INTERNSHIP REPORT

ON

GARSWOOD TEA PRODUCE COMPANY

SUMMER INTERNSHIP

2022

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Roll No: 2171

Under the Guidance of Ms. Teja Khandolkar

Goa Business School

Goa University

2021-2022

Declaration

I, **Habbisha Sivabalan (2171)** hereby declare that the report of the **SUMMER INTERNSHIP** submitted is an original work done by me at Garswood Tea Produce Company. 481/1 Getticombai, Gundada Post, Kotagiri-643217, The Nilgiris during the period from 16.05.2022 to 08.07.2022 submitted to Goa Business School, Goa University under the guidance of Ms. Teja Khandolkar, as partial fulfillment of the requirement for the award of the degree of Masters of Business Administration, Goa University.

Internship Completion Certificate

GARSWOOD TEA PRODUCE COMPANY

468/1, Getticombai, Gundada Post. Kotagiri-643217. The Nilgiris

Mail: garswoodtea@yahoo.in Contact: 9443522141

DATE: 08.07.2022

KOTAGIRI

INTERNSHIP CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **HABBISHA SIVABALAN** (2171), a student of Goa Business School, Goa University, Goa has successfully completed her Summer Internship in our Tea Industry from 16.05.2022 to 08.07.2022. During the term, she was sincere and regular.

Acknowledgment

First of all, I am grateful to the Garswood tea produce Company for providing an opportunity to intern with them. I had a great working environment and they helped me in completing my summer internship project as a part of the MBA course being pursued at Goa Business School- Goa university.

I thank the machine operators, employees, and workers in the Garswood tea produce Company for patiently providing me with information about equipment and the processes being used in different departments to collectively keep the company operating and sustaining production for a long time.

I am thankful to my mentor Ms. Teja Khandolkar for the support and reviews provided throughout the internship period.

Finally, I take this opportunity to express a deep sense of gratitude and to thank my parents, friends, and the institution for providing me the opportunity to enhance my academic knowledge to build a better career path in the future.

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Executive summary

Garswood Tea Produce Company is a tea leaf manufacturing firm. The factory is situated at Getticombai, Gundada Post, Kotagiri-643217, The Nilgiris. The company has 250 employees who are arranged in an effectively operating hierarchy model. This report consists of a brief about the company and its history, basic information, and the organizational structure of the firm.

The different analyses based on industry and company were done to understand the effectiveness and efficiency of the company. The industry analysis was done to understand how the company operates in the market with various external forces influencing the daily operations and productions of the firm. And to understand the internal operations of the firm company analysis was done. PESTEL, Porter's five force model, SWOT analysis, and VRIN analysis were respectively done to understand the same.

The different departments of the company such as the Leaf Purchase Department, Production Department, Testing and Tasting Department, Accounts Department, and Marketing Department were studied. The operations of departments and their contribution to the total production process of the tea production chain were understood.

Finally, the report explains the learnings and outcomes that were obtained during this internship period. The collective study of industry analysis, company analysis, departmental analysis, and the learnings are presented in this report

Company introduction

Company Profile

Company Name	GARSWOOD TEA PRODUCE COMPANY
Location	468/1, Garswood Tea Produce Company, Getticombai, Gundada Post, Kotagiri-643217, The Nilgiris
Year Founded	18.10.2000
Founder	N. MANICKAM
Number of Employees	250
Company Type	Tea Manufacturing

Vision

To manufacture products comparable to international standards, to be customer-focused and globally competitive through better quality, latest technology, and continuous innovation.

Mission

- To manufacture world-class products of outstanding quality that give our customers a competitive advantage through superior products and value, so we can make every customer smile.
- To encourage people's ownership, empowerment, and working under a team structure.

Company Background

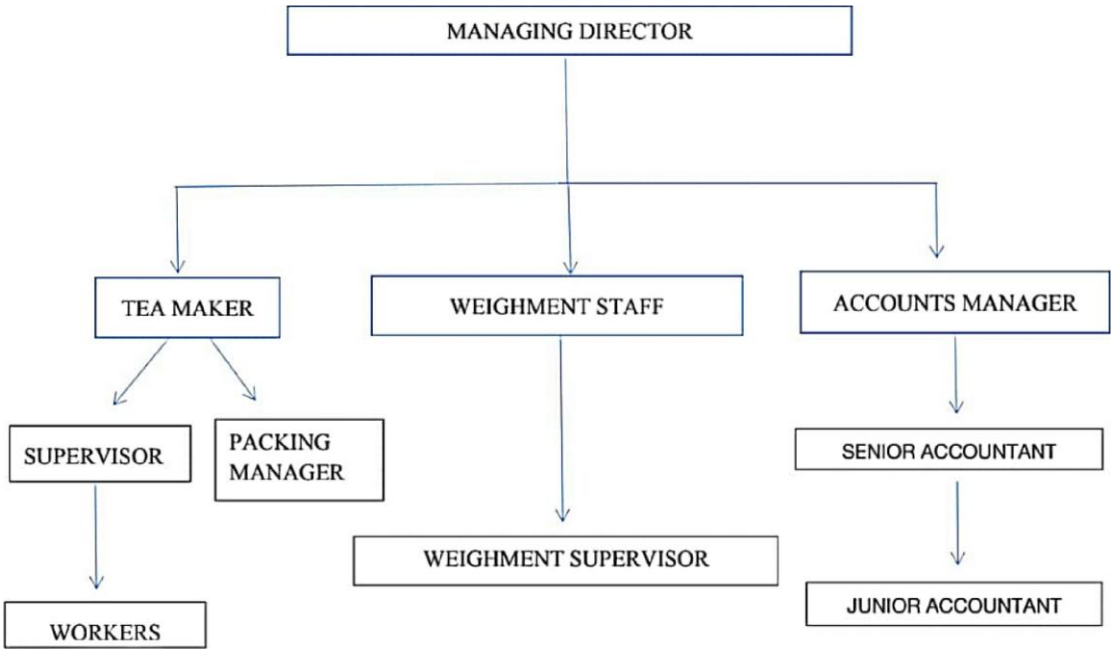
N. MANICKAM founded Garswood Tea Produce Company on 18th OCTOBER,2000. The factory is situated at an elevation of 5800msl (mean sea level). The company has got its plantations of about 150 acres named KODIMALAI and GARSWOOD ESTATE along with 250 employees working at various levels of hierarchy. The main raw material for tea is procured at their plantations with the highest quality. The capacity of the company is 5 tons of CTC tea.

The company has registered phenomenal growth under the innovative and professional leadership of M. SENTHIL KUMAR MANICKAM who also bagged the 'THE

GOLDEN LEAF INDIA AWARD,2005 instituted by United Planters. Association of South India (UPASI) in both South India bought leaf sector and Nilgiris estate sector and HIGHEST AVERAGE BOUGHT LEAF in Nilgiris sector.

Garswood is also committed to conserving and preserving the ecosystem and environment. A premium specialty tea brand that has dedicated itself to giving the best quality teas that are grown, hand-picked, processed, and packed in-house to make sure that a cup of tea is as good as it gets. The company produces CTC teas and sells tea under the brand name GARSWOOD TEA. They produce green tea, black tea, and dust tea under different colored packaging.

Organization structure



Industry Analysis

Overview of the Tea Industry

The tea industry is one of the biggest giants in India. It is believed that tea was brought to India by the silk caravans that traveled from China to Europe centuries ago. Though the Camellia Sinensis is also native to India and grew in the wild long before its true worth was realized when the silk caravans arrived.

The tea industry started to take shape in the early 1840s. Tea gardens and tea industries are scattered in different parts of India. Tea is grown in a few districts of Assam, West Bengal, Kerala, Karnataka, and Tamil Nadu and partially in Tripura, Uttar Pradesh, and Himachal Pradesh. Tea is commercially cultivated in around 16 states in India. The production capacity contributed by certain states to the total tea production of India in the year 2021 is presented below.

States	Tea production (Mn. Kilograms)
West Bengal	25.99
Assam	24.51
Tamil Nadu	11.63
Kerala	4.2
Karnataka	0.43

Porter's Five Force Model Analysis

Porter's five force model is one of the vital strategic models that is used to understand an industry's competition levels. The primary use of Porter's five force model is to understand and analyze the five competitive forces that enable an industry filled with firms to identify the weakness and strengths of the industry as a whole. The application of Porter's five force model increases the competitive advantage of the firms in the industry at large.

A summary of five forces concerning the tea industry is presented below followed by detailed descriptions.

Elements	Intensity
Rivalry among the existing firms.	High.
Threat of new entrants.	High.
Bargaining power of suppliers.	Low.
Bargaining power of buyers.	High.
Threat of substitutes.	Moderate.

i. Rivalry among the existing firms.

Currently, the tea industry of India has roughly 700 companies in operation. As there are too many companies the rivalry that exist among them is very intense. The growth of the industry is slow but seen to be stable. The switching cost that exists in the tea industry is observed to be low.

ii. Threat of new entrants.

The tea production in India stands at 95% overall. Also, there are government policies, for example, the food and beverages Act that encourages new entrants to the market space. It is also seen that there is a largely untapped rural market for branded tea with global demand. Thus, there is a lot of scope for making profits and the threat of new entrants is seen to be high.

iii. Bargaining power of suppliers.

India is a country with a larger production base. The substitute for Tea in India is coffee. Which is also a larger production industry in operation. The switching cost for buyers is low. Thus, the bargaining power of suppliers is also low as customers can easily shift to the substitutes available in the market.

iv. Bargaining power of buyers.

The bargaining power of buyers in the tea industry is seen to be very high. The main reason for this is the availability of substitutes is higher. Thus, if the bargain of the buyer is not entertained the industry will lose the loyal customer as the switching cost is low and also as there is less product differentiation.

v. Threat of substitutes.

Even though there are a lot of substitute products available with lesser product differentiation, there is a stable number of tea drinkers in tea. Tea is seen to be a major part of an Indian's diet. Thus, the threat of substitutes is seen to be moderate.

PESTEL Analysis

PESTEL is the abbreviated form for Political, Economic, Social, Technological, Environmental, and Legal forces. PESTEL analysis is used to study all the external environmental forces or the macro-environmental forces to ensure the uninterrupted functioning of the organizations. This analysis exhibits the impact of the forces and defines if the impact is a short-term effect or a long-term effect.

i. Political environmental factors.

If an organization has to establish its operations as a tea manufacturer, tea trader, or tea exporter in India, it is important to get the entity registered Tea Board of India under the TMCO, 2003. The Tea Act of 1953 is the main regulatory act that regulates the production and cultivation of tea in India. It also specifies the taxes to be levied for the tea export from India.

ii. Economic environmental factors.

The Indian tea industry is one of the highest-earning industries. India is one of the top 5 tea exporters in the world. Tea exports hold 10% of the total exports of the Indian economy. The total tea exports from India in the year 2020 were $ 692.1 million.

iii. Social environmental factors.

The tea estates were formed initially by employing the act of deforestation. The companies need to focus on environmental sustainability and Eco-friendliness. Also, tea is the beverage that is preferred by all age groups and is a major part of the cultural aspect of Indians. Tea also has medicinal values and is a great part of the diet of Indians and the neighboring countries.

iv. Technological environmental factors.

Technological factors tend to affect the tea industry at a lower rate. The reason is that the tea industry is a highly labor-intensive industry. Digitalization has an impact on the production process of the tea manufacturing units. Like the grading and sorting machines.

v. Natural environment factors.

Natural environmental factors play a vital role in the tea manufacturing industry. The climatic changes, global warming, the quality of the soil, etc. play a vital role in determining good quality tea. Also, fertilizers and pesticide use are major factors that can be used to modify certain natural factors according to the necessities of the tea plantation requirements.

vi. Legal environmental factors.

Legal factors have a prominent role in shaping the industry. There are laws governing the establishment of tea factories, laws to regulate exports, labor laws to ensure proper compensations and other benefits are being provided to the local workers, and also regulations on how the factory design and location should be chosen.

Company analysis

SWOT analysis

SWOT analysis is the abbreviation form for Strengths, Weakness, Opportunity, and Threats analysis of a particular firm in the marketplace. This analysis aids the company to understand the internal environment of the organization and also the external environment that can impact the operations of the business entity.

Strengths	▪ Large capacity of factory area. ▪ Solid backward integration process. ▪ Geographical location of the tea estate. ▪ Workers are supported by strong labor laws. ▪ Owning automated modern machinery and equipment.
Weaknesses	▪ High labor costs. ▪ Poor brand recognition. ▪ No alternative automated machines for plucking tea leaves.
Opportunities	▪ Tea tourism. ▪ Health attributes. ▪ Ability to fulfill regional demands. ▪ High demand of tea in foreign countries.
Threats	▪ Climatic changes. ▪ Unprecedented situations. ▪ Carbonated and new inventive beverages causing a shift in demand.

i. Strengths

- Large Capacity of factory area.

The factory capacity can accommodate the production of 5 tons of tea per day. This huge space enables the company to enhance the production quantity at large.

- Solid backward integration process.

The company obtains tea leaves from small growers too. This solid backward integration enhances the goodwill of the company and the quality of raw material obtained.

- Geographical location of the tea estate.

The geographical location of the estate is one of the core strengths of the tea factory. The location of this firm is an elevation of 5800msl (mean sea level). The elevation plays a very critical role in defining the quality of the tea leaves.

- Workers are supported by strong labor laws.

The company rigidly follows the labor laws that are concerning the tea industry. Thus, the laborers are well supported and are loyal to the firm at large.

- Owning Automated modern machinery and equipment.

The company has a grading and sorting machine. These machinery sorts and grades the tea leaves based on color and size. This reduces the time spent in manual sorting and enhances the exporting quality of the tea leaves.

ii. Weaknesses

- High labor costs.

The tea firm is highly labor-intensive. It comprises tea leaf pluckers, machine operators, packaging staff, supervisors, etc. Thus, the firm incurs a high labor cost.

- Poor brand recognition.

The tea industry is a highly competitive space with many brands. The marketing efforts of the company are not very rigid. Thus, there is evident poor brand recognition.

- No alternative automated machines for plucking tea leaves.

There are machines for grinding, sorting, and grading. But the absence of an automated machine to pluck tea leaves directly from the plant is a very time-consuming and expensive process.

iii. Opportunities

- Tea tourism.

Tea tourism is one of the greatest growing sectors in the tourism aspect. The estates can be opened for tourists to see the tea plucking routine and a tour around the factory. Also, the tea tasting can be done to provide a better authentic experience.

- Health attributes.

Tea has many medicinal effects. This is the main opportunity for the company. The company can promote the different types of tea in various regions by marketing the health attributes of consuming tea.

- Ability to fulfill regional demands.

The company produces various kinds of tea. Like green tea, black, etc. The company can fulfill the tea-based needs of various people from various regions and countries.

- High demand for tea in foreign countries.

Tea has medicinal values and is also a very popular beverage in South Asia and other continents of the world. This popularity of the product has created a higher demand for tea and is boosting the export opportunity for the firm

iv. Threats

- Climactic changes.

The tea production activity is very sensitive to climatic conditions. Sudden monsoon effects and global warming are very critical threats to the overall production of the company.

- Unpreceded conditions.

Covid-19 was one of the foremost Unpreceded conditions. That the company had to face in recent times. during the peak of the virus attack back in 2020 April, the company had to face complete lockdowns and production stoppages.

- Carbonated and other new inventive beverages causing a shift in demand.

The technological advancements have created an opportunity for all investors to make companies that produce carbonated drinks. This has made a great impact on traditional beverage tea.

VRIN analysis

VRIN is the abbreviated form for Valuable, Rare, Inimitable, and Non -Substitutable. VRIN analysis is done to evaluate the resource availability of a firm. This analysis also aids in viewing the value addition of the firm from the market competition perspective.

i. Valuable.

The product tea produced by the company is a valuable product to society. It acts as a beverage for daily intake and also holds multiple medicinal benefits. Thus, the tea estate that is used to cultivate and harvest the tea leaves adequate for production is a valuable resource. Also, the factory that holds a capacity to produce 5 tons of tea powder is a very valuable resource that the entity holds.

ii. Rare.

Tea plantations in the early age of establishment were raw materials to find for producing quality tea. But with the current technological and societal changes it is not a rare element possessed by the company. Thus, the company does not hold any specific competitive advantage in terms of raw materials. But the company has a competitive advantage from the machinery perspective. The machinery held by the company is very efficient and time-effective.

iii. Inimitable.

The raw materials and the final product of the company are 100% inimitable. But the differentiation points are the flavors and the quality of the tea that the company can provide. Also, tea has various alternatives in the Indian market as the Indian market is a vast production giant of multiple beverages.

iv. Non-Substitutable.

The final product – Tea that is produced by the company has many substitutes. The main substitute is coffee. India's coffee production is also stable. Thus, the product of the company is easily substitutable.

Departmental study of the company

Leaf Purchase Department

Purchase refers to the acquisition of something for payment; it also refers to the process of gaining control of an asset in exchange for a valuable consideration.

Tea leaves are procured by the factory in the following ways,

- From own estate with own transport.
- From local small growers in the form of headloads.
- Agents either with the transport of the factory or own transport.

The leaf bags are then weighed and stocked according to their grades. A bag of leaves is approximately 20-25 kgs. The factory procures around 15,000kg of tea leaves per day.

This particular factory comes under bought leaf tea manufacturers. The leaves are bought from small growers. And according to the grades the growers are paid on either a weekly or daily basis. The headloads are manually weighed on a ton weighing scale and recorded by the weighment staff along with the grade of the tea.

Production Department

Tea manufacturing is normally carried out in two ways. They are namely, CTC and Orthodox methods.

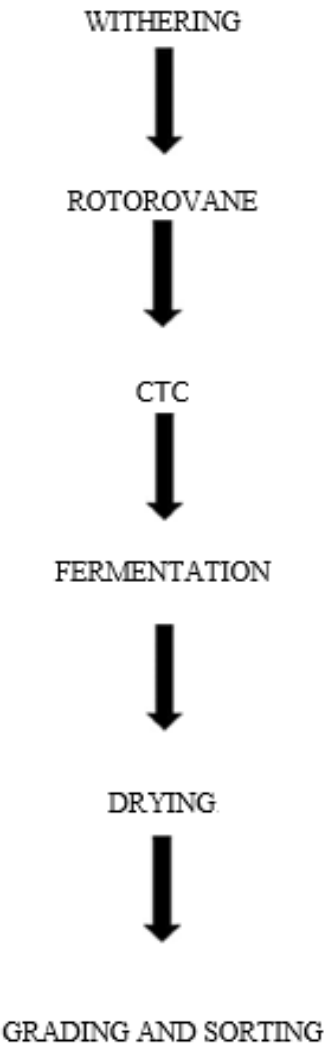
i. CTC

CTC refers to Crush, Tear & Curl process where the withered leaves are passed in-between two rollers rotating in opposite directions There is complete maceration of the leaves and the resulting powdery material is referred to as "cut dhool' Enzymatic action is higher in the CTC type of manufacture.

ii. ORTHODOX

In the Orthodox type of manufacture, the withered leaves are rolled on specifically designed orthodox rollers which twist and crush the leaves thereby rupturing the cells. The maceration is less than against CTC processing. The orthodox method results in teas with good flavor and aroma, the but CTC method is used in the company and the following steps are included in this process.

STRUCTURE OF TIIE PRODUCTION PROCESS



1. Withering

The leaf that is obtained from the leaf purchase department is weighed and spread on troughs. Withering is a process, where conditioned air is circulated between the leaves with the help of cooling fans. Initially, the moisture on the surface is removed and thereafter concentrates and chemically breaks down the tea juices. It takes 10 hours to 14 hours for the physical and chemical changes to take place and to bring the leaf to a soft and rubbery condition.

The leaves from the troughs are then filled into “Monorails” by the laborers. It drops the bunch of withered leaves from the trough into the “Even feeder”. In the Even feeder, the leaves are crushed slightly. The crushed leaves are moved into the next process through a tunnel into a “Rotor vane”.

2. Rotor vane

The leaves are coarsely ground in the rotor vane and the moisture content gets cut down from 70%-50%. It will be used as a pre-conditioner for the withered leaf before feeding in the main CTC Tea machine. The objectives are more conveniently and economically achieved with the use of a rotor vane.

3. CTC

CRUSH - TEAR - CURL is a method of processing black tea in which leaves are passed through two contra-rotating toothed rollers of equal diameters with the help of conveyor belts that crush, tear and curl the tea leaves into small, hard pellets.

Depending upon the processing capacity required, rollers with different widths are used i.e.,61cm (24") or 76.2cm (30"). The two rollers rotate at different speeds. A slower speed roller: a high-speed roller ratio of 1:10. The speed is between 7:700 rpm and 100: 1000 rpm. Precision in sharpening and machining the CTC roller surfaces are the keys to a good CTC manufacturer. Quality CTC teas cannot be made if the roller teeth are worn out or damaged. It is, therefore, imperative the sharpening of segments is done precisely and on schedule. The CTC cells are to be rewound frequently. This process takes about 20 to 30 minutes. The company currently holds 5 CTC machines.

4. Fermentation

The rolled tea leaves from the googy are shifted through a process cad as “Fermentation”. Fermentation is the oxidization of the enzymes in the juices, which brings out the flavor, strength, and color of liquors and infusions. It is a practice in South Indian CTC factories to pass the CTC, 'dhool' through a large tray for 60-90 minutes with conditioned air. In fermentation, the whole process is dynamic and the leaves are constantly rotating. Every bit of tea leaf that is being fermented is constantly layered and exposed to the conditioned air. Rubbing of leaf against leaf takes place and the juices present in the micro cells of the leaf are evenly coated on the exterior of the tea leaf.

Drum Fermentation produces blacker teas as compared to floor fermentation. Since most of the biochemical reactions occurring during fermentation are oxidative in nature, mass transfer of oxygen to the tea particle is a critical parameter in the design of any fermenter.

The fermenting drums are equipped with spiral flights on the interior for lifting and showering the solids through the air stream and to accelerate the forward flow in the drum. In most factories, the air required for fermentation is drawn from the rolling room. This results in the recycling of spent air for fermentation which is not advisable. This air should be fresh, cool, and saturated with moisture. A continuous fermenting machine (CFM) gives closer control of the entire fermentation process resulting in tea with improved quality.

As fermentation progresses there is a color change of the leaf from greenish to coppery brown. The degree of fermentation is judged by the color and aroma. The factors influencing good quality fermentation are:

- Time.
- Aeration.
- Humidity.
- Cleanliness.
- Temperature.
- Spreading thickness.

5. Drying

Drying is the most expensive and long process in the manufacture of tea. The capital investment in the driers is also the highest among the different processing machines. The objectives of drying are to arrest the fermentation process and remove the moisture and produce tea with good keeping qualities. Maintaining the quality of tea strongly depends on 2 factors. They are,

- Drying technique practiced.
- Final moisture content in the made tea.

During the early stages of drying, the solid is so wet that a continuous film of water exists over the entire surface. The water removed during this period is mainly superficial water.

The principle involved in the conventional driers is that fermented leaf is subjected to a blast of hot air in such a manner that the hottest air first comes in contact with the tea having the least moisture content.

In these driers, the fermented leaf falls on a series of moving perforated trays on which it is passed and repassed through a moving stream of hot air. The perforated trays are mounted on an endless chain and arranged in a tier of six or eight units which alternate in the direction of motion. As the leaf passes from tray to tray, it progressively comes into contact with higher temperatures. When the air takes up moisture, the dry bulb temperature falls. The final moisture ideal moisture content should stand between 2.5% and 3.0%. If the leaves are dried below 1.0%, it loses some quality.

The desirable inlet temperature ranges from 140^0 C to 150^0 C. Firing at this temperature results in improved leaf appearance and better bloom. The exhaust temperature has to be maintained at 71.1 ^{0}C(160^0F) to 76.7^0 C(170^CF) in the third section. In some driers, the exhaust temperature is measured at the center of the drying zone along the length, and kept at 57.2 135± S ^{O}F). During drying, moisture is removed from the fermented dhool and the color turns from coppery red to black. In the factory, firewood was fed manually and from the heat air produced, the drying process happens.

6. Sorting

Trinix sorter is a simple machine, which segregates the bulk tea into different grades according to their size. The sorter is fitted with different size meshes. The factory produces 6 grades of leaf tea and 4 grades of dust tea. The tea sorting and packing process involves a more manual operation. The process of sorting has two objectives

- To enhance the value.
- To impart quality.

Sorting enhances the appearance and quality. The cleaning of fiber also improves the black appearance of tea which is desirable. If tea absorbs moisture during the cleaning process, liquors can deteriorate and its keeping quality reduces. Sorting of bulk has to be done in three stages, viz., cleaning of fiber, grading, and winnowing.

7. Grading

Grading of the manufactured bulk is undertaken to improve its marketability and to obtain the premium that different buyers are willing to pay for the size of their preference.

Currently, PVC rollers are being widely used to remove the fibers as well as flaky teas from the rest of the bulk. The principle involved here is that PVC rollers are (static) electrically charged by the contact of a sponge-like material known as felt. Fiber and flaky teas differ in many characteristics like moisture content and density from the rest of the tea. The different grades of tea produced by the Garswood company are mentioned below.

TEA GRADES

GRADE	**APPEARANCE/ ATTRIBUTES**
BOPL	**Broken orange pekoe large.** Bolder grades are being marketed in Northern India.
BOP	**Broken orange pekoe.** The main broken grade. This is prevalent in Assam, Sri Lanka, Southern India, Japan, and China.

BOPS	**Broken orange pekoe small.** Smaller grade of tea.
BOPF	**Broken orange pekoe Fannings.** Main grade in Sri Lanka, Indonesia, Nepal, Southern India, Kenya, Mozambique, Bangladesh, and China- Black-leaf tea with few added ingredients, uniform particle size, and no tips.
PF	**Pekoe fannings.** The PF Grade Tea Pekoe Fanning is known for properties like purity, rich taste, aroma, and freshness.
PD	**Pekoe Dust.** Slightly bigger than dust and slightly smaller than OF. It gives liquor faster than OF grade tea .1t is mostly used In South India and parts of Maharashtra and Gujarat.
RD	**Red Dust.**
SRD	**Super red dust.**

Testing and Tasting Department

Professional tasters are employed to complete this process. The department involves in sampling the taste of the tea for the trade. The tea leaves are immersed in liquor. Then the liquor is separated from the leaf after five to six minutes. The appearance of both the dry and infused leaf is observed, and the aroma of vapor, the color of the liquor, and creaming action are assessed..

Finally, the liquor is taken into the mouth with a sucking noise, swirled around the tongue, brought into contact with the cheek, and gums, and then drawn to the back of the mouth.

Packaging Department

Teas are packed in sandwich bags each 30-35 kgs which are sealed with plastic liners to prevent absorption of moisture. After packing invoice number, serial number, grade, and kg is checked and the weights are printed on the bags. Due to the current covid situation, the workers are following rigid precautionary measures.

Dispatch Department

Once the bulking and packing are done. The invoice numbers are printed on every sack and loaded in transport such as pickup and Eicher. The final product is transported to a warehouse in Coimbatore and stocked up until auction. The auction process takes place to determine the effective market price for the tea packets. Tea materials will be auctioned at Coonoor. The process in auction process consists of three steps. They are as follows.

I. 1 Pre-auction process.
II. 2. Auction process.
III. 3. Post-auction process.

1. Pre-Auction Process

- Receiving arrival notice from the warehouse.
- Feeding arrival and invoice details from the warehouse.
- Compiling of the arrival and invoice details and printing of the catalog.
- Uploading data for public auction through tea board portal.
- Drawing of free trade sample from the warehouse.
- Evaluation of teas.
- Feedback to sellers on the quality of tea.
- Uploading valuation in the tea board portal.
- Publishing base price for the public auction.
- Fixing the base price.

2. Auction process

The sale is held under and subjects to the Coonoor Tea Trade Association

Catalogs of all auctioneers will be presented.

- Each auctioneer has their sellers
- Buyers bid from base price and upwards.
- Each auctioneer is given turns one after the other.
- Based on the market conditions the auctioneer decides to sell a lot on the highest price bid.

3. Post-auction process

- Call over conforming the lot.
- Billing Delivery orders-settlement bankers.
- Settlement to sellers.
- Dispatch of goods from the warehouse

Accounts Department

The basic records of the department are based on bank statements and cash vouchers. They are followed by ledgers which are maintained by the company. Most percentages of the sales of the company are done in credit. So, the records are made in the cash and bank books once the payments are received from the debtors.

When an entry concerning bills is passed or a cheque issued is made in the accounting books of the company it is certified by the account's officers. Tea pack software and Tally solutions are used as the accounting platform.

Marketing Department

A separate marketing department also exists in the Nilgiris tea-producing company. Tea is the final product and sold nearly 80% of them in the total market, the remaining 20% is exported to other countries.

Tea is brought to the selected warehouse within one week. The catalog will be printed based on the quality of the tea and a lot number will be given to each tea package. After the tea is made it is graded. Afterward, according to the distribution method, the packaging is done and is sent to the respective warehouses for sale by auction. The selling process is done mostly through agents on a credit basis.

Conclusion

The internship training undergone at Garswood Tea produce Company was very informative and I learned about the history of tea and its evolution over the years. I also learned how crucial is the production of tea from the plantation stage to the distribution stage. The internship helped me learn about the real-life application of the theoretical practices and policies followed in the leaf purchase department, the production department, followed by the packing and bulking section, the marketing department, the tasting department, and the accounts department.

This report is an endeavor to cover the overall organization structure, departments, procedures, and functions of the organization. I learned different analysis methods and how they can be applied to the industry and the company.

Learnings and Outcomes

1. The main learnings I gained were the practical applications of subjects like organizational behavior, economics, production operations management, human resources management, marketing management, and strategic management.
2. The real-life operations and functions of different departments of an organization were learned.
3. The production process starting from the input stage to the output stage was observed and studied.
4. The planning, organizing, leading, and controlling elements that take place in various departments and the organization as a whole were studied.
5. Learned the method of engaging in industry analysis.
6. Learned the method and process used in conducting a company analysis.
7. Learnt problem-solving skills.
8. Understood the importance of time management.
9. Learnt the importance and essence of multitasking.
10. Understood the importance of building work habits that will enhance the productivity of the individual and the efficiency of the organization as a whole.

Appendix

WITHERING

CTC

MONORAIL

GOOGY DRUM

ROTOROVANE

TRINIX SORTER