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**UNIVERSITÉ ISLAMIQUE DE TECHNOLOGIE**  
**ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)**  
**ORGANISATION OF ISLAMIC COOPERATION (OIC)**



Internship Report on  
**Optimizing Strategic Procurement Activities through Data-Driven Insights and SAP Tools at  
Berger Paints Bangladesh Ltd.**

**Submitted to:**

Islamic University of Technology  
in partial fulfillment of the requirements for the degree of BBA in Technology Management

**Submitted by:**

I understand that my final report will become part of the permanent collection of the Islamic University of Technology (IUT) in partial fulfillment of the requirements for the degree of BBA in Technology Management. My signature below authorizes the release of my final report to any reader upon request.

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**Submission date: 2<sup>nd</sup> September 2025**

**An Internship Report On**

**Optimizing Strategic Procurement Activities through Data-Driven Insights and SAP Tools at  
Berger Paints Bangladesh Ltd.**



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This internship report is submitted to the Department of Business and Technology Management (BTM) at the Islamic University of Technology (IUT) as part of the course BTM 4800

# Letter of Transmittal

2<sup>nd</sup> September, 2025

Farjana Nasrin  
Assistant Professor  
Department of Business and Technology Management  
Islamic University of Technology  
Board Bazar, Gazipur

## **Subject: Submission of Internship Report**

Respected Ma'am,

The required internship report “Optimizing Strategic Procurement Activities through Data-Driven Insights and SAP Tools at Berger Paints Bangladesh Ltd.” fulfills the Internship course requirement for the Bachelor of Business Administration in Technology Management program.

The three-month internship, spanning from January 20 to April 20, 2025, at Berger Paints Bangladesh Ltd., provided me with invaluable opportunities to apply academic knowledge in a professional setting. This report reflects the insights, responsibilities, and experiences I gathered during my tenure in the Supply Chain Department. I have worked to understand the company operations and my work assignments and learning objectives to connect academic knowledge with practical business applications.

I am deeply grateful for your guidance and supervision throughout this process, which encouraged me to present my findings in an organized and meaningful way. I believe the knowledge and exposure gained through this internship will significantly enrich my professional capabilities and prepare me for future challenges in the corporate world.

I will complete all of your specified requirements. I am ready to provide answers to your questions regarding this report at any time.

Sincerely yours,  
Nuzhat Islam Noumi  
Student ID: 200061124  
Department of Business and Technology Management  
Islamic University of Technology

## Declaration

I, Nuzhat Islam Noumi, a student of the Department of Business and Technology Management at the Islamic University of Technology, solemnly declare that the internship report titled “Optimizing Strategic Procurement Activities through Data-Driven Insights and SAP Tools at Berger Paints Bangladesh Ltd.” is the result of my own effort and original work. This report has been prepared with sincerity and dedication under the valuable guidance and supervision of Ms. Farjana Nasrin, Assistant Professor, Department of Business and Technology Management.

The research exists for academic purposes only because it has not been submitted to any educational institution for academic evaluation. The work follows university rules about academic integrity by maintaining complete originality and avoiding plagiarism.

I also undertake to accept full responsibility for any issues that may arise in relation to the authenticity of this report.

### Student’s Signature

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### Supervisor’s Signature

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## Acknowledgement

I want to thank Berger Paints Bangladesh Ltd. management and team for letting me finish my Supply Chain Department internship at the company. The experience provided me with essential hands-on learning about digital marketing methods that operate within the publishing industry framework.

I am especially grateful to my workplace supervisor, Mr. Atikul Islam Ronak, Manager, Capex & Indirect Procurement, and my team head, Mr. Mahfuzul Haque, Capex & Indirect Procurement, for their continuous guidance, feedback, and encouragement throughout my internship period. Their mentorship program helped me develop my professional abilities while teaching me to use theoretical knowledge in actual project work.

I want to thank the Islamic University of Technology for enabling me to link my academic education to real-world experience. The guidance of my faculty supervisor, Farjana Nasrin, Assistant Professor at the Department of Business and Technology Management has been essential for my success in this project.

I want to express my gratitude to Mukit Mahdin and Azraf Iqbal who provided essential guidance throughout my internship experience. I worked at Berger Paints Bangladesh Ltd. where I received essential support from my two alumni mentors who provided both guidance and encouragement that made my internship experience successful.

I am thankful to my family and close friends for their support during this journey. The support of my family and close friends has been crucial for my success in finishing both the internship and this report.

## Executive Summary

The twelve-week professional experience at Berger Paints Bangladesh Limited, Supply Chain – Capex & Indirect Procurement Division is documented in this report. The internship served as a necessary requirement for students in the Bachelor of Business Administration in Technology Management program at Islamic University of Technology (IUT). The internship provided students with essential experience to connect academic concepts of procurement and supply chain management and business analysis to real-world corporate practices at Bangladesh's leading multinational company.

The document describes Berger Paints' organizational structure and operational functions with particular emphasis on procurement management. The internship work required me to perform purchase order evaluation and RFQ management and vendor relations and statement comparison and rate card model creation and CPC meeting documentation tasks. The responsibilities allowed me to work directly with supply chain operations while learning how to use SAP ERP for procurement activities to analyze and report on purchase orders. In addition, I contributed to procurement for Berger's new Mirsarai factory project, managed large-scale Admin and HR section purchases, supported the development of a Fiori-based PR-dump model for SAP reporting, and worked on vendor mapping to identify recurring suppliers, spending patterns, and category-based optimization opportunities.

Daily activities covered a wide range of procurement functions, including initiating RFQs, conducting vendor follow-ups, preparing comparative evaluation sheets, and analyzing commercial documentation for imports. Strategic projects undertaken involved designing a Rate Card Procurement Model for home appliances, and optimizing PO approval thresholds to streamline managerial decision-making. These tasks not only enhanced technical skills in SAP and Excel-based procurement analytics but also strengthened professional abilities in vendor negotiation, documentation, and cross-departmental collaboration.

In addition to task-specific responsibilities, the report integrates analytical assessments of procurement challenges, highlighting issues such as incomplete vendor documentation, shipping delays, demurrage risks, and currency fluctuations in import procurement. These insights are linked with broader supply chain theories of strategic sourcing, risk management, and cost optimization, demonstrating the intersection of academic concepts with corporate realities.

# Table of Contents

<b>Letter of Transmittal</b> .....	i
<b>Declaration</b> .....	ii
<b>Acknowledgement</b> .....	iii
<b>Executive Summary</b> .....	iv
<b>1. Introduction</b> .....	2
1.1 Origin of the Study .....	2
1.2 Objective of the Study .....	2
1.3 Methodology .....	2
1.4 Limitations.....	3
<b>2. Company Overview</b> .....	5
2.1 Brief History of the Company .....	5
2.2 Introduction of the Company.....	5
2.3 Corporate Leadership Team.....	6
2.4 Background and Sister Concerns:.....	7
2.5 Company Cores .....	7
2.5.1 Vision .....	7
2.5.2 Mission.....	7
2.5.3 Corporate Objective.....	7
2.5.4 Strategy.....	8
2.5.5 Tag Line .....	8
2.5.6 Values.....	8
2.5.7 Policies .....	8
2.6 Departments.....	9
2.7 Management Structure.....	10
2.8 Products .....	11
2.9 Various Brands of Berger .....	12
2.10 CSRs of the Organization .....	12
<b>3. Industry Overview</b> .....	14
3.1 Paint Industry .....	14
3.2 Competitor Analysis .....	15
3.3 Porter’s 5 Forces.....	16
3.4 SWOT Analysis.....	17
<b>4. Internship Main Activities</b> .....	19

4.1 Role & Experience.....	19
4.2 Projects.....	19
4.3 Tasks .....	22
4.4 Learning Summary .....	26
<b>5. Analysis .....</b>	<b>28</b>
5.1 Company Level Analysis.....	28
5.2 Market Level Analysis.....	29
5.3 Professional Level Analysis.....	30
<b>6. Conclusion &amp; Recommendations .....</b>	<b>33</b>
6.1 Conclusion.....	33
6.2 Recommendations .....	33
6.2.1 Expand Automation Tools.....	33
6.2.2 Strengthen Vendor Management Practices.....	33
6.2.3 Enhance Training & Knowledge Sharing.....	34
6.2.4 Standardize Documentation .....	34
6.2.5 Expand Rate Card Agreements .....	34
<b>Reference .....</b>	<b>35</b>
<b>Appendix: A.....</b>	<b>36</b>
<b>Appendix: B.....</b>	<b>38</b>
<b>Appendix: C.....</b>	<b>62</b>

## Table of Figure

Figure 1 Berger House from an oil painting early 18th century   Source: BJN Reunion .....	5
Figure 2 New Factory of Berger. Source: The Business Standard .....	6
Figure 3 Ms. Rupali Chowdhury .....	7
Figure 4 Departments of BPBL .....	9
Figure 5 The Management Structure of BPBL.....	10
Figure 6 Product Portfolio of Berger   Source: <a href="https://www.bergerbd.com/company-profile/">https://www.bergerbd.com/company-profile/</a> .....	11
Figure 7 Brand Diversity of Berger   Source: Google Images.....	12
Figure 8 Berger Paints Bangladesh Paint Service .....	14
Figure 9 Market Share of BPBL   Source: Financial Express .....	15
Figure 10 Porter's 5 Forces .....	16
Figure 11 SWOT of Berger   Source: Azraf (2022) .....	17
Figure 12 Fiori PR-Dump Platform.....	21
Figure 13 Vendor Pool Creation at Fiori .....	22
Figure 14 Technical Offer Evaluation (TOE) process.....	24
Figure 15 Vendor Perspective Online Purchase Portal .....	26



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Chapter 1 Introduction

# 1. Introduction

## 1.1 Origin of the Study

The Business and Technology Management program at the Islamic University of Technology requires this internship report to fulfill graduation requirements. The main goal of this initiative exists to train the first BTM graduates for corporate work through practical experience in business settings. The academic curriculum has established a strong foundation of economic theory and management principles but the internship focuses on developing students' ability to apply these concepts in actual business environments.

The document presents my three-month Supply Chain Division internship experience at Berger Paints Bangladesh Ltd. The report provides detailed information about the organization structure and its operational components for procurement and services and distribution while explaining the wider market environment of the company.

## 1.2 Objective of the Study

My main goal for the Berger Paints Bangladesh Limited internship involved learning about contemporary supply chain operations through hands-on experience in improving operational performance and inventory management. Throughout the internship, my objective was to study Berger Paints' procurement and supply chain processes, analyze their performance, and identify areas where improvements could be made. This report documents my activities, key insights, and contributions, serving as evidence of the practical knowledge and skills I gained in the field of supply chain management.

## 1.3 Methodology

### **Primary sources of Data**

This paper is composed of first-hand observations made throughout the course of the internship. Additionally, it acknowledges information shared from the learning discussions and guidance from Atikul Islam Ronak, Manager and Mahfuzul Haque, Team Head at Berger House under whom I completed my tenure as an intern.

### **Secondary Data**

This report relies on historical data and computations from Berger Paints Bangladesh Ltd. While the primary source forms the majority of this study, a significant amount of the material presented here comes from several sources including:

1. The Official Company Website.
2. Personal diary and activity notes during the entire period of my internship.
3. Annual Company Reports.
4. Preceding Internship Reports.
5. Utilization of Google Search Engine.

### **Data Analysis and Evaluation**

I reviewed my weekly activity reports, PO analyses, and procurement tasks against Berger Paints'

supply chain objectives. By cross-checking SAP data, comparative statements, and vendor records, I ensured accuracy and alignment with departmental goals. Regular discussions with my supervisor helped me validate my work and identify areas for improvement.

### **Data Analysis and Evaluation**

This report presents the key learnings and professional exposure from my internship at Berger Paints Bangladesh Ltd. It begins with an overview of the company and industry, followed by weekly activities and responsibilities in procurement and vendor management. Analytical perspectives such as PO trend analysis, vendor mapping, and comparative evaluation are included, along with highlights of my contributions to strategic projects like the Rate Card Model, Fiori PR-Dump tool, and CPC meeting preparation. Drafts were refined using official data, weekly reports, and supervisor feedback to ensure accuracy and relevance.

## **1.4 Limitations**

Although my three-month internship in the Supply Chain – Capex & Indirect Procurement Division at Berger Paints Bangladesh Limited was a highly rewarding experience, it had several limitations that restricted the depth and breadth of the report:

- The internship period of three months, while insightful, was not sufficient to gain a comprehensive understanding of the entire procurement and supply chain operations across all divisions.
- The preparation of this report was constrained by company confidentiality policies, which restricted the inclusion of certain sensitive procurement data and vendor-specific information.
- The research primarily focused on procurement and vendor management practices, which may limit the generalizability of the findings to other areas of Berger's supply chain such as production or logistics.
- Some of the analyses relied on qualitative methods and observations, which may introduce subjectivity and potential bias in interpreting results.
- Vendor-side challenges also created limitations in understanding smooth procurement practices. Suppliers occasionally bluff about product quality, set unrealistic standards, provide false commitments on deadlines or delivery dates, and sometimes fail to respond promptly to emails or official communications. These factors caused delays and limited the accuracy of procurement planning during the internship.

Despite these limitations, I have endeavored to present data-driven insights and relevant observations that enhance the analytical depth of this report. The findings, though bounded by these challenges, are expected to provide valuable contributions for future research and practical improvements in Berger's procurement and vendor management practices.



## Chapter 2 Company Overview

## 2. Company Overview

### 2.1 Brief History of the Company

Berger Paints Bangladesh Limited can be traced back to Louis Berger, a German entrepreneur who founded a dye and pigment manufacturing company in England in 1760. Berger initially gained recognition for his improvements in the production of Prussian Blue, a popular color for European military uniforms. As the company expanded, it shifted to the production of paints and coatings, becoming its main focus. Known for its innovative spirit and business acumen, Berger grew rapidly, establishing global offices and engaging in mergers and acquisitions with prominent players from other industries.



*Figure 1 Berger House from an oil painting early 18th century | Source: BJB Reunion*

The Berger company launched its operations in Bangladesh during the 1950s through paint imports from Berger UK and Berger Pakistan. Berger Paints Bangladesh Limited (BPBL) officially began its operations when Berger established a manufacturing plant in Chittagong during 1970. The company started as Jenson & Nicholson until it received its current name Berger Paints Bangladesh Limited in 1980. BPBL has maintained its position as the top paint company in Bangladesh since 1980 by utilizing more than 250 years of international expertise to provide high-quality and creative color solutions to Bangladeshi consumers.

### 2.2 Introduction of the Company

Berger Paints Bangladesh Limited stands as a leading example of excellence within Bangladeshi paint manufacturing since its establishment more than 250 years ago. Berger Paints Bangladesh Limited established its operations in 1970 and has maintained its dedication to delivering high-quality products while innovating and ensuring customer contentment. The company began operations as a small paint manufacturing facility in Chittagong before evolving into a market-leading paint solutions company that meets evolving customer requirements (Berger Paints Bangladesh Limited, 2024).

The company meets various consumer and industrial requirements through its broad product range which includes powder coatings and decorative and industrial and marine and marine coatings. The company invests in technology and R&D to stay innovative and maintain its position as a leading industry player. Bangladesh paint industry expanding with urbanization (Islam & Habib, 2019). Berger's reputation for quality is maintained through its modern production facilities and strict quality controls, and its wide distribution network guarantees accessibility (Berger Paints Bangladesh Limited, 2024).

The company has started its expansion journey by dedicating Tk 400 crore to construct a contemporary manufacturing plant. The company plans to construct a new production facility on 40 acres of land at Bangabandhu Sheikh Mujib Shilpa Nagar which serves as the nation's largest industrial area to produce high-quality paints.

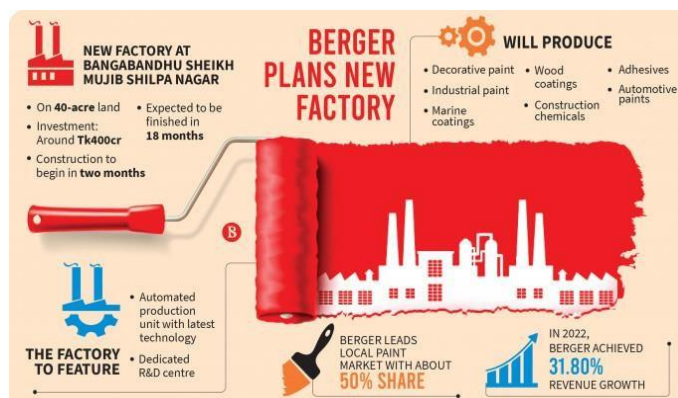


Figure 2 New Factory of Berger. Source: The Business Standard

### 2.3 Corporate Leadership Team

Role	Name	Since
Chairman	• Mr. Gerald K Adams	2004
Managing Director	• Ms. Rupali Chowdhury	2008
Directors	• Mr. Anil Bhalla	1994
	• Mr. Jean-Claude Loutreuil	1998
	• Ms. Rishma Kaur	2013
	• Mr. Kanwardip Singh Dhingra	2016
	• Mr. Abhijit Roy	2017
	• Mr. Kuldip Singh Dhingra	2018
	• Ms. Parveen Mahmud	2019
	• Mr. Sunil Sharma	2020
	• Mr. Sazzad Rahim Chowdhury (Director & CFO)	2020
Independent Directors	• Mr. Gurbachan Singh Dhingra	2021
	• Mr. Reazul Haque Chowdhury	2022
	• Mr. Mohsin Uddin Ahmed	2022

## **Ms. Rupali Chowdhury** **Managing Director Berger Paints Bangladesh Limited**

Ms. Rupali Chowdhury took over as Managing Director of Berger Paints Bangladesh Limited on January 1st 2008. She holds two leadership positions at BPBL as Managing Director of Berger Paints Bangladesh Limited. She leads Berger Becker Bangladesh Limited as a Director through her partnership with Becker Industrial Coatings Holding AB of Sweden and Berger Fosroc Limited through her collaboration with Fosroc International Limited of the UK. She has dedicated herself to business development through her two presidential terms at the Foreign Investors' Chamber of Commerce and Industries (FICCI). She maintains her position on the Audit Committee of Berger Paints Bangladesh Limited which demonstrates her ongoing impact.



*Figure 3 Ms. Rupali Chowdhury*

## **2.4 Background and Sister Concerns:**

Berger's entry into the Bangladesh market marked a significant milestone, bringing over two centuries of experience in the global paint industry to the country. The organization has consistently allocated resources for technology and research and development (R&D) and procured raw materials from reliable global suppliers. Strict quality controls and state-of-the-art manufacturing facilities guarantee that Berger products meet the highest international standards. Its extensive distribution network ensures that its products are accessible to a wide audience across Bangladesh.

The company Berger has established joint ventures with international businesses through its efforts to expand its operations and diversify its business activities. Notable efforts include an agreement with Chugoku Marine Paints Ltd. from Japan for use in the production of industrial and marine paints, Berger Becker Bangladesh Limited for Coil Coatings, Berger Fosroc Limited for Construction Chemicals, and strategic alliance with PPG to introduce Vehicle Refinish. Through these partnerships, Berger is strengthening its market position and diversifying its product offering.

## **2.5 Company Cores**

### **2.5.1 Vision**

The company envisions itself to be the most preferred brand in the industry ensuring consumer delight.

### **2.5.2 Mission**

Berger intends to increase their turnover by 100% in 5 years interval while remaining a socially committed ethical company.

### **2.5.3 Corporate Objective**

Berger is always aiming is to enhance value to lives, outperforming the competition in terms of determination, customer satisfaction and revenue growth, earnings, and cash flow generation. As such, the giant is creating a strong employer brand image in the whole industry.

### 2.5.4 Strategy

As stated in the website- “Building long-lasting partnerships with our vendors and customers. With their collaborative effort, we hope to maximize the impacts of our business- through a combination of high-end products and quality by bringing transformation in pricing, marketing, service, cost, etc.”

### 2.5.5 Tag Line

The tagline of Berger Paints is ‘Trusted World Wide.’ It conveys the message of reliability, quality, and assurance of our products throughout the globe.

### 2.5.6 Values

BPBL strictly adheres to its four core values:

1. **Respect:** Berger values respect for all individuals, treating everyone with dignity, fairness, and understanding. This value encompasses respecting diversity, fostering inclusive environments, and appreciating the contributions of employees, customers, suppliers, and communities.
2. **Integrity:** Integrity is fundamental to Berger's business ethics. The company upholds honesty, transparency, and ethical behavior in all its interactions and transactions. Integrity guides Berger's decision-making processes, ensuring trustworthiness, accountability, and adherence to legal and regulatory standards.
3. **Commitment:** Berger is committed to delivering on its promises and obligations to stakeholders. This value emphasizes dedication to customer satisfaction, employee development, environmental sustainability, and corporate social responsibility initiatives. Berger's commitment drives continuous improvement and innovation, striving for excellence in all aspects of its operations.
4. **Excellence:** Excellence is ingrained in Berger's culture, reflecting a pursuit of the highest standards of quality, performance, and professionalism. The company strives for excellence in product innovation, service delivery, operational efficiency, and stakeholder engagement. Berger's commitment to excellence drives its competitive advantage and sustains its leadership position in the paint industry.

### 2.5.7 Policies

Berger Paints Bangladesh Limited has implemented several policies to guide its operations, ensure compliance, and uphold its commitment to stakeholders. Here are some key policies of Berger BD:

1. **Quality Policy:** Ensuring products meet or exceed standards through rigorous quality control and continuous improvement.
2. **Environmental Policy:** Commitment to eco-friendly practices, resource management, and pollution

prevention.

3. Health and Safety Policy: Prioritizing employee, customer, and community safety through compliance and training programs.
4. Ethical Business Conduct Policy: Upholding integrity, honesty, and ethical behavior in all business dealings.
5. Corporate Social Responsibility (CSR) Policy: Engagement in social welfare, community development, and philanthropic activities.
6. Human Resources Policy: Promoting fairness, diversity, and employee development through comprehensive HR practices.
7. Information Security Policy: Safeguarding sensitive information through data protection measures and compliance with privacy regulations

## 2.6 Departments



*Figure 4 Departments of BPBL*

Surrounding Sales, the quarterback of Berger, are seven key functional departments: Supply Chain, Marketing, Human Resources, Research & Development, Finance, Information Technology and Information Technology. Within each department, several sub-divisions ensure smooth operations along BPBL's verticals across the country as well as its foreign channels.

## 2.7 Management Structure

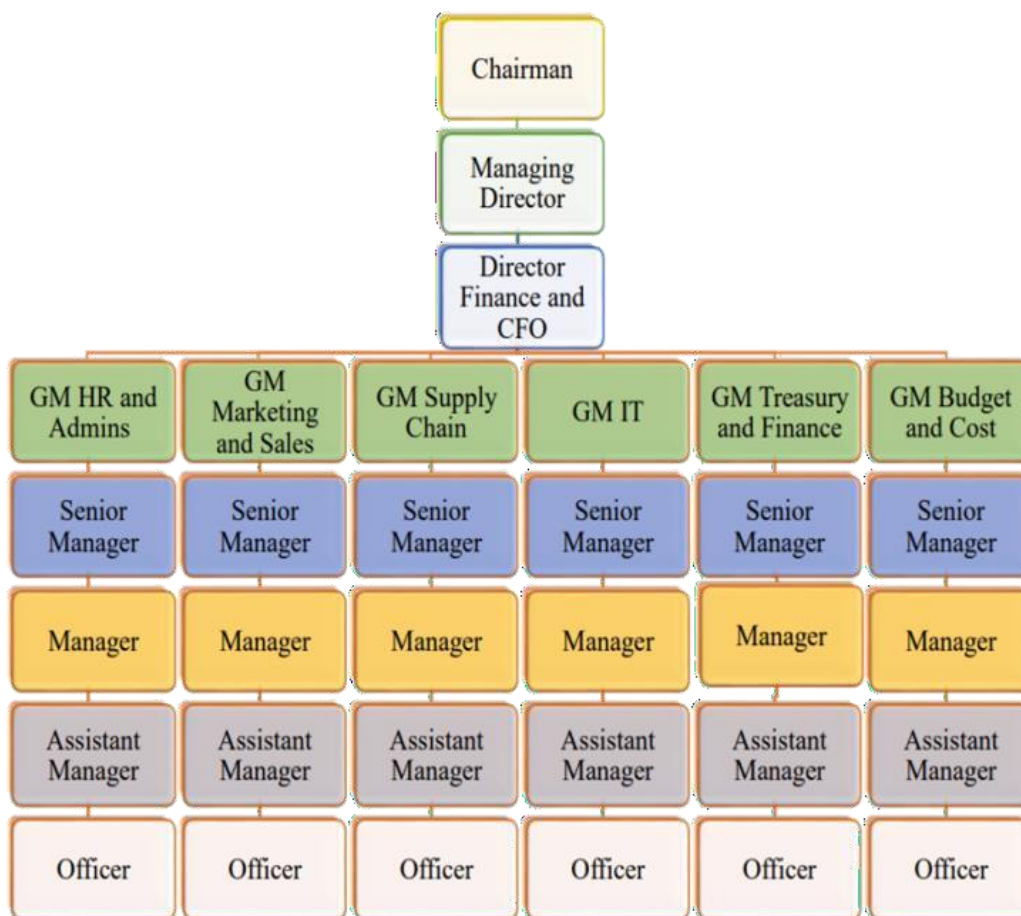


Figure 5 The Management Structure of BPBL

Moreover, there are two levels of each position starting from Officer to Senior Manager. For example, there are Officer (level 1), Officer (level 2), Manager (level 1), Manager (Level 2), and so on.

## 2.8 Products

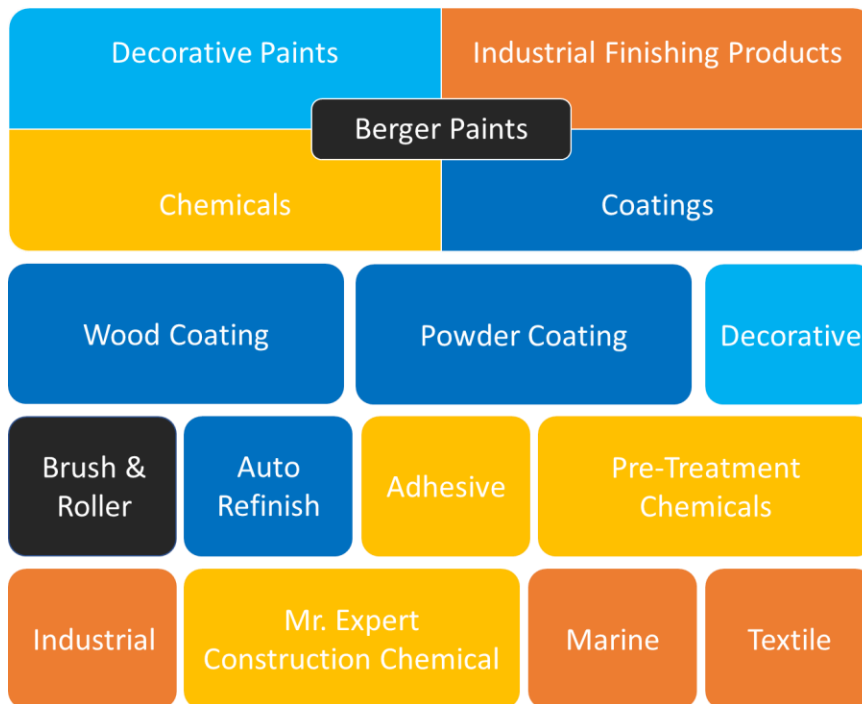


Figure 6 Product Portfolio of Berger | Source: <https://www.bergerbd.com/company-profile/>

To meet the diverse requirements and preferences of its customers, Berger Paints Bangladesh offers a vast range of paints and coating products in multiple categories. Following is some of the main product categories of Berger Paints Bangladesh:

1. Interior paints, including enamel, distemper and emulsion.
2. Weather coating paints, primers and primers are examples of exterior paints.
3. Industrial paints with various coating options.
4. Wood paints, including wood preservatives, wood stains and wood varnishes.
5. Colors for decoration, including designer colors, children's colors, specialty colors and many more.

These are some of the main product categories that Berger Paints Bangladesh offers, offering a wide range of paint and coating solutions for commercial and residential customers.





## Chapter 3 Industry Overview

## 3. Industry Overview

### 3.1 Paint Industry

Despite the impact caused by COVID-19, the paint industry in Bangladesh says it is recovering slowly and gradually. The Asia Pacific region holds a significant share of the global paints market due to the existence of several emerging economies such as China, India, Vietnam, and Bangladesh, which have witnessed an increase in development spending in recent years. Production in Bangladesh's binary color sector is mainly concentrated in megacities such as Dhaka and Chattogram. Over the last decade, this company has almost doubled in size, providing direct employment to thousands of people while indirectly providing livelihoods to many more. Annual paint consumption in Bangladesh is now 180,000 tons. Recently, the industry has grown by more than 6% year on year due to increasing urbanization in a country of over 167.8 million people.

With over 45 active organizations, the sector remains highly competitive in Bangladesh with a turnover of Tk 3,700 crore. In 2017, the industry paid about Tk 550 crore in taxes to the state exchequer. By protecting fixed assets, the industry contributes significantly to the country's infrastructure growth. Because paint coatings protect structures for longer, they last longer, reducing costs and benefiting the system. The industry is expected to grow by 8 to 10 percent annually due to increasing demand driven by economic expansion.



*Figure 8 Berger Paints Bangladesh Paint Service*

Companies are currently developing new colors suitable for use in hospitals and other color-sensitive places. Fire retardant coatings are used to reduce the number of fires. Plastic emulsions, whitewash, weatherproof exterior paints, and synthetic varnishes are the main products that dominate the market. Plastic emulsion and distemper are almost interchangeable. The emulsion is primarily used in luxurious homes across the country, while distempers are inexpensive products that serve the needs of the semi-urban and rural population. The growth of the real estate sector, growing consumer awareness of the need to protect homes, and increasing urbanization have all contributed to the rise of the paint industry.

### 3.2 Competitor Analysis

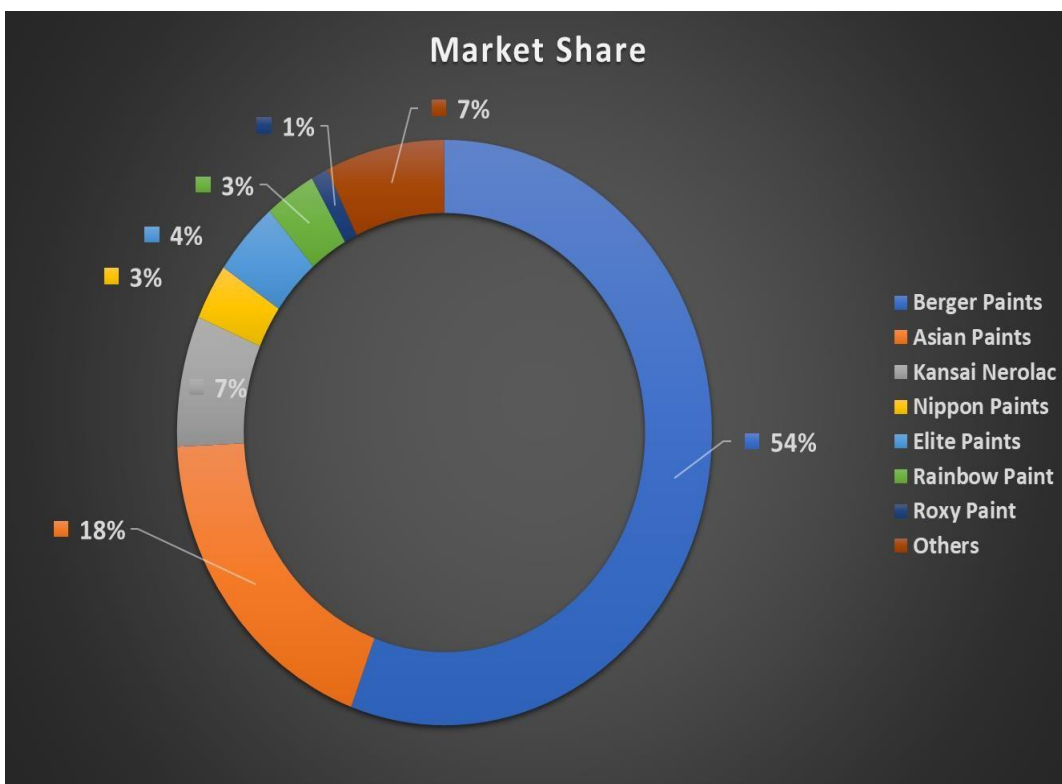


Figure 9 Market Share of BPBL | Source: Financial Express

The figure shows how global corporations control the business. Berger Paints is the market leader, holding a staggering 54% share. Asian Paints (18%), Kansai Nerolac (7%), Nippon (3%), and Roxy Paints (1%), rounding out the top five. That there are just two nearby local companies, Elite Paint and Rainbow Paints holding a respectably considerable market share, demonstrates the challenges that small companies in this industry encounter.

International companies, such as Asian Paints, Nerolac and others have been making waves in the market with their product prices and innovative designs. Bangladesh Ltd is still able to hold its top spot because of its strong distribution networks, adequate human capital, and capable management team.

### 3.3 Porter's 5 Forces

#### 1. Intensity of Competition

Despite Berger's dominant position in the paint market, its competitors are quickly gaining ground. Therefore, Berger must always focus on providing premium and quality services to gain a competitive advantage over the competition. Neorolac, Asian Paints, Roxy Paints, etc. are constantly working to innovate their products and increase Berger's competition in the market.

#### 2. Threats of Entry

There is significant risk in the painting industry from new competitors. The reaction of the market and the obstacles to doing business determine the rate of new entrants. The number of new businesses is increasing because the market is developing positively and the government welcomes new investments.

#### 3. Bargaining Power of Suppliers

Berger's suppliers are in a strong negotiating position. Only a few suppliers are able to meet Berger's requirement to purchase in large quantities while maintaining the highest possible quality. This gives them a strong negotiating position.

#### 4. Threat of Substitution

In paint's case, there is very little risk of substitution. Painting walls is the option most often chosen by customers, as wallpapering is an expensive and unsustainable alternative to painting.

#### 5. Power of Buyers

Here, consumers have a moderate amount of power. They can explore and tinker a little because there are numerous paint options. However, there are not many differences between brands, which is why consumers value brand safety and quality over price when purchasing paints.



Figure 10 Porter's 5 Forces

### 3.4 SWOT Analysis

As the market leader in the paint industry in Bangladesh, Berger has the highest quality of products available nationwide. Despite the mega strength of the white distribution network, they have some weaknesses within the flute, as they are more dependent on their dealers and their presence in the international satellite channels.

They have a great opportunity to exploit the paint industry market of Bangladesh by successfully considering specific marketing strategies for different customer categories. This may include providing a low-cost or low-cost version of their products, namely paints, to people who are looking for low-cost alternatives and reside primarily in villages or suburbs. Although Berger has already started producing such and investing more resources to research and develop new products with minimum standards and lowest costs.



Figure 11 SWOT of Berger | Source: Azraf (2022)



## Chapter 4 Internship Main Activities

## 4. Internship Main Activities

### 4.1 Role & Experience

During my three-month internship at Berger Paints Bangladesh Limited, I worked in the Capex & Indirect Procurement Division, gaining exposure to the full procurement cycle— from Purchase Requisition (PR) to Request for Quotation (RFQ), Purchase Order (PO) processing, and Goods Receipt Note (GRN) follow-ups. This allowed me to understand how procurement integrates with other functions such as finance, stores, and user departments. I also contributed to large-scale projects including procurement for the new Mirsarai factory and purchases for the Admin & HR divisions. These experiences broadened my knowledge of both operational and strategic procurement activities.

The Fiori PR-Dump model for SAP reporting improvement received my backing for its development while I worked on vendor mapping and PO analysis using data from 2018 through 2025. The Rate Card Procurement Model and MoU finalization with other corporates received my support because they worked to decrease lead times and build stronger vendor relationships.

The experience taught me how to handle vendor communication and follow-ups while dealing with problems that included delayed responses and unfulfilled commitments and impossible delivery times. The interactions taught me how to negotiate and solve problems while developing my professional communication abilities. The internship provided me with operational experience and strategic learning opportunities which combined to build my skills in procurement and analytical reporting and stakeholder management.

### 4.2 Projects

- **Rate Card Procurement Model**

1. Identification of Recurring Spend

The experience taught me how to handle vendor communication and follow-ups while dealing with problems that included delayed responses and unfulfilled commitments and impossible delivery times. The interactions taught me how to negotiate and solve problems while developing my professional communication abilities. The internship provided me with operational experience and strategic learning opportunities which combined to build my skills in procurement and analytical reporting and stakeholder management.

2. Spend Analysis of Identified Items

The team conducted a detailed spend analysis after selecting the most frequently purchased items. The team determined annual spending for each item and studied vendor distribution to measure their level of dependence. The analysis revealed which items generated the most costs and which purchases duplicated each other and which could be combined.

3. Vendor Mapping against Items

The team identified all necessary items before conducting a supplier mapping process. The evaluation process included new market vendors that the team discovered during this stage. The process created a competitive vendor selection for each item which enabled Berger to obtain improved pricing and service quality and risk management.

#### 4. Briefing Sessions with Potential Vendors

The company organized a vendor briefing session to share Berger's expectations and procurement requirements and compliance standards with suppliers. The platform enabled suppliers to ask questions while providing clear visibility into the rate card process.

#### 5. Preparation of Tender Terms and Conditions

The team developed an official tender document which included technical requirements together with quality benchmarks and delivery timelines and payment information and assessment standards. The team developed briefing materials which provided consistent information to both internal stakeholders and vendors.

#### 6. Floating the RFQ

The finalized tender and RFQ were floated to all identified and newly enlisted vendors. This step officially initiated the bidding process, allowing Berger to collect competitive quotations for the stationery items under consideration.

#### 7. Preparation of Memorandum & Approval from Forum

Once vendor quotations were received and analyzed, a memorandum was prepared summarizing the evaluation results, comparative statements, and recommendations. This memorandum was then submitted for approval by the procurement committee/forum to ensure compliance with corporate governance.

#### 8. Roll-Out of Communication across the Business

After forum approval, the finalized rate card was rolled out across the business. The communication included the memorandum, the agreed vendor list, and approved rates. This ensured that all departments procured stationery items based on the standardized rate card, reducing lead times, ensuring consistency, and improving cost control.

### • **Mirsarai Factory Procurement**

As part of Berger's expansion strategy, a state-of-the-art factory is being constructed on 40 acres at Bangabandhu Sheikh Mujib Shilpa Nagar (BSMSN).

#### 1. Vendor Pool Preparation by Material Code

A systematic vendor pool was created by categorizing suppliers against specific material codes in SAP. This ensured that for each category of items (civil works, MHE spares, electrical components, furniture, plumbing, etc.), at least two to three eligible vendors were shortlisted.

#### 2. Authorization Certificate Collection

For high-value technical categories, vendors were required to submit authorization certificates from their original equipment manufacturers (OEMs). This was particularly important for specialized machinery, safety equipment, and branded construction materials to ensure product authenticity and guarantee after-sales service support.

#### 3. Non-Disclosure Agreement (NDA) Creation

Since the Mirsarai project involves sensitive technical and financial information, Non-Disclosure Agreements (NDAs) were drafted and signed with shortlisted vendors. These agreements ensured that all confidential details such as technical specifications, drawings, and pricing structures remained protected, thereby safeguarding Berger's strategic interests.

### • **Fiori PR-Dump Platform**

1. Fiori Development: Supported the creation of a Fiori-based PR reporting model, making PR tracking faster and more user-friendly.

2. Quality Section: Added features for monitoring approval status, technical evaluations, and vendor compliance.

3. Outcome: Significantly reduced reporting time, improved transparency, and enhanced decision-making for the procurement team.
4. Fiori Development: Supported the creation of a Fiori-based PR reporting model, making PR tracking faster and more user-friendly.

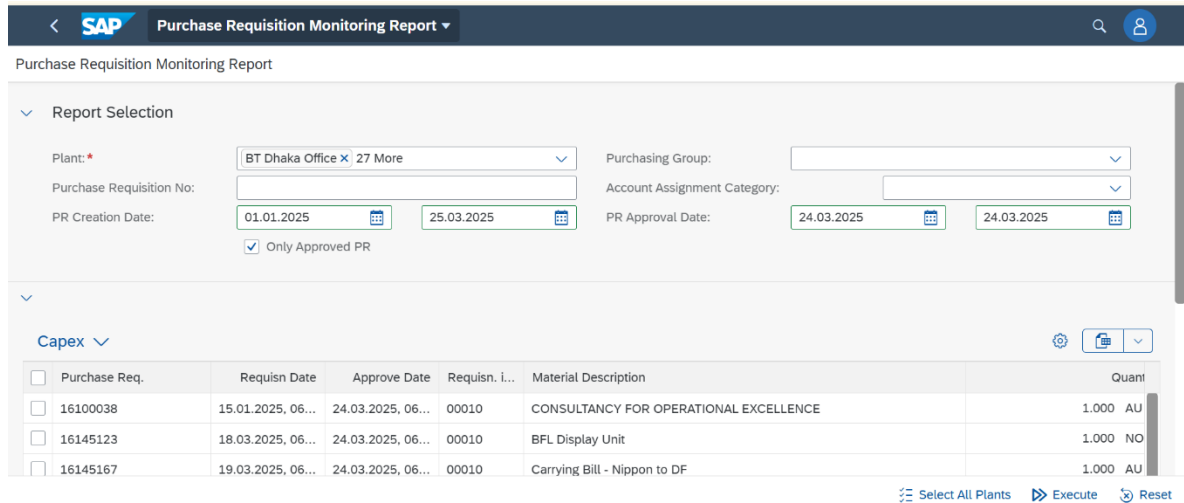


Figure 12 Fiori PR-Dump Platform

- **Vendor Mapping & PO Analysis**

1. Dataset: Analyzed over 12,000 Purchase Orders (2018–2025) extracted from SAP.
2. Vendor Mapping: Linked vendors to service and material codes, identifying recurring suppliers and dependency risks.
3. PO Categorization: Used Excel tools (VLOOKUP, COUNTIFS, Data Consolidation) to group POs by value ranges and frequency.
4. Tail-Spend Analysis: Highlighted low-value, high-frequency purchases and suggested streamlining via rate card agreements.
5. Insights & Outcome: Provided visibility into vendor patterns, reduced duplication, and supported CPC decision-making and approval range optimization

- **Vendor Pool Creation at Fiori**

1. Objective: Build a structured and reliable vendor database to support future procurement needs.
2. Service & Material Code Mapping: Categorized suppliers against specific service codes and material codes to ensure accurate alignment with procurement categories.
3. Platform in Fiori Quality: Contributed to developing a platform in the Fiori Quality system to centralize vendor data, improving accessibility and reducing manual tracking.
4. Outcome: Created a standardized vendor pool that improved transparency, reduced duplication, and enhanced efficiency in sourcing decisions.

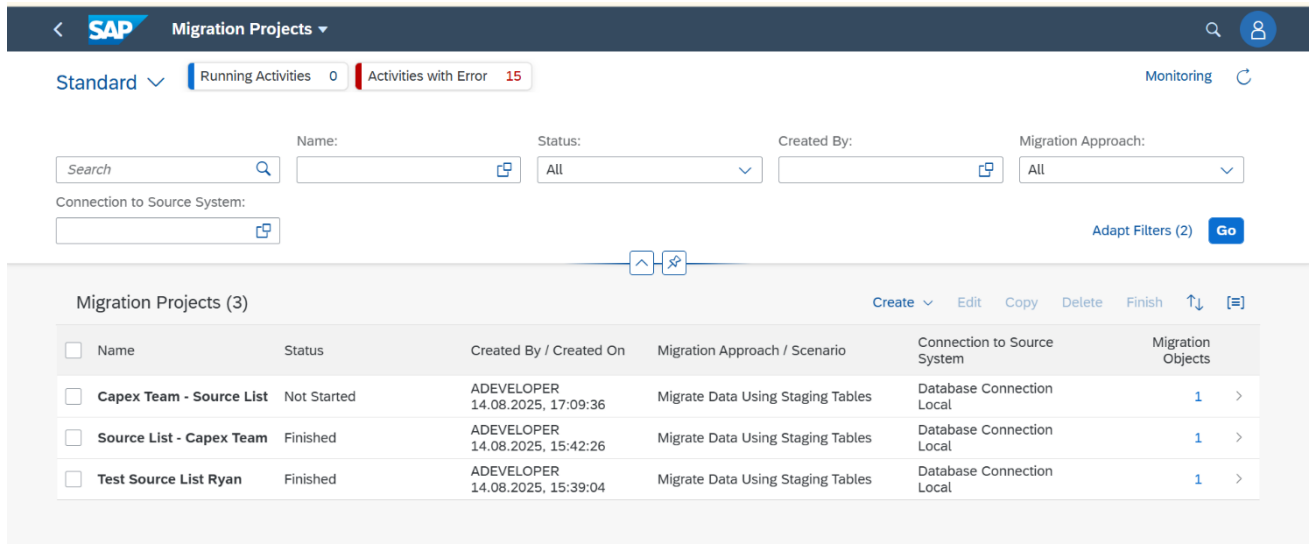


Figure 13 Vendor Pool Creation at Fiori

## 4.3 Tasks

During my internship, I was entrusted with a wide range of procurement-related responsibilities that helped me gain practical exposure to both operational and administrative functions within the Supply Chain Department. These tasks not only supported the smooth execution of procurement activities but also strengthened my technical and professional skills. The key tasks performed are outlined below:

### 1. Preparation of Comparative Statements

- Prepared comparative sheets for evaluating vendor quotations across categories such as CCTV systems, civil and plumbing works, furniture, and interior procurement.
- Ensured accuracy in capturing specifications, warranty terms, delivery timelines, and cost structures.
- Revised documents based on management feedback, including adjustments for VAT exclusions, brand details, and uniform formatting.

### 2. Vendor Follow-Ups and Communication

- Conducted regular follow-ups with vendors regarding RFQ responses, delivery schedules, and documentation submissions.
- Communicated through emails and phone calls to resolve delays and obtain confirmations.
- Encountered challenges such as delayed replies, vendor bluffing about product standards, false commitments on deadlines, and unresponsiveness, which strengthened my negotiation and communication abilities.

### 3. Admin & HR Procurement Support

- Assisted in handling Admin and HR section purchases, which included office equipment, utilities, and service-based procurement.
- Learned to manage diverse purchase categories beyond production materials,

broadening my understanding of organizational procurement needs.

#### 4. **Documentation & Compliance Support**

- Supported the preparation of procurement-related documents such as Memorandums for approvals, Non-Disclosure Agreements (NDAs), and Authorization Certificates from vendors.
- Verified vendor compliance with Berger's procurement policies and ensured proper filing of sensitive documents.

#### 5. **Data Handling & Reporting**

- Worked extensively with Excel and SAP for tracking procurement data, analyzing vendor allocation, and preparing summary sheets.
- Used formulas such as VLOOKUP, COUNTIFS, and Data Consolidation to clean, categorize, and report PO data efficiently.
- Prepared dashboards for supervisors to provide quick insights into procurement performance and bottlenecks.

#### 6. **Support for Strategic Procurement Projects**

- Assisted in the groundwork for strategic initiatives such as the **Rate Card Procurement Model** and **Mirsarai Factory Procurement**, contributing vendor data and comparative analysis.
- Helped prepare briefing materials and tender documentation for vendor engagement sessions.

#### 7. **Support for Strategic Procurement Projects**

As part of the User Acceptance Testing (UAT) for the procurement portal, we conducted a demo session, simulating both user and vendor roles to ensure the system's functionality and usability.

##### a) User Perspective:

- Created and sent RFQs (Requests for Quotation) to multiple vendors through the portal.
- Reviewed vendor proposals upon submission, ensuring they met pricing, quality, and compliance requirements.
- **Technical Approval Process:** The team conducted a detailed evaluation of vendor proposals through assessment of technical details and regulatory compliance and operational feasibility. The team used their assessment results to either accept or decline proposals while offering feedback for future improvement.

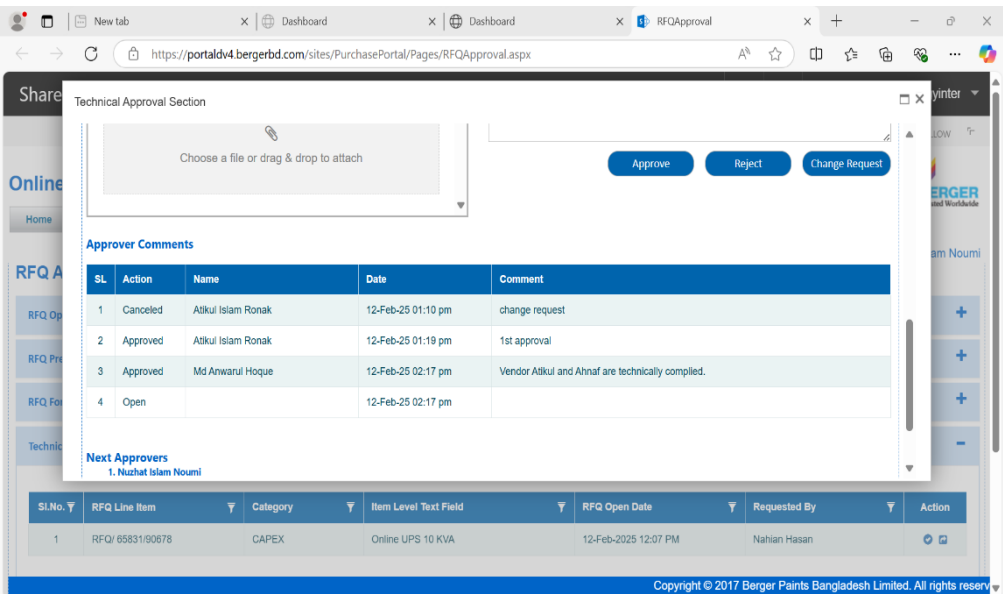
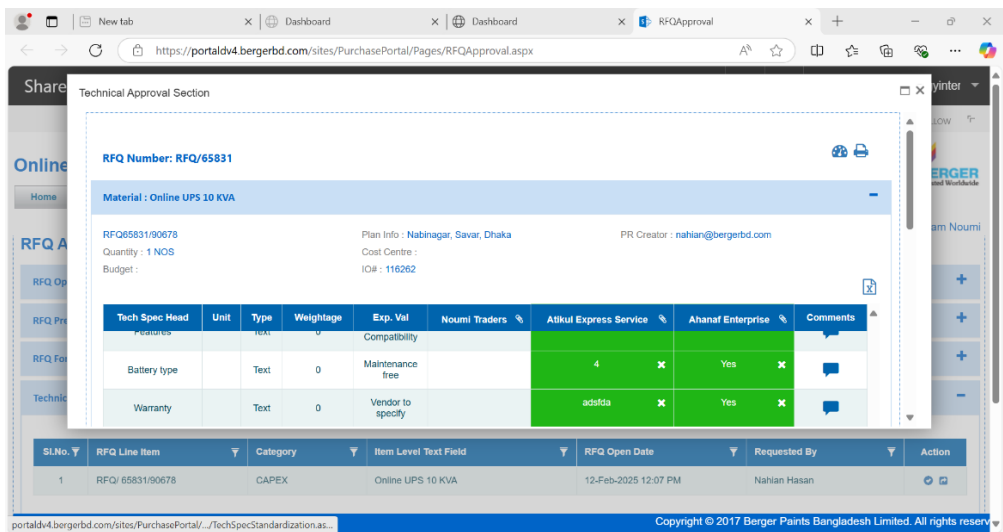
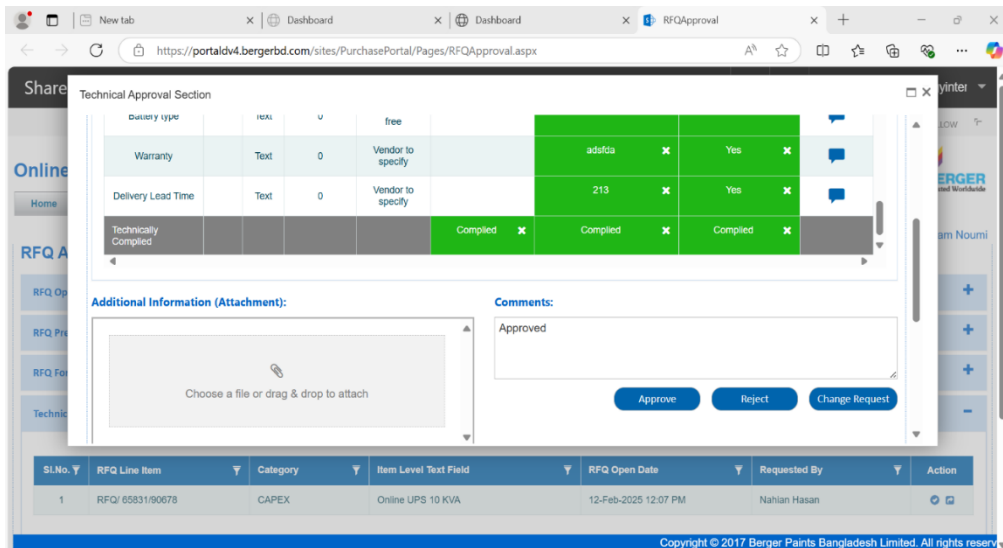


Figure 14 Technical Offer Evaluation (TOE) process

## b) Vendor Perspective

- The portal received all submitted proposals together with their pricing information and supporting documentation which included images and PDF files.
- The dispute resolution process was tested when I refused an offer which failed to fulfill all requirements.
- The proposal required essential modifications to achieve portal functionality for effortless update and resubmission processes.

The screenshot shows the Vendor Portal dashboard for 'Noumi Traders'. The page is titled 'Vendor Portal' and includes a navigation menu with 'Home', 'Complain', 'Sample Request', and 'synergyintern.sc@bergerbd.com'. The main content area is divided into three sections: 'In progress', 'Negotiation', and 'Past RFQ(s)'. Each section contains a table with columns for SL, RFQ Number, RFQ Name, Submission Deadline (BST), Status, and Action.

Status : In progress						
SL	RFQ Number	RFQ Name	Submission Deadline (BST)	Status	Action	
Status : Negotiation						
SL	RFQ Number	RFQ Name	Submission Deadline (BST)	Status	Action	
Past RFQ(s)						
SL	RFQ Number	RFQ Name	Submission Deadline (BST)	Status	Action	
1	RFQ/65831	Online UPS	12-Feb-2025 12:00 PM	Submitted	<a href="#">View</a>	

The screenshot shows the Vendor Portal dashboard for 'Naomi Traders'. The page is titled 'Vendor Portal' and includes a navigation menu with 'Home', 'Complain', 'Sample Request', and 'synergyintern.sc@bergerbd.com'. The main content area is divided into three sections: 'In progress', 'Negotiation', and 'Past RFQ(s)'. Each section contains a table with columns for SL, RFQ Number, RFQ Name, Submission Deadline (BST), Status, and Action.

Status : In progress						
SL	RFQ Number	RFQ Name	Submission Deadline (BST)	Status	Action	
Status : Negotiation						
SL	RFQ Number	RFQ Name	Submission Deadline (BST)	Status	Action	
Past RFQ(s)						
SL	RFQ Number	RFQ Name	Submission Deadline (BST)	Status	Action	
1	RFQ/65832	Goggles	12-Feb-2025 12:00 PM	Submitted	<a href="#">View</a>	

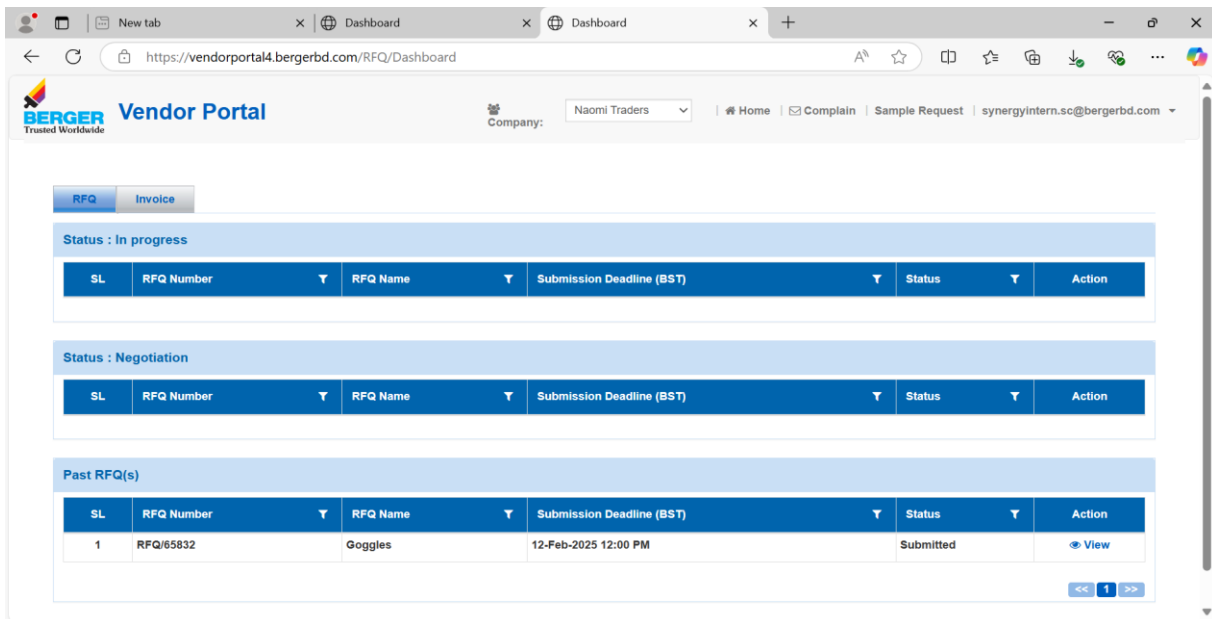


Figure 15 Vendor Perspective Online Purchase Portal

#### 4.4 Learning Summary

The internship at Berger Paints Bangladesh Limited provided me with practical experience of procurement operations through work with comparative statements and GRN follow-ups and vendor interactions and SAP reporting. My work on strategic projects including Rate Card Model and Mirsarai Factory procurement and Fiori PR-Dump and Vendor Mapping development helped me build analytical and technical competencies. The internship experience helped me develop SAP and Excel skills and data analysis abilities while teaching me effective communication methods and negotiation techniques and problem-solving strategies. The internship experience united academic knowledge with real-world application to develop my capabilities for supply chain and procurement management positions.



## Chapter 5 Analysis

## 5. Analysis

My internship at Berger Paints Bangladesh Limited provided me with essential knowledge about procurement operations and strategic management. I performed various tasks at the company which included creating comparative statements and building vendor pools and following up on GRNs and RFQs and working on the Rate Card Procurement Model and SAP–Fiori reporting and vendor mapping. The work activities demonstrated how procurement operations create efficient processes while maintaining vendor relations and following regulations yet remain affected by market price changes and delivery problems. Through my work with SAP and Excel and my participation in vendor meetings and CPC sessions I learned about data-based decision making and procurement's essential role in Berger's business expansion.

### 5.1 Company Level Analysis

Berger Paints Bangladesh Limited steadfastly adheres to its four core values, driving the company's mission to thrive with excellence. This commitment is particularly evident in the procurement team, which has embarked on three significant projects running concurrently.

#### 1. Procurement Optimization:

One of the major contributions of my internship was assisting in initiatives aimed at optimizing procurement processes. I worked on the development of the Rate Card Procurement Model, which standardized frequently purchased items, particularly in categories such as stationery and home appliances.

This reduced the PR-to-PO cycle time significantly and helped minimize repetitive RFQs. Alongside this, I supported the transition from traditional SAP reporting to a more efficient SAP–Fiori PR-Dump platform, which made data extraction faster and more transparent. Together, these initiatives streamlined procurement workflows, reduced lead times, and improved visibility for decision-makers (Chopra & Meindl, 2021).

#### 2. Strategic Vendor Engagement:

This reduced the PR-to-PO cycle time significantly and helped minimize repetitive RFQs. Alongside this, I supported the transition from traditional SAP reporting to a more efficient SAP–Fiori PR-Dump platform, which made data extraction faster and more transparent. Together, these initiatives streamlined procurement workflows, reduced lead times, and improved visibility for decision-makers.

Another important area of contribution was in strengthening Berger's vendor management practices. I assisted in building vendor pools for multiple material and service codes, ensuring a competitive supplier base for critical procurement categories.

As part of the Mirsarai Factory Project, I was involved in collecting authorization certificates from OEM-backed vendors and drafting Non-Disclosure Agreements (NDAs) to safeguard sensitive technical and financial information. These activities not only enhanced vendor compliance but also provided Berger with stronger negotiation leverage while dealing with suppliers for high-value

projects.

### 3. Process Efficiency:

I also worked on PO approval range analysis using SAP data covering several years of transactions. By categorizing POs into value brackets, I supported management in identifying bottlenecks where senior-level approval was unnecessarily slowing down low-value purchases.

My analysis helped propose restructuring approval thresholds, thereby reducing delays in routine procurement and allowing senior management to focus on higher-value and more strategic decisions. This exercise illustrated how data-driven analysis can directly improve process efficiency and organizational productivity.

## 5.2 Market Level Analysis

The Bangladeshi paint industry of Berger Paints Bangladesh Limited became clear to me through my internship work and thorough discussions and observations. The competitive nature of this market segment becomes evident through the optimization focus which the company demonstrates.

Berger Paints continues to lead the market through its implementation of market penetration strategies and product differentiation and new product development initiatives. The company implements these strategies because they address the changing consumer preferences which exist in the Bangladeshi market.

### 1. Economic Challenge

The external market environment strongly affects all procurement operations at Berger Paints. The global price changes and foreign exchange rate movements and shipping problems directly affected what suppliers charged for their products and their ability to meet delivery times. The procurement operations at Berger Paints face direct effects from external market elements. The global price changes and foreign exchange rate movements and shipping problems directly affected supplier quotations and delivery times during my internship (Christopher, 2016).

The procurement process in Bangladesh faced delays and unexpected price increases for imported raw materials and technical equipment because of higher shipping costs and customs issues. The procurement process in Bangladesh needs continuous international market tracking and financial department coordination to handle potential risks. Macroeconomic conditions like global freight disruptions affect procurement strategies (World Bank, 2023).

### 2. Competitive Vendor Landscape:

The local procurement environment is characterized by a wide and highly competitive vendor base (Islam & Habib, 2019). While this provides opportunities for cost savings, it also comes with challenges. I experienced instances where vendors would bluff about product standards, overstate capabilities, or provide false commitments regarding deadlines and delivery timelines.

The local procurement environment features numerous vendors who compete intensely with each other. The broad vendor selection enables cost reduction opportunities but creates multiple difficulties

for businesses. The vendors occasionally made deceptive claims about product standards and they exaggerated their capabilities and failed to meet their promised delivery dates and deadlines.

### 3. Berger's Market Edge:

The company faces market-level obstacles but Berger Paints maintains its position as a multinational leader through its two-century history of global expertise. The company enforces strict supplier requirements through proper authorization certificate verification and total quality compliance in all procurement activities.

The company maintains its market position through its long history and its ongoing international partnerships with Singer and Fosroc and Becker. The organization achieves vendor reliability and establishes procurement standards for Bangladeshi paint industry through its vendor relationships.

## 5.3 Professional Level Analysis

The internship experience helped me develop professionally through my work activities. I acquired hands-on experience through my work in procurement and data analysis. My ability to use SAP and Microsoft Office applications became more advanced through the experience.

### 1. Growth in Technical Skills:

The internship experience helped me develop technical expertise and master contemporary procurement software systems. I mastered SAP system operations through hands-on experience with PR creation and PO management and GRN follow-ups and report extraction. I contributed to building Fiori-based reporting tools which improved procurement data accessibility and transparency.

I developed my Excel abilities through learning VLOOKUP and COUNTIFS and Data Consolidation functions to process big data sets including the 2018–2025 PO records. The acquired technical abilities enabled me to work on vendor mapping and approval range restructuring and rate card development projects which demonstrated my ability to manage intricate procurement data (Kotler & Keller, 2016).

### 2. Development of Soft Skills:

The daily interactions with vendors and cross-functional communication helped me develop essential soft skills in addition to my technical knowledge. The process of supplier negotiations and response delays and false commitments showed me that patience and adaptability and persuasive communication skills are essential for success.

I gained experience in handling challenging vendor situations which involved fake product quality claims and delayed deliveries while developing my ability to handle difficult situations and solve problems. The process of working with colleagues and supervisors through regular coordination helped me develop better teamwork skills and professional discipline which enabled me to connect my work activities with departmental targets.

### 3. Experience in Corporate Reporting and Teamwork:

I gained valuable professional development through my experience with corporate-level reporting systems and decision-making procedures. I worked on preparing documents for Central Procurement Committee (CPC) sessions by creating pending PO reports and vendor compliance documentation and comparative analysis materials.

The experience of working with my supervisor and other departments provided me with essential corporate skills including collaboration and stakeholder engagement and accountability which are vital for corporate success.



## Chapter 6 Conclusion & Recommendations

## 6. Conclusion & Recommendations

### 6.1 Conclusion

The three-month internship at Berger Paints Bangladesh Limited under Capex & Indirect Procurement Division provided me with a complete professional development experience. The program allowed me to experience procurement operations through direct work with comparative statements and GRN tracking and vendor relations and RFQ management. The program exposed me to both operational procurement work which included comparative statement preparation and GRN follow-ups and vendor communication and RFQ handling and strategic procurement tasks which involved Rate Card Procurement Model development and Fiori PR-Dump automation and Vendor Mapping & PO analysis and procurement for the Mirsarai Factory Project. The activities allowed me to link academic classroom learning to real business scenarios which helped me understand how procurement operations boost organizational performance while reducing costs and following regulatory requirements.

The internship provided essential knowledge about the procurement difficulties Bangladesh faces which include vendor bluffing and delivery deception and exchange rate changes and shipping delays. The company deals with various obstacles yet Berger keeps its market dominance because of its strong reputation and strict supplier standards and extensive global business connections. Through my experience I learned SAP and Excel technical skills and acquired communication abilities and negotiation and adaptability competencies while witnessing how corporate reporting and CPC decision-making affect organizational strategies. The internship experiences united academic knowledge with real-world work experience which prepared me to handle supply chain and procurement management positions in my future career.

### 6.2 Recommendations

My recommendations for Berger Paints Bangladesh Limited procurement efficiency and vendor management improvement stem from my internship work and observations at the workplace:

#### 6.2.1 Expand Automation Tools

- Extend the use of SAP–Fiori dashboards beyond PR-Dump reporting to other procurement workflows such as GRN tracking, vendor evaluation, and approval status monitoring.
- This would reduce manual effort, minimize errors, and improve real-time visibility for decision-making.

#### 6.2.2 Strengthen Vendor Management Practices

- Introduce a vendor scorecard system that evaluates suppliers on quality, delivery timelines, responsiveness, and compliance.
- Enforce stricter SLAs and penalty clauses for false commitments, delayed responses, or product misrepresentation to ensure accountability.

### 6.2.3 Enhance Training & Knowledge Sharing

- The organization needs to organize regular training programs for procurement staff to learn Excel analytics and SAP tools and compliance standards .

### 6.2.4 Standardize Documentation

- A complete checklist of vendor documents which includes Proforma Invoices Authorization Certificates and shipping details should be established to prevent errors that result in customs clearance and payment processing delays.

### 6.2.5 Expand Rate Card Agreements

- The company should implement rate card models for stationery and home appliances and other regular categories including IT equipment and safety gear and facility services.
- The system would decrease lead times while maintaining cost efficiency in all procurement domains.

## Reference

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## Appendix: A

This section provides an overview of a similarity report on the “Optimizing Strategic Procurement Activities through Data-Driven Insights and SAP Tools at Berger Paints Bangladesh Ltd” by Turnitin verification. The entire report has been created by knowledge, experiences & learning and lastly with help of previous year students of Business and Technology Management.

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## Appendix: B

This section provides an overview of the summarization of 12 weeks internship tenure with task and activities. The weekly report of 12-week internship tenure has been attached. The reports have been overviewed and signed by supervisors; academically and company-wise supervisor. The entire report along with 12-week activities summarization has been made with utmost effort, integrity and caution.

## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 1<sup>st</sup> week

Date: From 20<sup>th</sup> January, 2025 to 27<sup>th</sup> January, 2025

### List of activities with brief description:

#### 1) Overview Structure of Supply Chain Segments

- a) **Demand Planning:** Forecasting future demand. Example: I need to calculate how much you need to shop for dinner.
- b) **Production:** Manufacturing of goods based on demand forecasts.
- c) **Procurement:** Divided into Two Categories-
  - Direct Materials → Raw materials required for paint manufacturing.
  - Indirect Materials → Includes capital expenditures and supporting materials:
    1. Capex (Capital Expenditures): Long-term assets like machines & equipment.
    2. S&IM (Services & Indirect Materials): Includes utilities, maintenance, and support services.
- d) **Commercial:**
  - Import LC (Letter of Credit): Ensuring international purchase agreements.
  - Customs Clearance: Handling import documentation, duties, and taxes.
  - Minimum 3 competitive vendors
  - Lowest Bidder
  - OEM (Original Equipment Manufacturer) Certificate
- e) **Distribution & Logistics:** Transportation of finished goods to warehouses or distributors.
- f) **Berger Fiscal Year:** April - March

#### 2) Understanding the Supply Chain Process

**PR ⇒ RFQ ⇒ PO ⇒ GRN**

- a) Purchase Requisition (PR) → Created by users to request goods/services.
- b) Request for Quotation (RFQ) → Issued by the procurement team to vendors for price submissions.
- c) Purchase Order (PO) → Generated based on approved RFQs.
- d) Goods Receipt Note (GRN) → Confirming product delivery and acceptance in the system.

#### 3) Details about the process:

- a) **RFQ Details:**

- Floating & Deadline Creation
- Technical Evaluation (quality assurance)
- Commercial Approval (benchmarking the prices)
- CPC Approval (CXO, Head HR etc.)
- Submit PO

**b) GRN (Goods Received Note) Details:**

- Updated by user in portal
- PO will be open till the GRN is completed
- Then finance will transfer the bill
- If the product quality does not match, back the product & start from PO, or start from vendor pool (if needed)

**4) Purchase Order Management**

a) Some Code to control:

- PR review: me53n
- PR raise: me51n
- PO creation: me21n
- PO view: me23n
- PO send: me9f
- User Teacode: yprm

b) Critical aspects of procurement validation:

- Ensuring correct material codes.
- Verifying release dates and customer documentation.
- Checking version details before proceeding.
- Minimum 03 options for vendor collection

c) Post-PO Activities:

- Vendor follow-ups via mail/calls.
- Ensuring GRN updates in the portal
- Addressing product quality issues by either returning goods or reinitiating procurement.

**5) Capital Expenditure (Capex) & Operational Expenditure (Opex) Overview**

a) **Capex:** Budget-driven, long-term investments.

b) **Opex:** Regular operational expenditures.

c) **Supporting Activities:** Standard procurement and supply chain operations.

**6) SAP & System Functionalities**

a) **Requisition Date Filters:** Selecting RFQs based on the requisition date (from the 1st of the month to today).

b) **SAP Navigation:** Mark items: CTRL + Y, Copy items: CTRL + C

c) **Procurement Codes of PO creator in SAP:** Capex Procurement Code: 90,001, SnIM (Supporting & Indirect Material) Procurement Code: 90,002

- d) Plant code: 1000-9000  
e) Dhaka Factory: 1000, Chittagong Factory: 1100

**7) Writing Meeting Minutes:**

**1. Meeting Details**

- Date & Time
- Location (Physical/Online)
- Meeting Type (Regular, Special, Follow-up, etc.)

**2. Attendees & Absentees**

- List of attendees (Who was present)
- Absent members (If any)

**3. Agenda & Discussion Points**

- Key topics discussed during the meeting
- Any follow-up from previous meetings
- New issues or decisions made

**4. Action Items & Responsibilities**

- Assigned tasks with responsible persons
- Deadlines and next steps

**5. Challenges & Issues Discussed**

- Problems raised and potential solutions discussed on

**8) Additional Procurement Terms:**

- a) BOQ (Bill of Quantity): Ensuring itemized specifications in procurement.  
b) SLA (Service Level Agreement): Procurement commitments to users for timely deliveries.  
c) Commissioning: The process of testing, verifying, and ensuring that newly acquired assets, machinery, or infrastructure are installed.



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 2<sup>nd</sup> week

Date: From 28<sup>th</sup> January, 2025 to 3<sup>th</sup> February, 2025

### List of activities with brief description:

#### 1) Excel Learning

##### a) VLOOKUP Across Different Files:

- Performing VLOOKUP to fetch and match data from external files.
- Managing and organizing 35,000+ data entries across multiple files.

##### b) Data Calculations & Functions:

- Applying SUM, multiplication, and other arithmetic operations.
- Using IFERROR to handle errors and improve data reliability.

##### c) Data Filtering & Sorting:

- Applying filters on different columns to hide or display specific data as needed.
- Using alphabetical sorting to arrange data in an orderly manner.
- Sorting data numerically, by date, or by category for easy analysis.

#### 2) Vendor Follow-up for Open PO Backlog

- a) Managing the open PO backlog from April 1, 2024, to January 28, 2025 by reviewing pending orders.
- b) Calling and emailing vendors to confirm delivery status, request expected delivery dates, and address delays.

#### 3) Contractor Pool Profile making in Excel for the Mirsarai Project

##### a) Data Extraction & Review

- Collected and analyzed contractor information from their given profiles and official websites.
- Evaluated technical expertise, financial stability, past projects, and service capabilities

##### b) Handling Missing Company Profiles

- Identified missing profiles for companies like McDonald Steel, BBS Bangladesh, and Bidstructural Design Association.
- Contacted them via calls and emails to request their profiles.
- Received the profile PDFs through email and updated the selection database accordingly.

#### 4) User Follow-up for Open PO Backlog

##### a) Managing & Tracking Open PO Backlog

- Reviewing pending purchase orders (POs) from April 1, 2024, to January 28, 2025.
- Calling and emailing users to confirm delivery status and delivery dates.

- If delivery is completed, request users to perform the GRN (Goods Receipt Note) update in the system.

**b) Data Preparation & Organization**

- Preparing a tracking file by mapping PO codes against the requested names using VLOOKUP

**5) Vendor Pool Selection Criteria for Civil, Electrical & Mechanical Works**

6) Vendor follow-up for purchase order management ensures timely delivery, GRN updates, and smooth payment processing through proactive communication and tracking.

**7) RFQ floating:**

- Identifying and shortlisting vendors based on cost-effectiveness while maintaining quality standards.
- Ensuring vendors meet minimum qualification criteria and have a proven track record in similar projects.
- Following the standardized process for RFQ entry in the SAP system.
- Initiating urgent calls to vendors to confirm availability and willingness to participate in the RFQ process.



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 3<sup>rd</sup> week

Date: From 4<sup>th</sup> February, 2025 to 10<sup>th</sup> February, 2025

### List of activities with brief description:

#### 1) CCTV Vendor Profiling for Dhaka Factory

##### a) Market Research & Vendor Identification:

- Conducted research to identify existing CCTV vendors in the market.
- Evaluated unit rates and camera classifications, considering factors like resolution, storage capacity, and security features.

##### b) Vendor Communication & Profile Collection:

- Engaged with selected vendors through calls and emails to request their company profiles
- Collected and reviewed vendor pricing structures, service agreements, and product catalogs.
- Ensured that vendor details were organized and documented for future reference.

##### c) Integration of Chittagong Factory Vendor Data

- Incorporated vendor details from follow-up for the CCTV system at the Chittagong factory.

#### 2) Learning the Monthly Journal Report Format

##### a) Understanding the Basic Process of Supply Chain with Practical

##### b) Role of the Purchase Team in RFQ Execution

- The concerned purchase team is responsible for floating RFQs to potential vendors.
- Ensured RFQs include clear specifications, quantity requirements.
- Managed vendor communication and follow-ups to ensure timely bid submissions.

##### c) Key Procurement Activities: Vendor Development & Shortlisting

- Vendor Development: Identifying, evaluating, and onboarding new vendors to expand procurement options.

#### 3) Vendor Engagement for RFQ Compliance & Procurement Efficiency

- Developed skills in engaging with vendors to ensure compliance with RFQ deadlines to minimize procurement delays and ensure process efficiency.



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 4<sup>th</sup> week

Date: From 11<sup>th</sup> February, 2025 to 20<sup>th</sup> February, 2025

### List of activities with brief description:

#### **1) SAP Report Run**

##### **a) Definition & Purpose**

- In SAP (Systems, Applications, and Products), report running refers to generating real-time reports for procurement and supply chain activities.

##### **b) Key Functions of SAP Reports**

- Track procurement activities such as PR (Purchase Requisition), RFQ (Request for Quotation) PO (Purchase Order), and GRN (Goods Receipt Note).
- Monitor financial transactions including vendor payments, pending invoices, and cost analysis.

#### **2) UAT (User Acceptance Testing)**

User Acceptance Testing (UAT) in supply chain procurement is the final phase of testing before a new procurement system, ERP module.

As part of the UAT process, our team collaborated with the IT department to evaluate the online procurement portal. The focus was on identifying and resolving issues from both the user side and the vendor side. Key areas of assessment included:

##### **a) User-side Issues**

- Ensuring a seamless PR (Purchase Requisition), RFQ (Request for Quotation), PO (Purchase Order), and GRN (Goods Receipt Note) workflow.
- Identifying technical glitches affecting purchase approvals and order processing.

##### **b) Vendor-side Issues**

- Checking whether vendors could submit offers, upload documents & Pictures, and track PO status without system errors.
- Resolving issues related to vendor login and RFQ submission.

#### **3) UAT Demo for Procurement Portal: User & Vendor Perspective**

As part of the User Acceptance Testing (UAT) for the procurement portal, we conducted a demo session, simulating both user and vendor roles to ensure the system's functionality and usability.

##### **a) User Perspective**

- Created and sent RFQs (Requests for Quotation) to multiple vendors through the portal.
- Reviewed vendor proposals upon submission, ensuring they met pricing, quality, and compliance requirements.
- **Technical Approval Process:** The team thoroughly examined vendor offers, evaluating technical specifications, compliance, and feasibility. Based on this assessment, proposals were either approved or rejected, with feedback provided for necessary revisions.

**b) Vendor Perspective**

- Submitted proposals, pricing details, and supporting documents (images & PDFs) via the portal.
- Tested the dispute resolution process by rejecting an offer that did not meet requirements.
- Requested necessary modifications to the proposal, ensuring the portal allowed seamless updates and resubmissions.

**4) Enhanced Problem-Solving & Vendor Support:**

- Developed skills in resolving vendor issues related to RFQ portal access, email updates, and technical support.
- Improved troubleshooting abilities by assisting vendors in navigating the procurement process.

**4) Strengthened RFQ Management Skills:**

- Developed skills in resolving vendor issues related to RFQ portal access, email updates, and technical support.
- Gained experience in tracking and managing RFQs for critical infrastructure projects.
- Learned how to ensure timely vendor submissions through proactive follow-ups.

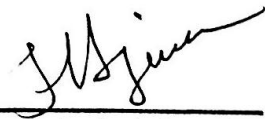
**5) Strengthened RFQ Management Skills:**

- Developed skills in resolving vendor issues related to RFQ portal access, email updates, and technical support.
- Understood how proactive vendor support can reduce delays and enhance procurement efficiency.




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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 5<sup>th</sup> week

Date: From 21<sup>st</sup> February, 2025 to 27<sup>th</sup> February, 2025

### List of activities with brief descriptions:

#### 1) Vendor Engagement for Fortinet License Renewal

- Initiated RFQ process for Fortinet license renewal by contacting approved vendors.
- Ensured minimum three quotations were collected. Justifications were recorded for vendors who didn't respond. Worked with shared Excel templates and communication formats.

#### 2) ZDHC Gateway License Procurement Support

- a) Communicated with multiple suppliers and escalated issues regarding ADEC Solutions' inability to process payment or documents. Proposed alternative procurement.
- b) Challenge Faced:
  - Original vendor (ADEC Solutions) couldn't process payment.
  - Deadline had already passed with only one week left.
  - License was rare and difficult to source within Bangladesh.
- c) Actions Taken:
  - Conducted extensive research to identify alternate vendors.
  - Communicated with multiple suppliers locally and internationally.
  - Escalated the issue to relevant stakeholders and proposed alternate solutions.
- d) Outcome:
  - Successfully identified a suitable vendor.
  - Resolved the urgent procurement issue before system expiry.



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 6<sup>nd</sup> week

Date: From 28<sup>th</sup> February, 2025 to 7<sup>th</sup> March, 2025

### List of activities with brief descriptions:

- 1) **Comparative Statement – CCTV System (Chittagong & Dhaka Sales)**
  - Created a detailed comparative statement with pricing, brands, and technical specifications. Revised the sheet upon request to remove VAT components and add brand details for each component (TVs, UPS, routers, etc.).
  - Excel proficiency, attention to detail, ability to work under guidance and revise according to feedback.
  - Ensured uniformity in formatting, clear brand specifications, warranty terms, and pricing comparisons. Ready for management evaluation.
- 2) **GRN Issue Resolution for Chattogram PO**
  - Followed up with stakeholders to resolve a delay in GRN entry for a delivered item from Corporate Station Bangladesh.
  - Identified PO 4500030458 where GRN was pending. Communicated with users and stores team to expedite the GRN to ensure vendor payment processing.
- 3) **Raw Materials Procurement Hurdles Documentation**
  - Noted issues such as inflation, Red Sea freight disruptions, exchange rate impacts, and customs delays. Used this as learning on strategic sourcing and procurement resilience.
- 4) **Analysis and Documentation of Commercial Issues in Import Procurement**
  - a) **Incomplete or Incorrect Proforma Invoice (PI) Instructions**

One of the most common issues occurs when the PI lacks specific and required information. This can lead to LC transmission failures or delays in customs clearance. The following details must be explicitly mentioned in the PI:

Material Name

- HS Code (Harmonized System Code)
- Unit Price
- Port of Loading and Port of Discharge
- Entry and Exit Instructions (e.g., Loading, Parking Notes)

**Impact:** If these are missing or incorrect, the LC (Letter of Credit) may not be transmitted or accepted by the bank. This can cause delays in customs processing and may prevent the goods from being cleared on time.

**b) Shipping Document Errors**

The shipping documents must be prepared with extreme accuracy. The required components include:

- Commercial Invoice
- Packing List
- Draft Bill of Lading
- Country of Origin Verification

**c) Demurrage and Financial Losses due to Delays**

In the case of importing machinery or plant equipment, it is critical that:

- The catalogue, technical layout, and specifications match exactly with the plant's infrastructure.
- Improper matching or delayed delivery can lead to daily demurrage charges (ranging from \$24 to \$96 depending on conditions).

**Impact:**

- Causes financial losses due to prolonged port stay.
- Affects productivity if the supplier fails to deliver or coordinate installation on time.
- In some cases, pre-inspection or paid visits are mandatory, which must be arranged in advance.



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 7<sup>th</sup> week

Date: From 8<sup>th</sup> March, 2025 to 15<sup>th</sup> March, 2025

### List of activities with brief descriptions:

#### 1) PO Analysis & Categorization Task

##### a) Activity:

- Worked with a **Purchase Order (PO) dataset** from 2018 to 2025 to analyze recent purchasing trends and support procurement optimization.
- Focused on POs from the last 2 years (2023–2024), involving more than 6,000 product entries.
- Identify frequently purchased products and recurring vendor patterns.
- Flag inconsistencies and duplications across product categories set. Excel tools like filters & VLOOKUP
- **Tail spend analysis:** Conducted analysis to uncover low-value, high-frequency purchases that were previously overlooked, contributing to improved budgeting decisions.

#### 2) Civil & Plumbing Work Comparative Statement

- Created a comparative sheet for evaluating proposals from several vendors
- BOQ-based comparison, cost-benefit analysis, cross-vendor evaluation.

#### 3) Vendor Follow-Up for Interior Procurement

- Coordinated vendor follow-ups for showroom interior furnishing.
- RFQ handling, managing multiple vendor communications, documentation for comparative evaluation.



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 8<sup>th</sup> week

Date: From 16<sup>th</sup> March, 2025 to 23<sup>th</sup> March, 2025

### List of activities with brief descriptions:

#### 1) Strategic Procurement Planning – Home Appliance Category

##### a) Objective:

- To innovate and streamline the procurement process for home appliances through vendor strategy restructuring and rate card implementation.

##### b) Challenges Identified (Before):

- Time-consuming PR-to-PO process.
- Price fluctuation due to lack of fixed-rate agreements.
- Repetitive vendor selection cycles for similar products.

##### c) Actions Taken:

- Reviewed pricing models from vendors like Walton, Singer, LG Butterfly, Transcom & MK Electronics.
- Proposed a fixed vendor model based on website-listed pricing with predefined terms and conditions.
- Introduced the concept of a rate card to lock pricing and reduce vendor selection time.
- Prepared a comparative presentation showing the current vs. proposed process, time savings, and efficiency improvements.

##### d) Innovations Introduced:

- Implemented a rate card procurement approach for home appliances.
- Suggested direct purchase based on user need, removing the need for repeated approvals.
- Aligned procurement process with strategic planning and policy-making goals.

#### 2) Corporate Collaboration & MoU Finalization with Singer Bangladesh Ltd. for home appliances

- ##### a) Objective:
- To engage in high-level corporate discussions with Singer Bangladesh Ltd. to establish a long-term procurement partnership through

a formal Memorandum of Understanding (MoU) under the newly proposed Rate Card strategy.

**b) Key Engagement:**

- Participated in a strategic corporate meeting with the Head of Corporate Sales at Singer on behalf of Berger Paints Bangladesh Ltd.
- Discussed commercial terms, after-sales service commitments, pricing models, and delivery timelines to ensure alignment with Berger's procurement goals.

**c) The negotiation of terms:**

- Eligibility for additional corporate discounts.
- Vendor obligations related to warranty, service, and support.
- Website-based pricing and fixed product availability.

**d) Outcomes:**

- Strengthened Berger's relationship with a key home appliance vendor.
- Accelerated the approval process for the Rate Card Agreement by securing corporate-level buy-in.
- Set the foundation for long-term strategic sourcing collaboration between Berger and Singer.

### 3) Development of Rate Card Model Presentation

a) **Objective:** To introduce a strategic and scalable procurement model that simplifies and accelerates the sourcing of home appliance products through pre-negotiated rate agreements with key vendors.

**b) Key Activities:**

- Conducted end-to-end process review of the existing procurement workflow for home appliances, identifying bottlenecks and inefficiencies.
- Designed a Rate Card Agreement model with vendors including Singer, Walton, MK Electronics, LG-Butterfly, and Transcom, allowing pricing to be based on official website listings.
- Created a direct purchase model—empowering users to select products directly from listed vendors, removing the need for repetitive RFQs and manual approvals.

**c) Comparative analysis highlighting:**

- Time saved (from 7–10 days to 1–2 days).
- Reduction in manual workload.
- Increased transparency and vendor accountability.

**d) Strategic Impact:**

- **Streamlined Process:** Cut down PR-to-PO steps by 60–80%.
- **Cost Transparency:** Enabled predictable spending through rate card pricing.
- **Improved Productivity:** Freed up time for strategic procurement activities.
- **Vendor Reliability:** Strengthened long-term relationships with committed SLAs.



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 9<sup>th</sup> week

Date: From 24<sup>th</sup> March, 2025 to 31<sup>st</sup> March, 2025

### List of activities with brief descriptions:

#### **1) Procurement Process Presentation – CAPEX & S&IM**

Created a structured presentation to explain the full procurement process within the Capex and Services & Indirect Materials (S&IM) domains at Berger Paints Bangladesh Ltd., with a focus on SAP integration, vendor management, and interdepartmental coordination.

##### **Outcome:**

- This presentation helped build a foundational blueprint of Berger's procurement mechanism, which guided your real-time activities across RFQ handling, vendor coordination, PO analysis, and strategy creation

##### **Key Learnings:**

- End-to-End Understanding of Procurement Flow
- Distinction Between CAPEX & S&IM
- Vendor Management & Evaluation Criteria
- Understanding challenges in Procurement & GRN Follow-up
- Learning payment processing & compliance

#### **2) Optimization of PO Approval Range through Comparative Analysis and Excel Automation**

##### **a) Work Overview:**

- Conducted a comparative study between the previous and newly proposed PO value categories within the Capex and S&IM procurement structure.
- Utilized real PO data from 2018 to 2025, covering over 12,000 purchase orders to understand spending distribution and frequency across defined value ranges.
- Introduced a refined range structure to reflect current business needs, better control thresholds, and reporting standards.

##### **b) Tools & Functions Used:**

- **COUNTIFS():** To count POs meeting multiple criteria (e.g., year and value range).
- **VLOOKUP():** To map PO categories to their respective summaries for quicker reporting.

- **Data Consolidation:** Merged and validated values from multiple sheets to ensure accuracy across years and categories.
- Ensured compatibility with dashboards.

**c) Strategic Benefits of the New Range:**

- The new structure reduces the number of low-value approvals handled by senior management.
- Allows higher management to focus on fewer, more critical high-value transactions
- Finer categorization helps identify tail spends vs. strategic investments more clearly.

**3) CPC (Central Procurement Committee) Meeting Preparation & Procurement Pattern Analysis**

To prepare comprehensive documentation for CPC meetings by analyzing pending POs, identifying procurement gaps, and supporting strategic decision-making with actionable insights. Created summary sheets and slides to help senior management prepare for CPC decisions, including new vendor selections and re-approvals.

**a) CPC (Central Procurement Committee) Key Activities (Oct 2024 – Mar 2025):**

- Collected and consolidated all CPC-related reports.
- Compiled a detailed list of unapproved POs from SAP and manual trackers that required urgent attention before upcoming CPC meetings.
- Categorize issues behind delayed POs as either commercial (e.g., price negotiation, payment terms) or technical (e.g., specs mismatch, missing BOQ).




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## **WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 10<sup>th</sup> week**

**Date: From 1<sup>st</sup> April, 2025 to 7<sup>th</sup> April, 2025**

### **List of activities with brief descriptions:**

#### **1) IT Procurement Workshop**

##### **a) Communication & Presentation Support**

- Created the complete PowerPoint deck for the workshop.
- Drafted and circulated the official communication document outlining the agenda.
- Assisted with speaker coordination and agenda finalization.

##### **b) Workshop Highlights**

- Understood strategic procurement alignment and IT budget planning.
- Gained insights on SLA structuring, vendor performance, and escalation tracking.
- Improved documentation, stakeholder communication, and executive-level presentation skills.

#### **2) Shipment and LC Tracking Dashboard for Import Item**

##### **a) Structuring and Conditional Formatting**

- Applied conditional formatting for enhanced visual clarity.
- Structured datasets to ensure better usability for import and procurement dashboards.

##### **b) Reporting Rhythm Development**

- Designed a bi-weekly reporting system in collaboration with the CSCO.
- Strengthened coordination between Finance, Commercial, and Procurement teams.
- Improved decision-making speed through better data visibility.

#### **3) Nationwide Procurement Roadshow Initiative**

- Helped develop PowerPoint slides, posters, and awareness materials.
- Prepared communication templates and session schedules.
- Gained valuable experience designing and delivering training content.
- Enhanced collaboration skills by coordinating with regional teams and procurement leadership.

#### **4) Procurement System Mastery**

##### **a) System Knowledge & Workflow Understanding**

- Navigating the Purchase Portal

- Creating and submitting Purchase Requisitions (PR)
  - Understanding the PR-to-PO workflow and specific role responsibilities
  - Studied a complete step-by-step overview of the procurement workflow
  - Strengthened planning, coordination, and documentation skills in an enterprise-grade setting
- b) SAP Integration Insights
- Understood alignment of updated specifications and PR guidelines with SAP protocols
  - Explored how SAP facilitates real-time tracking of purchase requests, approvals, and order process.
  - Positioned to support and enable future procurement process transformations

#### 5) Fire Sprinkler System – PR Initiation & Vendor Pre-Bid Engagement

- Coordinated the Pre-Bid Meeting process
- Engaged vendors based on relevant technical experience
- Assessed vendors past projects (e.g., sprinkler installation in boiler rooms)
- Identified the importance of early-stage technical vetting and cross-team alignment prior to tender release

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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 11<sup>th</sup> week

Date: From 8<sup>th</sup> April, 2025 to 14<sup>th</sup> April, 2025

### List of activities with brief descriptions:

#### 1) Furniture Rate Card Agreement – Strategic Initiative

- a) Vendor Engagement & Offer Collection
  - Designed a standardized Excel-based Furniture Agreement Template
  - Engaged leading vendors: **Otobi, Partex, Akhtar, Regal, Navana**
  - Verified discount slabs (10%–22%)
  - Assessed website-based purchase readiness and logistics offerings
- b) Policy Drafting – Memorandum for Furniture Purchase Approval
  - Authored a formal memorandum titled "*Approval of Furniture Items*", issued by Capex & S&IM Procurement
  - Process Mapping – Manual vs. Website-Linked Procurement
- c) Institutional & Employee Procurement Enablement
  - Included clear responsibilities, eligibility, and usage guidelines in the circulated policy memo to ensure alignment and consistency
  - Defined two separate procurement tracks under the Rate Card:  
Institutional Procurement: For office, plant, and project needs  
Employee Procurement: Discounted personal purchases for BPBL staff

#### 2) Integrated Solar Roofing System

- a) Scope Understanding & Stakeholder Coordination
  - Collaborated with Engineering, Procurement, and Project Implementation teams for technical and execution alignment
  - Reviewed detailed project scope
- b) Vendor Communication & Capability Assessment
  - Identified limited vendor maturity in full-scope integrated solar solutions within the local market
  - Assessed: Execution history in Bangladesh, Site references and scale of past installations
  - Vendor Evaluation Template Development
- c) Information Consolidation & Follow-Up
  - Shared evaluation template with shortlisted vendors for response collection
  - Market research for industrial renewable energy solutions

#### 3) Vendor Mapping Against All Material/Service Codes

- a) Material & Service Code Mapping

- Conducted an extensive review and mapped vendors against a wide range of material and service categories to support structured procurement planning.
- Identified unmapped codes where vendor association was missing and initiated corrective actions to fill those gaps.
- Streamlined future sourcing by strengthening the vendor-material database
- Improved system readiness and accuracy for upcoming procurement cycles

b) SAP Update & Classification Enhancement

- Analyzed inconsistencies between item groupings and material codes
- Aligned item entries by associating them with fixed material codes under appropriate item groups
- Collaborated with the IT team to implement necessary updates in SAP, ensuring accurate vendor-material linkage for future transactions
- Enhanced understanding of SAP master data management and cross-functional collaboration

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## **WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

Week: 12<sup>th</sup> week

Date: From 15<sup>th</sup> April, 2025 to 20<sup>th</sup> April, 2025

### **List of activities with brief descriptions:**

#### **1) All-Location Safety Shoe Procurement Coordination**

- a) Vendor Communication & Authorization Verification
  - Engaged with vendors to verify their authenticity and distributor status.
  - Confirmed s vendor as the sole authorized distributor of Honeywell by checking Honeywell's global partner directory.
  - Collected updated authorization letters
- b) RFQ Management and PR Status Monitoring
  - Managed RFQ 71704 for safety shoe procurement.
  - Tracked full PR lifecycle, including: PR release, Commercial approval, PO creation, Delivery status across locations.
  - Maintained an Excel tracker to ensure alignment of procurement actions with delivery targets.
- c) Stakeholder Engagement Across All Locations
  - Collected size-wise requirements from all locations by employee group.
  - Coordinated with safety officers, depot heads, and procurement team members.
  - Followed up to validate needs and clarify issues raised in previous years.
  - Ensured order planning was comprehensive and revision cycles were minimized through proactive communication.

#### **2) Green Catalogue – Stationery Category | Data Consolidation & Rate Card Readiness**

- a) 5-Year Spend Consolidation – Stationery Items
  - Collected and standardized procurement data from FY 2021 to FY 2025 for all recurring stationery items (e.g., tissue, NCR pads, copy paper, envelopes, visiting cards, files, pens, etc.)
  - Standardized: Unit of Measure (UOM), Vendor names, Item codes
  - Consolidated cross-functional data across factories, depots, and corporate locations for a unified view
  - Pivot Table Dashboard Creation
- b) Vendor Spend & Performance Clustering
  - Grouped vendors into three strategic clusters:
    1. Primary: High spend + wide location coverage

- 2. Secondary: Niche items or moderate spend
- 3. Development: Low-volume, emerging or local vendors
- Calculated each vendor's % share of total spend and order count

c) Rate Card Readiness Assessment:

- Recommended vendors for rate card negotiation based on: 5-year spend concentration, Delivery footprint, Lead-time reliability, Ability to supply "Green" certified products
- Proposed consolidation of low-value tail items under 1-2 core vendors to reduce PR frequency and admin overhead

**3) Exposure to AI-Driven Procurement Tools – Purchase AI Assistant (PoC)**

a) Introduction to the AI Assistant Tool

- Explored the updated Purchase AI Assistant developed for the Capex team and integrated within Microsoft Teams
- Understood the AI tool's objective: to assist in analyzing purchase order data and improving procurement decision-making efficiency

b) Understanding Scope & Limitations in AI Procurement Use

- Learned how to extract procurement insights through natural language-based prompts
- Identified challenges with unstructured or mixed data inputs
- Observed how this PoC phase is designed to test technical feasibility before full-scale deployment
- Understood how team feedback will shape: The future training scope of the AI tool, Automation capabilities

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## Appendix: C

The last section is for the appreciation of the internship tenure by the company, which they provided by a certificate to recognize the value.



# CERTIFICATE OF INTERNSHIP

This is to certify that

**NUZHAT ISLAM NOUMI**

has successfully completed internship with Berger Paints Bangladesh Limited under the "Synergy Internship Pathway" program from 20 January 2025 to 19 April 2025 in the Department.

We wish her all the best for the future.

A handwritten signature in black ink, appearing to read "Mushfequr".

**Mushfequr Rahman**  
CHRO, Berger Paints Bangladesh Ltd.