# "A Study on Export Procedure and Documentation in Nav Maharashtra Sahakari Sooth Girani Ltd, Ichalkaranji."

Project Report Submitted
As a Partial Fulfillment of the Award of the Degree of

**Bachelor of Business Administration** 

By

Miss. Swaleha Azim Attar

Under the Guidance of

Mr. Ashish Bhasme

**Assistant Professor** 

Vivekanand College Kolhapur.(Autonomos) 2020 – 2021





#### **Declaration**

I, the undersigned, hereby declare that the project report entitled "A Study on Export Procedure and Documentation in NavMaharashtra Sahakari Sooth Girani Ltd,,ichalkaranji" written and submitted by me as a partial fulfillment for the award of degree under the guidance of Mr Ashish Bhasme, is my original work.

The matter submitted in this report has not been copied from any other source and it is an independent write up. I understand that any such copying is liable to be punished in any way the authorities deem fit.

Date:11-8-2021

Place: Kolhapur.

(Miss.Swaleha Azim Attar)



# Certificate

This is to certify that the project report entitled "A Study on Export Procedure and Documentation in NavMaharashtra Sahakari Sooth Girani Ltd, Ichlkaranji" is a bonafied work prepared by Miss.Swaleha Azim Attar. As a partial fulfillment for the award of degree of Bachelor of Business Administration, submitted to Vivekanand college Kolhapur has been completed under my supervision and guidance.

Date:11-8-2021

Place: Kolhapur.

(Dr.R.R.Kumbha)

PRINGIPAL
Vivekanand College
Kolhapur

(Mr.S.S.Kale)

Co-ordinator

(Mr.Ashish Bhasme)

Lasno

Guide



# Acknowledgements

It is indeed a pleasure to acknowledge the contribution of those who have helped me in carrying out this project report successfully.

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Miss. Swaleha Azim Attar.



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# CHAPTER I INTRODUCTION AND RESEARCH METHODOLOGY



# Introduction and Research Methodology

#### 1.1 Introduction

Export is one of the lucrative business activities in India. In the view of the rapidly and constantly changing business environment globally and fast evolving trade and commerce scenario in India vis-à-vis global market, there is increasing requirement of reliable and dependable integrated logistics solutions providers who can provide comprehensive, professionals and dependable logistics support to the industry, keeping the same in mind and with the vision to provide quality and professional comprehensive logistics solutions to the international and domestic trade. In the development of any country's economy, exports play a crucial role. Export is the most important aspect of earning foreign exchange. A country should have to be equipped with natural resources, so that it can sell these resources into the international market. With the opening up of the Indian economy, the international trade has been increased significantly as there are less restriction on exports and imports. More and more multinationals are registering their entry into the Indian market. The imported products are now in well reach of Indian customers. The living standard has been improved. This procedure of the both the exports and imports are time consuming and complicated. In this regard there are several logistics companies and customs house agents providing their services on the behalf of the exporters and importers to facilitate the trade between them. These custom house agents and logistics companies take over the responsibility of sending the goods from the exporter's premises to the imported premises, which also includes the most important aspect of custom clearance.



# **Introduction and Research Methodology**

#### 1.1 Introduction

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#### 1.20bjective of the study

- The main objective is to study therotical concept of export procedure and its documentations.
- To study export procedure and requirements.
- To understand the working of Navmaharashtra Sahakari Sooth Girani contributing towards processing of an export order.
- · To provide suggestions if necessary.

#### 1.3Importance of the study-

- Preparing the export documentation is important because without it government doesn't allow exporting of the goods
- To study the Export Documentation –
   i.Pre-shipment procedure
   ii.Post-shipment procedure

#### 1.4Scope of study-

#### · Geographical scope-

Study is related to overseas market area.

#### Analytical scope-

Study on the process of export and its necessary documentation in export trade.

#### Contacted-

The persons contacted under the research program through interview method and discussion method with senior officer of departments and staff member of organization.

# 1.5 Hypothesis-

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During export various documents are required.

#### 1.6 Research design and methodology-

This is a research design part. It describe what is need, how it with be done, what data collected to be used and suitably tabulated and analyzed. The data is divided into two parts-

#### 1)Primary Data-

The primary data was collected through the interview, observation and personnel meeting with the manager of department and interview.

#### 2) Secondary Data-

In secondary data, documents available with the organization were used. Previous research projects, website and published books.

#### 1.7 Limitation of the study

- All the findings are based on the information from exporter side only.
- Primary data is analyzed through interview of executives and they may not available always.

# 1.8 Chapter scheme

Chapter1: Introduction and research methodology

Chapter2: Company profile

Chapter3: Theoretical Background

Chapter4: Data Interpretation and Analysis

Chapter5: Findings and Suggestions

Bibliography



# CHAPTER II COMPANY PROFILE

2.2 History of the company

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#### **Company Profile**

#### 2.1 Introduction

NavMaharashtra Sahakari Soot Girani Ltd is the first 100% EOU in spinning sector in India .It is a prestigious unit of Ichalkaranji, established in Co-operative sector with the help of Government of Maharashtra. The mill has started its commercial production in 1986 and have been exporting the cotton yarn to the esteemed buyers in Italy, U.K., Belgium, Turkey, Mauritius, Malaysia, Philippines, Hongkong, China, Taiwan, S.Korea, Japan and Latin American countries. The yarn manufactured is known by "NAVMA" Brand. Due to changing global scenariy, this EOU has been De-bonded now and ready to cater its cotton yarn to Local Weavers and Knitters along with its export supplies.

#### 2.2 History of the company

The Ichalkaranji is merely famous for the powerlooms industry. From 1960, there was experiencing and phenomenal growth rate in the loom industry at Ichalkaranji. However, there was an irregular supply of yarn and most yarn required for these looms used to come from Southern States. The leaders from Ichalkaranji took a decision to start a Spinning mill on cooperative basis at Ichalkaranji. Some group of people also started three Spinning mills namely Deccan Co-operative ,Ichalkaranji Co-operative and Kolhapur Jilha Co-operative Spinning mills. Even after starting three co-operative Spinning mills, there was a



lack of supply of cotton yarn to the power-looms weavers. Further some group of people came together and formed one another Co-operative spinning mill named as Nav Maharashtra Sahakari Sooth Girani Ltd. The society was registered on 4<sup>th</sup> Oct 1979,under Society Act of Maharashtra state Govt. The project of the society was delayed as there was not proper arrangement of finance immediately. As undergoing the problems of finance and licensing, the management of the mill decided to go to 100% export oriented unit. In this case the mill step ahead was having agreement

with Italian Machinery suppliers to supply the machinery to the mill on Deferred Payment Guarantee(DPG) scheme. Here it was decided that the money will be payable after production .The society further entered into a buy-back agreement with machinery supplier, so that they could sell out their yarn to the Italian Machinery suppliers.

In the year 1979, the first 100% Export Oriented Unit of Spinning Mill was started at Ichalkaranji in the Co-operative Spinning sector. As this mill is 100% EOU, the mill has imported the required machinery and equipment. Having a great success for the mill it gave a great confidence to the working staff of the mill. The main credit goes to "Mr.Kallappana Awade" (leader from ichalkaranji) and "Late Shri A.G.Kulkarni."

#### 2.3 Vision and Mission

#### Vision

Every entity that deals with Navma, enters in long term bonding. Navma's vision is to become India's leading yarn manufacturing Mill in co-operative sector by producing top



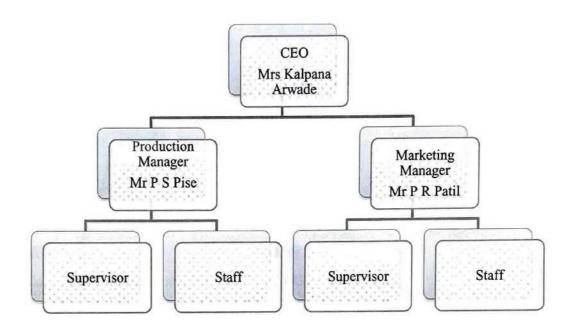
quality yarn and value added products by attaining highest social, economic and environmental norms. We want to lead the textile industry in Co-operative sector as well as in India with dedicated efforts to achieve quality standards to fulfill customers requirements and to be ideal for the norms of industry standards.

#### Aims and Mission

- To work efficiently to deliver highest quality yarn and value added products and render services to meet needs of our valued customers.
- To earn valuable foreign Exchange from exports.
- To provide work opportunities to rural people to make their families and environment happy.
- To became an ideal co-operative organization as a role model.
- To participate in social activities to create harmonized relationship for better development.



# Organizational structure



# 2.4 Product and activities of company

#### Plant and machinery-

The mill is equipped with state of art technology machinery with 25920 spindles. Precisely,the Blow Room and Carding, Comber Speed frames are from Marzoli and co. Italy and Turmac trutzschler, Contamination clearer system of Seiger.



The Draw Frames are from LMW and Reiter, Switzerland. The Ring Frames are from KTTM and Winding machines of

Schlafhorst 238 and Murata 21C, Japan along with Siro clearers of Loepfe, Switzerland.

#### Testing -

The mill has Uster HVI 900 Series and Tensorapid Tester from Premier to monitor the quality of cotton yarn.

#### Product-

100% cotton grey yarn autoconed, air spliced and Siro, electronically cleared in count range.

#### Packing-

Cone size : 5'- 57'

Net Weight/cone : 1.89 kgs

No. of cones in carton and Wt. : 24 Cones(45.36kgs)

No. of Cones in Bag and Wt. : 32

Cones(60.48kgs)

#### Delivery and payment

a)The yarn can be delivered from mills immediately after 100% payment credited in our bank for local delivery.

b)100% payment by irrevocable and confirmed L/C payable preferably at sight and freely negotiable by any bank in India for Export.

#### Facilities for workers

#### **Credit Society**



NavMaharashtra Kamgar Co-op. Credit Society formed by employees and functioning well under the guidence of

Directors. Society fulfills the basic needs of employees in terms of Personal Loans, Higher Educational Loans, etc. It provides grocery to staff and workers on credit basis. The profit earned by society is distributed among member employees by way of dividend and interest on deposits.

#### Trust

Nav Maharashtra Kamgar Kalyan Trust operated in the mill campus under the control of selected directors of mills who works as trustee for the trust. It helps to needful workers, staff and people of the society. Trust distributes educational material to children of employers and to the poor people from the society every year.

#### Medical facility and medical policy

First aid medical facility provided to workers and staff while working in the mills for minor injuries. In case of major accidental cases, injured persons send to Hospital for further medical treatments. Mediclaim policy facility is provided to workers and staff of the mills.

#### **Events**

Seminars are organized to educate workers to upgrade their technical knowledge. The sports such as Cricket, Slow cycle, Rope pulling etc organized on occasion of 1st May-Maharashtra/ Kamgar Din. The contests in departments for more production, productivity, cleanliness etc. are also being organized to up the work force. We organize prize distribution ceremony for winners of above sporting events



#### 2.5 Achievements of the company

- Maharashtra State Spinning Mills Federation Award For Best Quality.
- All India Federation of Co-operative spinning mills for Best Performance.

The NavMaharashtra Sahakari Sooth Girani Ltd was Awarded 3<sup>rd</sup> prize from Maharashtra State Co-operative Spinning mill Federation Ltd. Mumbai for the 'Best Performance' in the field of 'Finance and Technical' through study of Annual Reports of Co-operative Spinning Mill in Maharashtra State.

#### We wish to

Achieve Navma as a leading brand name in textile industry in indigenous as well as in Global Market. Manufacture top quality yarn to meet industry standards or industry norms. Design manufacture and sell high quality and affordable yarn and value added

products use latest technologies in manufacturing process.

Provide safe working environment to the employees. Be instrumental for social reforms and increasing awareness.



# CHAPTER III THEORETICAL BACKGROUND OF THE SUBJECT



### **Theoretical Background**

#### 3.1 Introduction-

An export is any goods or commodity, transported from one country to another country in a legitimate fashion, typically for use in trade. Export is an important part of international trade. Its counterpart is import. Export goods or services are provided to foreign consumers by domestic producers. Export of commercial quantities of goods normally requires involvement of the customs authorities in both the country of export and the country of import. International trade is the exchange of goods and services across international boundaries or territories. In most countries, it represents a significant share of GDP. International trade is also a branch of economies, which, together with international finance, forms the larger branch of international economics.

#### **Types of Exporters**

Exporters can be basically classified into two groups

#### Manufacturer Exporter:

As the exporter has the facility to manufacturer the product he intends to export and hence he exports the products manufactured by him.

#### Merchant Exporter:



An exporter who does not have the facility to manufacture an item. But, he procures the same from other manufacturers or from the market and exports the same..An exporter can be both a manufacturer exporter as well as a merchant exporter, he can export product manufactured by him or he can export items bought from the market.

#### 3.2 Export procedure -

- i. Pre-shipment procedure
- ii. Post-shipment procedure

#### Pre-shipment procedure

Pre-shipment stage consists of the following steps:-

- (a) Approaching Foreign Buyers:
- (b) Inquiry and Offer:
- (c) Confirmation of Order:
- (d) Production or Procurement of Goods:
- (e) Packing and Marking:
- (f) Pre-shipment Inspection:
- (g) Obtaining Insurance Cover:
- (h) Appointment of C&F Agent:

# **Post-shipment Procedure**

The post-shipment stage consists of the following steps:

- (a) Submission of Documents by the C&F Agent to the Export
- (b)Shipment Advice to Importer:-
- (c)Presentation of Documents to Bank for Negotiation:-
- (d)Dispatch of Documents:-.



- (e)Acceptance of Bill of Exchange:-
- (f)Realizations of Export proceeds:-

#### 3.3 Processing of export order

#### 1.Enquiry :-

- The starting point for any Export Transaction is an enquiry.
- · An enquiry for product
- · Size details Std. or oversize or undersize
- Drawing, if available
- · Sample, if possible
- · Quantity required
- · Delivery schedule
- Mode of Dispatch Sea, air or Sea/air
- Is there any requirement of Pre-shipment inspection
- · Any Certificate of Origin required.

#### 2. Order placement :-

If the offer is acceptable to the Buyer in terms of price, delivery and payment terms, the Buyer will then place an order on the Exporter, giving as much data as possible in terms of specifications, Part No. Quantity etc.

#### 3. Order acceptance :-

It is advisable that the Exporter immediately acknowledges receipt of the order, giving a schedule for the delivery committee.

#### 4. Goods readiness & documentation :-



- Once the goods are ready duly packed in Export worthy cases/cartons (depending upon the mode of dispatch), the Invoice is prepared by the Exporter.
- Even If the goods to be exported are excisable, no excise duty need be charged at the time of Export, as export goods are exempt from Central Excise.
- Similarly, no Sales Tax also is payable for export of goods.

#### 5. Documents for C & F agent :-

- The Exporter is expected to provide the following documents to the Clearing & Forwarding Agents, either by air or by sea.
- Invoice
- Packing List
- Declaration in Form SDF in duplicate.
- AR4 first and the second copy
- On account of the introduction of Electronic Data Interchange (EDI) system for processing shipping bills electronically at most of the locations - both for air or sea consignments.

#### 6. Document Forwarding :-

- After completing the shipment formalities, the C & F Agents are expected to forward to the Exporter the following documents:
- Customs signed Export Invoice & Packing List
- Exchange control copy of the Shipping Bill, processed electronically
- AR4 (original duplicate) duly endorsed by Customs for having effected the Export
- · Bill of Lading or Airway bill, as the case may be.

#### 7. Bills negotiation :-



- With these authenticated shipping documents, the Exporter will have to negotiate the relevant export bill through authorized dealers of Reserve Bank, viz., Banks.
- · Letter of Credit.

#### 8. Bank to bank documents forwarding :-

 The negotiating Bank will scrutinize the shipping documents and forward them to the Banker of the importer, to enable him clear the consignment..

#### 9. Receipt of Bank certificate :-

- Authorized dealers will issue Bank Certificates to the exporter, once the payment is received and only with the issuance of the Bank Certificate, the export transaction becomes complete.
- It is mandatory on the part of the Exporters to negotiate the shipping documents for shipping of goods out of country.

# 3.4 Export Documents

An export trade transaction distinguishes itself from a domestic trade transaction in more than one way. Various documents are necessary for export.

- 1.Invoice:-
- 2.Packing list:-
- 3. Certificate of Inspection: -
- 4. Certificate of Origin:-
- 5.IEC Certificate:-
- 6.Bill of Lading:-
- 7.Airway Bill:-



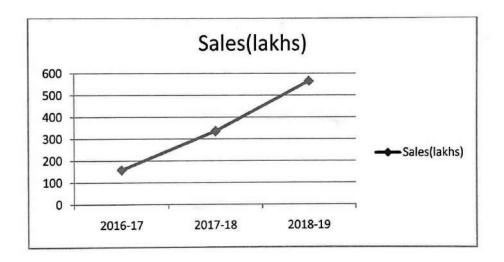
- 8.Shipping Bill-
- 9.Letter of Credit:-

# Sales of Yarn From Year 2016-17 To 2018-19

Country	Sales(lakhs)
Turkey	111.43
Bangladesh	60.07
Korea	0.58
Tunisia	73.62
Itajai	12.10
Guntemala	49.54
Peru	95.33
China	48.20
Argentina	48.29
Taiwan	94.18
Iran	349.76
Israel	9.92
Singapore	25.54
Egypt	113.53
Morroco	19.86
Bulgaria	46.74

Export graph of three Years

Year	Sales(lakhs)
2016-17	157.8
2017-18	335.54
2018-19	565.35



Interpretation:-Sales in year 2016-17 and then there was rapidly growth in the sales from year 2017 to 2019. Due to increase in the cost of cotton there was reduction in the production of yarn and it lead to decrease in the export of yarn in the year 2017-18.



# CHAPTER IV DATA ANALYSIS AND INTERPRETATION



# **Data Analysis and Interpretation**

# 4.1 Export procedure -

- i. Pre-shipment procedure
- ii. Post-shipment procedure

# 1 Pre-shipment procedure

Pre-shipment stage consists of the following steps:-

#### a) Approaching Foreign Buyers:

In order to secure an export order, a new exporter can make use of one or more of the techniques, such as, advertising in international media, sales promotion, public relation, personal selling, publicity and participation in trade fairs and exhibitions.

#### (b) Inquiry and Offer:

An inquiry is a request from a prospective importer about description of goods, their standard or grade, size, weight or quantity, terms of payments, etc. On getting an inquiry, the exporter must process it App immediately by making an offer in the form of a proforma invoice.

#### (c) Confirmation of Order:

Once the negotiations are completed and the terms and conditions are finalized, the exporter sends three copies of proforma pre invoice to the importer for the confirmation of order. The importer signs these copies and sends back two copies to the exporter.



#### (d) Arrangement of Pre-shipment Finance:

On securing the letter of credit, the exporter' Procures a pro-shipment finance from his bank for procuring raw materials and other components, processing and packing of goods an transfer of goods to the port of shipment

#### (e) Production or Procurement of Goods:

On securing the pre-shipment finance from the bank, the exporter either arranges for the production of the required goods.

#### (f) Packing and Marking:

Then the goods should be properly packed and marked with necessary details such as port of shipment and destination, country of origin, gross and net weight, etc. If required, assistance can be taken from the Indian Institute of Packing (IIP).

#### (g) Pre-shipment Inspection:

If the goods to be exported are subject to compulsory quality control and pre-shipment inspection then the exporter should contact the concerned Export Inspection Agency (EIA) for obtaining an inspection certificate.

#### (h) Obtaining Insurance Cover:

The exporter must take appropriate policies in order to insure risks:

ECGE policy in order to cover credit risks.

Marine policy.

### (k) Appointment of C&F Agent:



Since exporting is a complex and time-Consuming process, the exporter should appoint a Clearing and Forwarding (C&F) agent for submission of various export documents.

#### 2 Post-shipment Procedure

The post-shipment stage consists of the following steps:

# (a) Submission of Documents by the C&F Agent to the Exporter:-

On the completion of the shipping procedure, the C&F agent submits the following documents to the exporter:

- ·A copy of invoice
  - •Drawback copy of the shipping bill.
  - •Export promotion copy of the shipping bill.
- •A full set of negotiable and non-negotiable copies of bill of lading.
  - •The original L/C, export order or contract.

#### (b)Shipment Advice to Importer:-

After the shipment of goods, the exporter intimates the importer about the shipment of goods giving him details about the date of shipment, the name of the vessel, the destination. etc. He should send also send one Copy of non-negotiable bill of lading to the importer.

#### (c)Presentation of Documents to Bank for Negotiation:-

Submission of relevant documents to the bank and the process of getting the payment from the bank is called "Negotiation of the Documents." and the documents are called 'Negotiable Set of Documents'. The set normally contains:



- •Bill of Exchange, Sight Draft or Usance Draft.
- •Full set of Bill of Lading or Airway Bill.
- ·Original Letter of Credit.
- •Certificate of Origin, GSP or APR Certificate, etc.
- •Marine Insurance Policy, in duplicate.

#### (d)Dispatch of Documents:-

The bank negotiates these documents to the importer's bank in the manner as specified in the L/C. Before negotiating documents, the exporter's bank scrutinizes them in order to ensure that formalities have been complied with and all documents are in order. The bank then sends the Bank Certificate and attested copies of commercial invoice to the exporter.

#### (e)Acceptance of Bill of Exchange:-

Bill of Exchange accompanied by the above documents is known as the Documentary Bill of Exchange In case of draft, the bank hand over the relevant documents to the importer only against payment.

#### (g) Realizations of Export proceeds:-

On receiving the documentary bill of exchange, the importer releases payment in case of sight draft. The exporter's bank receives the payment through importer's bank and is credited to exporter's account.

#### (h)Processing of GR Form:-

The RBI verifies the details in duplicate copy of GR with the original copy of GR received from the customs. If the details are found to be in order then the export transaction is treated to be completed.



### **4.2 Export Documents**

An export trade transaction distinguishes itself from a domestic trade transaction in more than one way. One of the most significant variations between the two arises on account of the much more intensive documentation work. The documents mentioned in the pre & post shipment procedure are discussed below-

#### 1.Invoice-

It is prepared by an exporter & sent to the importer for necessary acceptance. When the buyer is ready to purchase the goods, he will request for an invoice.

#### 2.Packing list:-

It shows the details of goods contained in each parcel / shipment. Considerably more detailed and informative it indicates the type of package, such as a box, crate, drum or carton.

# 3. Certificate of Inspection: -

It is a type of document describing the condition of goods and confirming that they have been inspected..

# 4. Certificate of Origin:

The certificate of origin states that the goods exported are originally manufactured in the country whose name is mentioned in the certificate.

#### 5.IEC Certificate:-

It is an Import-Export Code Certificate issued by- DGFT, Ministry of Commerce, and Government of India.



It is a 10 digit code number. No exports or imports will be effected without the IEC code. It is mandatory for every exporter.

#### 6.Bill of Lading:-

The bill of lading is a document issued by the shipping company or its agent acknowledging the receipt of good to deliver the goods in the like order, provided the freight and other charges as specified in the bill have been duly paid. It is also a document of title to the goods and delivery.

A bill of lading normally contains the following details:-

- . The name of the company
- The name and address of the shipper / exporter
- The name and address of the importer / agent
- The name of the ship
- Voyage number and date
- The name of the ports of shipment and discharge
- Quality, quantity, marks and other description
- The number of packages
- Whether freight paid or payable
- The number of originals issued
- The date of loading of goods on the ship
- The signature of the issuing authority.

#### 7. Airway Bill:-

An airway bill, also called an air consignment note, is a receipt issued by an airline for the carriage of goods. As each shipping company has its own bill of lading, so



each airline has its own airway bill. Airway Bill or Air Consignment Note is not treated as a document of title and is not issued in negotiable form.

#### 8.Mate's Receipt:-

Mate's receipt is a receipt issued by the Commanding Officer of the ship when the cargo is loaded on the ship. It contains information relating to -

- · Condition of goods
- Name of the vessel
- Date of loading
- Port of delivery
- Name of the address of the shipper exporter.
- Name and address of the importer / consignee.
- · Other required details.

#### Importance of Mate's receipt:-

The main importance of mate's receipt is that is serves as an acknowledgement of the goods loaded on the ship. After loading, the goods remain in the custody of the captain / mate of the ship.1.It enables the agent of the exporter to pay port trust dues. After making payment of port dues, the agent collects the mate's receipt and submits it to the customs preventive officer

# 9.Shipping Bill-

Shipping bill is the main customs document, required by the customs authorities for granting permission for the shipment of



goods. The cargo is moved inside the dock area only after the shipping bill is duly stamped, i.e. certified by the customs. Shipping bill is normally prepared in five copies-

- Customs copy
- Drawback copy
- Export promotion copy
- Port trust copy
- Exporter's copy

#### 10.Letter of Credit:-

This method of payment has become the most popular form in recent times; It is more secured as company to other methods of payment (other than advance payment). A letter of credit can be defined as "an undertaking by importer's bank stating that payment will be made to the exporter if the required documents are presented to the bank within the variety of the L/C".

#### Contents of a Letter Of Credit

A letter of credit is an important instrument in realizing the payment against exports. So, needless to mention that the letter of credit when established by the importer must contain all necessary details which should take care of the interest of Importer as well as Exporter. Letter of credit contains-

- Name and address of the bank establishing the letter of credit
- Letter of credit number and date
- \* The letter of credit is irrevocable
- Date of expiry and place of expiry
- Value of the credit
- Product details to be shipped
- Port of loading and discharge



- Mode of transport
- Final date of shipment
- Details of goods to be exported like description of the product, quantity, unit rate, terms of shipment like CIF, FOB etc.
- Type of packing
- Documents to be submitted to the bank upon shipment
- Tolerance level for both quantity and value
- ❖ If L/C is restricted for negotiation
- \* Reimbursement clause.



# CHAPTER V FINDINGS AND SUGGESTIONS



## **Findings and Suggestions**

#### 5.1 Findings

- There are various documents involved in export procedure but only specific documents are important.
- Export process is lengthy process which involves proper documentation ,planning of export and use of good strategic decisions.
- Fair documentation reduces risk and helps in increasing good relation between exporter, importer and Government in the whole world.

#### 5.2 Suggestions-

- · Company should be in touch with all overseas markets.
- Company should try to advertise the product to improve the overall sales.
- Improve the infrastructure facilities which will help in increasing exports.
- Should acquire more knowledge of incentives available for export of goods.
- Try to continue sales in all countries in which the goods are been exported and also try to contact different countries for increase in sales.



#### 5.3 Conclusion-

The study was conducted to know the process of export cycle. The export procedure of the firm has been clearly known and other aspects of trading of yarn has been understood.

From the data analysis the export of company is facing ups and downs in exporting due to various reason so the stability must be created in export process. Export procedure contains many more documents, due to these export of goods takes long time.



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A

PROJECT REPORT

ON

" A STUDY OF INTERNATIONAL BUSSINESS – SUPPLYCHAIN MANAGEMENT"

WITH SPECIAL REFERENCE TO

GHATGE PATIL INDUSTRIES/ADITEK,UCHGAON ,KOLHAPUR

SUBMITTED TO

VIVEKANANDA COLLEGE, KOLHAPUR
IN PARTIAL FULFILMENT OF THE DEGREE OF
BACHELOR OF BUSSINESS ADMINISTRATION
SUBMITTED BY

MISS. PRATIKSHA PRAKASH ROKADE.

UNDER THE GUIDANCE OF

PROF . MR. ASHISH BHASME
( MA ,SET )

THROUGH THE PRINCIPAL

DR. R. R. KHUMBHAR
VIVEKANANDA COLLEGE , KOLHAPUR .
2020-2021



12 Port Cleatered.

#### DECLARATION

I, the undersigned hereby declare that the project report entitled "A STUDY OF INTERNATIONAL BUSSINESS – SUPPLY CHAINMANAGEMENT" with special reference of "GHATGE PATIL INDUSTRIES/ADITEK, UCHGAON, KOLHAPUR "is an original work prepared by me under the guidance of PROF. MR. ASHISH BHASME. The findings in this report and conclusion drawn are based on the work done and data collected by me during the course of my project work. I have not copied any matter from any other report submitted earlier or being submitted this year for similar purpose.

I understand that any such copying is liable to punished in a way that the university deems fit.

PLACE: KOLHAPUR.

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MISS. PRATIKSHA PRAKASH ROKADE.

#### ACKNOWLEDGEMENT

In bringing out this project, I have received valuable opinions, advices and encouragement from many people. I am grateful to MR. JEWAN INGROLE SIR. and all the staff and employees of "GHATGE PATIL INDUSTRIES/ADITEK, UCHGAON, KOLHAPUR" for spending their valuable time for me.

I take this opportunity to express my deep gratitude to VIVEKANANDA COLLEGE, KOLHAPUR for this great opportunity. I sincerely thank to DR.R.R.KHUMBHAR, principal of Vivekananda college.

I am expressing my deep gratitude to PROF. MR. ASHISH BHASME for his guidance an invaluable assistance and also for constant encouragement in completing this project.

I remain indebted to my parents, friends for their hard working, assistance and encouragement in completing this project.

MISS. PRATIKSHA PRAKASH ROKADE.

# **GUIDE CERTIFICATE**

This is to certify that the project report entitled "A STUDY OF INTERNATIONAL BUSSINESS - SUPPLY CHAIN MANAGEMENT ", with reference to GHATGE PATIL INDUSTRIES/ADITEK, UCHGAON, KOLHAPUR submitted by MISS. PRATIKSHA PRAKASH ROKADE to VIVEKANANDA COLLEGE KOLHAPUR as partial fulfilment for award of the degree of BACHELOR OF BUSSINESS ADMINISTRATION is a bonafied work.

PLACE: KOLHAPUR

DATE:

PROF.MR.ASHISH BHASME

Atrasne

(PROJECT GUIDE)

MR.S.S.KALEDR

R.R.KHUMBHAR

( CO-ORDINEATOR B.A

Vivekanand College

(PRINCIPAL) PRINCIPAL Kolhapur (Autonomous) Vivekanand College Kolhapur



DATE:

# **CERTIFICATE**

This is to certify that Miss. Pratiksha Prakash Rokade, BBA student of Vivekananda college, Kolhapur, had successfully completed project on the subject of "A Study Of International Business - Supply Chain Management" in our organization.

During the project period she seems to be very sincere and hard worker. We wish her best of luck for her future.

Thanking you,





R. S. No. 364/1, 363/1, Uchgaon, Kolhapur. 416 005. Maharashtra (India) 0231-2605648 | @ aditek @ gpi.co.in www.gpi.co.in

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# <u>Chapter -1</u> <u>Introduction to the study</u>



#### **CHAPTER 1: INTRODUCTION TO STUDY**

#### 1.1 INTRODUCTION:

International business refers to the trade of goods, services, technology, capital and / or knowledge across national borders and at a global or transnational scale.

It involves cross-border transactions of goods and services between two or more countries. International business is also known as globalization. To conduct business overseas, multinational companies need to bridge separate national markets into one global market place.

Global supply chain management has many benefits for a company. It enables business processes to be organized using international organizations that be reduced, companies can react rapidly to unforeseen market conditions, transport strategies can be improved, costs can be minimized and waste can be eliminated.

Typically, supply chain management attempts to centrally control or link the production, shipment and distribution of a product. By managing the supply chain, companies are able to cut excess costs and deliver products to the consumer faster. This is done by keeping strong control of internal inventories, internal production, distribution, sales and the inventories of company vendors.

Supply chain management is based on the idea that nearly every product that comes to market results from efforts of various organization that make up a supply chain although supply chain have existed for ages, most companies have only recently paid attention to them as a value add to their operations.

In supply chain management, the supply chain manager co-ordinates the logistics of all aspects of the supply chain which consists of five parts.

- 1. The plan or strategy.
- 2. The source of (row material / or services).
- 3. Manufacturing (focused on productivity and efficiency).
- 4. Delivery and logistics.
- 5. The return system ( for defective or unwanted products ).



Supply chain management is the centralized management of the flow of goods and services and includes all processes that transform raw materials into final products.

Goods supply chain management keeps companies out of the headlines and away from expensive recall and lawsuits.

#### 1.2 PURPOSE OF STUDY:

The purpose of the study is to learn about International Supply Chain Management of Ghatge Patil Industries/Aditek ,Uchgaon , Kolhapur .Also to study the potential market for flow of raw materials to finished goods.

#### 1.3 OBJECTIVESOF THE STUDY:

- To study theoretical concept of supply chain management.
- To understand concept of international supply chain management.
- To study international supply chain management of Ghatge Patil Industries/Aditek, Uchgaon, Kolhapur.

#### 1.4 HYPOTHESIS OF THE STUDY:

Ghatge Patil Industries/Aditek ,Uchgaon , Kolhapur have efficient management of International Supply Chain Management.

#### 1.5 RESEARCH METHODOLOGY:

The information and data required to conduct this study is collected mainly from primary and secondary sources.

#### A .Primary data:

- i. Interview.
- ii. Discussion with personal interaction.
- iii. Observations.

#### B. Secondary data:

i. Web sites.



- ii. Books.
- iii. Various other records maintained by the company.
- iv. Previous project reports.

#### 1.6 SCOPE OF THE STUDY:

The scope of the study is limited only for Ghatge Patil Industries/Aditek ,Uchgaon , Kolhapur . for two years 2018-2019 and 2019-2020 .

#### 1.7 SIGNIFICANCE OF THESTUDY:

Studying supply chain management empowers you to keep the wheels turning smoothly- both in everyday situations an in times of crisis. Whatever your relationship to the supply chain, gaining a better understanding of the flow of production and distribution will empower you to-

- · Collaborate more efficiently
- · Improve quality control
- · Keep up with demand
- Reduce cost
- Mitigate risks.

#### 1.8 LIMITATION OF THE STUDY:

This study is limited to international supply chain management.

#### 1.9 CHAPTER SCHEME:

#### CHAPTER 1: INTRODUCTION TO THE STUDY:-

This chapter deals with information part which comprise its purpose objectives research methodology, scope, significance and limitations.

#### CHAPTER 2: INTRODUCTION TO ORGANIZATION:-

This chapter covers history of the firm , information of the firm and other information related to the company.

#### CHAPTER 3: THEORETICAL BACKGROUND:-

This chapter covers the theory of supply chain management.

#### CHAPTER 4: DATA ANALYSIS AND INTERPRETATION:-

This chapter deals with data analysis and interpretation through tables and graphical data presentation.

#### CHAPTER 5: FINDING AND OBSERVATIONS:-

Chapter highlights various finding and observations regarding data analysis of ghatgepatil industries/Aditek ,uchgaon , Kolhapur.

#### CHAPTER 6: CONCLUSION AND SUGGESTION:-

This chapter deals with conclusion and suggestion based on this project.



# $\underline{\text{Chapter}-2}$

# Introduction to organization



# <u>CHAPTER 2</u>: <u>INTRODUCTION TO ORGNIZATION</u>

#### 2.1 COMPANY PROFILE:

COMPANY NAME: GHATGE PATIL INDUSTRIES/ADITEK.

BUSINESS TYPE: MANUFACTURING OF OIL AND GAS VALVE

AND TRANSMISSIONS.

PRODUCT: OIL AND GAS VALVE AND TRANSMISSION

AGRICULTURE PARTS.

ADDRESS: UCHGAON, KOLHAPUR.

**OWNER: KIRAN PATIL.** 

NUMBER OF EMPLOYEE:1500.

LAND AREA: 10 ACRE.

CONTACT:02312608000.

YEAR ESTABLISHED: 1966

WORKING TIME: 8.30 AM TO 5.00 PM (General Shift).

12.30 AM TO 7.30 AM.

7.30 AM TO 4.00 PM.

4.00 PM TO 12.30 AM.

EMAIL ID :corporate@gpi.co.in

**WEEKLY HOLIDAY: MONDAY** 

TRADE AND MARKET: EXPORT AND LOCAL BUSINESS.

MAIN MARKETS: OMNI (SINGAPORE), IOCL, BPCL, HPCL.



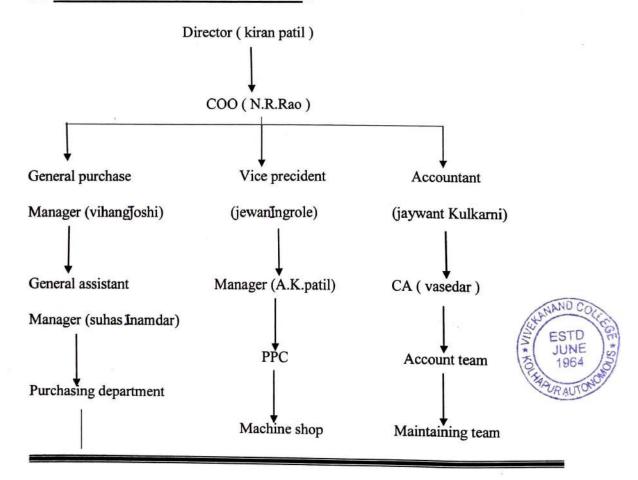
#### 2.2 BRIEF HISTORY OF THE ORANISATION:

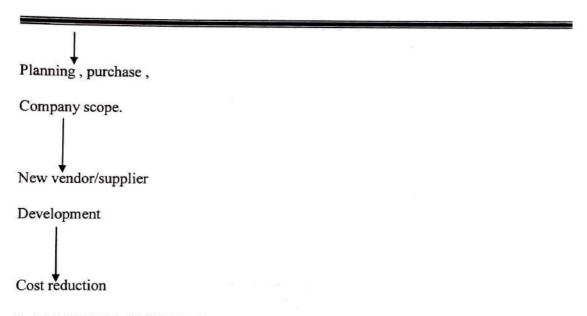
Ghatgepatil industries/aditek limited is a non-government company, incorporated on 02 july, 1960 in Kolhapur (uchgaon), Maharashtra.

Vasantraomadhavraoghatge (9 may 1916 – 3 sept 1986) was an Indian entrepreneur, business magnate, industrialist and a professor. He was the co-founder of the ghatgepatil transport along with jaykumarpatil in the year 1945 based in Kolhapur.

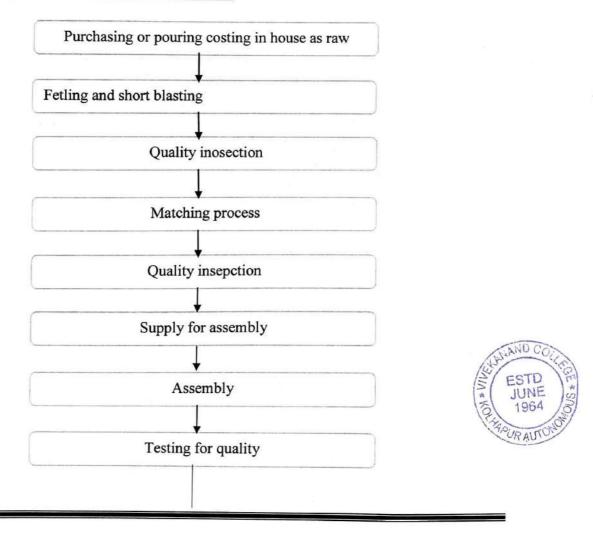
Ghatgepatil industries/aditek limited manufactures fluid control equipment. The company offers torque converters, clutches, hydraulic gearbox, fluid coupling and transmission control valves equipment. Ghate patil industries serves oil and gas industries globally.

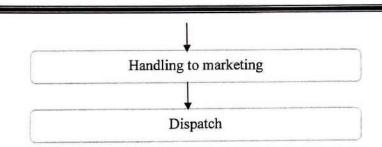
#### 2.3 ORGANISATION STRUCTURE:



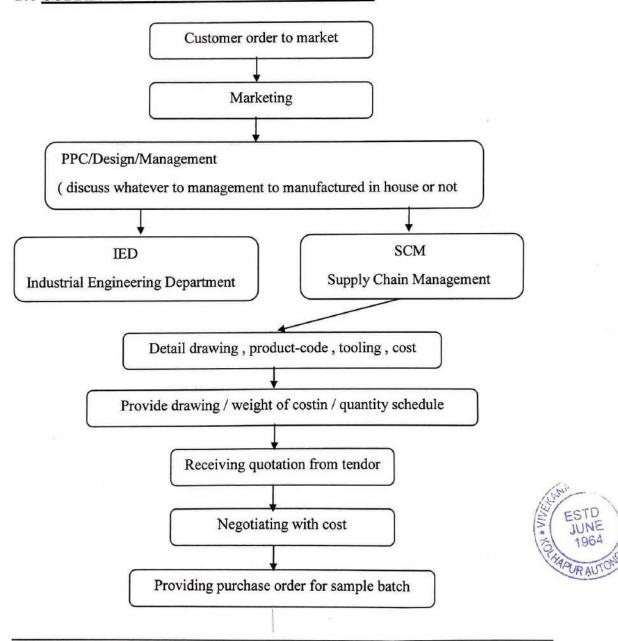


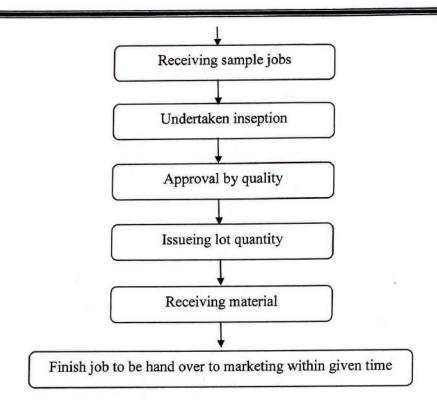
# 2.4 MANUFACTURING PROCESS:





# 2.6 SUPPLY CHAIN OF AN ORGANIZATION:





#### 2.7 AIM OF THE ORGANIZATION:

Aim is to maximise the production with good quality and customer demands at desired level.

# 2.8 SLOGEN OF THE ORGANIZATION:

"Ingrowing......future"

#### 2.9 FUTURE PROSPECT:

To be major leader company in supplying finished products in defence, agriculture as well as oil gas industry.



# <u>Chapter- 3</u> <u>Therotical background</u>



#### **CHAPTER3: THEROTICAL BACKGROUND**

#### 3.1 : INTRODUCTION :

"In commerce, supply chain management, the management of the flow of goods and service, involves the movements and storage of raw materials, of work –in-process inventory, and of finished goods from point of origin to point of consumption". Interconnected or interlinked network, channels and node business combine in the provision of products and services required by end customer in supply chain. Supply chain management has been defined as the design, planning, execution, control, and monitoring of supply chain activities with the objective of creation net value, building a competitive infrastructure leveraging worldwide logistics, synchronizing supply with demand and measuring performance globally.

Supply chain management practice draws heavily from the areas of industrial engineering, system engineering, operations management, logistics, procurement, information technology, and marketing and services for an integrated approach.

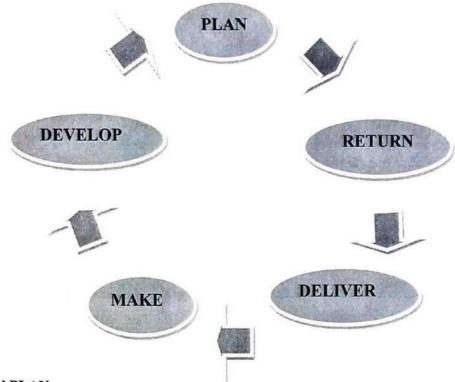
#### 3.2- **DEFINITION**:

- 1] A supply chain is comprised of all the business and individual contributors involved creating a product, from raw materials to finished merchandise example of supply chain activities includes farming, refining, design, manufacturing, packaging and transportation.
- 2] The integration of key business process across the supply chain for the purpose of creating value for customer and stakeholder.

#### 3.3- SUPPLY CHAIN MANAGEMENT PROCESS:

Supply chain management is a process used by companies to ensure that their supply chain efficient and cost effective. A supply chain is a collection of step that a company takes to transform raw materials into a final product. These includes:-





#### 1] PLAN-

The initial stage of the supply chain process is the planning stage. We need to develop a plan or strategy in order to address how the product and services will satisfy the demands and necessities of customer.

#### 2| DEVELOP-

After planning the next step involves developing or sourcing. In this stage we mainly concentrate on building a strong relationship with suppliers of the raw materials for production.

#### 3] MAKE:-

The third step in the supply chain management process is the manufacturing or making of product that were demanded by the customer in synchronized for delivery.

#### 4] DELIVER:-

The fourth stage is the delivery stage. Here the products are delivered to the customer at the destined location by the destined by the suppliers. This stage is basically the logistics phase, where customer orders are accepted and delivery of goods is planned.

5] RETURN: - The last and final stage of supply chain management is referred as the 964 return.

#### 3.4 TYPES OF CHAIN MANAGEMENT:

#### 1] Material flow:-

Material flow includes a smooth flow of an item from the producer to the consumer this is possible through various warehouse among distributors, dealers and retailers.

#### 2] Information flow:-

Information flow comprises the request for quotation, purchase, order, monthly schedule engineering change requests, quality complaints and report on supplier performance for customer side to the supplier.

#### 3] Money flow:-

On the basis of the invoice raised by the producer the clients examine the order for correct, money flow from the clients to the respective producer.

#### 3.5 SUPPLY CHAIN MANAGEMENT – DECISION PHASES:

#### 1] Supply chain strategy:-

In this phase, decision is taken by the management mostly .The decision to be made consider the section like long term prediction and involves price of goods that are very expansive if it goes wrong.

#### 2] Supply chain planning:-

Supply chain planning should be, de done according to the demand and supply view. In order to understand customer demands, a market research should be done.

#### 3| Supply chain operation:-

The third and last decision pales consist of the various functional decisions that are to be made instantly within minutes, hours or days.

#### 3.6 SUPPLY CHAIN TYPES:

#### 1] Raw supply chains:-

Raw supply chains are basic type that were loosely organized and mostly confirmed to the style. This supply chains are found in small scale industries.

#### 2] Ripe supply Chain:-

All activities are done in an organized manner, companies have improved relationship with their suppliers and distributors and information close through chain.

#### 3] Internals supply chains:-

Internals supply chains are most commonly found where the companies have implemented sophisticated enterprise resource planning package and their internal operation are absolutely fine tuned and well coordinate.

#### 4] Extended supply chains:-

Extended supply chains are the internally optimized chains that extend well beyond companies boundaries to include the suppliers.

#### 5] Self - monitored supply chains:-

Self – monitored supply chains are the ones were the manufacturing company takes the leads in bringing all partners fold and hence these supply chains are company centric and not customer centric.

#### 6] Outsourced supply chain:-

Outsourced supply chain are were logistic partner usually takes care of everything outbound logistics, inbound logistics, relationship, information floe etc. they make decisions and they monitor the supply chain.

#### 7] Production oriented supply chain :-

Production oriented supply chains have a one point agenda produce to optimize the capacity and labor. All other activities proceed production.

#### 8] Financial – Oriented supply chains:-

Financial oriented supply chain on more fondly knows as "cash to cash cycle" goods flow quickly.

#### 9] Market oriented supply chains:-

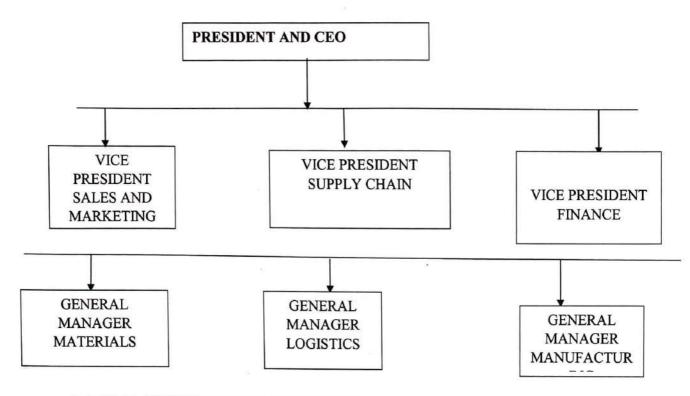
Market oriented supply chain or customer supply chain are the typical built to order types to chains that get triggered when the customer places an order.

#### 10] Value chains:-

Value chain is the ultimate integration that is aimed at total optimization and not optimization in parts. This supply chains also addressed allied issues such as waste disposal, improving productivity etc.



#### 3.7 SUPPLY CHAIN ORGANIZATION:



#### 3.6 OBJECTIVES OF SUPPLY CHAIN:-

- 1] To reduce the physical supply chain links.
- 2] To defines the supply chain responsibility to a specific core services competency.
- 3] To decrease the time and cost of getting and cost of getting end user customer products in volume to the market worldwide.
- 4] To maximize the overall value generated. The value a supply chain generates is the difference between what the final products is worth to the customer and the effort the supply chain expends in filling the customer request.
- 5] To reduce the supply chain cost to the minimum possible level.
- 6] To achieve maximum supply chain profitability. Supply chain profitability is the total profit to be shared across all supply chain stages.



#### 3.8 IMPORTANCE OF SUPPLY CHAIN MANAGEMENT:

#### 1] Significant cost:-

According to the international monetary find [IMF], average supply chain cost has been estimated to be about 12 percent of the world gross domestic product.

#### 2] Increase in supply chain management customer service expectation:-

The interne just in time procurement and manufacturing and continuous replenishment of inventories have all made it possible for customer to expert rapid processing of their request, quickly delivery and product availability.

#### 3] Importance of supply chain t competitive strategy of the firm:-

Firm compete based on a strategy of differentiating their product offering from those of their competitors. Since supply chain has significant effect on a firm cost and supply chain decision affect the level of customer increase market share and to increase profit. Thus good supply chain management. Can generate not just reduce cost.

#### 4| Supply chain Adds significant customer value:-

For successful marketing a firm must to able to ensure that its product is made available to its customer at the right place. Even through a inventory available in time it creates value to the customer (i.e. time value and place value). This value is as goods as the value created by producing a quality product or by lowering the price.

#### 5] Customer wants quick and customized response:-

Advantage in communication, technology and transportation has resulted in services such as ATM, courier service, e-mail, etc. supply chain management. Enable the firm to offer products that meet individual customer needs and achieve higher customer satisfaction.

- 6] The design, planning and operation of a supply chain have a strong impact on overall profitability and success.
- 7] Supply chain management includes transportation vendors. Supplier's distributors, bank, credit and cash transfer. Bill payable and receivable, warehousing and inventory levels, orders fulfillment and sharing customer, forecasting and production information.
- 8] Supply chain management builds suppliers that focus on both maximum to the ultimate customer.



#### 3.9 ADVANTAGE OF SUPPLY CHAIN MANAGEMENT:-

- 1] Supply chain management helps to increase savings in labor and procurement costs.
- 2] It helps to achieve better inventory control.
- 3] It is used to get better control over suppliers.
- 4] It can increase market visibility.
- 5] Chances of products failure rate can be reduced by supply chain management.
- 6] It is used to provide better information on customer need, tastes etc.
- 7] It helps to achieve regular and better communication with the customer.
- 8] It helps to improve customer care services.
- 9] It increases performance and profitability.
- 10] It enhances value for money.

#### 3.10 Disadvantage of supply chain management:-

- 1] Some time supply chain management can be very expensive to implement.
- 2] Competitors can easily copy the strategy of supply chain management.
- 3] For better supply chain management, proper skills and experience is required to achieve success.
- 4] Sometimes supply chain management various functions may be difficult to manage.
- 5] In supply chain management there may be staff resistance.



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# <u>Chapter – 4</u> **Data Analysis And Interpretation**



## **CHAPTER4: DATA ANALYSIS AND INTERPRETATION**

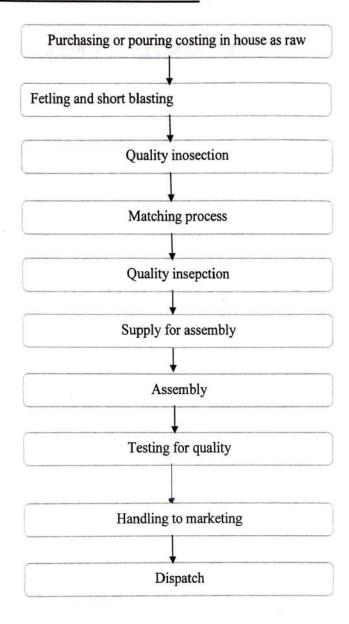
#### 4.1 PURCHASING RAW MATERIAL:-

PLACE	MODE	DURATION
Karnataka	By truck	1 or 2 days
Sangali(palus)	By tempo	1 or 2 days
Mumbai (very rare)	By truck	2 or 3 days

The above table shows that , a manufacturing industry purchases raw material from Karnataka , Sangali and Mumbai . It takes maximum 3 days from all the places to reach the firm through transportation.



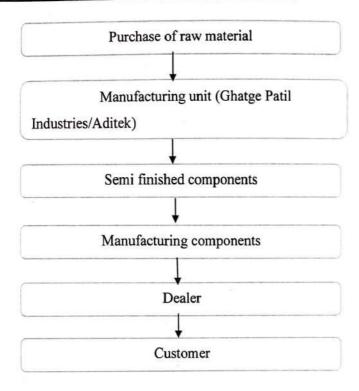
#### 4.2 MANUFACTURING PROCESS:-



The above manufacturing process of the industry takes 4 week program to convert raw material into finished goods right from purchasing raw material to delivering to customer.



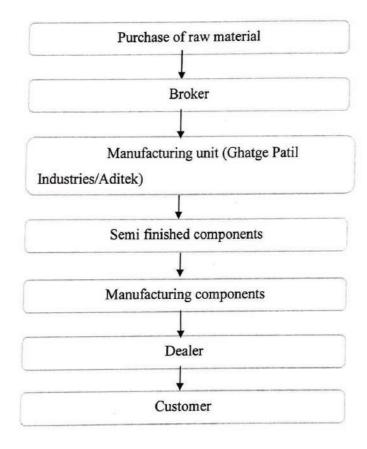
# 4.3 <u>DIRECT SUPPLY CHAIN MANAGEMENT</u>:-



The above flow chart shows the direct supply chain of the industry. The industry purchases raw material directly from the suppler.



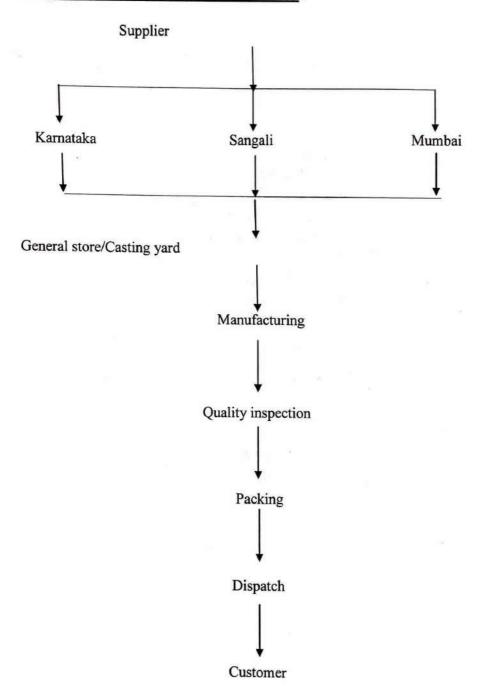
#### 4.4INDIRECT SUPPLY CHAIN MANAGEMENT:



The above flow chart shows the indirect supply chain of the industry. The industry purchases raw material from its supplier with the help of broker.



# 4.5 SUPPLY CHAIN OF THE FIRM:



The above flow chart shows the supply chain of the manufacturing industry. The industry purchases raw material from neighbouring state and district and stores the raw material in casting yard. As per the requirements from the customer manufacturing plant pick up the casting from the warehouse and convert it into the finished goods within date of commitment from the customers demand and supply it to them.

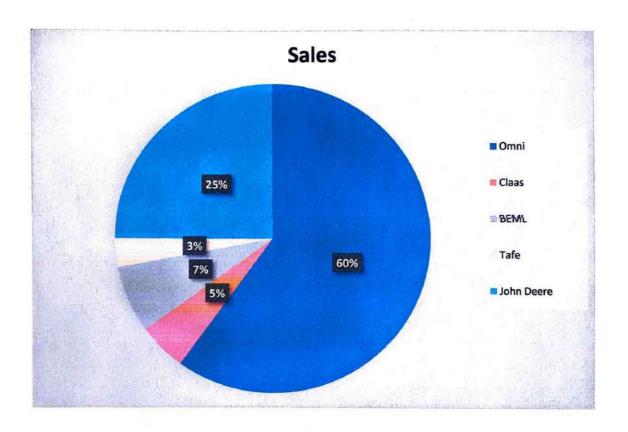
#### 4.6 SUPPLY OF SEMIFINISHED GOODS:-

PLACE	MODE	DURATION			
India Canada USA	By truck or container  By airways  By ship	4to5 days 2 days 2 months			
			Germany	By airways	3 days
			Belgium	By airways	2 to 3 days
Singapore	By airways	1 day			

The above table shows the places where the industry supply its finished goods through transport by roadways, airways and waterways to the markets in the foreign.



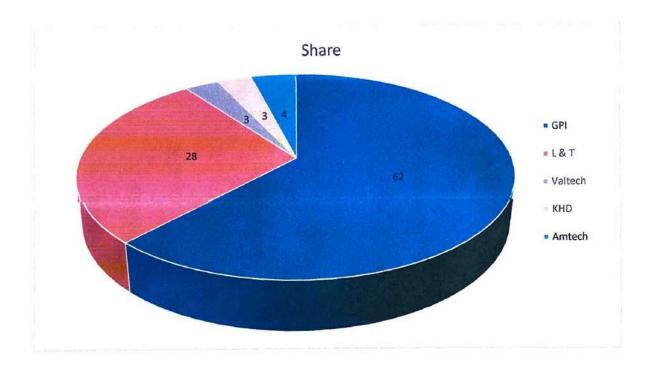
#### 4.7 BRANDS WHICH THE FIRM SUPPLY:-



The above pie chart shows the brands which the firm supply to there customers. They supply to Omni(60%), Claas(5%), BEML(Bharat Earth Mover Limited)(7%), Tafe(3%) and John Deere(25%).



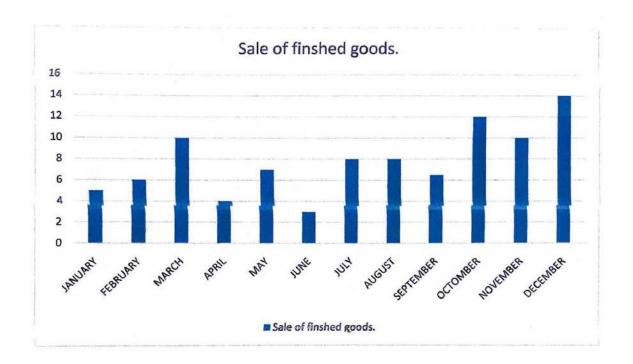
#### 4.8 MARKET SHARE:-



The above pie chart explain the market share. The market share of GPI(62%), L&T(28%), Valtech(3%), KHD(3%) and Amtech(4%).



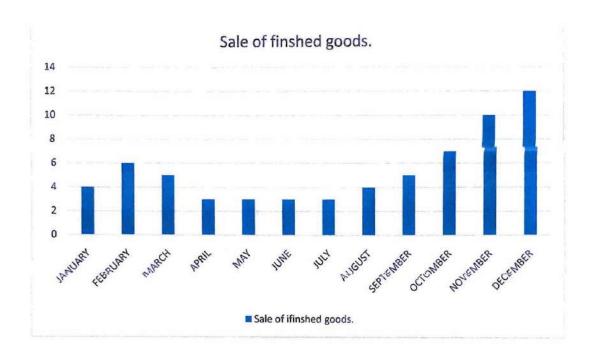
# 4.9 <u>SUPPLY (SALE) OF FINISHED GOODS IN THE YEAR 2018-2019</u>:-



The above graph shows the monthly summary for supply of finished goods in the year 2018-2019.



## 4.10 <u>SUPPLY (SALE) OF FINISHED GOODS IN THE YEAR 2019-</u> 2020:-



The above graph shows the monthly summary for supply of finished goods in the year 2019-2020 .



## <u>Chapter – 5</u> <u>Findings And Observations</u>



#### **CHAPTER5: FINDINGS AND OBSERVATIONS**

- ➤ Ghatge Patil Industries/Aditek purchases raw material from Karnataka, sangali and Mumbai for manufacturing their products.
- The industry supplies its products to local companies as well as foreign companies.
- After purchasing a raw material it takes 4 week program to convert it into finished goods.
- Ghatge Patil Industries/Aditek integrates high quality equipments, machinery, advance co-ordinators / managers, technicians.
- > The industry uses both direct and indirect supply chain to reach their customers.
- ➤ They satisfy their customers by providing quality and right products at right time and place.
- > The market shares of Ghatge Patil Industries/Aditek is more than its competitors.
- Ghatgepatil industries/aditek supplies reputed companies product brands like Omni valve, IOCL, HPCL, BEML, John Deere to their customers.
- ➤ It was observed that, the supply(sale) of finished goods went on decreasing in 2019-2020 as compared to the year 2018-2019.



# <u>Chapter - 6</u> <u>Conclusion And Suggestions</u>



#### **CHAPTER6: CONCLUSION AND SUGGESTIONS**

#### > Conclusion:

Today, supply chain management is viewed as a critical business activity. It refers to the connections, right from the supplier to the ultimate consumer. Ghatge Patil Industries/Aditek, with the help of its suppliers manages and coordinates all the supply chain activities effectively to reach their customers. It uses both direct and indirect supply chain to satisfy their customer.

In the year 2018-2019 there was a drastic increase in the supply of finished goods. But, in the year 2019-2020 there are certain up and downs observed in the supply compared to the past year(2018-2019) due to pandemic spreadout. But, later with the progression in the supply chain by GPI/Aditek they have fulfilled the demand of the customer within the given period of time by providing them good quality of finished product within estimated time.

So it is summarized that, Ghatge Patil Industries/Aditek efficiently manage their supply chain.

#### > Suggestions:

- The industry should have to maintain the stock of raw material in casting yard.
- 2. Industry should have to reduce the lead time of the finished products to maximize production.
- Needs to accelerate the production rate by implementing automization.



<u>Chapter – 7</u> <u>Biblography</u>



## **CHAPTER7**: BIBLOGRAPHY

- ➤ Websites
- Previous project reports
- > Various other records which are maintained by the company.



# <u>Chapter – 8</u> <u>Appendix</u>



### **CHAPTER8**: APPENDIX

#### Questionnarie :

- 1. What is your share in the market?
- 2. From where you purchase the raw material?
- 3. Explain your manufacturing process?
- 4. How do you manage your supply chain?
- 5. Which type of supply chain you use to reach your customer?
- 6. Which brands you are supplying in the market?
- 7. Which tagline or golden words you are using to attract customers?
- 8. Where you supply your finished goods?
- 9. Who are your competitors?
- 10. What are your future prospects?

