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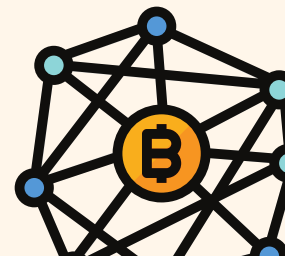
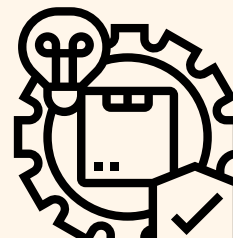
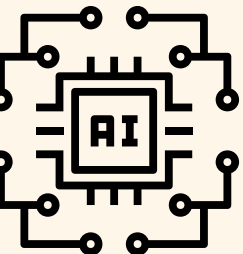
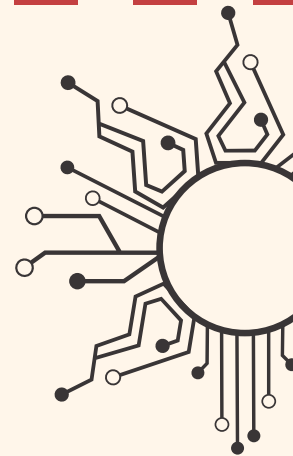
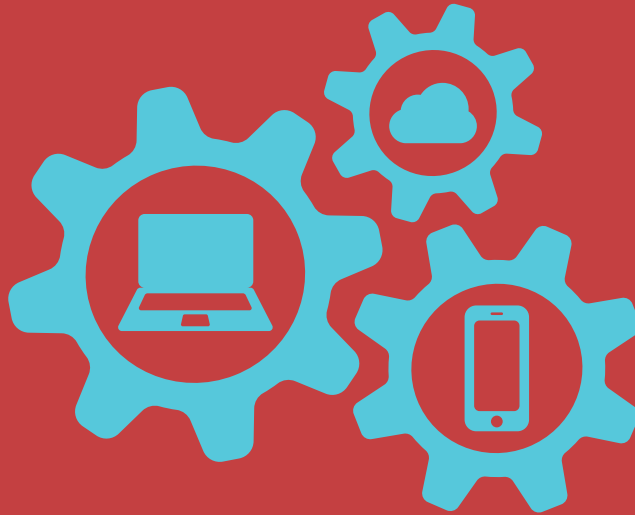


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NEWSLETTER

“INTERNSHIP EDITION”

SEPTEMBER
2022



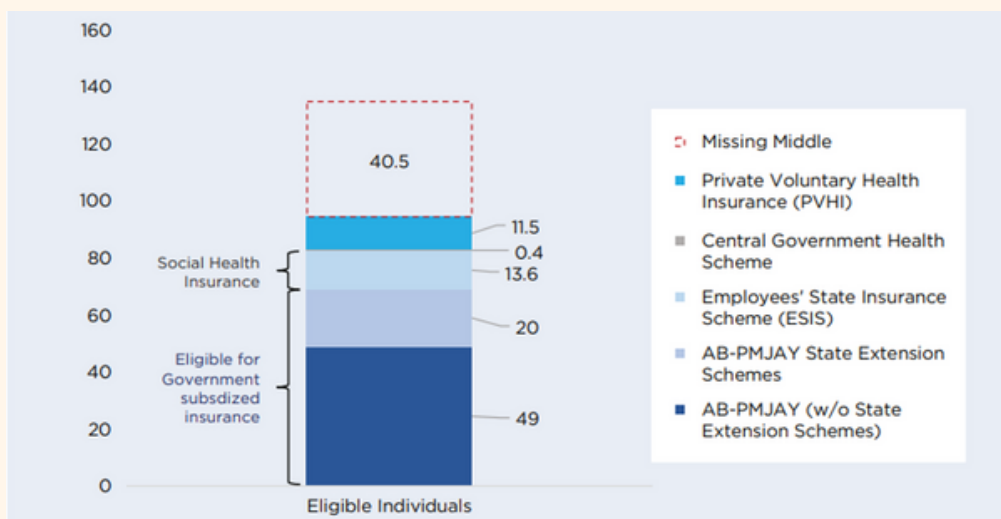
INTERNSHIP EXPERIENCE AT BRIISK

By Raagul



My internship was at Briisk Ltd which is a U.K based on Insurtech. The term "insurtech" refers to technological advances that are developed and implemented in the insurance sector with the intention of making it more efficient. The production, distribution, and management of insurance policies are all functions that are powered by insurtech.

The internship is divided into two main phases. In phase one, we learned about the history of the internship, why it was important, various insurance words, insurance rules, and regulations, how to make an insurance claim and pitch an insurance policy to a client, and how to handle clients and customers, and how to refuse clients. We also took part in practice mock sessions to obtain hands-on experience with the strategies involved in attempting to close a deal with a potential client or customer. In Phase 2, we attempted to market the insurance product that had been introduced to us in Phase 1 to people in our social circle. I also found that 30% of the people in the Indian insurance market have never bought health insurance (i.e., the people are not eligible for any government schemes and also have not bought any insurance products on their own). To capture the untapped part of the Indian insurance market the company is planning to introduce a mobile application where people can watch ads and answer paid questionnaires, from which they can earn money to make the premium or reduce the amount of premium to be paid.



MY FIRST EXPERIENCE OF INTERNSHIP

By Saikat Saha

Internship, which is a frequently heard term for an MBA graduate is an opportunity for the freshers as well as individuals with years of experience in any industry, to land up in the corporate world to gain the hands-on experience of what you learn throughout your academic sessions of MBA and brush up your minds to implement new ideas for adding value to the organisation's strategies and goals.

Similarly, I was placed in a Thai-based multinational company known as CPF India Private Limited and it was a collaborative effort that I had received from the Carrier Advancement Network (CAN) Office team as well as from Alliance University. It was a 2 months internship program which started with the shortlisting of the names of the candidates who had applied for the company and two rounds of interview which certainly consisted of questions related to the technical aspects of how I can fulfil the needs of the company, which was basically optimizing the cost of operations for logistics and supply chain for the organization, also there were questions asked related to what I know about the company and what are the projects that I have done during the academic sessions of MBA. So, it is always suggested to read the Job Description being provided by the organization thoroughly before you apply for any company you want to do your internship and try to figure out does it really coincide with your domain of interest and the skills which are required to accomplish the internship successfully.



So, I had joined the company along with my two fellow batchmates and we were allotted our workplace in the distribution centre of CPF India Private Limited located in Bangalore which was a major distribution centre for the organization for handling the supply of goods to various outlets of Five Star Chicken for the states like Karnataka, Tamil Nadu, Andhra Pradesh, and Kerala. Hence, being a fresher it was a really new experience for me to land up into this food processing industry.

But, it was also a challenging process for me to bring down the cost of logistics significantly by 10-12% of the current cost and also design the operations of the warehouse to streamline the process of dispatch and it wouldn't be possible until and unless I knew each and every operational activities those were being performed in the warehouse with very minute details. Therefore, as a team of logistics and supply chain intern, we had to first observe all the processes starting from receiving orders from the sales team, allotting of goods to various trucks of different dedicated routes, place order to the processing plant according to our demand and successfully dispatch the goods for delivery within time.



Along with time I got to learn how the delivery process is initiated and finally completed within the stipulated time. We had also got an opportunity to visit the manufacturing and processing plant of CPF India Private Limited during the course of internship and it was a great learning for us that how a production line works in a food processing industry, what are the equipments being used to process the meat and package it with safety, what are the food-safety measures being followed to prevent any breakout of disease or contamination, how the company manages the supply of goods to the big renowned restaurant chains in India such as Dominos' , KFC, Taco Bell etc., how the entire team manages 70-80 tonnes of inventory in a day and this part of storage is very crucial part of the inventory management process since, as we know food is a perishable item and any minor changes in temperature can lead to rejection of the total batch of goods and finally what are the temperature ranges such as 0-4 degree Celsius or -18 degree Celsius being used to store the inventory.

Hence, then I started my actual work of analysing the data that I had received from the company such as invoice, transport document, vehicle trip sheet, pick lists, GPRS tracking report of the trucks used for delivery, utilization of trucks, amount of inventory that we need to store before we allocate it to the different routes of delivery etc. And this led me to reach the platform from where I could clearly observe the flaws in the system of the overall supply chain, and this created an opportunity for me to work upon the findings and meet the goals of the company for which I hired for.



Some of the key things that I had worked on to improvise the operational strategy of the warehouse are:

- Make a new schedule for the trucks to be dispatched from the warehouse for the Bangalore local delivery so that the utilization of the truck in terms of kilometres it travels and the quantity of goods it is carrying which should be ideally between 70-80% of the overall capacity of the truck is optimal and also all the 16 predetermined routes can be covered.
 - Plan a new route for the delivery of goods to the different routes in the AP-upcountry and Karnataka-upcountry so that we can cover maximum outlets with minimum distance travelled to enhance the cost of logistics.
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- Make a new schedule for the trucks to be dispatched from the warehouse for the Bangalore local delivery so that the utilization of the truck in terms of kilometres it travels and the quantity of goods it is carrying which should be ideally between 70-80% of the overall capacity of the truck is optimal and also all the 16 predetermined routes can be covered.
 - Suggest some small changes in the ERP used for the generation of invoice and transport document and keep track of the inventory and orders being placed so that the idle time related to all these processes can be cut down significantly by 50% and this can also lead to saving of cost since more the time of operations in the warehouse, more we need to pay to the man power being utilised based on the extra hours they will work.
 - Develop a new facility layout in the warehouse such that the movement of the trucks can be made easier within the premises and the lead time of delivery can be significantly brought down to reduce customer complaints regarding major delays.
 - I have also suggested the logistics team to follow a parallel process of loading of goods in the trucks instead of following the traditional way of successive loading which can also cut down the time of loading by 20-30%.



Hence this internship program has made me learn a lot more things which are very crucial in a supply chain, and I have also learnt about the bottlenecks in a supply chain which can really hamper the lead time of delivery, customer satisfaction and finally the profits of the company. I have also learnt about the inventory management process, how FIFO is implemented in the warehouse to reduce the chances of putting the goods as obsolete inventory, how to do routing process for delivery, what are the storage materials for delivery of perishable items, how reduction in lead time can lead to customer satisfaction etc. And the major learning from this internship was that how practically we can implement our theoretical knowledge of what we have learnt during MBA in the real-life situation in the industry and also gain some experience of the particular field of interest which would make a markable difference when we sit for our placements in the 3rd semester which is just after the internship gets over.

MY INTERNSHIP AT A GLANCE

By Anant Agarwal



The internship work was in the supply chain and logistics field. The work was concerned with study and understand the fulfilment process of the organization and design various excel model to optimize various decisions and designs related to the company's supply chain, implementing the model's outcomes in the real life the operational cost and the service fulfilment can be optimized. The work was also related to optimizing the line haul operations in terms of operating costs and the turnaround time. The work required extensive understanding of supply chain management and logistics, also warehouse management. Most of the work was performed with the help of Microsoft excel. To design the models, it required understanding what factors affected the desired output and according to what kind of data would be required. One important thing was to determine the nature of output. The models designed were then to be validated with the real data that was provided from the company. The placement of distribution hub is a very critical task in the supply chain, this was one of the objectives of the models designed. The line haul operations are where the major aggregation is possible because of which the major cost control is possible. One of the main objectives was to optimize the routes of the line haul operations.

In conclusion the tasks performed are very relevant and critical in the supply chain designing. The location of a company's distribution hub is very critical as it determines the guard rails of your hub, it determines your cost, it affects the customer satisfaction and the overall efficiency of the process. The middle mile process is the most critical process of a supply chain as in this process aggregation of goods is possible, the volumes that are moved are very high in this stage. This stage is where we have the best opportunity to optimize cost. The major decision here is to whether move trucks with full truck load (FTL) or less than truck load (LTL). the models designed in the work will help the company in these two critical areas using which they can optimize their supply chain, decrease operational costs and improve customer satisfaction. In the duration of the internship, I got to know about the supply chain processes, the factors involved in the design of supply chain. Understood how the business model affects the supply chain and that every business has very different objectives which determines the design of the supply chain. I got to know about the various decisions related to the supply chain such as which functions must be outsourced and how the operating costs can be controlled. My area of work was supply chain design but the company is B@B retail tech company so I also got to know the workings of a distribution business model, how the pricing is determined and what factors should be considered while launching into new markets. Got understood the modern corporate work environment and how it works.

Altogether the experience was very enlightening. The learning and the experience have contributed to my overall growth and will surely help me in my future endeavours.

INTERNSHIP EXPERIENCE IN MBA

By Paulomi Nandi



Internship is a holistically referred as the primary step to get into the corporate world. It is an initial position as a trainee and work for an organization. Internship brings the opportunity to grow your skills and knowledge in a professional manner. The more you put effort for the job you are given, the more the learning period gets worthy. In MBA, it is more effective towards the goal. It has been a wonderful experience for me to be an Intern for Outlook Publishing (India) Pvt. Ltd.

My designation was a Business Analyst Intern for Outlook Publishing (India) Pvt. Ltd. Being part of the Print & Media Industry Outlook Group has its own understanding of working. It was a work from home internship. Every opportunity has its advantages and disadvantages. Being an intern for a Publishing company came was a little hesitation from my side initially. But learning and having experiencing on the work does not come with the industry you are working for. I had the comfortable hours to work and learning curve was also growing for me.

Business Analyst Profile:

Business Analyst works with the data and understand the organization's growth and generating revenue. They represent sales performances and future prediction of the organization through graphical portraits. As part of my internship work, I had worked in the project for understanding sales performances for the next 5 years. Basically, I had to predict the sales forecast and visualise it for the Outlook's magazines. Company provided me enough data to work on my project. I liked the job I was given and could work on the hands-on experience with the data analysis software. The project was segregated into 3 types, as follows below:



- **Data Interpretation:**

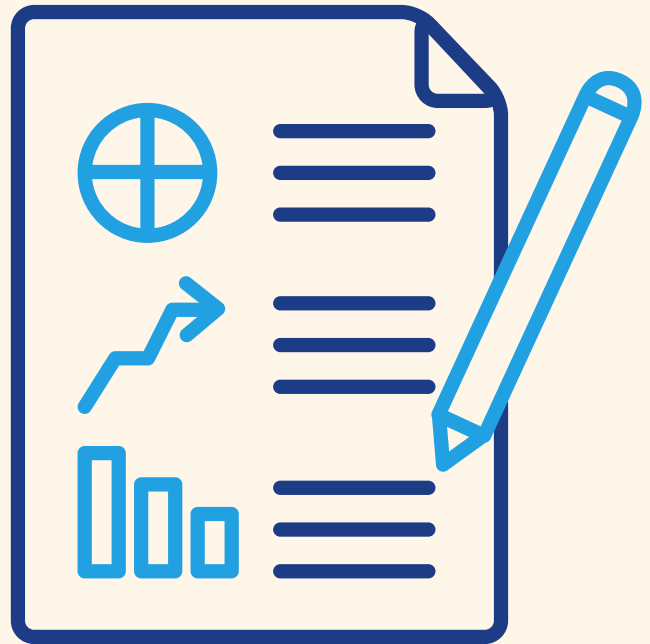
Depicted the contents for the Automobile Industry for the magazines. Business prospective analysis for the understanding of the content to keep in the future analysis.

- **Data Visualization:**

Preparation of the Sales Performance Dashboard for the organisation. Understanding the business problem and solving with different techniques and decision-making approaches to analyze performance and revenues of the organised.

- **Sales Forecasting:**

Sales dataset was for last 5 years and value prediction for the next 5 years represented through Time Series Model. Used different statistical methods and techniques to represent the forecasting and analyzed through Trend Line



In my Under graduation also, I did my internship at BSNL as a Junior Networking Trainee. But this time, in MBA, the experience was totally different and professionally I can see the growth in me. Experiences might differ as the workplace; type of work are significantly different but the efforts and dedications never been changed. I got hands-on experience in software including Tableau, MS-Excel, and Python. I enjoyed playing with the data and enabling the quality work within me. The support I received from the industry guide and my faculty guide from Alliance Business School, Dr. George Easaw was enough to motivate towards the work.

STANDARDISATION AND OPTIMIZATION OF MID MILE SURFACE LINE HAUL OPERATIONS

By Lokesh

Being future operations professionals one thing, we should constantly focus on would be to look for opportunities to improve processes with the objective of reducing either the cost or time, Digitization and Digitalization of process is one of doing so. This was the task I was assigned to at Criticalog Logistics solutions a B2B, 3PL and 4PL service provider offering customized services as per the need of customers..

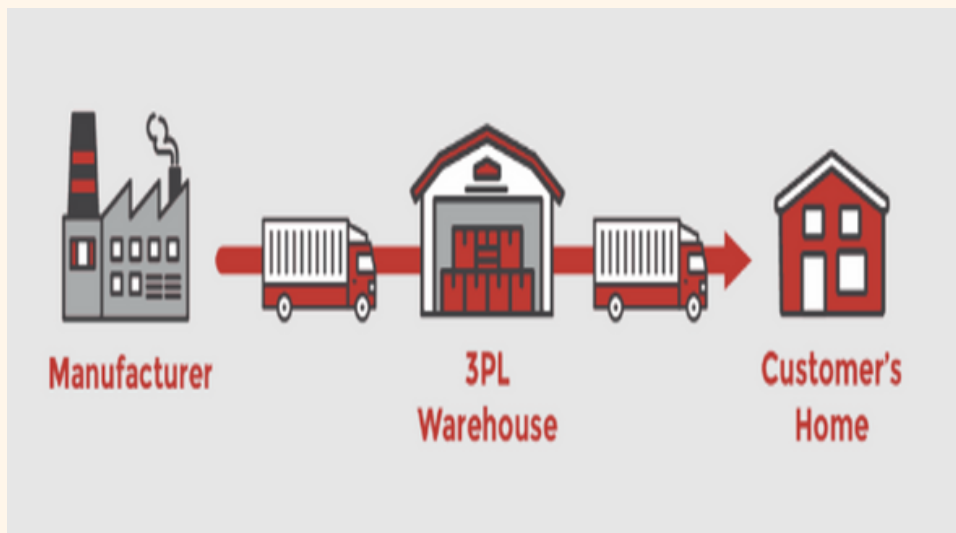


Fig: 3PL provider network design



Fig: 4PL provider network design

To describe about the network design, The process starts with the customer selecting pickup at a convenient slot and entering consignment details that might include pickup-delivery address, weight-type of the consignment and mode of transport, through the Criticalog mobile application. The pickup is now assigned to the pickup run sheet serving the pickup pin code for example there are four service centres in Bangalore serving unique pin codes. The goods are picked up accordingly and brought to the service centre where all the consignments are scanned and segregated according to destination location and mode of transport and packed in mother bags by scanning each consignment and assigning a set of them to a mother bag with a unique bar code all the mother bags to a particular hub are scanned and allotted to respective vehicles there are two hubs in each location one is a surface hub and other is hub for air movement.

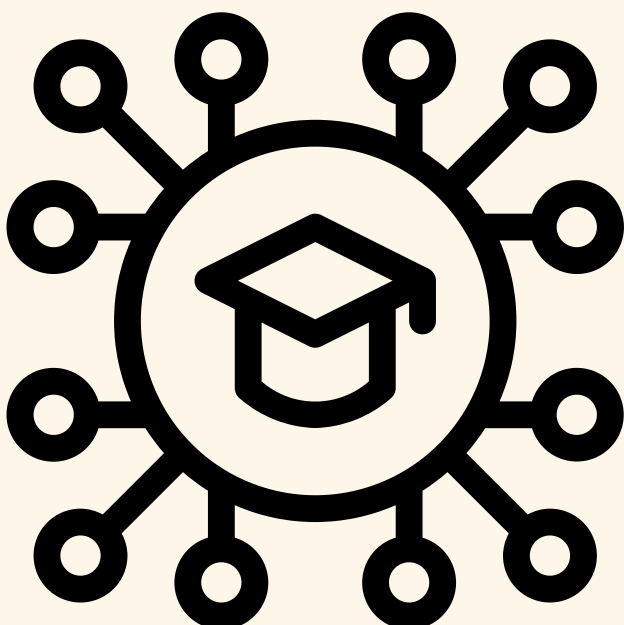
The hubs perform a similar process of in scanning the consignments from various service centres and segregating and creating mother bags according to destination region and hand over to the respective vendors this initiates a pickup alert at the destination hub which also performs a similar segregation process according to pin codes once the consignments are received and transfers them to service centre wherein on receiving a delivery run sheet is made based on pin code and final delivery to the customer happens and proof of delivery is collected.



Fig: Network design

The Step-by-Step Methodology that was followed for the purpose of digitization and digitalization include the following:

- **Standardisation:** Standardization of mid mile surface line haul operations through creation of a central data base to enable data-based decision making.
- **Visibility:** Use of data base created to provide monthly analysis reports to improve visibility of the process. Which include providing insights into major vendors being used, major route being operated, cost per Kg and vendor performance on a regional and pan India basis.
- **Optimization:** Through the descriptive analysis performed identify opportunities for cost reduction and service performance improvement through vendor selection.
- **Vendor Selection:** Use of data base created to compare prospective vendors with existing vendors in terms of rates, minimum charges and tat and thereby make decision accordingly on onboarding.
- **Negotiation:** Analyse the freight being transferred per route and thereby by negotiate on criterions like Minimum weight and price.
- **Compliance:** Creation of contracts and addendums for existing and newly.
- **Digitisation:** Develop a template for creation of an IT Dashboard for surface operations through the analysis performed.



Learning Outcomes:

1. Was engaged in and learned that Communication and E-mail management is a key task in a management role required to maintain smooth operations and logistics flow and also gain insights of all India operations.

2. Standardization and cost optimization analysis procedure of surface line haul operations and identification of decision-making parameters like:

- vendor cost and performance
- Top lanes and respective performance
- Region wise performance and cost per Kg.

3. Vendor Selection analysis based on cost and TAT.

4. Understood the logistics network design and saw in practice how supply chain practices like hub and spook, drop ship and milk runs were being followed in the system.

5. Use of Excel for Data cleaning, Analysis and Presentation. Understood why Excel was being given such prominence in Management Science saw in practice the magnitude in which excel was being practiced and the value and convenience that was being added. Was able to use certain functions that were taught in the class

6. Importance and process optimization that IT system can provide in terms of achieving daily and periodic, valuable insights by increasing the accuracy and reducing effort for manual analysis and also the importance of collecting and feeding accurate data which determines the accuracy of final output for decision making.

7. Vendor Management: Communication, Contract Renewal and Creation. In which various possibilities that may occur in surface operations and the corresponding responsibilities, liabilities were noted.

8. Observed in practice how Hub and Spook Model, Milk run and cross docking model were incorporated in the logistics network with the objective of aggregating the consignments and reducing the cost. For example, all surface shipments to and fro Bangalore are collected from the 4 service centres at Bangalore, which in turn also receive load from upcountry locations like Mysore and transferred to hub from where the consignments are segregated based on city destination and handed over to respective vendors.



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