Sonargaon University

Internship Report

on

Transportation Management of Vehicle Repair & Maintenance in Kazi Farms Group

Submitted by

Md. Rafiqul Islam

ID: EMBA 2303030017

Program: EMBA (Major in SCM)

Semester: Fall-2024

Submitted to

Department of Business Administration

Sonargaon University (SU)

Dhaka-1215

Submitted for the partial fulfillment requirement of the degree of Bachelor of Business Administration.

Date of Submission: 28th December, 2024

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Date of Submission: 28th December, 2024

Letter of Transmittal

December 30, 2024

Shahnaz Sharmin

Lecturer

Department of Business Administration

Sonargaon University (SU)

Subject : Submission of Thesis Report on "Transportation Management of Vehicle Repair & Maintenance in Kazi Farms Group.

Dear Madam,

Here is the internship report on the topic of **"Transportation Management of Vehicle repair & Maintenance in Kazi Farms Group" (**Based on the study of EMBA Internship Program) that you permitted me to conduct on the basis of the given proposal.

Studying various theories, approaches, strategies and methods & applying them during the internship program at Kazi Farms Group enriched my knowledge as well as experience. I have come to know about the Transportation Supply Chain in Bangladesh, its prospect & strategies which will help me further in my study.

I appreciate your approval & its topic & procedure. If your need any further assistance in the overview of my internship report regarding any issue, please ask me.

Yours Sincerely

Md. Rafiqul Islam

ID: EMBA2303030017

Program: Master of Business Administration (MBA)

Major: Supply Chain Management

Sonargaon University (SU)

Certificate of Supervisor

It is certified that the thesis entitled **"Transportation Management of Vehicle repair & Maintenance in Kazi Farms Group"**is a piece of research work done by Mr. Rafiqul Islam under my guidance and supervision for the degree of EMBA Major in Supply Chain Management to be awarded by Sonargoan University (SU), 147/I, Green Road, Panthapath, Dhaka, and that the candidate has put the attendance of more than 80% hrs with me.

Shahnaz Sharmin
Lecturer
Department of Business Administration
Sonargaon University (SU)

Student's Declaretion

I, Rafiqul Islam, Student Id:EMBA2303030017, student of EMBA of Department of Business Administration, Sonargaon University, Green road, Dhaka, hereby declare that the internship report "Transportation Management of Vehicle Repair & Maintenance for **Kazi Farms Group."** submitted for the internship program as a part of the EMBA program is totally carried out by me. It not has been prepared from any other reports submitted as internship report or it is not copied from any published report.

Sincerely,

.....

Md. Rafiqul Islam
Student Id: EMBA2303030017
Major: Supply Chain Management
Sonargaon University (SU)

Letter of Authorization

I hereby confirm that the project report titled "Transportation Management of Vehicle Repair & maintenance for **Kazi Farms Group."** is a genuine effort by Rafiqul Islam. The research was conducted under my guidance. I also affirm that, to the best of my knowledge, the content presented in this report has not been included in any other project report or dissertation that led to the award of a degree to any candidate earlier, whether in the same context or a different one.

Shahnaz Sharmin
Lecturer
Department of Business Administration
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Acknowledgment

I would like to extend my gratitude for the invaluable assistance and sincere cooperation provided by various individuals in the preparation of this report. It's impossible to adequately thank all the wonderful people who directly or indirectly contributed to the successful completion of this report. I am deeply appreciative of their kind collaboration and support.

First and foremost, I would like to express my thanks to the divine power. Additionally, my foremost appreciation goes to my supervisor, Shahnaz Sharmin, Lecturer at Sonargaon University (SU), for her crucial guidance, scholarly insights, and unwavering support throughout my study period.

Moving forward, I am grateful to Md. Rasfeq Hossain, Asst. General Manager - Transport Service, Kazi Farms Group, from whom I gained significant knowledge. I also extend special thanks to Service Team of Transport, along with heartfelt gratitude to all the other individuals at Kazi Farms Limited Transport Team. I am thankful to the various staff members from different departments who generously contributed their valuable time and assistance in helping me gather data for this report.

Executive Summery

Transportation is one of the crucial element of logistics and supply chain management. As far as goods are concerned, these days, manufacturers can obtain both their raw materials and components from a variety of often quite remote source for use at their main production site. The very important characteristic of of the demand for transport that is always linked to other demands if the other demand drops, or rises the associated demand for transport is also similarly affected. In fact it is very important indeed to the economy and as per Bangladesh Bureau of Statistics GDP from Transport in Bangladesh increased to 2272407 BDT Million in 2023 from 2143986 BDT Million in 2022.

The importance of transport sector is essential for the economic growth of a country. The government of Bangladesh realize that transportation is the life line of economy of the country. In recent years, Bangladesh government has made breakthroughs in the communication system by implementing mega projects which are playing an important role in achieving the economic growth of the country.

Kazi Farms group has realized that there is no substitute for a for a modern transportation system in the development supply chain strategy as a poultry sector and introduced a large transport fleet management that ensure product safety, time bound and customer satisfaction. Kazi Farms long-term goal is to act as a role model in transport sector in Bangladesh and their slogan is **"Adopt Good Practice To Improve the Street."**

In Kazi Farms Group I had the opportunity to work, study, research and make report on this company in my study work program. This internship report provide some interesting insight into the activities of transport management, importance of transportation on supply chain, create customer awareness by branding on vehicles and lot about transport in a poultry sector.

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Chapter 1
Introduction of the study

1.1 Background of the Study

The study learn the activities, concepts & applications of transportation in supply chain in Bangladesh which must be studied & reviewed closely. Transportation as very much effective part of logistics and supply chain management is a key elements in business activities of a company. Kazi Farms realise that the internal supply chain will be collapsed by taking the support of 3rd Party logistics or rented fleet, Hence KFG was adamant to establish its own vehicle fleet. At the continuous growing age of KFG, Top management realized without a smooth transportation system it's difficult to achieve business excellence in Bangladeshi market. KFG transport acts as a bridge whole supply chain process and the entire supply chain process completed according to schedule by efficient transport fleet management. Branding on their company vehicle also create a brand awareness, professional image a business and builds a high level of trust among the customers. There is very good prospect of speed up poultry industries in Bangladesh as well as economic wellbeing. Transportation enable strategic collaboration between the various entities to reach the objective that organization has set.

1.2 Origin of the Study

The origin of a study in Kazi Farms Transport would typically refer to an investigation into specific areas of their transportation operations to address challenges, optimize efficiency, or assess impacts on the business. Kazi Farms Group, a leading poultry producer in Bangladesh, likely has a transport division responsible for the movement of goods such as poultry, feed, or equipment across various locations.

A study in this context might originate from

1. **Operational Needs** Evaluating logistical challenges like delayed deliveries, high costs, or inefficiencies in fleet management.
2. **Regulatory Compliance** Understanding and adhering to regulations regarding the transportation of live animals, perishable goods, or hazardous materials.
3. **Sustainability Goals** Assessing the environmental impact of transportation operations and exploring econ-friendly alternatives.

1.3 Rationale of the Study

The transportation system plays a pivotal role in the success and efficiency of supply chain operations, particularly in the poultry industry, where timely delivery of live birds, feed, and other perishable goods is crucial. At Kazi Farms, one of the leading poultry companies in Bangladesh, the transport system is a key component in maintaining product quality, reducing costs, and ensuring customer satisfaction.

Despite its critical importance, challenges in transportation, such as logistical inefficiencies, high operational costs, and delays, can significantly impact the company's profitability and reputation. Additionally, the growing demand for sustainable practices necessitates a reevaluation of transport strategies to minimize environmental impact.

This study aims to analyze the current state of Kazi Farms' transport system, identify its strengths and weaknesses, and propose actionable recommendations for improvement. By examining operational processes, stakeholder feedback, and industry benchmarks, the research will contribute valuable insights to optimize the company's logistics operations.

The findings of this study are expected to benefit not only Kazi Farms by improving its transport efficiency but also the broader poultry industry by providing a case study for best practices. Furthermore, addressing transport challenges aligns with the company’s vision of maintaining quality and sustainability in its operations.

1.4 Objective

Broad Objectives

To analyze and enhance the transportation operations of Kazi Farms, ensuring efficiency, cost-effectiveness, and sustainable practices.

Specific Objectives

1. **Operational Efficiency**
    - Identify bottlenecks in the existing transportation system.
    - Evaluate the efficiency of route planning and scheduling.
    - Assess the maintenance practices for transportation vehicles.

2. **Cost Management**
    - Analyze the cost structure of transportation operations.
    - Investigate opportunities for cost reduction without compromising quality.
3. **Service Quality Improvement**
    - Evaluate customer satisfaction with the delivery process.
    - Explore measures to minimize delays and errors in transportation.
4. **Sustainability**
    - Assess the environmental impact of transportation activities.
    - Recommend strategies to adopt greener logistics practices.
5. **Technology Integration**
    - Examine the use of technology in fleet management and logistics.
    - Propose innovative technological solutions to enhance performance.
6. **Workforce Optimization**
    - Study the skills and performance of the transportation team.
    - Recommend training and development programs to improve staff productivity.
7. **Compliance and Risk Management**
    - Review compliance with regulatory requirements in transportation.
    - Identify and mitigate risks associated with logistics operations.

1.5 Limitations of the Report

- Data is not much available on related topic.
- Some of the information is not appropriate to use or classify
- For conducting the study there is also a time limitation
- Relevant information about the transportation was not presented by the respondents.

Secondary data source have been used in this report. By using the google platform for information collect.

Chapter 2

LITERATURE REVIEW

2.1 LITERATURE REVIEW

Based on Montero (2015), the economic development measured by the increase in Gross Domestic Product (GDP) in the long-term can reduce poor rates and improves education, health, transportation and housing conditions. The principal indicator is the Human Development Index (HDI), which calculates the relationship between quality of life and economic development.

For this reason, the tripod of sustainability – social, economic and environmental - has become the subject of great questions in different areas, including the transportation of cargo. The social and environmental criteria are gaining rel- evince in this scenario over the years. The quantification of economic benefits from transportation are usually observed in long-term periods. It is made from the knowledge of costs to direct users and their externalities (Rabello Quadros et Nassi, 2015).

2.2 Relationship between the influence of infrastructure and regional sustainable development

Many studies indicate the relationship between the regional development and transport infrastructures under economic, social and environmental aspects. The more regions are served and the better the design of a route, the better the consequences for that environment. In Brazil some researchers seek to prove this relationship through significant variables (Sehn, 2009; Silva et Netto, 2010; Lis- boa, 2014; Campos, 2015; Montero, 2015).

According to Montero (2015) the Brazilian railroads continue collaborating for the development of the country. In this study, state GDP and operating income of the company are correlated during the year. On the other hand, trying to understand the influence that a new railroad can have on municipality, Campos (2015) analyzes the impacts on four variables: income, tax collection in the municipalities involved, employment, and product. The projections are calculated from the variables of municipality GDP per capita, municipality service tax (ISSQN), average income of the worker and formal employment.

Lisbon (2014) identifies some benefits to the region that receives subway stations: the economic development, real estate valuation for the region, the reduction of traffic in the adjacent road system and urban development centered on public transport. A highlight for

this study was the identification of stakeholders in an infrastructure project: private and public actors.

For Silva et Netto (2010), a more qualitative multi-criteria method is important to relate the increase of infrastructure

efficiency in the country and sustainable development. In this context, thirty stakeholders evaluated different projects under seven criteria: job creation, intertidal connection, environmental impact, social welfare (HDI), costs and benefits, recovery of environmental liabilities, and project execution period. On the other hand, Sehn (2009) adopts a more economic methodology that uses NPV, IRR and B/C (benefits and costs) indicators. The study proposes that only financial success is enough to make a project viable.

According to Montero (2015) the Brazilian railroads continue collaborating for the development of the country. In this study, state GDP and operating income of the company are correlated during the year. On the other hand, trying to understand the influence that a new railroad can have on municipality, Campos (2015) analyzes the impacts on four variables: income, tax collection in the municipalities involved, employment, and product. The projections are calculated from the variables of municipality GDP per cap- ita, municipality service tax (ISSQN), average income of the worker and formal employment.

Barefoot Soleure (2015) conducted a study that considers cost-benefit analysis (CBA) at the Danish Ministry of Transportation. The VPL is calculated by the difference between the benefits and costs throughout the project. The primary variables are: environmental disturbance in the

construction period, construction and maintenance cost, travel time reduction, work completion cost, taxes, and local pollution.

Another study that considered many variables to analyze the potential impact of transport infrastructure is consolidated through sixteen criteria: travel time, distance, traffic, average speed, age group, number of local inhabitants, family income, CO2 emissions, land occupation rate, births and deaths, GDP, distance between accommodation and work, number of vehicles in the region, and number of migrations and marriages (Nogués González González, 2014).

However, according to Yu et Liu (2012) the analysis is more focused on highway safety, which is a social, environmental and economic criterion at the same time. For this evaluation

are considered: investment, daily average traffic, reduction of fatal accidents, reduction of total accidents, percentage of growth, and project continuity period.

2.3 Models for evaluating transport infrastructure projects

Infrastructure project evaluation models has the objective to compare two or more alternatives, or even to justify investments from long-term viability. However, a model may also have references in qualitative methods when it is necessary to consider the opinion of the people involved or if it is not possible to give it real values.

Chen *et al.* (2015) analyze the energetic efficiency of 29 regions in China through a quantitative and qualitative mod- el. The variables of the model are: air quality level, energy consumption, employment, capital invested in assets, CO2 emissions, and GDP.

The use of Activity-Based Costing (ABC) is widely used for many applications, including transportation. For transport infrastructure, this analysis is also used, since it considers the trade-off between benefits and costs generated by high- ways, helping the decision maker in the choice of invest in an alternative.

Eco-Mobility (EM) model considers, besides the ABC, the risk analysis (Monte Carlo simulation) and the multi criteria complementary analysis of decision. Eco-Mobility evaluates alternatives from the sustainability perspective, adopting variables, such as visual impact on cities, economic impact on the region, improved number of users of public transport, and impact on logistics flexibility (Barefoot Selling, 2015).

The Micro Ben Cost model was developed in the 1990s by the Texas Transportation Institute and is still used nowadays. It helps to evaluate track safety and the increased transport capacity on a highway. The benedicts are the reduction: in the number of accidents, of travel time, and of vehicle operating cost (McFarland *et al.*, 1993).

HDM-4 is a model developed and used by the World Bank. It proposes an evaluation of the performance with regard to four technical criteria: type of pavement, traffic volume, maintenance standards, and regional characters- tics. Benefits are identified from three groups. The first one is economic: travel time, reductions in operating costs, and number of accidents. The second one is environmental: environmental impacts (air pollution and energy efficiency). The last one is social: social benefits, and traffic jam (Kerali, 2000).

From the HDM-4 model they also constructed a multi criteria analysis model to optimize necessary investments in highways (Odoki et al., 2015). The criteria present different

weights and are classified within the sustainability tripod: traffic jam, energy efficiency, accessibility to schools, hospitals and commerce, number of accidents, atmospheric emissions, and comfort to users. Computational General Equilibrium (CGE) is another model that contributes to estimating only economic impacts: truck operating costs, and travel time (Wang et al., 2013).

The choice of transport projects is also based on the ABC in the European Union. It considers nine factors: operation and maintenance costs, travel time, air pollution, investments in the road, noise, road toll revenue, accidents, climate change, and vehicle operating cost. All data are mon-

Chapter 3

METHODOLOGY

3.1 Scientific research

Scientific research helps in the diffusion of the knowledge generated by other authors and in the investigation of the state of the art for each model to be applied. This study fol- lows classic classification criteria (Gil, 2010) for evaluation of the road infrastructure projects around the world.

The approach of the research is qualitative because there are a lot of analysis made from the selection of the variables, such as categorization, classification, interpretation and con- elusions. No quantitative study is necessary, similar to Cazeri *et al.* (2017) in a green supply chain management literature review.

The overall objective is considered as exploratory, in or- der to bring the researcher closer to the theme and justify the problem to become more explicit. Finally, the research is classified as biometric because material is published in scientific papers of high impact for the academic society and no laboratory or documents are consulted.

3.2 Research method

The literature review is the method used in an effort to identify models for evaluating new and existing road infra- structure projects, highlighting the main variables adopted, the gaps of these models and, consequently, opportunities for the development of future studies. From the transport infrastructure model (TIM), the key words used for data col- lection were “strategic planning”, “road transport”, “freight transport”, “stakeholders”, “sustainability”, “decision making”, and “highway evaluation”. A keyword tree was delve- oped to reach the aim of this paper, Figure 1. It used the boolean logic, which means that a combination with “OR” or “AND” were adopted to make the search.

As a result of this search, 43 papers matched the field of the present study. The list of the major journals related with these papers are on Figure 1

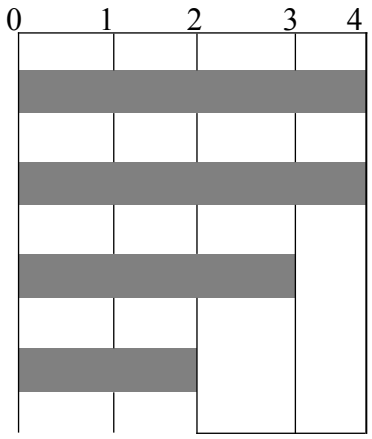


Figure 2. Major journals related

Source: The authors themselves.

The major journals are: Transportation Research Part D: Transport and Environment and Transport Policy (4 papers), followed by Transportation Research Part A: Poli- cy and Practice (3 papers), Transportation and Energy Pol- icy (both with 2 papers). Other journals have only one pa- per associated with each one, so they are not in the figure. Moreover, other sources of search were used here, so it is possible that a document found is not in this database.

Previous analysis occurred to base the indicators that will be found in this study. As previously mentioned, it is expect- ed that these variables are spited in three categories: social, environmental, and economic. Then, a sustainable index could be developed to assess the value of the highway ac- cording to the triple bottom line approach,

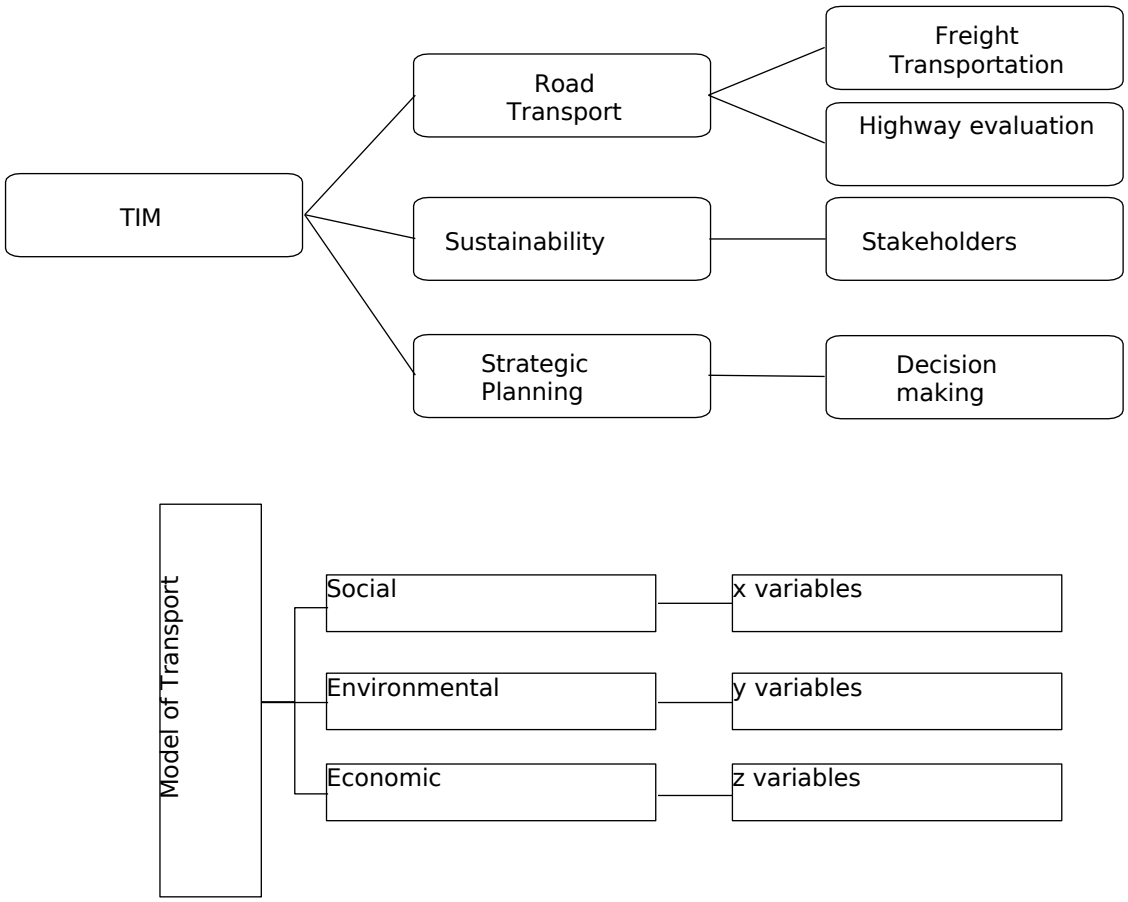


Figure 1. Keyword tree

Source: The authors themselves.

The research was made from November 2016 to February 2017, specifically on scientific basis, giving preference to best ranking journals around the world without time specification. In a second round, the investigation was emphasized on material published in the last six (6) years, from 2012. The scientific bases searched were: the journals Capes, Web of Science, Scopus, Wiley, Emerald and SciELO.

Chapter 4

ORGANIZATIONAL OVERVIEW

4.1 Background of the Organisation

Kazi Farms Group is one of the biggest businesses the poultry industry in Bangladesh. Kazi Zahedul Hasan, the Managing Director, was awarded Business Person Of The Year for 2004 in Bangladesh. Kazi Farms Group is the main financial donor of Central Womens University (www.cwu.edu.bd), the first private University established in Bangladesh for women only.Kazi Farms Group also contributes to the operation of Kazi Zahural Huq College in Mary Gopinathpur, Gopalganj.

Kazi Farms Limited was established in 1996 as a hatchery for imported eggs; the following year it started its own parent farms. In 2004 production started in our grand-parent (GP) farms. which was responsible for Bangladesh's first exports of hatching eggs and day-old chicks in 2004. In that year, our Managing Director, Kazi Zahedul Hasan, was named Businessperson of the Year by the Daily Star/DHL Business Awards.



4.2 Products Information

Broiler parent chicks and broiler chicks- Kazi Farms Group is the Bangladesh Grand-Parent franchisee of Avenge Indian River and Cobb-Van tress, acknowledged to be the best broiler breeds in the world. The broiler chicks of Kazi Farms Group are considered to be the best performing chicks in the domestic market, and are sold at a premium over other broiler breeds.

Layer chicks and table eggs- Kazi Farms Group is also the distributor for Hay-line brown and white layers in Bangladesh. Hay-line International is the oldest poultry breeding

company of the world, and is the leading breeders of layers. Kazi Farms' own commercial layer farms make it the largest producer of commercial table eggs in Bangladesh.

Feed- Kazi Farms Group expanded its operation into poultry feed manufacture in 2006. Within a very short period it has become recognized as a market leader in both quality and volume. In order to ensure feed quality, Kazi Farms Group received technical assistance from Cargill USA and Butler Switzerland to set up its commercial feed mill operation. The Gajaria feed mill uses state-of-the-art sanitizing pellet mills from Butler of Switzerland, manufacturer of the world's best feed equipment. By eliminating any possible bacterial contamination from the feed, the Butler sanitizing pellet mills ensure that poultry farmers experience fewer disease outbreaks and see better results.

Kazi Jaibo Sar- KFG representing organic fertilizer in Bangladesh which is completely Eco-friendly & fully compatible with our environment. As organic fertilizers break down, they improve the structure of the soil and increase its ability to hold water and nutrients The company is using Japanese and Korean technology for Organic Fertilizer production in its own plants.

Food- Kazi Food Industries Limited is a recent venture of the Kazi Farms Group. Located in Beron, Ashulia, KFIL produces and sells premium dairy ice cream with minimum 10% milk fat (as per international standard) under the brand name Bellissimo. Another line of ice creams and ice lollies is produced and sold under the brand name ZaNZee. A range of frozen food products are sold under the brand name Kazi Farms Kitchen. These are all guaranteed to not contain any antibiotic residues, as chickens are not fed any antibiotics within 7 days of slaughter, as per international practice. The meat is also guaranteed to be produced from chickens raised on feed not containing MBM (meat and bone meal) as per European standards. The meat products are also guaranteed to be MSG and nitrate-free, as we do not use any of these chemicals during food preparation.

Kazi Media Limited- Deepto TV, which is a private cable & satellite television channel in Bangladesh. Its commercial transmission started from 18 November 2015 and as a sister concern of Kazi Farms Group.

4.3 Management Profile

Mr. Kazi Zahedul Hasan, is the founder and Managing Director of Kazi Farms. He is an architect/engineer, obtained his M. Arch. degree from Harvard University in the USA. He was a professor of the Department of the Architecture at Bangladesh University of Engineering and Technology (BUET), Dhaka and the School of Environmental Design, King Abdul Aziz University, Jeddah, Saudi Arabia. Mr. Hasan is a member of the American Institute of Architects as well as the member of the Royal Institute of British Architects.

Dr. Perween Hasan, wife of Mr. Kazi Zahedul Hasan, an obtained M.A. in English from Dhaka University, and another M.A. and a Ph.D. (History of Fine Arts) from Harvard University. USA. Presently, she is a professor at Dhaka University. She is a Director of all sister concern of Kazi Farms Group.

Mr. Kazi Zeeshan Hasan is a Director of Kazi Farms Limited and its sister companies and he is directly involved in management of sales and raw materials purchase. He received training in feed milling and raw materials evaluation from Cargill Indonesia. He completed his B.A. in Economics from Oberlin College, USA, and his M. Theological Studies from Harvard University, USA, and also his M.Sc. from the London School of Economics,

Mr. Kazi Zahin Hasan is also a Director of Kazi Farms Limited & its sister companies. He is responsible for the production operations of Kazi Farms Group. He completed his B.A. in Economics from Oberlin College, USA, and also his Master of Public Administration degree from Columbia University, USA. He acquired knowledge of training in poultry in the U.S.A. and Thailand.

4.4 Vision

Our overarching goal is to establish ourselves as a role model to be followed among transport and logistics service providers in Bangladesh, we will achieve this through

- Efficient fleet management,
- Creative and effective action plans and
- Through trusted and quality customer service

4.5 Mission

Our aim is to introduce a transport system that ensures :

- Product safety.
- On time delivery.
- Affordability.

2.6 Core Values

- Sell Development
- Transparent and Competitive Environmental
- Teams Works
- Integrity
- Innovation

Chapter 5

Analysis of Transportation Management of Vehicle Repair & Maintenance in Kazi Farms Group.

5.1 Information of Supervisor's

Name: Md. Rafiqul Islam
Designation: Assistant Manager Transport
Email: md.rafiqul@kazifarms.com
Contact-No: 01321217891
Kazi Farms Limeted,
Beron,Sarker Market, Ashulia,Savar,Dhaka

5.2 Key Responsible area

- Monitoring the core functional activities of Transport workshop (Vehicle Maintenance Planning and Execution according to the TVS Module, Bay Management, Tools Management, Job Card Management, Workshop Safety, Vehicle Safety, etc.)
- Effective and Efficient Resource Management (Manpower, Tools, Bay, etc.) and Cost optimization
- Reporting to Transport Top Management on workshop expenses, bay utilization (%) , cost-benefit analysis, Yearly Planning report, etc.
- Ensure proper Data Entry at ERP , Checking various reports, Taking appropriate actions and Planning accordingly.
- Introducing of SOP/ Flow Chart/ Office Order on the required operations and Establishing of existing SOP/ Flow Chart/ Office Order.
- Training need identification, Planning and execution for the Technicians
- Frequent travel to the customer (Internal- Hatcheries, Feed-mills, regional offices) throughout the country for technical supports.

5.3 Maintenance Procedure of KFG Under TVS (Total Vehicle Service) Module

For the vehicle maintenance to follows of 07 types of TVS (Total Vehicle Service) Module which types are follow:

1. TVS-01
2. TVS-02
3. TVS-03
4. TVS-04
5. TVS-05
6. TVS-06
7. TVS-07

Descripe of TVS Module

An Exclusive Model for Workshop Management

Total Vehicle Servicing (TVS) Module

Type	Module No.	Description	Frequency
Preventive Maintenance	**Module-1**	Regular Maintenance	Daily and Weekly
	Module-2	Periodic Maintenance	One or Two months or a fixed Kms interval based upon vehicle model
	Module-3	Yearly Maintenance	Once in a year
Breakdown Maintenance	**Module-4**	Major / Minor Maintenance of any system Engine Overhauling Dent, Paint and Body repairing tasks	When vehicle troubled
	Module-5	Emergency on-site job	
	Module-6	Accidental repairing job	
Exclusive Jobs	**Module-7**	-New Body Makings -Vehicle Up gradation -Modification of vehicles	As per Management Instructions

TVS-01 Under the module to genarel checkeup or maintenance of the vehicle , before run the vehicle like engine oil, air filter, water separater , braking system, etc and weekly check like vehicle washing, greaseing, cleaning, propeler shaft ,check & turbocharger check etc according to TVS-01 Register.

TVS-02

Under the module to done by prodic maintenance or Schedule Maintenance like Engine oil change, differential oil change, gear oil change, all eilter elemet change etc.

TVS-03

Under TVS-03, Annual Maintenance is carried out, every year every vehicle from front bumper to rear bumper is diagnosed and properly repaired.

TVS-04

Every day running maintenance is carry out under TVS-04.

TVS-05

Brake down repair & maintenance /On road support carry out under TVS-05,

TVS-06

Accidental repair & maintenance task under TVS-06

TVS-07

Exlusive task like A, Vehicle new body building , B, Moderational task of vehicle body etc task under TVS-07, Following the working procedure of TVS-07

A, Vehicle new body building Activities



Figure: 1, New Body Building Actiities

B, Moderational task of vehicle body



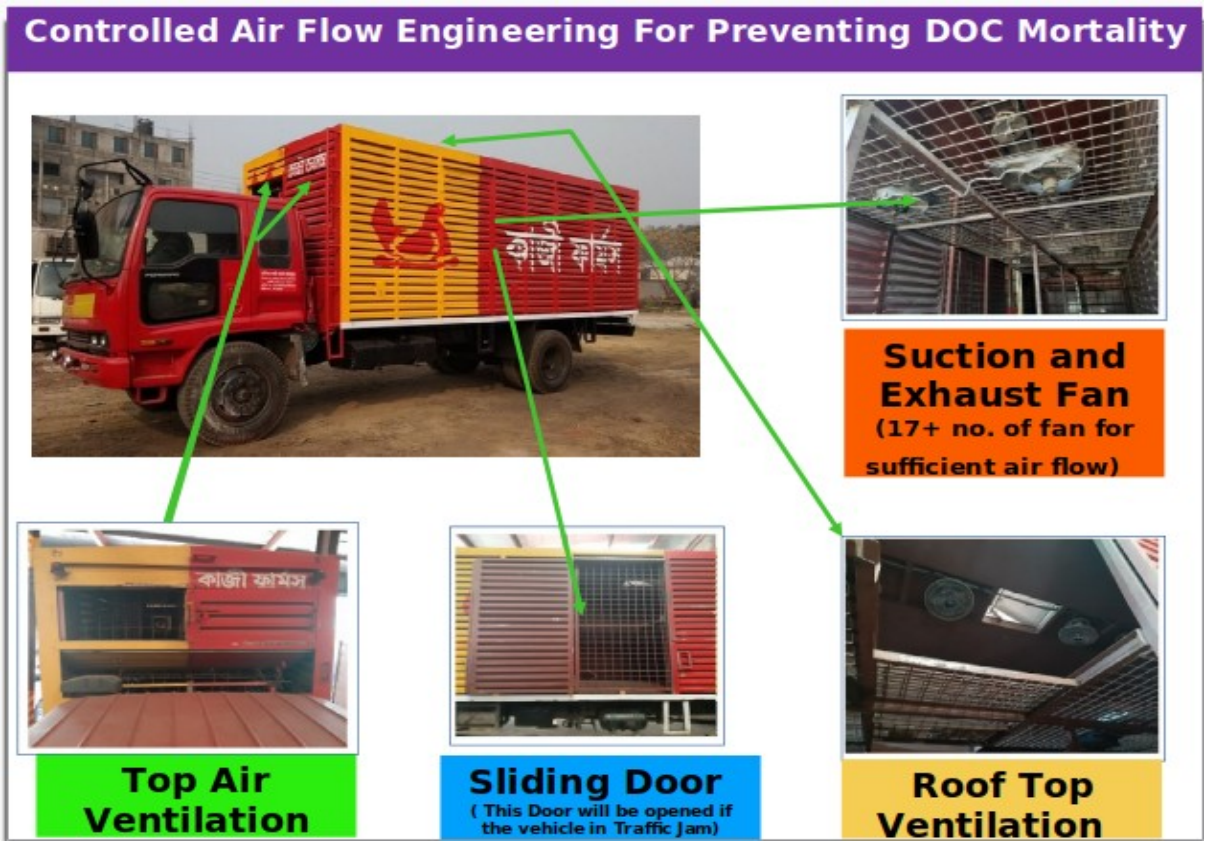


Figure:2 , Vehicle Body Moderation Actiities

5.4 Cost Saving by in house workshop

Project Year	Qty.	Total	New Body building Cost / Unit by outsourced workshop	New Body building Cost / Unit by Own workshop	Save (R4-R5)	Total Save (R3 X R6)
R1	R2	R3	R4	R5	R6	R7
2021	14	109	80000	50000	30000	**3270000**
2022	27					
2023	28					
2024	40					

Table-01

5.5 Internship Experience Reflections on Learning & Growth

Transportation as a part of logistics and supply chain management and a key element of business activities of a industry. Effective transportation able to keep the supply chain moving and keeping inventory lean and it also able to impact warehouse efficiency, lead time reduce and cost minimize.

5.6 Personal and Professional Growth

In my study I have learn so many thing about transportation on supply chain management both personal and professionally developed my theoritical and technical knowledge such as-

- **Self Improvement**

Here at Kazi Farms Transport key target to create and maintain a transportation system which ensures product safety, time bound and cost effectiveness. Our customers will view the Transportation Department as a reliable service provider in terms of quality, safety and excellent cooperation. At kazi farms 481 unit vehicles moving different location in Bangladesh I am the active member of a large fleet. It's help to learn to fleet management, manpower utilization, manpower development, cost optimization to achieve the company goal.

- **Professional Experience**

Fleet Management: We execute our fleet very efficiently basically we transport very sencitive product like- Hatching eggs, Table eggs, Day old chicks(DOC) all the produtcs are very careful transportation with proper maintain biosecurity. Here this transportation seamless running by taking some major steeps by efficient manpower recruitment, proper training and better work environment. We experience how a large company like poultry industry as a Kazi Farms growing continuously by maintaining proper supply chain process.

- **Development of self confidence**

Kazi Farms is a market leader of poultry sector here we learn how maintain a large fleet of transportation which maintained whole supply chain processes. Kazi Farms most of the products are very much sensitive this product we transport to whole country within our time limit, safety of product with a cost efficient way that developed my confident level to work with challenge.

- **Leadership development:**

Total 67 employee work under my supervision and here separately distributed their individual task. Every one job responsibly, accountability & performance evaluated within a structure. Guided my team to achieve a certain goal through correct direction and motivation. Here learn how encourage others to take the actions need to succeed. To learn the ability of an individual or a group of stuff to influence and guide to the members of an organization.

- **Improved Time Management:**

Time management include the ability to set goals, organize, focus, prioritize and delegate. At Kazi Farms transport very much active on time management every work procedure done by proper time schedule it is help to achieve organization goal. Here my work station I have gather knowledge how time should be manage according to achieve organization objective.

- **Developed Communication Skill:**

In my study I learn how to communicate with the different stakeholder firstly listen or understand well what message to be communicate that is lead to good communicator. It lesson to me be present and available with the message. How a take notes help to success to a communication and create a positive organization culture.

- **Improve job performances:**

I have learn how to create an effective plan ahead prioritize work on my own time management. It help to learn try to best new ways of better working use of necessary tools to simplify and automate. The study help to set the right expectation, trim out to-do list and create milestones and goals.

- **Increased duties and responsibilities:**

In my study I have learn the first step to talking on more at work progress. Take proper initiative to what would be done within time frame. Learn new skill and get the timing right for better performance and ready to take on greater responsibilities. This study help to owning action, gain confidence and accountability.

- **Skill development:**

I have learn how a training is more effective for an individual skill development. In my job place enough opportunity to attend lots of training almost every month one or two training conducted for skill development to the employee for contribute to company. Corporate culture practice on organization also develop employee skills. Proper feedback in necessary for the work place it creates more positive and productive relationship between organization employees and it how to reach goals and drive business value.

5.7 Significant accomplishment: Cost Save by In house Filling station:-

Due to in house filling station we are financially saving in two ways one is the manpower salary save per liter diesel cost save. Last three month cost save details on following table:

Month wise per liter diesel consumption purpose financial benefit:

Sl No	Month Name	Fuel consumption	Purchase Rate per Liter (Tk)	Market price per litter (Tk)	Per Liter save (Tk)	Total Save (Tk)	Expense (Tk)	Total Benefit (Tk)
1	June - 2023	228495.65	105.43	109.00	3.57	815,729.00	153317.00	661412.00
2	July - 2023	188629.09				673405.00	147176.00	526230.00
3	August -	232080.32				821564.00	193574.00	634953.00

	2023							
Last Three Month Total Financial Benefit (Tk)								18,23,595.00

Table 2

Kazi farms setup a inhouse filling station for its own vehicle fleet fuel consumption previously purchase from out side filling station after feasibility analysis setup inhouse filling station and company benefited monthly about seven lac taka per month.

5.8 Ethics in a workplace to improve upon

The study learn about the defferent ways of ethics within a workplace that improve upon professionalism such as-

- Clear goal and Objective: Clear goal and obective ensure excellent customer service with a taking necessary steeps in achieving the main goal.
- Discipline : Discipline not only complete the task within a time frame but also execute all the task very well. It is extremely important to ensure all the assignment and projects are delivered and execute with a timely manner.
- Proper Mentoring: In a organization a mentor influence, guidance, or direction to his subordinates and also influences the personal and professional growth of a mentee.
- Create the right Work Environmental: Workplaces there is trust, cooperation,encourage, risk-taking support, equity and positive work environment.
- Professionalism: Showing respect, helping and supporting for all team members remaining flexible, open to change and communicating to resolve problems.

5.9 Good Leader or A Team Player

The study learned about a good team leader or a team player possesses a combination of qualities, such as

- **Cooperation and Communication skills:** These skills are help me able to exchange ideas, information, feedback and work together for a common goal.
- **Strong ethics:** The study help me to maintain the ethical issues such as being punctual, showing accountability, taking initiative and maintaining a positive attitude.

- **Technical expertise:** I have learn the ability for the role and the depth of knowledge in my chosen field.
- **Responsible:** As a team leader responsibities are the functions that help to perform to succeed in my position.
- **Build trust within the team:** Building trust among the team is a key component that success at work. High trust in the organization get satisfection and have a less tress.

5.10 Worksite new skill development New skills development at my worksite such as-

- **Time Management:** Time management is the key learning point of me it help me to proper planning, prioritizing, goal setting, evaluating urgent task and improving workflows.
- **Problem solving:** This skills help me to determine the source problem and how is the best solution on it and grow ability to plan, prioritize and execute strategies.
- **Planning and Organising:** This skills give me the ability to work done in a more structure way and also help me to more control over the task with the time line that consistent in set the goal.
- **Self-Management:** The study learn about how to developed self-management skills that include a personal goal setting and focused me to long term objective.
- **Confidence:** Confidence help me to speak concisely and with clarity and effective commuunicate get confidence that important for career advancement.
- **Interpersonal skills:** In my worksite give me opportunity to develop my interpersonal skills that enhance my self-confidence to problem solving

5.11 Internship Experience and expect from supervisor

According to my study I expect my supervisor to cooperative and provide clear direction on what expected of me. A good supervisor evaluate me and provide clear meaningful feedback regularly and direct with his subordinate about company challenges and its objectives. I also expect my supervisor to be open and honest with me and help to know if anything I could improve upon and help to do my work differently.

5.12 Internship Experienc shaped career interest and goals

In my study I have grown my professional and technical development by increasing my strategizing, troubleshooting and networking skills. I like to taking challenges and pushing the limits to innovative methods of solving problems. The creation and implementation of the plan that will be able to replicate to some level at any other career.

5.13 Action and Activities



Figure 3: Vehicle at Service point for repair & Maintenance

Increase working sheed

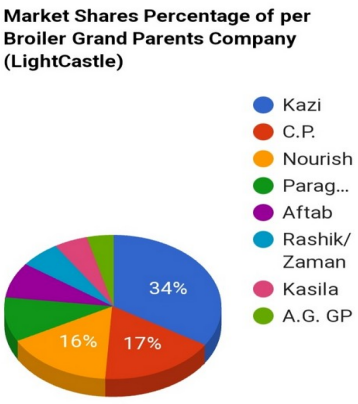


Figure 4: Increase working sheed for vehicle repair & Maintenance

Here at Kazi Farm we operate our transport department with a vision that reflects our customers will view the Transportation Department as a reliable service provider in terms of quality, safety and excellent cooperation. Kazi Farms vehicle branding also create a brand image. In poultry sector Kazi Farms controls 34% of Bangladesh's broiler grandparents market as the market leader according to report of Business Inspection BD Feb 1, 2022.

Market Share Percentage of per Broiler Grand Parents Company

Company	Market share(%)
Kazi	34
C.P.	17
Nourish	10
Paragon	10



Major Objectives of Kazi Farms Transport Division

- Customer satisfaction
- Product Safety
- Timely Delivery
- Vehicle/Road/Human safety
- Employee Skill development
- Cost Optimization
- ERP integration in every phases of operational work

Discuss about our action and activities as follows

i) **8 hours duty policy implementation**

In a transport management driver & helper per day 8 hours duty maintain its very difficult and now present government of Bangladesh realizing it to reduce road accident and government take some steep on it. Kazi farms 8 hours duty policy continuation of this transport operation by implementing transit system. Basically Kazi Farms company their production farms are mostly in north bengal region and hatcheries , sales centre and dealer points are located different parts of the Bangladesh for product safety and road crash minimize setup three transit are Thakurgoan, Sirajgonj and Ashulia and every and different Kazi Farms unit arrange enough rest facilities for driver & helper rest. This policy continuously help to achieve our company goal by product safety and road crash minimizing.

Product safety developing report

Sl No	Year	Total Egg Transportation (pcs)	Total Breakage	Breakage Percentage
1	2020	243123255	1002635	0.41%
2	2021	227113026	740447	0.33%
3	2022	239929837	655035	0.27%

Table 4 Source: KFG internal report

Employee Skill development

Road safety and product safety where create a effective training schedule which ensure every driver & helper gets a training per month and we also for better training send them to Nitol Motors and BRAC training centre. After training their performance are evaluated through exam test.



Figure 05 : Skill development Training for drivers & helpers

iii) Improving road safety in the private sector

Here at Kazi Farms Group which is the largest poultry industry in the country. Our core business is producing eggs in poultry farms in North Bengal and transporting them to locations all over Bangladesh by truck. These involve many trucks traveling the length of Bangladesh every day. We have taken a number of initiatives for transport safety which I would like to share.

The first things of safety is having properly trained drivers. We ensure all our drivers have to have a valid driving license. Unfortunately, it's not enough to get a copy of each driver's license; due to the proliferation of false licenses, we verify all drivers' licenses with BRTA. Also, the date of expiry of all driver's licenses is stored in the HR module of our Kazi Farms company Enterprise Resource Planning (ERP) software. So each month, the drivers whose licenses are expiring can be identified and sent to renew them.

The second element of safety is controlling driving time. Bangladesh law prohibits drivers from driving more than 8 hours a day. This is a common-sense law, as after 8 hours of driving anyone will become too tired to safely control a vehicle. Since our organization requires very long trips transporting eggs from Panchagarh in the north to Chittagong and

Barisal in the south, we have established transport offices in mid-way points that drivers can be changed before they become too tired.

The third element of safety is monitoring vehicles while driving. This is accomplished by fitting each vehicle with Global Positioning System (GPS) tracking systems. This enables a vehicle control center in Dhaka, which is staffed 24 hours in 3 shifts, to check the current location and speed of each truck continuously. The GPS sensors in the truck can trigger an alarm whenever the driver goes too fast. However, the driver can possibly ignore the alarm if they are in a hurry.

All the above increase safety, but they do cost money. Licensed drivers demand higher salaries than unlicensed drivers. Paying 2 drivers to divide a long trip into short segments is more expensive than paying a single driver for the same trip. GPS systems and trip monitoring staff also cost money. However, for a business like Kazi Farms which is transporting even a small improvement in driving brings less broken eggs and saves money. Controlling and monitoring transport with GPS also helps prevent corruption and theft of fuel. We have measured each of our vehicle trips and establishing a standard "kilometers per liter" for each trip; our company ERP software records the actual fuel consumed by each trip and each driver. The standard function of ERP software is to provide reports of standard costs versus actual costs for different operations such as manufacturing and transport.

More relevant to the rest of the country is the fact that these practices also save lives. My hope is that other Bangladeshi companies will also adopt practices similar to the above to improve road safety and reduce accidents. The fact is that as Bangladesh grows and the private sector is also going to become an increasing fraction of all economic activity.



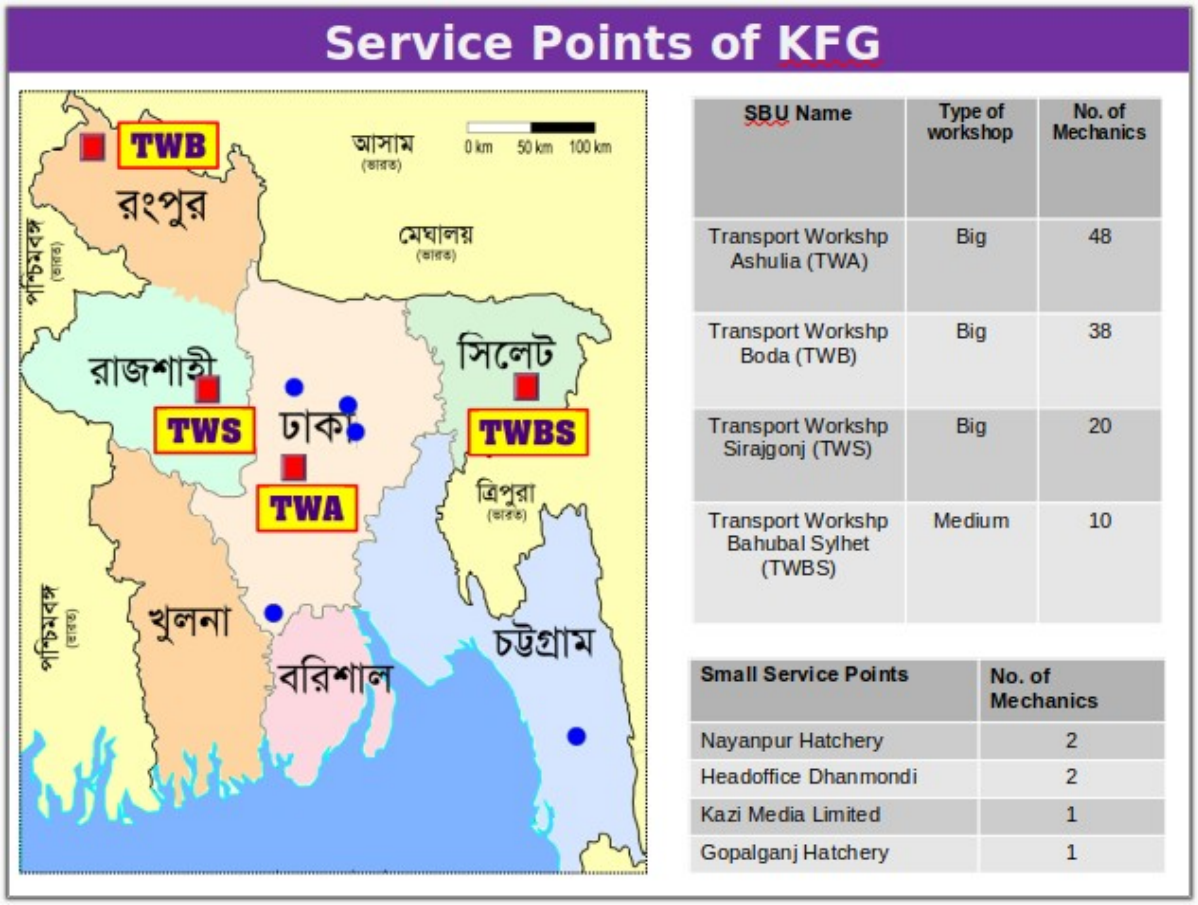
Fig: NITA class room



Fig: NITA Driving Track

iii) **Efficient service system**

Kazi farms establish a effective service system for uninterrupted customer service. Service team 24 hours ready for their service that help to ensure product reach to customers end within the time frame.



SBU Name	Type of workshop	No. of Mechanics
Transport Workshp Ashulia (TWA)	Big	48
Transport Workshp Boda (TWB)	Big	38
Transport Workshp Sirajgonj (TWS)	Big	20
Transport Workshp Bahubal Sylhet (TWBS)	Medium	10

Small Service Points	No. of Mechanics
Nayanpur Hatchery	2
Headoffice Dhanmondi	2
Kazi Media Limited	1
Gopalganj Hatchery	1

Figure 06, Service Point of KFG

Major Role of Service Center

I. Ensure periodic maintenance

II. Trouble shooting of any technical failures

III. On-site support if a vehicle is stopped at road

IV. Arrange spare parts (advance and on demand)

V. Ensure proper working tools

VI. Work safety and workshop cleanliness

VII. Skill development of mechanics

VIII. Awareness build up on vehicle maintenance to Driver

This strategy is now paying dividend to KFG as an excellent supply chain network has already formed at Bangladeshi market.



Figure 07: Training workshop for service team

5.14 Key Learning on Internship

Key learning of the study is to developed my knowledge about effective Transport Fleet Management. Kazi Farms has a large transportation system total 481 vehicles which ensure product safety, time bound and cost effective operation process with customer satisfaction. This tranportatiom of supply chain is the life line and progress of Kazi Farms industries. Customer satisfaction and operational excellence is achieved through an environment that

- fosters an atmosphere of cooperation, dedication, honesty, creativity and trust;
- ensures our employees have opportunities for professional development by embracing new concepts and technologies;
- Strives to assure integrity and accountability in every actions and stages.

5.15 Internship learning and value add

This study has provided me with a wonderful opportunity to acquire practical knowledge, cooperation & communication skills and also technical skills. I am confident to improve myself in future. I have explored a few reasons that is important for professional growth in future.

Real life exposure: An internship enable me to gain first-hand exposure to real-world work. That knowledge of experience of trying something new is extremely beneficial.

Building a professional network: Networking is one of crucial of succeeding. Technology is one of the easiest sources of research, there are different apps that connect me professionally, such as Linkedin, Facebook Group, Clubhouse. Most people use Linkedin to connect professionally.

Improve time management and communication skills: Time is the magic ingredient of success. It help to prioritize work and it also helps to my goal faster. Proper time management boosts my confidence and help to improve career opportunities. It help me to define and prioritize my tasks and break my task into smaller tasks.

Vehicle Controlling & Tracking by GPS



Figure 07: Vehicle Controlling & Tracking system

Chapter 6

FINDINGS

6.1 Findings

Kazi Farms Group, established in 1996 by Kazi Zahedul Hasan, is one of Bangladesh's largest poultry enterprises. Initially operating as a hatchery for imported eggs, the company expanded to include its own parent farms in 1997 and commenced grand-parent (GP) farm production in 2004. That same year, Kazi Farms achieved a significant milestone by becoming the first in Bangladesh to export hatching eggs and day-old chicks. In recognition of these accomplishments, Managing Director Kazi Zahedul Hasan was honored as Business Person of the Year in 2004 by the Daily Star/DHL Business Awards. Kazi Farms

The company's product portfolio includes broiler parent chicks, broiler chicks, layer chicks, table eggs, poultry and fish feed, and organic fertilizer. Kazi Farms is the Bangladesh Grand-Parent franchisee for Aviagen's Indian River and Cobb-Van tress, renowned globally for their superior broiler breeds. Additionally, the company distributes Hay-Line brown and white layers in Bangladesh and operates commercial layer farms, making it the nation's largest producer of table eggs. Kazi Farms

Beyond poultry, Kazi Farms Group has diversified into other sectors. Kazi Food Industries Limited offers brands such as Bellicosity and ZaNZee ice creams, as well as Kazi Farms Kitchen frozen food products across Bangladesh. Kazi Media Limited, operating as Deepto TV, began broadcasting on November 18, 2015. Sysnova Information Systems Limited specializes in customizing and implementing free/open-source Enterprise Resource Planning software for various companies in Bangladesh. Wikipedia

The company is also committed to social responsibility and sustainability. It produces organic fertilizer by composting poultry manure, which enhances soil fertility and supports sustainable agriculture practices in Bangladesh. Kazi Farms

However, Kazi Farms Group has faced challenges. In September 2022, the Bangladesh Competition Commission filed a case against the company, alleging market destabilization through abnormal egg price increases. Kazi Farms attributed the price spike to a shortage of trucks following a national diesel price hike. An analysis by economist Indranil Chakraborty found the company's auction system for egg pricing to be a fair method, reflecting typical supply and demand fluctuations. Wikipedia

In October 2024, the Bangladesh Competition Commission fined Kazi Farms Group and Saguna Food and Feeds a total of Tk8.44 crore for alleged manipulation of the poultry market, which led to an abnormal rise in broiler chicken prices. TBS News

Despite these controversies, Kazi Farms Group remains a significant player in Bangladesh's poultry industry, contributing to the country's agricultural development and food production.

Chapter 7

Recommendation And Conclusion

7.1 Recommendation

The efficient logistics and transportation management is to make sure by proper planning & preparation. There are so many elements involved in planning procurement of products, storage and delivery of the product. Proper planning is ideally supposed to bring successful outcome it minimize unexpected circumstances, such as shortages, delay or transport damages.

Strengthen the staff performance that are the people who play important role in the growth of the business. It is important to provide regular training to improve their abilities and agility. Make sure to the staff to understand the SOP, their responsibilities and the technology used by the company.

To improve efficiency of logistics and transportation management in supply chain that is a great way of controlling operating costs. Firstly analyse all the expenses related to transportation and logistics and know what factors are contributing to high expenses. The most effective ways of analyse and save operating cost is to adopt software solution like an ERP system. This automated software system also help to estimate income and expenses that would be able to allocate budget more wisely.

For smoothly transport operation optimize the warehouse management. Storage and arrangement of goods affect the shipping process and it is important to ensure all items are arranged very well.

7.2 Conclusion

Transportation is key element of logistics and responsible for the transfer of product one location from to another location along the supply chain management. Kazi Farms Company recognize the key role of transportation has developed appropriate transactions strategy to integrate into the supply chain management with a cost sevings to technology tracking and positioning of distribution centre. At the growing age of KFG, Top management realized without a smooth transportation system it's difficult to achieve business excellence in Bangladeshi market. Internal supply chain will be collapsed by taking the support of 3rd Party logistics or rented fleet, Hence KFG was adamant to establish its own vehicle fleet with a complete service set up. This strategy is now paying dividend to KFG as an excellent supply chain network has already formed at Bangladeshi market. How a effective in house transportation system help to acheive its organization goal Kazi Farms is one of best example of poultry sector by focus on efficient Fleet management and proper planning. Kazi Farms able to achieve the Transportation Department as a reliable service provider in terms of quality, safety and excellent cooperation which set a exemplary precedent in the domestic market.

Chapter 8

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