SUMMER INTERNSHIP REPORT

UNDER THE GUIDANCE OF

PROF. TEJA KANDOLKAR

AT

Syntegon Technology Private Ltd

Verna-Goa

By

Adelio Mendes

Rollno – 2141

MBA First Year

Batch 2022-2023

Department of Management Studies

Goa University, Taleigao- Goa

July 2022

Declaration

I, Adelio Mendes, hereby declare that the presented report of my internship is uniquely prepared by me after the completion of 8 weeks (2 months) at Syntegon Technology Private Ltd, Verna, Goa – India.

I also confirm that, the report is only prepared for my academic and learning requirement and not for any other purpose. It might not be used with the interest of opposite party of the corporation.

Place: Taleigao – Goa

Date: 9 July 2022

Name: Adelio Mendes

MBA -First Year

(Roll No: 2141)

Acknowledgement

This dissertation would have not been possible without the guidance and the help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completeness of this study. At the outset of this internship report, I would like to express my sincere gratitude to the MD (Managing Director of Syntegon Technology Private Ltd), Verna-Goa, Mr. Nilesh Vedak, for giving me an opportunity to serve as an intern in this esteemed organization and complete my Summer Internship Successfully.

I would like to thank, Goa Business School (Goa University) for including an 8-week (2 months) internship program as an 8-credit course which has provided me an opportunity to gain practical working experience in the organization.

A big thank you to the management of Syntegon Technology Private Ltd with whose constant encouragement and co-operation, I was able to experience and widen my spectrum about this industry. My sincere gratitude to Mrs. Maria Noronha (PA/DBE-IN), for giving me an opportunity to do my internship in the Business Excellence and the Quality Material Management Department. I am thankful to Ms. Maria Noronha, Mr. Nikhil Indraganti & Mr. Felix Miranda for devoting their valuable time from their busy schedule and in explaining how work is being done in the company and also assigning me with some tasks during these 8 weeks of the internship training period. I would also like to extend my special thanks to the entire staff for their full co-operation, guidance and support during my internship period. I would also like to thank the Human Resource Department of Syntegon for accepting me as an intern and making this internship a memorable one.

Last, but not the least, I would like to thank my mentor, Prof. Teja Kandolkar, Faculty members of the MBA Department, Goa Business School-Taleigao, for their continuous support throughout, in completing my internship training and compiling this report.

Internship Certificate

SYNTEGON
PROCESSING & PACKAGING

PA/HRL-IN 08.07.2022

TO WHOM IT MAY CONCERN

This is to certify that Mr. Adelio Mendes student of Department of Management Studies, Goa University, Taleigao Plateau, Goa- 403 206 had undertaken his internship in our organization from 16.05.2022 to 08.07.2022.

Mr. Adelio Mendes has completed his internship in the Quality Management System department at Syntegon Technology India Private Limited, according to given guidelines.

Syntegon Technology India Private Limited, being leader in the Packaging Technology, Mr. Adelio Mendes was at advantage of getting to know some of the latest aspects in Quality Management System, which are followed in an organization of International repute.

We wish him the very best in all his future endeavors.

Thanking You
For Syntegon Technology India Private Limited,

Maria Fatima De Jesus Noronha
Deputy General Manager
(Quality Management Method)

Derek D'souza
Deputy Manager
(Human Resources)

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CIN: U29309GA2019FTC014014

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Executive Summary

The Summer Internship was carried out for a period of 8 weeks at Syntegon Technology Private Ltd, Verna, Goa – a machine manufacturing, processing and packaging company. The objective of this internship was to understand the processes and functions at Syntegon Technology Private Ltd. My study was pertaining to the functioning and operations with respect to machine assembly and packaging services.

The methodology applied to prepare the report includes personal observations which triggered the thirst to know 'why'. Interaction with all the employees in their respective departments enabled me to know about their job duties and responsibilities which helped me to widen my perspective about how all the departments coordinate in order to ensure efficiently at work.

While interning in the all the major departments of the company, I applied SWOT Analysis, VRIO Analysis, Michael Porter's Five Forces of Industry Analysis and PESTLE Analysis to the organization.

PESTLE ANALYSIS

❖ Political Factors

- Political barriers include Government legislations and policies like GST, excise duty, customs etc. in the state and country on the export of machines and import of parts and spares.

❖ Economic Factors

- Economic Factors are highly priced machines in contrast to high standards and customer demands to the standard of living in India and in other countries which keeps the demand curve high as customers have the willingness to invest in these machines as they offer huge number of products in less time.

❖ Socio-Cultural Factors

- Changing Customer lifestyles, tastes and preferences are leading to new innovations in terms of machinery and products, which challenges Syntegon to prove their standards.

❖ Technological Factors

- The industry is a machinery and labor- intensive one in Goa. However, majority of work done is by machinery and minimum monitory work is done by labors. However, there can be chances to improve their machinery better in the near future.

❖ Legal Factors

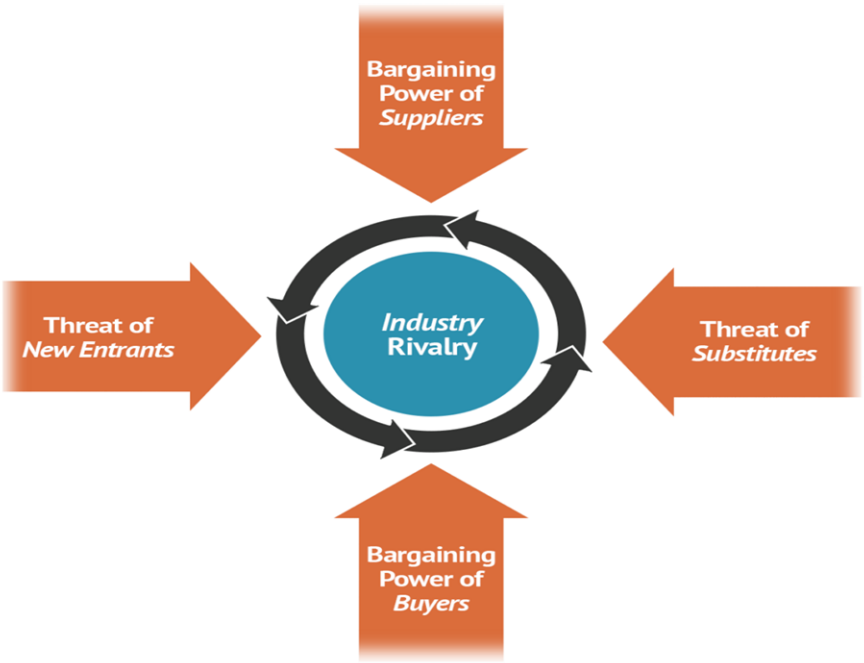
- Strict compliance of labor laws, environmental laws, workplace hazards, food safety for employee's, hygiene rules and regulations are mandatory to maintain control in this industry and any violations can result in serious consequences.

❖ Environmental Factors

- Proper placements of tools, safety shoes, trolleys etc. and effluent management mechanisms have to be in place to avoid harmful hazards in and around the environment. The company strictly follows the 5s methodology which is followed by industries throughout the world.

MICHAEL PORTER'S FIVE FORCES OF INDUSTRY ANALYSIS

Michael Porter's Five forces of industry analysis will help us to analyze the external environment of Syntegon Technology Private Ltd by evaluating how attractive the market is and using strengths to achieve a competitive edge. This can also help them in their financial decisions or whether introduction of new products will be profitable or not and also, overcome their weaknesses.



1. **BARGAINING POWER OF SUPPLIERS – Low**

❖ Syntegon Technology Private Ltd, have more than 100 suppliers registered with them for their raw materials which gives them the power to choose which are the best and suitable suppliers. They have few suppliers from Goa but most suppliers, are from other parts of India.

2. **BARGAINING POWER OF BUYERS – Low**

❖ Syntegon has no major competitors. The quality of machinery manufactured here is of high standards which does not give customers wide variety of choice of bargaining. Hence customers buy them for a fixed price. Around 60% of customers are from India 40% are foreign exports or vice versa. Most buyers are PEPSICO, ITC, NESTLE, CADBURY etc.

3. **THREAT OF SUBSITUTES – Low**

- The threat of substitutes to the company is relatively low, as there are no substitutes for Syntegon technology Private Ltd and is the only Multinational Company in goa offering machinery starting at 20 lakh rupees.

4. **THREAT OF NEW ENTRANTS –Low**

- Threat of New Entrants is very low. Syntegon Technologies Private Ltd has No threat of new entrants in the machinery market.

5. **INDUSTRY RIVALRY -Low**

- No competition of industry rivalry to Syntegon in the present market scenario in Goa. It is the only industry in Goa, providing machine manufacturing services.

Company Profile

Syntegon Technology is a leading global process and packaging technology provider. Formerly the packaging division of the **BOSCH** Group, the company, headquartered in Waiblingen (Germany), has been offering complete solutions for the pharmaceutical and food industries for over 50 years. More than 6,100 employees at 30 locations in more than 15 countries generated a total revenue of 1.3 billion euros in 2018. The portfolio of intelligent and sustainable technologies includes stand-alone machines, as well as complete systems and services. Fields of application in the pharmaceutical industry are the production, processing, filling, inspection and packaging of liquid and solid pharmaceuticals (e.g.: Syringes and capsules).

In the food industry, the portfolio includes process technology for confectionery as well as packaging solutions for dry foods (e.g., bars, bakery products and coffee), frozen foods and dairy products. In 1995, Syntegon Started with its operations in Bangalore, India. It was relocated to Verna, Goa, in 2007, Just five years later, a new state-of-the-art manufacturing and development facility was inaugurated in Goa, intending to fulfill capacity expansion and to meet the increasing demand of domestic and international markets. In 25 years Syntegon India has shown sustainable growth right from the time of inception.

With 150 well qualified and experienced employees and an installed base of over 3,000 machines in India and overseas, it is one of the top players among the packaging machinery manufacturers. Syntegon Technology India offers customized packaging solutions for the domestic and international markets in food and non-food segment. The ISO 9001:2015 certified unit designs, manufacturers and markets vertical form, fill and seal machines and horizontal flow wrap machines.

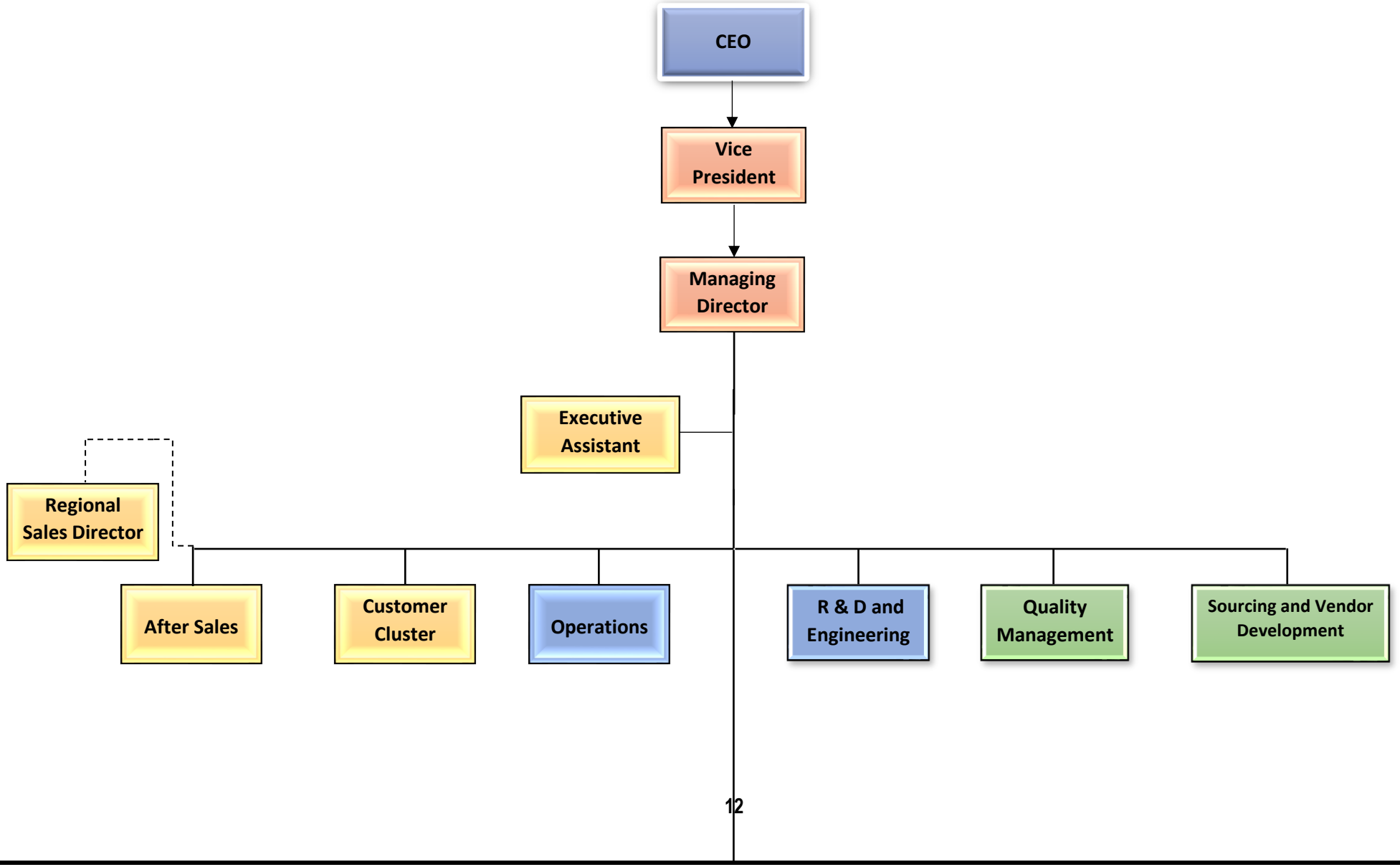
Syntegon Quality Policy:

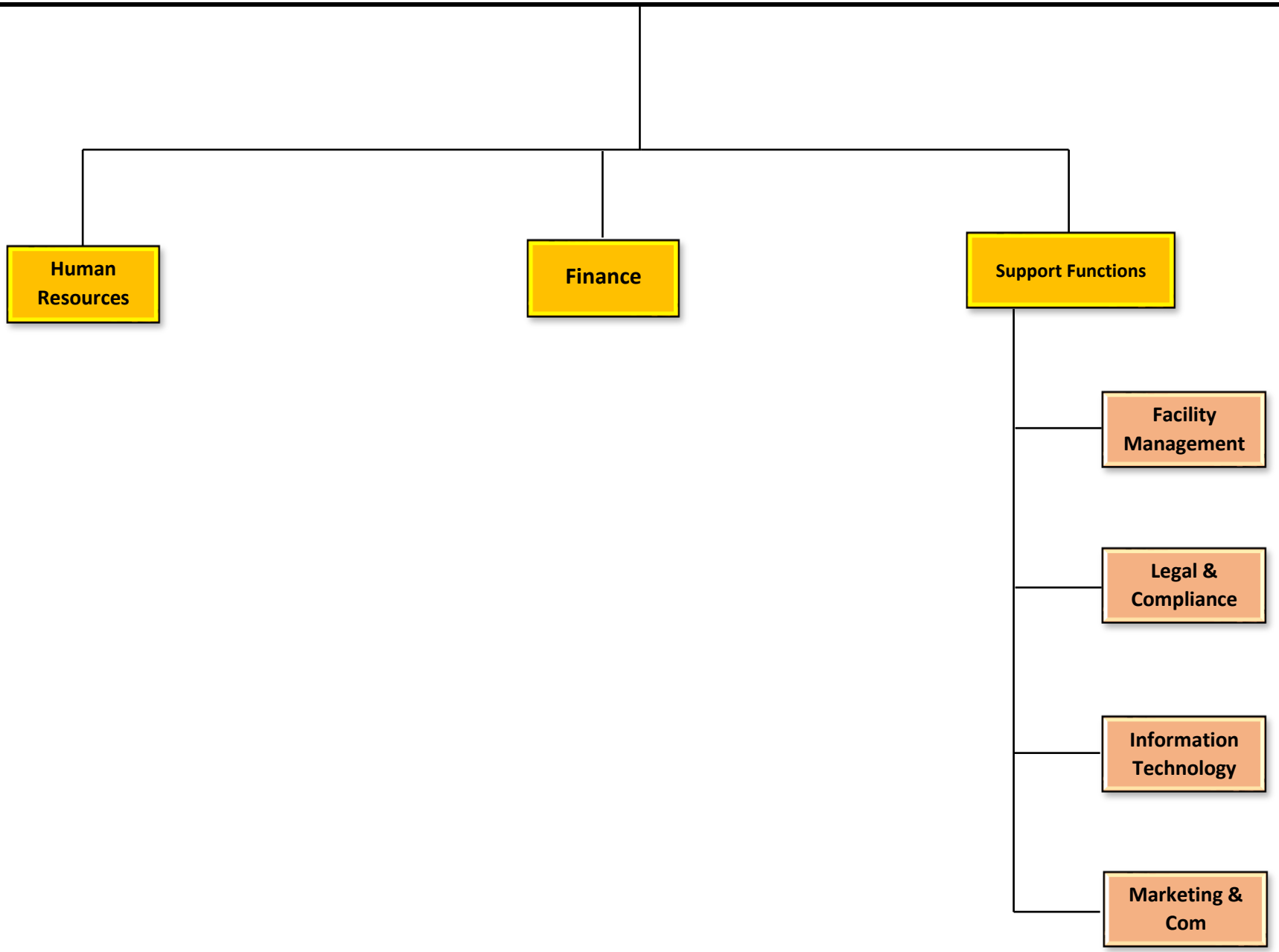
- Reliable in all aspects of Quality and Performance and keep promises to their customers.
- Fair partners for internal and external stakeholders.
- All associates are passionate for quality.
- Work on future- oriented processes and products to improve day to day business.

Syntegon Quality Objectives:

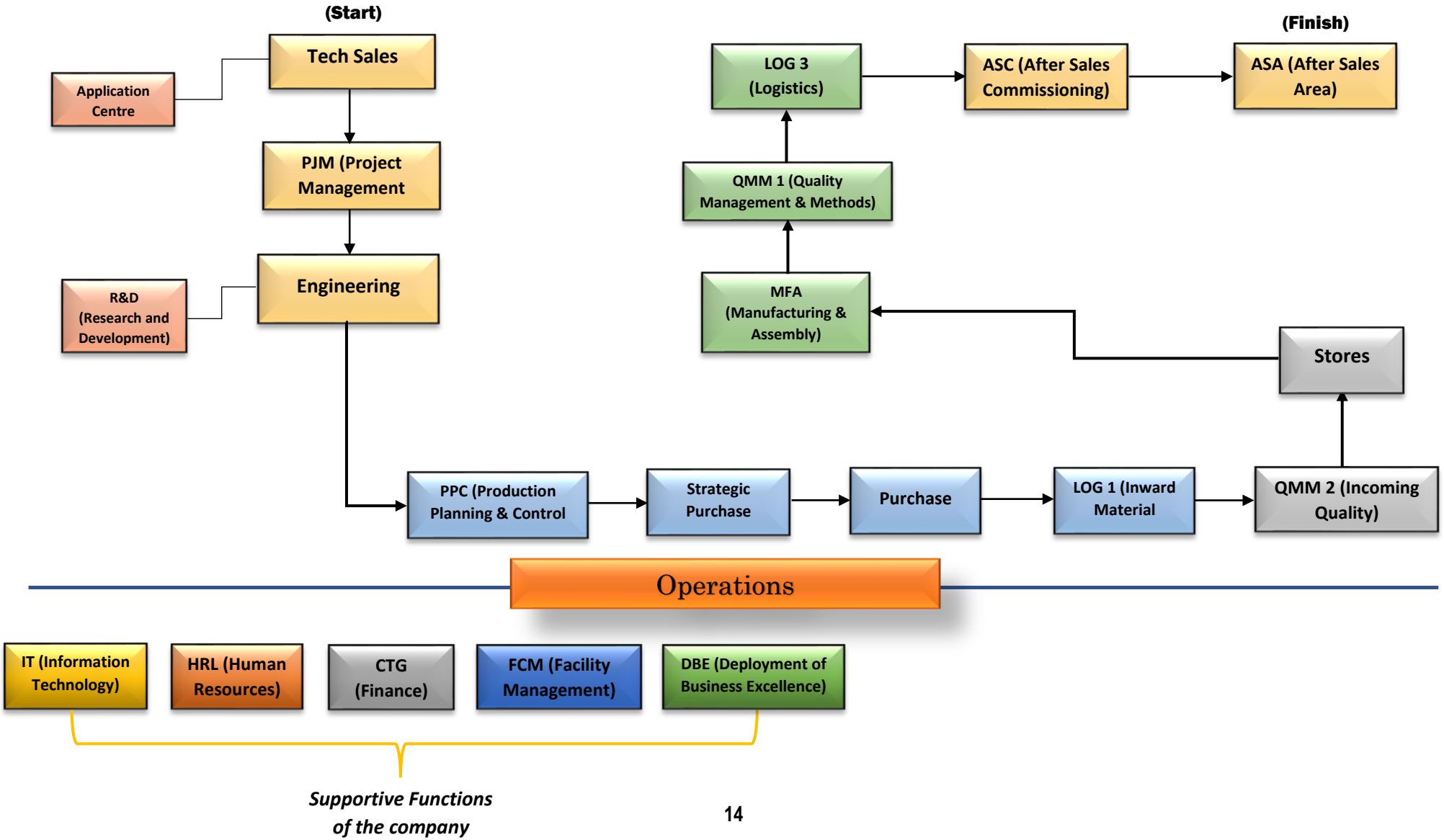
- Ensure quality, performance and commitments made to customers are fulfilled.
- Achieve Operational Excellence through lean and continuous improvement drives.
- Encourage innovation in the organization and provide affordable technology which means global standards.
- Improve employee competencies and capabilities by creating learning environment.
- Develop suppliers as strategic partners to meet global quality and delivery standards.
- Strict adherence to statutory, regulatory and safety requirements.
- Identify and work on opportunities to find sustainable and environment friendly solutions.

Organizational Chart




Human Resources
Finance
Support Functions
Facility Management
Legal & Compliance
Information Technology
Marketing & Com

Basic Company Process



SWOT Analysis

Strengths:

- Well established company name.
- Strong Employee and employers' bond and relationship.
- Employees have a strong and positive working attitude.
- Good After Sales and customer service.
- Product quality – loyalty to the client.
- Strong management of distribution network with a wide coverage of customers in India and all parts of the world.
- Diverse portfolio of machines.
- Good growth in the last quarter.
- Strong focus on R&D and innovation.
- Established strong relationships with suppliers.
- Plant is well maintained despite being an old company.
- Introduction to PowerBI tool for accurate and clear data.

Weaknesses:

- Staff members have miscommunications while exchanging information.
- Few staff members find it difficult to speak English.
- Few programs are organized for trainees and new employees to be aware of the company and the company processes.
- Income of Employee's is on a decline.

Opportunities:

- Company is in plans of introducing electric company vehicles.
- The company has come up with a new machine called 'TTME'.
- Utilize customer trends and specifications to the machines.

Threats:

- Poor communication with customers

VRIO Analysis

VRIO analysis is a tool in strategic planning, used by firms to make efficient business decisions. The analysis provides information and the results will hopefully provide a competitive advantage.

Valuable: The Syntegon brand name is unique and contains high brand integrity. The high brand recognition is important for not only sales but also for the company value. Secondly, Syntegon's distribution network is another valuable resource as this helps the company in reaching out to more and more customers and this in turn, ensures great revenue for Syntegon. The company's relationship with the dealers and suppliers is particularly a string and based on strictly followed standards and criteria. This is a valuable resource for the company that allows Syntegon to exploit further opportunities in different regions and countries globally.

Rare: The employee's at Syntegon are a rare resource. The employees are highly trained and skilled, which is not the case in most of the firms. The working environment in Syntegon is an overwhelming one which ensures that the employee's do not leave the company for other firms. On the other hand, Syntegon has global operations and a global presence and the company has also high exposure to global cultures and different societal norms and values.

Inimitable: The patents of Syntegon are very difficult to imitate. This is because it is not legally allowed to imitate patented machines. Similar machines to be developed and getting patent for them is a very costly process. The high and consistent quality of machines leads to repeated purchases of these machines by reputed customers and the engagement and brand experience for customers for Syntegon has also expanded beyond the basic machine offering, and evolved into offering and engaging consumers with relevant content generation that allows the brand to increase its equity.

Organisation: The technological advancements and integration at Syntegon are also an important resource for developing competitive advantage. The technological advancement allows Syntegon to maintain effectivity and efficiency in its various business processes and operations. Secondly, the organizational culture is free sharing in information, and supports team work and synergy. This is an important competency and resource for Syntegon which allows it to grow internationally, and support various diversifications as well.

Departments

Department: Technical Sales

Process: Sales of the company are done through their official portal. A quote is prepared by the tech sales department as per the requirements and specifications from the customer. After this, Technical Sales runs application trails of the machinery and then the customer raises a PO (Purchase Order) with their specific requirements. In the Purchase Order all the details with respect to the payment, transport, product and the deadline are mentioned. After this an OI (Order Information) is prepared and a meeting is conducted which is called an QG 0 meet (Quality Gate) where the Order Information is shown to all the functions of the company.

Functions:

1. **Run application trails of the machine**
2. **Receives customer PO (Purchase Order)**
3. **Preparation of Order Information**
4. **Preparation of Quotes**
5. **Conduct a meeting**

Department: Project Management (PJM)

Process: The PJM does the costing for the project. Once they do the costing, they release the Bill of Materials. A Meeting is then held with the clusters in order to come to a decision whether to release the project. After the project gets a clearance, the PPC will start with building the project here and the PJM will track the project up to the installation commission.

Functions:

1. **Tracking of project cost with the help of CTG (Finance Department)**
2. **Tracking of the project till the completion.**

Department: Engineering

Process: When an order is received by the Technical Sales from the customer and once the QG 0 meeting gives a clearance for proceeding with the project. Here only the Mechanical requirements are uploaded first. After this, necessary corrections are done with the project.

In the engineering department, the electrical material required is considered separately. So, for this they have another small team who see only the ECS (Electrical Control Systems). When they receive a confirmation of the mechanical requirement, the ECS is made. Here they prepare a new design or an existing design is given a check in the OI (Order Information). After this a BOM is prepared and send to the Mechanical Design team for the project development and all of these are then sent to the PJM Department.

Functions:

1. **Design for the project (As per customer requirements).**

2. **Upload information to the Bill of Materials.**
3. **Checking is done of existing design as per Order Information.**
4. **Preparation and release of BOM.**

Department: R&D (Research & Development)

Process: The R&D department is also called as the EPD (Engineering Product Development). They are linked to the engineering department.

Functions:

1. **Checking of the machine's performance.**
2. **Cost reduction on material or parts.**
3. **New proposal of machine parts if needed.**
4. **Testing and Trails.**

Department: Application Centre

Process: In the Application Centre, before the customer gives an order a trail is made in order to see if suitable and efficient results are given i.e. products which are to be packed are checked with correct dimensions of the film that is required for packing the product. In the case of Machines, the machines are checked with respect to their speed and performance i.e. if they are performing well just as the customer requirements. These are just machine trails which are conducted to see if they work as per the customers requirement. If they work and are suitable with the parameters given by the customer, the customer places an order.

Functions:

1. **Conducting Machine trails.**

Department: Production Planning & Control (PPC)

Process: Once the BOM is received, the PPC Department starts with building the projects. Before this, they run an MRP (Material Resource Planning) in which they check the availability of the parts and spares required in order to carry out the manufacturing process. If there is a shortage of stock then the department gets in touch with the Purchase department in order to release a Purchase Requisition and then the Purchase Order is released for the parts to be bought for building the project. Regular tracking is done by the PPC of the project up to the project is dispatched. In case there are some problems or complaints received with respect to the customers requirement assembly, then rework is done by the PPC department.

Functions:

1. **Building of projects.**
2. **Doing an MRP run.**
3. **Coordinating with purchase department in case of shortage.**
4. **Regular tracking of the project up to dispatch.**

5. **Keep track if Rework is done in case there are customer complaints.**

Department: Strategic Purchase

Process: This department identifies for new suppliers or vendors. To search for new suppliers and vendors, a team is designated to do so. Once they find a supplier or vendor as per the requirements, they proceed with the documentation process which includes the registration of the vendor or supplier to the company. After the documentation process, the registration details are sent to the IT department of the company. Here the IT department Creates a vendor code which is updated and added to their database.

Functions:

1. **Finding of New Suppliers or vendors.**
2. **Supplier or Vendor's documentation process.**
3. **Registration of supplier or vendor with the company.**

Department: PUR (Purchase)

Process: The department gets the PR (Purchase Requisition) from the PPC (Production Planning and Control). The supplier is then given the quote and, in this process, there is some negotiation with respect to price that takes place in order to close the deal. After this, a PO (Purchase Order) is raised and sent to the supplier for confirmation. In order to keep track of this, a weekly review with the supplier is maintained. The supplier sends and Invoice to the PUR department and then the supplier sends the parts to PAIV (Production Assembly in Verna) which is Syntegon Technology Private Ltd. The parts are taken to the warehouse and taken in the LOG 1 (Material Inward Department).

Functions:

1. **Preparation of Purchase Order.**
2. **Having a weekly review with the suppliers.**

Department: LOG 1 (Inward Material)

Process: In this department, the purchase department contacts the LOG 1 department for receiving the material. Here all the part count required are mentioned as per the invoice. Then an issue of GRN (Goods Receipt Note) by which then the invoice is sent to the CTG (Finance Department) for payment. Then a label is printed to the part or material for having a quality check.

Functions:

1. **Receiving the material as per purchase made for manufacturing.**

Department: LOG 2 (Stores)

Process: In stores, the required storage material is received from the LOG 1(Inward Material) and the QMM2 (Incoming quality). Here all the store parts required for building the machines are stored. In case there are less parts in the stores, then the PPC department gives a production order and the parts

are kitted with respect to the Purchase Order. Once the required spare parts are bought in, they are placed on a trolley and given to the MFA department.

Functions:

1. **Storage of Parts, spares etc.**

Department: QMM2 (Incoming Quality)

Process: The materials are received by the LOG 1 Department where the drawings of the parts are downloaded and inspection is done. If the received material is not found satisfactory, the Purchase Department is informed about it and the required rework is done. If after the rework there are still some problems, then the supplier is directly contacted. Once the inspection is done, the parts are sent for clearance and are taken to the stores.

Functions:

1. **Taking in of raw materials in the plant.**
2. **Inspection of materials bought.**
3. **Rejection of material if not up to company standards.**

Department: MFA (Manufacturing & Assembly)

Process: MFA does the manufacturing and assembly of the machines. Firstly, here the parts come from the stores. The Machines are then assembled with respect to the Work Instructions. Over here, few assemblies are combined to the main part of the assembly. These include: Format Assembly and Basic Assembly. In Format Assembly, the assembly of the machinery is done as per the customer requirements. After all of the above, they do an Assembly Checklist, followed by Pre- FAT carried out before FAT and machine trails. This is done and Carried out with the ASE (Assessment Completion Report) and HSE (Health Safety & Environment) certifications.

After all of the above, a call is made to do the FAT (Factory Acceptance Test). Once complete, dismantling of the parts for assembly is carried out and is handed over to LOG 3 (Machine Dispatch Logistics) for packaging.

Department: QMM 1 (Quality Management & Methods)

Process: The QMM 1 does the general inspections.

Before the General Inspection Process, they conduct format trails. What they do in format trails is that they check the pouches, sealing quality to which they provide packaging to. All the specifications mentioned in the Order Information are cross checked here. So whatever points that need to be closed, those points are marked using the FAT tool.

QMM keeps a target for the point closure within 3 days maximum. After this a clearance is given by the department which mentions that they are technically cleared and have gone for packaging. Pictures of the machine are then taken for record purposes and green stickers are placed on the

machines which indicates that the QMM department has cleared the machine. The machine is then sent to the LOG 3 department in the company which is the **Machine Dispatch Logistics**.

Processes:

FAT (Factory Acceptance Test)

In general inspection they follow the FAT checklist in which they are categorized into interlocks and General inspection Process. In Interlocks they do a check of errors and functions in the particular machine and in General Inspection Process they check all the aesthetic parts of the machine. After the inspection, the department will release a report of all the open points in the FAT tool (FAT tool is a software used by the company in order to point out errors which are there and which need to be checked)

In- process Audit

This Audit is done when the assembly of the machinery is done. After the assembly, there is another process that is done which is called as the Sub Assembly. Here they do the checks of the Sub assembly quality, BOM (Bill of Materials) with respect to the work instructions given and then they prepare a report which is updated on the FAT tool. Then they also identify and check if there are any disagreements and discuss with their respective in-charge. If no problems are detected, then the In- Process Audit is closed.

IQA (Internal Quality Audit)

They follow the ISO 9001:2015 procedures. These procedures specify an international standard, which is prepared by the International Organization for Standardization, for the Quality management System. So, ISO 9001:2015 procedures do not follow certification of products of the company, but it only focuses on the working methodology that forces organizations to establish quality management systems.

Syntegon Technology Private Ltd is an ISO Certified industry. In this Audit, all the departments of company are involved. Once all the departments complete the audits, the audit points are published to the QMM department. Audit will be like a checklist which includes the department procedures, Risk & Opportunities, Samples. If there are any open points that are still open, they are sent back to the respective departments in order to get a recheck. After this, the update is sent to the QMM department.

Monitory and Review Mechanism

Here, the CFT (Cross Functional Team) is the MFA (Manufacturing and Assemblies), PUR (Purchase Requisition), QMM (Quality Manufacturing and Management), Engineering, PJM (Project Management) and Sales. These are the Cross Functional Team of the company. Here they have a Discussion on quality related issues and do a check on previous points. Once they come to a conclusion, they, update the points. The open points are addressed to all. Once they are done, they are closed.

8D

8D is a problem-solving approach which the company follows. It is just like the 4W1H method. The 4W1H method is What, When, Why, Where and H stands for How. The 8D is a similar model which is followed by the company

Department: LOG 3 (Outward Material)

The MFA department sends the parts and machines which are completed, for packing. Here all the completed machines are packed and labelled with stickers. Then the invoicing is done with respect to the Purchase Order given by the customer and then their transported by the customer's requirements i.e. by Air, Ship or by road.

Functions:

1. **Packing and Dispatch.**
2. **Labelling with Stickers.**
3. **Invoicing.**
4. **Transportation.**

Department: ASA (After Sales Area)

The ASA Department has 2 divisions to it. In the After Sales 1, a person from the company will go to the customer site for installation and commission. A SAT (Site Acceptance Test) is conducted by the executive if in case there are open points (OPL), the list is sent to the factory. Closure of the OPL is done by the Cross Functional Teams. After completion, the machine is handed over to the customer and then the project is closed for the PJM department.

At times, customers may have complaints with the machine. This is handled by After Sales 2. So, for this, the company has a portal which captures any customer complaints thought their Customer Master Management Software. When customers have any complaints, the engineers address the problems of the customers. If there are any replacements to be made, a Purchase Requisition is raised. The parts are sent to the customer and a Site engineer is assigned for the installation of it. Once the task is complete, the IT department closes the Complaint.

Functions:

1. **Installation & Commission.**
2. **Handling of customer complaints.**

Department: IT (Information Technology)

This department handles all the IT matter of the company. When new employees join in, the HR department raises a ticket for the issue of new employee credentials. The IT department takes around 2 days in order to issue and grant permission to the ticket received. Software that is needed to be uploaded to the system provided to the employees like SAP tools, company tools, etc. are installed by the IT department. Overall IT maintenance of the company are done by this department.

Functions:

1. **Creation of New login id's, email's etc.**
2. **Provide Access to Databases for new employees.**

3. **Providing necessary software's to employees.**
4. **Automation of processes.**
5. **Keep check on company firewall, company databases, company cloud, networking etc.**

Department: HRL (Human Resources)

The HRL department creates and fulfills the posts and checks for multiple people that are suitable for the job. An offer letter is given to the selected candidate along with some other company documents and after the candidates joining, they are given access to folders on the company server only with respect to their department at first. Employees are given yearly increments with respect to their performance. In every quarter of the year, a review is done on the existing employee's and the best employee is nominated for employee of the year

Functions:

1. Job Analysis of employees.

2.Recruitment, Screening and Interview.

3.Selection.

4. Induction.

5.Training and Development.

6.Salary, Compensation, benefits, Welfare and Insurance.

Policies: Employee Dress Code in the office and on the shop - floor is strictly followed.

Employee Benefits:

- Yearly Increments are given to employees.
- In every quarter of the year, a review is done of the employees and the best employees are nominated for it.
- Out of all the employees, only one employee is given the employee of the year award along with a cash prize.

Manpower of the company: 270

Employee's and Labor: Full-Time, Contractual and trainees**.**

Department: DBE (Deployment of Business Excellence)

The DBE department is a supportive function to the company. As a part of lean, the department's main focus is on Operational Excellence. Lean in simple terms is removal of waste that occurs in the process flow of the company. Six Sigma is done through training and in this they follow the DMAIC process.

Functions:

1. **CIP (Continuous Improvement Process).**

2. **5s Trainings and Audits.**
3. **Lean Programs (Training & Awareness).**
4. **Learn stats.**
5. **Suggestion schemes.**
6. **Six Sigma Batch (Training and Project).**

Department: FCM (Facility Management)

FCM maintains all the documents related to the maintenance of the company. Which includes the shop floor, canteens, washroom, office space etc. All activities required to conduct maintenance, are taken care by the FCM department.

Functions:

1. **Responsible for the smooth functioning of all appliances so that they do not hamper with day-to-day activities.**
2. **Assists in Pest Control Treatment.**
3. **Monitors the entire plant**
4. **They even have Maintenance contracts to carry out larger work annually.**

Types of Maintenance at Syntegon:

- **BREAKDOWN:** Ensure repairs of generators, central air conditioning systems in use in case of breakdown and replacement of parts if needed
- **PREVENTIVE:** Routine checks are carried out for all appliances and equipment used in the plant to avoid workplace hazards**.**
- **PERIODIC:** Regular Servicing and lubrication of equipment's**.**
- **CORRECTIVE:** Correct errors communicated by the employees in the plant.

Outsourced Departments

Housekeeping

- Ensure hygiene and cleanliness on the shop floor and office premises at all times
- Rendering assistance on the shop floor and the office area.

Security

- Monitor customers, visitors, interns, trainee's and those that enter and exit the premises
- Visitors are allowed inside only after a confirmation from the HR and the Facility Management head after following a basic entry procedure.

- Keep track of trainee's, intern's attendance and also multiple registers are maintained for the same.
- Registers and entry are also made for carrying any electronic devices or other items in the plant.
- Smoking and photography are strictly prohibited.

Catering

- Providing morning breakfast, lunch and evening snacks to employees, security, housekeeping, casual labors.
- As a token of appreciation to the employees for the growth of the company, food is provided free to all in the plant.

Observations and Learnings

Observations

- Organisational Culture- Ambience.
- Functions of Management & Supply chain in practice.
- Benefits of Outsourcing.
- Housekeeping continuously works to ensure hygiene in the office as well as the Shop floor.
- Strict adherence to food safety and hygiene.
- Confidentiality
- Vigilant and empathetic qualities of employees which is essential for the company.
- Employee Policies are strictly followed.
- Continuous updating is done of existing market trends.
- Well organized company processes.
- Frequent interactive sessions held for employees.

Learnings

- Undertook few courses on LinkedIn as suggested by my internal guide in the company.

Courses:

I. Operations Management Foundations
II. Six Sigma Yellow Belt
III. Change Management Foundations
IV. Leading Productive Meetings
V. Lean Foundations
VI. Operational Excellence Foundations
VII. Operational Excellence Work-Out and Kaizen Facilitator
VIII. Power BI Essential Training
IX. Process Improvement Foundations
X. Six Sigma Green Belt

My Contribution to the Company

I. DBE (Deployment of Business Excellence)

- Preparing Suggestions Acknowledgement mails.
- Assisting in Suggestion evaluations as part of Lean Team.
- Keeping track of mails for the department.
- Attending Lean training, Lean Quiz, 5s modules.
- Assisting in preparing Lean Quiz's
- Maintaining Suggestion evaluation Files
- Preparing Lean Six Sigma and DMAIC PowerPoints for trainees
- Attended Lean Six Sigma and DMAIC Training
- As a part of the DBE team, Organized a Lean Quiz for the whole plant.

II. QMM (Quality Management & Methods)

- Attended the yearly Management Review Meeting with Top Cluster heads including the managing director.
- Assisting in Quality Checks for machines.
- Assisting in preparing Minutes of Meeting.
- Preparing an Open points database for problems and improvements as suggested by the Managing Director.
- Attended iPLM (Integrated Product Life-Cycle Management) training from the central Syntegon team from Germany.
- Given Access to Central CIM database with training by the German central teams.
- Uploading Company and departments Process documents to Syntegon Standards database

III. MFA (Manufacturing and Assembly)

- Preparing Work instructions for machines
- Was given the responsibility to monitor labelling with barcodes for internal and external audits for Shop floor devices like electric tools and gadgets.
- Supervising Labelling work done by casual labors.
- Assisting in internal & external MFA audits.

Conclusion

In a nutshell, I can honestly say that my time spent interning with Syntegon resulted in one of the best summers. Not only did I gain practical skills and knowledge but I also had an opportunity to meet many fantastic people. The atmosphere at Syntegon was always welcoming which made me feel right at home. Additionally, I felt like I was able to contribute to the company by assisting on projects throughout the summer.

The internship program also helped me to find out my strengths and weaknesses. This helped me to define what skills and knowledge I have to improve in the coming time.

While I was able to learn a lot from the normal office life, my most memorable day was when I won the IT Awareness Quiz held by the IT department for which I was greatly appreciated and awarded by the department heads. Overall, my internship at Syntegon has been a great success. I was able to gain practical skills, work in fantastic environment and make connections that will last a life time.