feel that I have put everything in my work here and have done everything in my power to make a good impression on my boss as well as my coworkers.



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