DISSERTATION REPORT

On

Application of advanced supply management tools and strategies to optimize purchasing capacity as well as profit of HB Food processing limited.

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Semester: Spring2022

Major: Supply Chain Management
Program:RMBA

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Date of Submission: 11/05/2022

Letter of Transmital

May 11, 2022
Amir Husen
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Subject: Submission of Dissertation Report.

Dear Sir,

With humble honor and respect, I am submitting my dissertation report on "Aplication of advanced supply management tools and strategies to optimize purchasing capacity as well as profit of HB Food processing limited" as per partial accomplishment of requirements for the MBA degree, this dissertation has been carried out under the supervisor of you.

This report is an integral part of our academic courses in completion of the RMBA program which has given me the opportunity to have an insight into Supply Chain Management Practices of HB Food Limited.

In completing the report, I tried my best to blend all my knowledge and implied every available details and also attempted to avoid unnecessary amplification of the report.

I humbly respect you to accept this report for your kind evaluation.

Sincerely,

Md.Roman Sheikh
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Department of Business Administration

Acknowledgement

At first I would like to thank All Mighty Allah for making it possible for us to complete our work properly within the given time. Most importantly I would like to thank my dissertation supervisor Amir Husen, who was always ready to guide me and solved all the difficulties that I faced during preparing my report.

I would like to mention some people with due respect and honor who assisted me, without any hesitation to complete our dissertation report within the due time. Therefore, I would like to thank them all from the bottom of my hearts.

Letter Of Authorization

Certified that this dissertation report titled " Aplication of advanced supply management tools and strategies to optimize purchasing capacity as well as profit of HB Food processing limited .Md.Roman Sheikh, who carried out the research under my supervision. Certified further that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

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Assistant Professor
Department of Business Administrntion
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List of Acronyms

SU	Sonargaon University
RMBA	Regular Master of Business Administration
HR	Human Resource
SCM	Supply chain management
MC	Managerial Commnucation
Ltd	Limited
CSR	Corporate Social Responsibility
ILO	International Lebar Organization

Executive Summary

HB Food Processing is a company for the management of a wide range of manufacturing and marketing Convenience Foods and Consumer goods. The company was formed and registered in Bangladesh in 1998. This report is intended to explain the whole Aplication of advanced supply management tools and strategies to optimize purchasing capacity as well as profit of HB Food processing limited . Here we firstly tried to find the current practices of supply chain on the first part of the report. This analysis emphasizes on the major aspects of supply chain within a country which are Supply Chain Strategy, Sourcing and Procurement, Material Management, Manufacturing and Quality Control, Logistics and transportation. We have arranged them as per information could be gathered from both inside and outside of the company.

After the analysis this report focuses on the findings of the analysis. A SWOT analysis is there to guide through the findings of the analysis. At the end few steps of recommendations are suggested in order to indicate a greater future for the company.

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Chapter: 01 Introduction

1.1 INTRODUCTION

The food and beverage industry faces a lengthy list of unique challenges in terms of logistics and supply chain management, right from volatile commodity pricing and inventory management to quality and safety requirements combined with frequent new product introductions, high demand uncertainty, complex manufacturing constraints, and perishability. The need for inventory optimization in the food and beverage industry is growing due to the increase in customer demand, expanding product portfolios, and lengthening supply chains.

Inefficient inventory management in the food and beverage industry results in spoilage of products, resulting in bad supply chain management. This results in poor decision making at all the levels of the supply chain. This leads to a vicious cycle, ultimately reducing sales, profit margins, and customer loyalty

A non-segregated making network that typically includes people, firm, movement, information and assets is known as a Supply chain management (SCM). Supply chain management is more important in food processing industry because timing play a vital role for productivity with high quality, lowcost and with limited resources of raw material. Achieving a high quality of finish product needs high quality of raw material in safe condition and also within time in food processing industry, Supply chain management facing a problem in food processing industry like inconsistencies which occur in supply chains that make a problem for the industry to be consistent. Irregularity and unreliability create risk and may destroy profitability for the parties involved in supply chains.(Mangal, 2013)Irregularity in the food processing industry occurs due to different factors like transportation, social, financial and physical linkages across the chain. Many of these factors are related with each other and difficult to quantify

Food industry plays an important role in providing basics and necessities for supporting various human activities and behaviors (Cooper and Ellram, 1993). Once harvested or produced, the food should be stored, delivered, and retailed so that they could reach to the final customers by due date. It was reported that about one-third of the produced food has been abandoned or wasted yearly (approximately 1.3 billion tons) (Manning et al., 2006). Two-third of the wasted food (about 1 billion tons) is occurred in supply chain like harvesting, shipping and storage (Fritz and Schiefer, 2008). Take fruit and vegetables for example, such perishable food was wasted by 492 million tons worldwide in 2011 due to the inefficient and ineffective food supply chain management (FSCM) (Gustavsson et al., 2011). Therefore, FSCM is significant to save our food.

FSCM has been coined to depict the activities or operations from production, distribution, and consumption so as to keep the safety and quality of various food under efficient and effective modes (Marsden et al., 2000; Blandon et al., 2009). The differences of FSCM from other supply chains such as furniture logistics and supply chain management are the importance reflected by factors like food quality, safety, and freshness within limited time, which make the underlying supply chain more complex and difficult to manage (La Scalia et al., 2016). The complexities are significant in the case of perishable products where their traversal time through FSCM and the use warehouses or buffers against demand and transportation variability are severely limited. Additionally, as the coordination from worldwide scale, the complexities have been compounded, thus, the focus from a single echelon such as food production was shifted to the efficiency and effectiveness of holistic supply chain. That means the resources like trucks, warehouse facilities, transportation routes, and workers within the food supply chain will be used efficiently so as to ensure the food quality and safety through effective efforts such as optimization decisions (Wu, Liao, Tseng and Chiu, 2016).

As the development of cutting-edge technologies, FSCM has been widely recognized both by practitioners and academia. Information technology (IT) has brought dramatic improvements to FSCM in terms of automatic food processing like cleansing and packing as well as freshness storage (King and Phumpiu, 1996; Caswell et al., 1998; Wang et al., 2015). However, the discipline of FSCM is still incapable of addressing many practical real-life challenges satisfactorily. The reasons for the inadequacy are attributed to low operational levels from farmers (Folkerts and Koehorst, 1997), information obstacle among different stakeholders (Caswell et al., 1998), and inefficient decision-making systems/models (Ahumada and Villalobos, 2009). Strategic decision-makers require comprehensive models to increase total profitability while data input into those models are usually ignored in most of traditional myopic models. In order to address current challenges, it is necessary to investigate better approaches to accommodate emerging global situations after taking a critical look at the current FSCM practices and conditions.
This paper selects total 192 articles from 1993 to 2017 by searching the key word "FSCM" in Google Scholar (until November 2016). Special concentration is placed upon the data-driven IT systems which are used for facilitating the FSCM with particular aims of re-designing and re-rationalizing current supply chain to a globally integrated fashion for food industry. Among these articles, there are seven reports from website, 25 papers are case studies, and the others are typical research papers related to FSCM. Most of these reviewed papers are from leading journals such as International Journal of Production Economics (19), European Journal of Operational Research (4), Journal of Cleaner Production (10), Food Control (13), Supply Chain Management: An International Journal (7), Journal of Operations Management (3), British Food Journal (4), etc. Figure 1 presents the selected papers in a yearly view. As demonstrated, there is only a few studies about data-driven IT systems in FSCM in early 1990s. Then, the related papers are fluctuated slightly from 2000 to 2014. Currently, as showing from the prediction curve, there is a dramatic increase of research papers related to this topic. Looking at the general interests on FSCM, the quantity can be expected to increase in the future.
This paper categorizes related topics in a hierarchical organization. Figure 2 presents the scope of the review that each focus is dissected to organize this paper. Section 2 talks about the supply chain management for food industry that covers three themes such as frameworks, models, and worldwide movement. Section 3 presents two major IT systems – traceability systems and decision-making systems for FSCM. Section 4 demonstrates FSCM implementations in terms of reported cases and data-driven applications. Section 5 summarizes the current challenges and future perspectives in four aspects: supply chain network structure, data collection, decision-making models, and implementations. Section 6 concludes this paper through identifying some insights and lessons from this investigation.

In the food industry, the efficiency of the supply chain is vital to profitability and safety. When one link in the food supply chain, such as a farmer or packaging plant, isn't operating at peak performance, every other link in the chain is negatively affected. Advanced technology in supply chain management has allowed food manufacturers that are willing to embrace new trends to explore more thoughtful and efficient processes.

1. 2 OBJECTIVE OF THE STUDY

Broad Objective

The broad objective of the study is to know about the Supply Chain Management Practices of HB Food Processing Limited.

The Specific Objectives

The specific objective of the study are as follows
• To identify the tools and strategy to optomize purchasing of HB Food Processing Limited
• To find out the different types of problems of Purchasing activities of HB Food Processing Limited
• To give suggestions to overcome those problems.
2.3 Scope of the Study
The study mainly focused on the purchasing capacity of HB Food Processing Limited the report highlights tools and strategy purchasing of HB Food Processing Limited

1.3 Methodology of the Study

Data Collection Method

A certain methodology used in order to fulfill the objectives of the report, making maximum utilization of the scopes and to avoid the limitations as much as possible to prepare the outcome of this study. To prepare this report I mostly depend on the experience and secondaryinfom1ation because it was difficult for me to collect primary information

The Primary Sources

The sources as follows
Face-to-face conversation with the Executives and officers of
II. Informal conversation with the client.
III. Practical work exposures from the different desks of the various departments of the Branch covered

The Secondary Sources

The secondary sources data and information are:
a) Annual Report of HB Food Processing Limited.
b) Periodicals published by HB Food Processing limited
c) Various books, articles, compilations etc. regarding general.

1.4 Time Schedule of the Study

SL.NO	Particulars	Time Duration
01	Data Collection	10
02	Data Analysis	30
03	Report Rearrengment	15
04	Report Editing	20
05	Report Evulating and Binding	15
	Total	90

1.5 Limitations of the Study

Since our study is based on both primary and secondary data, there is a possibility of getting fake information. If the surveyed personnel provide us with any information about their opinion of their organization, then the report findings may be erroneous. Above all, this study is weak in some points. The notable ones are as under:

i. The survey was conducted in a very sho1t time so we were not able to collect more information.
ii. This survey made on the crisis of Bangladesh, so it was difficult to collect more samples.
iii. Only the big and the reputed Apex Holdings Limited consider here as samples lack of experience in this field.
iv. Another limitation of this study is the person's private information were was disclosing some, data and information for obvious reasons, which could be very much useful.
v. Lake of proper authority to conduct the interview program.

Chapter 2

Profile of HB Food Processing Limited

HB Food Processing is a company for the management of a wide range of manufacturing and marketing Convenience Foods and Consumer goods. The company was formed and registered in Bangladesh in 1998. HB Food Processing Ltd engages in the manufacturing and sale of consumer goods. Its products include biscuits, cookies and bakery, confectionery, snacks, and batteries. The firm's brands under biscuits include Energy Plus, Hilux, and Nutty; Daily Cookies, Dry Cake, and Badami Cookies under cookies and bakery; confectionery include Pulse Masala Mango, Pineapple, and Eclairs; Foodie Noodles Chicken, Namakpara Butter Garlic, and Tritos-Tomato Madness under snacks; and batteries include . The company was founded on June 26, 1998.

2.1: Vision, Mission and Quality Policy HB Food Processing Ltd.

The vision of HB Food processing Ltd. Is to achieve long term sustainable quality level through continuous improvement. And the mission is to delivered good and quality food in various district

Policy of HB Food proceesing limited

HB Food processing Ltd. has committed themselves to the following policies-

- To understand Market demand and expectations.
- Strive for prevention of failure and defect reduction.
- To skill development of the employees through advanced training.

2.2: Organizational Structure

The Chairman of the HB Food Processing Ltd. is the business owner and follow up all the companies by himself. The Board of Director of HB Food Processing Limited are following-

1. Chairman
2. Vice Chairman
3. Managing Director
4. Director

2.3: Organogram of HB Food Proceessing Limited

Factory related all operation is controlled by HOO (Head of Operation). All the other departmental head had to report to him. GM Production is responsible for the production of the whole company including mixering,hiting ,pacaging and marketing. The rest of the positions i.e. Sr. Manager, Manager, Asst. Manager, Sr. Executive, Executive, Officer and in charge are shown in below organogram.

2.4: Products Produced by HB Food Processing Limited

HB Food Processing Ltd. produced different types of items according to customer's requirement. . Below is listed the products produced by the company-

Many item of Biscut to produce, price range is between 150-180 (per kg)

Tost products, price range is between 140-160(per kg) Plain cake 150-180(per

kg).canacur 150-170 (per kg)

2.5: CSR Policy of HB Food Processing limited

HB Food Proceesing Ltd. has integrated corporate social responsibility into their operations and choose to develop their personnel holistically. Planting 500+ trees every year, providing safe drinking water and on-site medical facilities for all employees and their families, and providing daycare centers with qualified childcare providers for working mothers are just a few of their activities. They also hold regular wellness training workshops for their employees, focusing on financial literacy and nutrition. They are committed to investing in their employees. They have developed a salary management method called the Fair Wage Method with the help of the International Labor Organization (ILO) to address wage discrepancy issues in the worldwide garment manufacturing sector. HB Food Proceessing Ltd. consider these projects as more than just corporate social responsibility and a way to develop the community and the larger global sector.

- Medical room with available full-time doctors and nurses
- Day-care center staffed with certified child caregivers.
- Dining hall and canteen wherein employees can have their lunch and snacks.
- Separated prayer rooms for men and women.
- Safe drinking water dispensers available throughout the factory premises.
- Female welfare officers providing consultancy and employee awareness.
- Workers Participatory Committee for worker counseling and grievance handling.

CHAPTER 3: Conceptual Framworks

3.1 IMPROVE CUSTOMER SERVICES

- **Customers expect to receive the correct product mix and quantity to be delivered on time.** For example, if you buy five books from Amazon and only two of the actual titles arrive, one is an entirely different book and two are missing, the customer will lose faith in Amazon, prompting them to leave a bad review and hinder them from returning to the platform.
- **Products need to be on hand in the right location.** Customer satisfaction is tarnished if your car's brake pads fail and the auto repair shop is delayed in making the repairs because parts are not available in-house.
- **Follow up support after a sale must be done quickly.** When an appliance store sells a furnace with a warranty and it breaks down when temperatures are below freezing, it is a great possibility the customer will be irate if the heating unit cannot be fixed immediately.

3.2 REDUCE OPERATING COSTS

- **Decreases Purchasing Cost** - Retailors depend on supply chains to quickly distribute costly products to avoid sitting on expensive inventories.
- **Decrease Production Cost** - Any delay in production can cost a company tens of thousands of dollars. This factor makes supply chain management ever more important. Reliable delivery of materials to assembly plants avoids any costly delays in manufacturing.
- **Decrease Total Supply Chain Cost** - Wholesale manufacturers and retailer suppliers depend on proficient supply chain management to design a network that meets customer service goals. This gives businesses a competitive edge in the marketplace.

3.3 IMPROVE FINANCIAL POSITION

Insert Profit Leverage ***- Businesses value supply chain managers because they help control and decreasesupply chain expenditures.***

- **Decrease Fixed Assets** - Supply chain managers decrease the use of large fixed assets such as plants, warehouses and transportation vehicles, essentially diminishing cost.
- **Increases Cash Flow** - Firms appreciate the added value supply chain management contributes to the speed of product flows to customers.
- 3.4 New Applications for Technology

Collecting robust data on your product as it moves through the supply chain is crucial to adequately managing your processes. Without technology, collecting this data is time-consuming and there's extensive room for error. Advancements in technology allow professionals in the food industry to automate these processes so they're more efficient and precise.

Automated inventory systems, GPS systems, and predictive analytics are just some of the ways technology can help you manage your supply chain. About half of executives in the supply chain industry recognize the significance of technology and changing their processes to incorporate this technology. They claim machine learning, data collection, transportation safety enhancements, and regulation are the most important components in supply chain management that are positively affected by technology.

When you're open to incorporating new technologies into supply chain management techniques, you can increase accuracy and sustainability in the kitchen and throughout all processes. Embracing technology within supply chain management processes also helps you reduce costs and increase profitability.

3.5 Cloud-Based Communication

With cloud-based communication, there's no more reliance on in-person meetings and consistent scheduled interaction with each person within the supply chain. When your communication is cloud-based, you can lay out the guidelines of each process, making it easy for staff, executives, and other professionals involved in the chain to understand their part and responsibilities.
Cloud-based communication allows for real-time data exchanges that can help you make important decisions on inventory, procedures, and transportation. With this constant communication, all links in the supply chain can mitigate problems quickly and make choices based on accurate and updated data throughout every step in the process.

3.6Inventory Systems

An efficient inventory system within supply chain management is crucial to profitability. Taking advantage of the latest technologies in inventory systems, such as automated inventory counts and order tracking, helps ensure you have the most accurate and updated numbers at all times. With access to inventory numbers and statistics at the touch of a button, supply chain management is quick and reliable.

3.7 Predictive Analytics

When you implement predictive analytics technologies to your supply chain management strategies, you'll have a more accurate deception of how your actions affect the future. Predictive analytics can provide you with inventory forecasts, offer information on when food processing equipment will need maintenance, and calculate how much you'll spend in transportation with different routes.
For example, if you recently upgraded to an efficient oven, you can use predictive analytics to better understand how quickly your product is now prepared and how much more you can produce in a day, which in turn can better inform your sales, contacts, delivery, and orders for new ingredients. This information is crucial for streamlining your supply chain processes and increasing your efficiency at all levels.

3.8 Sourcing Alternative Diets and Food Replacements

In 2018, about 5% of the U.S. adult population considered themselves vegetarian. It may seem impossible within the supply chain to provide a product that excites all consumers, but technology can help expand your product line.
You can harness the power of technology in supply chain management to consider alternative diets and food replacements, such as plant-based foods. With advancements in the industry and consumer demand, it's easier to take on the production of plant-based foods for restaurants, grocery stores, or other food industry stakeholders.
Gluten-free and meat replacement products may be the latest items you need to manage in the supply chain. With multiple items that need to be produced in separate facilities, supply chain management can become complex. However, technological advancements provide consistent communication, predictive analysis, and other aspects that help you manage your supply chain operations, no matter how complicated it becomes.

3.9New Methods for Demand Forecasting

In the food industry, one of the most efficient ways to ensure you're on top of supply chain management is with demand forecasting. When you use technology to forecast the potential demand for a product, you'll ensure you have the proper inventory and processes in place to meet this demand.

Accurate and automated data analytics systems are key to improving demand forecasting. With the latest data, you can predict seasonal increases in demand as well as how events or promotions will affect inventory and production. Using technology to keep track of past demand forecasts also allows you to analyze how your predictions came to fruition so you can continue to improve your analytical systems.

3.10 Supply Chain Risk Management

One of the most important components of successful supply chain management is risk management. Ensuring your processes produce safe and consistent products for consumers is your top priority.
Within the production process, it's important to streamline your procedures to ensure you're reducing food waste and adhering to all food safety guidelines. Packaging and delivery can drain resources, so placing a priority on sustainability is key during these steps in the supply chain.
Technology is useful in ensuring risk management within the supply chain because you can use data and communication to check on all links within the chain. Implementing quality control and analyzing past performance helps you improve these processes to ensure you're safely and effectively delivering a quality product for consumption.
Supply chain management is an important and complex process within the food manufacturing industry. By utilizing technological advancements in supply chain management, you can ensure there are open lines of communication and data analysis throughout the chain, which increases your profitability and efficiency.

3.11 Food proessesing system

The concept of Supply Chain Management (SCM) was developed in processing management is related to customer service, demand, flow of material, and distribution for making an improvement in production. It is a combination and coordination of business activity that control the flow of material dispatch from supplier to customer. SupplyChain management network deals with analysis of information from every node on the Supply Chain to cut down working cost. In 1776 Adam Smith proposes a development in production methods by specializing working in definite task for supply chain management. In between 1859 to1915 F.W. Taylor present with new conception of "function Management " which leads to value Engineering technique developed by L.D. Miles in 1950 to resolve storage, allotment, Scheduling processing, control issue and location layout. In 1970 supply chain management was known as "Distribution "that classifies the Marketing organization Management, it's aimed to reducing storage, managing efficient distribution and movement of storage. From 1980s the Japanese management technique was introduced to improve the productivity. Simultaneously increasing in cost of transport and competition had compelled to decrees supply chain operating cost. In 1990 effect on worldwide and decontrol come in large competition, which show change in supply chain management. Enhancement of customer service became a new project of Supply Chain Management In future introductionof Electronic Data Interchange (EDI) and Radio-Frequency Identification (RFID). How supply chain management work in any food processing industry is define as the agri-industrial system aims for plantation, cutting, transport and processing form farm to mill and mill to market. All food processing industry supply chain is highly integrated and contains:

a) Food Plantation
b) Cutting
c) Food Transportation to Industry
d) Industry for Processing
e) To Market

3.12 Essential Types of Supply Chain Management Tools and strategies

As HB Food ltd continues to raise the bar, the margin of error within the various types of supply chain management gets thinner and thinner. A simple mistake could easily cost your business thousands of dollars and allow your competitors to get ahead. But thanks to supply chain management software, it's never been easier for companies to avoid such pitfalls. Specialized tools and established supply chain management techniques make it possible for users to reduce errors and costs while optimizing the entire supply chain. Let's start with the many different types of supply chain management tools that make these solutions valuable to companies:

3-13 . Shipping Status Alerts and Updates

An increasingly popular tool, real-time alerts provide timely information on all shipping activities. Typically, large companies have high-volume supply chains with many different types of cargo shipped to customers around the country or around the world.

While these factors allow for growth, they also leave your supply chain vulnerable to more errors. Real-time updates keep you in the know, so you and other stakeholders can take action before small issues become much larger. Additionally, these alerts can be sent to your mobile device to inform you of the status of your supply chain at any time, day or night.

3.14 Order Processing

Order processing is massively important to any supply chain, and as such, solutions provide the tools needed to make this task easier and more efficient. These tools support all functions across order processing like sales order processing, order management, order fulfillment, billing and order to cash. These supply chain optimization tools can automate most activities involved in order processing using EDI software and similar technology to directly capture order data. This reduces the time it would take to traditionally process an order by eliminating the need to manually generate and send POs and invoices. It also reduces the opportunity for human error since there's no need to manually take down order information and re-enter it into a different system2

3.15 Lean Inventory

Lean production is a concept that dates back to the 1940s, created by Toyota and inspired by Henry Ford's just-in-time production. The idea is that companies create only what's needed at the moment, determined by current and projected customer demand. Before lean production, manufacturers would create and house large surpluses of goods. This resulted in massive inefficiencies, wasting time and effort.

The overall goal of this practice is to optimize your production planning by cutting down on warehousing space, inventory costs and the different procedures of storing excess inventory. Lean inventory tools can provide quite a bit of return on investment for a business, decreasing the need for warehouse space and streamlining their labor force.

While lean production principles can be implemented without these tools, this type of supply chain management takes efficiency to the next level. By using demand forecasts, materials planning, scheduling and simulation tools, you're able to gain a much deeper insight into the future of your supply chain. These tools make planning production in alignment with lean manufacturing principles much easier.

3.16 Warehouse Management

Depending on the solution you choose, these tools may also help manage the day-to-day operations within your warehouses. Solutions provide a wide array of warehouse management capabilities as broad or specific as your company requires. Some solutions provide advanced supply chain planning tools, allowing users to handle complex logistics related to receiving, product tracking, cycle counting, route planning and more. Moreover, warehouse management tools help manage the kitting and bundling process as well as multiple warehouse locations. This is especially helpful when you need to bundle multiple products that are kept at different warehouses.

3.17. Specialized Freight Handling

In addition to various shipping features, tools can also incorporate different types of industry-specific freight handling functionality. For example, the evolution of cold chain logistics and new regulations concerning perishable goods has changed compliance standards. To handle this, some platforms have integrated technology that can verify that those goods were kept at the proper temperature right up to the last mile of delivery. This tool is also offered by vendors as a standalone product but can be neatly integrated with a larger solution.

If you ship goods in this industry, it's imperative you implement this tool. Maintaining product quality across the supply chain will help you reduce costs associated with perished goods. This includes the cost of a recall, item disposal, legal response and more. For example, think about Chipotle's E. coli outbreak in 2015. Stock prices still fell throughout as late as 2018, with customer reviews worse than they were during the initial outbreak. Further, a whopping 37% of customers report eating at Chipotle less often due to issues surrounding food safety.

3.18 Bid and Spend

Sourcing and procurement are a major part of supply chain operations for many businesses. Therefore, tools that support these activities should be a top priority as well. Sophisticated tools for supply chain management can help you dig down and take a granular look at what you're spending on each item that you take in and send out during production. Bid and spend tools also automate much of the procurement process, reducing errors and resources spent. For instance, top tools can automate the entire procure-to-pay process. These tools can also assist you in evaluating bids from different suppliers by helping you spot opportunities for improvement. Many of today's tools incorporate automated spend analysis to help users better understand their overall procurement processes and come up with ways to improve them. For procurement teams with many members, these tools allow procurement officers to set limits for employees by creating approval processes and spending limits.

3.19 Supplier Management

Tying in strongly with bid and spend tools, supplier management is a must-have when it comes to procurement. Along with assistive features for cost issues, supply chain management tools can also help businesses get a better understanding of how they relate to their suppliers. These tools show the history of a business partnership and how it affects the supply chain. Using supplier performance analysis, users can see how any given supplier has contributed to a business model.

With the ability to continually assess your partners' contributions, decision makers can act more confidently to change or otherwise manage supplier relationships. Furthermore, supplier management tools often offer a workspace to perform bids, auctions and negotiations for more centralized procurement.

3.20 Analytics and Reports

In addition to analyzing consumer demand and your suppliers' performance, this type of supply chain analytics tool performs analyses of your data from the entire supply chain. Analysis tools allow users full visibility not just into the physical location of inventory, but also into the health and performance of the company. Analytics can provide insight into the company as a whole or into individual sectors. Demand forecasts give visibility into the popularity of certain items, whereas warehouse analysis might tell you the most efficient way to store and move that product. This also allows users to analyze order processing which can uncover the source of delays and errors. Additionally, users can analyze transportation and logistical processes.

3.21 Collaboration Portals

In addition to providing a hub for procurement, modern supply chain monitoring tools also allow companies and their suppliers to collaborate in other ways through a designated portal. Supply chain portals can eliminate several collaboration challenges including communication issues, bottlenecks in requisition and order, and other issues.

Using portals, all parties may have access to production progress, order forecasts, product specifications, purchase orders, shipment history, schedules and more. Collaborating directly on certain documents eliminates the need for continuous emailing back and forth to get the right information and the errors commonly associated with this form of communication. Collaboration portals support full supply chain visibility, allowing both companies and their suppliers to stay up-to-date.

3.22 Security Features

There's another element among supply chain tools that's focused squarely on security. Data theft can cause you to lose your position in the market as well as damage your relationships with suppliers. For instance, if your demand forecasts were stolen, your competitors would then have insight into the interests and preferences of your customers. This would enable other companies more effectively to sell to your market, reducing your profit. If financial data is stolen, you may lose the trust of the parties affected such as consumers or business partners.

3.23 Transportation and Logistics

In order to achieve a complete solution, you need to have some sort of transportation management. Transportation and logistics tools help users manage the movement of inventory and materials from one location to the next. With a solution equipped with transportation management, users can plan multi-stop trips, consolidate shipments to maximize space and plan for less than load (LTL) shipping.

3.24 Compliance and Auditing

Consumers, now more than ever, want their products to be well-made, safe and ethical. Thankfully, today's tools give users the means to adhere to both environmental and ethical regulations with ease. For instance, some solutions allow users to closely inspect suppliers to ensure minerals obtained are conflict-free.

3.25 Essential Purchasing practices for food companies

Food distributors, producers, restaurants and other food companies often split their attention between acquiring raw food materials and assembling or processing them into finished goods. The finished product is obviously important, but you also need to consider the safety, nutrition, and quality of the ingredients. Accordingly, purchasing is a major area of strategic development for most food companies; choosing the right suppliers, the right ingredients and sustaining that relationship can drastically impact both the profitability and reputation of your company.

3.26 Balance cost and quality

The most important choice you'll make in food purchasing is the balance between cost and quality (which includes a number of sub-factors). If you opt for the highest quality available, you might pay so much that you're no longer able to make money, but if you go too cheap, nobody will want to buy your products. Instead, strive to find some middle ground: suppliers who are able to give you a good deal on food products that fit the needs and desires of your target demographics. For some companies, that might mean shopping locally or through sustainable farms. For others, it may mean looking internationally to find the perfectly cultivated ingredient. Pay close attention to how the cost of each product will affect your bottom line.

3.27 Choose reliable suppliers

Next, you'll need to choose suppliers who are reliable in multiple dimensions. They need to ship your products on time, every time, without being reminded and without error, so you can plan your operations more efficiently. They need to maintain strict safety and health standards, so you never have to worry about tainted products. They also need to be available for communication at all times, in case something goes wrong or you need an emergency resupply. Work only with suppliers you trust—sometimes it's worth it to pay a little extra for that relationship.

3.28 Check the details

Before closing a deal, make sure to check all the details. Visit the supply facility, if you can, to see their operational standards and equipment with you own eyes. Consider all the variables, and investigate the history of the company to make sure you aren't missing something important.

Many food manufacturers set strict prices on their raw materials, but there's usually no harm in attempting to negotiate. If you're trying to get a better deal, they may be willing to offer you a discount based on bulk purchase quantities, or for a longer-term arrangement. Any wiggle room you get here will result in higher profitability for your business.

3.29 Prepare and check a contract

Informal agreements may seem easier, but for large-scale operations especially, you'll need a firm contract in place. Set a term for the relationship, set specific quality standards and operational procedures, and of course, list the prices you're agreeing on. Double check everything before signing.

3.30 Have a stock replacement procedure

Possibly within the contract, you should clarify exactly how and when your stock is going to need replenished. This is one of the most important operational considerations for a food manufacturer; without enough ingredients on the shelf, you won't be able to continue with production. You and your supplier need to have a clear and mutual understanding of when orders are going to be placed, when they're going to ship, and when they're going to arrive. Don't allow room for misinterpretation here.

If you can, try to simplify your purchasing relationships as much as possible. Working with five different suppliers may help you get the best prices, but it may also cost you hundreds of extra hours in additional paperwork (not to mention more stress in communication). Strive for minimalism in your supplier arrangements.

3.31 Maintain positive supplier relationships

You'll also want to take extra measures to keep your supplier relationships positive and mutually beneficial. Communicate proactively whenever you can, remain cordial when things go wrong, and don't be afraid to give or ask for favors. Good relationships lead to smoother workflows, and faster conflict resolution; it also means your suppliers will stick with you longer, making your food products more consistent.

3.32 Harness new technologies

It’s also a good idea to choose partners willing to work with you via new technologies, which can improve communication and streamline food product tracking. JustFood ERP software, for example, can improve the trackability of your supply, not only making purchasing easier, but also improving the safety of each batch. Technology offers organization and more options for relationship management, so it’s a factor that can’t be ignored.

3.33 Remaining Adaptable

It’s a good idea to keep your suppliers around for as long as possible, both to ensure the consistency of your products and to ease the stress of finding new partners. However, you also must understand that conditions will change over time. You’ll likely have to update your food purchasing policies and suppliers multiple times throughout your company’s operation, and in those cases, the more adaptable you are, the better.

3.34 Accurate deman forecasting

Companies in the food have analyzed the importance of an accurate and repeatable demand forecasting process. Accurate forecasts help maximize production efficiency, minimize inventory, optimize distribution, streamline purchasing, and ensures confidence in growth projections. However, developing a demand plan that people in different roles and areas use to build global supply chain management plans can be very challenging

3.35 Efficent inventory management

Inventory management is one of the most visible global supply chain management expenses in the food and beverage industry and is a line on the balance sheet under current assets. The amount of inventory required is a by-product of supply chain design, customer service levels, product quality, and the ability of the company to predict demand and produce a product in a timely manner. Basic warehouse management that does not consider unique demand variability, the customer service targets, lead-time and lead-time variability of each product/location combination will result in misaligned inventory positions. Inventory management solutions are the best way for organizations to free up capital, boost service levels, and free up time for employees to focus adding task The output from inventory and demand planning, provides better future visibility of the product, customer demands, and material requirements. This is, in fact, one of the best practices for global supply chain management. The output also guides the actions needed by suppliers and manufacturing to satisfy the market demand efficiently. Manufacturers in the food and beverage industry are increasingly being asked to manage inventory at locations of the customer or guarantee a rapid replenishment cycle. Advanced replenishment planning can help develop cost-effective strategies in global supply chain management that ensures customer service levels remain high while minimizing costs.

3.36 Optimize master data

As the food and beverage industry continues to increase in complexity and speed, you may find that your business solutions and enterprise resource planning do not provide the depth and breadth of data capabilities needed to support advanced global supply chain management. The continued adoption of mature processes of businesses plus the capacity to leverage the Internet-of-Things (IoT), further drives the need to connect multiple systems of your organization

3.37 Planning of sales and operations

Sales and operations planning in supply chain management in the food and beverage industry focus on balancing and aligning supply and demand over the tactical time horizon while ensuring that the financial objectives of the company are met. It can transform diverse information from finance, sales, production, marketing, procurement, and transportation in the food and beverage industry into one robust central resource for analysis and decision making. With a comprehensive sales and operations process in place, you can reduce days or weeks from your supply chain management planning process, streamline the cycle of planning, and complete multi-divisional analysis in a fraction of the time. Following sales and operations, best practices allow you to compare multiple "what-if" scenarios, evaluate critical decisions and prepare contingency strategies to avoid risk and pre-empt your competition when market situations chat

3.38 Significance of Supply Chain Management in Food and beverage Industry.

The food and beverage industry faces a lengthy list of unique challenges in terms of logistics and supply chain management, right from volatile commodity pricing and inventory management to quality and safety requirements combined with frequent new product introductions, high demand uncertainty, complex manufacturing constraints, and perishability. Because of rising customer demand, larger product portfolios, and extending supply chains, the need for inventory optimization in the food and beverage business is rapidly increasing.

1. The necessity of an accurate and consistent demand forecasting methodology is ever increasing in the food and beverage industry. Accurate forecasts aids in increasing production efficiency, reducing inventory, optimising distribution, streamlining purchasing, and ensuring the accuracy of growth projections.

2. With a comprehensive sales and operations process in place, which is a subset of SCM, you can reduce days or weeks from your supply chain management planning process, streamline the cycle of planning, and complete multi-divisional analysis in a fraction of the time. Following sales and operations, best practices allow you to compare multiple "what-if" scenarios, evaluate critical decisions and prepare contingency strategies to avoid risk and pre-empt your competition when market situations change.

3. Inventory management is one of the most visible supply chain management expenses in the food and beverage industry. The amount of inventory required is a by-product of supply chain design, customer service levels, product quality, and the ability of the company to predict demand and produce a product in a timely manner. If the product is not available to the customer when they need it they will buy it from other organizations which will be detrimental to our organisation. For Instance if CSB Hyderabad lacks the produce to produce chai for a day the customers will most likely seek other places to drink Chai from. Thus Inventory management which is a part of SCM plays a crucial role in the F&B industry.

4. Warehouse management that does not consider unique demand variability, the customer service targets, lead-time and lead-time variability of each product/location combination will result in misaligned inventory positions. Misaligned inventory positions will further freeze up the capital in the form of unsold inventory, which can have a domino effect on other aspects of the organisation especially considering that the f&b industry is very capital attentive. In such situations Inventory management solutions ,which is a subset of SCM, is the best way for organizations to free up capital, boost service levels, and free up time for employees to focus on a value-adding task.
5. Manufacturers in the food and beverage industry are increasingly being asked to manage inventory at locations of the customer or guarantee a rapid replenishment cycle. Advanced replenishment planning can help develop cost-effective strategies in supply chain management that ensures customer service levels remain high while minimizing costs. This effect can be clearly seen in the case of Big Basket as they have started storing goods/inventory at the location of the customers to reduce shipping time and guarantee a rapid replenishment cycle.

3.39 Supply Management Systems

Virtually all firms have supply management system even though many do not appear to be aware of this truth. A cross-functional approach to supply management allows each functional areas affected by the procurement of materials, equipment & services to be involved at a poiI1t where it may contribute to the lowest total cost. For example, food manufacturing has expertise in technical & ; operations have it in the productivity implications of different materials; quality addresses the ability of prospective suppliers to meet quality requirement; & supply management addresses the commercial issues involved. Functions that should be included up-front (but seldom are under traditional approaches) are more likely to be involved so that they may contribute their insight. Customer service & maintenance are examples of functions with valuable information that should be considered early in the product's development. Unfortunately, such activities n01mally do not participate early enough to voice their concerns & needs. This may result in the purchase of equipment that is difficult to maintain, which may result in unavoidable downtime. Early in the development stage for new products or services (n01mally, after the objectives have been established & agreed to), one or more carefully selected suppliers is invited to join the in-house cross-functional team. Such action reduces the development & operation cycle & total cost.

3.40Strategic Supply Management Activities

Supply management must focus on ten strategic activities:

1. **Environment Monitoring:** Supply management must understand supply markets & monitor the supply environment to identify threats & opportunities. These threats & opportunities include material shortages that affect one or more industries that supply the film. Sh01tage will affect both the price & availability of purchased materials & supplies. The film should take actions to minimize the impact of such shortages by monitoring changes in the supply environment.

2. **Integrated Supply Strategy:** Supply management must develop & manage the firm's supply strategy as an integrated whole instead of a series of unrelated strategies. The corporation's strategy is the key driver of the supply strategy. The technology, marketing & production strategies are all inputs to the supply strategy. Conversely, the supply strategy is an input to the technology, marketing & production strategies.

3. **Commodity Strategies:** Supply management must develop & update sound commodity supply strategies. The following activities must be performed in order to ensure the

effectiveness of the firm's commodity strategies:

- □ Strategy updating.
- □ Technology access & control.
- □ Supply management organization.
- □ Risk management

4. **Data Management:** Supply management, accounting & information technology must cooperate in the collection & application of supply data with the objective of facilitating strategic supply planning. Strategic supply planning requires data that provides information for processes that span over functional & company boundaries. The responsibility for planning, collection & compilation of supply data should not be placed on supply management alone. Rather, it should be an inter functional activity where the leaders are supply management & information technology personnel. Suppliers should also be included in the planning of data collection & application after careful internal consideration & analysis of each supplier relationship.

5. **Corporate Strategic Plans:** Supply management must join marketing & operations as the key players in the development of each of the firm's corporate strategic plans. Supply management provides input to the strategic planning process on threats & opportunities in the supply world. Threats may be potential key material shortages or price increases. Opportunities may in the form of likely new technologies, materials & equipment that may lower the firm' s cost of operations. Production & marketing am vitally involved.

Supply management provides input on constraints that may affect strategic initiatives.

Supply management's knowledge of the firm's supply world may be a source of vital input during the strategic planning process.

6. **Strategic Sourcing:** The firm must design & manage its supply base in line with the firm' s strategic objectives. Several actions must be taken in the area of supply base management or strategic sourcing:

- □ Periodically review the firm's base of active suppliers.
- □ Identify the appropriate type of relationship.
- □ Optimize the supply base.

7. **Strategic Supply Alliances:** The development & management of supply alliances frequently are two of the most critical & most strategic activities undertaken by any firm. Institutional trust is a prerequisite to supply alliances.

8. **Supply Chain/Supply Networks:** The development & management of a firm's supply chain or supply network parallels the development & management of supply alliances, but is infinitely more complex. Information technology & relationship skills are essential prerequisites for personnel assigned to this task.

9. **Social Responsibilities:** Supply management must develop & implement programs which protect the environment, which facilitate the inclusion of minority-owned, women owned & small business in our economy & which promote values in the workplace.

10. **Understand Key Supply industries:** Supply management's impact is directly proportional to its knowledge of the industries in which it buys. Supply professionals study & understand the industries which provide key materials, equipment & services, their cost structure, technologies, competitive nature & culture. We see that supply management has both strategic & tactical responsibilities. When both are executed efficiently & effectively, supply management becomes a key to the organization's survival & success.

3.41Sourcing Analysis in Procurement

Strategic sourcing analysis is a collaborative and organized approach to leveraging suppliers and organizational strategy to yield long-term cost-saving benefits.... Itisimp01iant to assess whether the benefits of strategic sourcing are light for your organization. Sourcing, also known as procurement, is the practice of locating and selecting businesses or individuals based on set criteria. Sourcing is carried out in business in many different areas and for different reasons. One of the most common uses of sourcing is in supply chain management.

3.42Material Management

Materials Management, Procurement, and Logistics ensures that all of our products are at the right place at the right time. They are in charge of inventory management, managing and planning materials, the logistical procurement of goods and services, and delivering K+S products to customers. Mate1ial Management is responsible for purchasing the highest quality equipment and products at the lowest possible cost for the organization.

Production Control, Purchasing, Master Scheduling (Demand Planning) and Warehousing. Controlling costs of Purchases with PPV also is key. Material management is a scientific technique, concerned with Planning, Organizing &Control of flow of materials, from their initial purchase to destination.

3.43Manufacturing Process

Direct procurement is sourcing the goods, mate1ials or services that serve as the input for the organization's manufacturing process. Direct procurement is a vital process that directly impacts the company's own output of goods or services. Manufacturing, procurement is the connection process of purchasing and arranging in bound movement of all items, supplies, materials, finished inventory and general supply services from the suppliers into manufacturing process or assembly plants or warehouses

3.44 Logistics Management

Logistics management is the process of strategically managing the procurement, movement and storage of materials, parts and finished inventory (and the related information flows) through the organization and its marketing channels in such a way that current and future profitability are maximized through the cost. The roles of logistics feature transpo1tation/delivery, storage, packaging, cargo handling, distribution processing, and information processing, and many systems have been put in place to deliver products from the production location or factory to the consumer quickly and on time.

3.45Logistic Drivers of Supply Chain Management

The forces that are reshaping the way businesses are being conducted in the contemporary hyper competitive environment world -wide and the concepts underlying the philosophy of supply chain management. There are three logistical drivers:

1. Facilities
2. Inventory &
3. Transportation

Chapter 04

Analysis of the study

4.1 Purchase Order Process:

HB Food processing Ltd. maintain a unique pm-chase order number. They use pm-chase order date, Vendor's Name & Address, The Quantity, Unit Price, Item details, Quality /Model. It also follows some terms and conditions for the suppliers, where they focus the delive1y date, VAT & AIT rules.

1. Unique Purchase Order Number
2. Purchase Order Date
3. Vendor Name & Address
4. Quantity
5. Item & Specification
6. Quality/Model
7. Price
8. Delivery Date

Two types of pm-chase order are prepared as the company is not using SNOP Software. One type of purchase order is prepared manually and other type of purchase order is prepared systematically.

4.2 Purchasing Process:

1. All Purchased Products will be recorded into the Pm-chaser sister File.

2. Vendor Shall Maintain delivery date, specified quality standard as mentioned in the PO strictly

3. For the Items like spare parts, bearing, belts, scale, paraffin wax, chemicals etc. are purchased by the purchase officer from the open market after ve1ifying the required specification, quality & price.

4. Purchase Materials supplied to the factory shall only be accepted if the quality parameters meet the requirements.

5. Upon receipt of procured materials store keeper informs concerned department for quality check.

6. Concerned departmental in charge or his nominee checks the quality, quantity and condition of the procured items and gives verification report.

7. If the Items are accepted, store keeper prepares a Goods Receive Note (GRN) and sends copy to the Head Office for reference of the accounts & procurement department.

8. Store Keeper also updates his stock ledger and stored the item is a designated place with proper identification.

9. All International purchase will be done through approved vendors either through Letter of Credit (L/C) or through registration of LCA (Letter of Credit Authorization)

4.3 Material Management:

Material management involves Planning Programming, organizing directing, controlling and coordination the various activities concerning the material. Materials management is the branch of logistics that deals with the tangible components of a supply chain. Specifically, this covers the acquisition of spare parts and replacements, quality control of purchasing and ordering such pa1ts, and the standards involved in ordering, shipping, and warehousing of the pa1ts. Material Management is concerned with control of materials in such a manner which ensures maximum return on working control material management is concerned with the location and purchase of needed their storage and movement. It also arranges to keep on account for them it is also responsible for planning their movement through manufacturing processes, store rooms and distribution channels.

4.4 Functions of Material Management

- Raw material purchasing
- Warehousing
- Quality management
- Logistics management
- Transportation of materials

4.5 Raw Material Purchasing

Bangladesh's' food processing market is growing at 25-35 percent a year due to the expansion of zone as the government looks to provide incentive for all by 2021. HB FOOD is dependent on raw material imports from China. The demand for Food processing factory is not only for the abroad, it also has a big market in the culture and industrial sectors.

Chapter 05 Findings

5.1 Key Findings

• Wastage management is not so effective that can cause raise in the price of the food factory

• As a new company brand value is low. It will take time to create great brand value in market. And the department of Brand need to be strong and implements cost reducing idea.

• Need to developed Information Technology department for more operative and fast work.

• It has huge manpower in the industry. It is good for the business. However, they are unskilled that reduced the high productivity of manpower.

Chapter 06
Recommendations and Conclusion

6.1 Recommendations

Some necessary steps are recommended below on the basis of collected data, observation, experience staff's opinion and my knowledge and judgments. For the probable solutions of the identified problems ensure better process of HB Food Proceessing Ltd. in future.

• The entire department should be well informed regarding their goals and objectives. It is essential to execute company objective into individual target.

• HB Food Processing Ltd should provide an effective training program for the junior level officers as though they can perfo1m their task efficiently.

• Job description should be classified and proper training facilities should ensure to improve the production

• Modern technologies should be implementing to capture the growing demand of the customers and complete with other food industries.

- Salary structure should be revised for the satisfaction of the employees comparing with the other commercial food processing company.
- Advertisement is the key factor for the business organization upholds it for market and for making market share and goodwill in future. That's why should give priority on it.
- Company should be more involved in corporate social responsibilities, which in return will make their brand more affection towards the minds of the customers.

Revenue is increasing every year and intense competition is arising soon as many new company also coming in the industry, so they need to increase their customer loyalty

Conclusion

The HB Food Processing company is one of the largest supply chain management company in the local district Munshigonj,Narayangonj,Manikgonj,Faridpur . The volume of the goods and services of this company is very huge so there are lots of problem and challenges faced by the same. Supply chain management is an important part for every organization as it improves the effectiveness, efficiency, management of resources, etc. it also establish god and prominent relations with the suppliers, customers, etc. it integrates and combines the entire business activities and take care of each and every step that ultimately helps in achieving satisfaction of the customers and goals of the company. It is the dominated market and strongest supply Chain Company as the products of this company is available in village and towns of the countries . The company HB Food Company build an excellent and intelligent supply chain management of their goods and services. The focus of the company is on the sustainable development of the company. The product purchase and supply chain analysis emphasize on the satisfaction of the customers. There are significant amount of transactions takes place that are standardized . They are trying to integrate to untouched market by establishing new set of management in the supply of products. The company has also bring changes in the process of manufacturing and production. They are trying to bring an expansion of the brand in the regional areas of the countries.

The other procurement of the company is to fill the gaps between the supply and the demand of the goods and services by maintaining effective supply. For this the company is bringing new technology, new capacities, etc

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