

INFINITY MODULES PVT LTD

SUMMER INTERNSHIP REPORT – 2022

SUBMITTED BY:

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ROLL NO: 2139

UNDER THE SUPERVISION OF

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Goa Business School

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2021-2022

DECLARATION

I, the student of M.B.A. Part I of Goa Business School, Goa University, hereby declare that the internship project entitled “**INFINITI MODULES PVT LTD**” has been prepared by me towards partial fulfillment of the degree of Master of Business Administration under the guidance of my faculty guide Ms. Priyanka U. Naik. This project is neither in full nor in part has previously formed the basis for the award of any other degree of either this University or any other University.

DATE: 13th July 2022

PLACE: Panaji

NAME: Richa Mapari

Roll No: 2139

CERTIFICATE

11th July 2022

INFINITI

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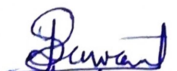
TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Richa Mapari (R.No. 2139)** student of MBA part 1 at Goa Business School Goa University, Taleigao Goa has undergone internship training at our factory and successfully completed her internship on "Departmental Studies" during the period from 16-05-2022 to 08-07-2022 (8 Weeks).

During the tenure of her internship with us, we found her performance good and satisfactory.

We take this opportunity to wish her all the very best in her further studies.

For Infiniti Modules Pvt. Ltd.


11/07/2022

Yoganand Sawant
Manager – HR & Admin



ACKNOWLEDGEMENT

I would like to express my sincere thanks of gratitude to Mr. Yoganand Sawant (HR) for providing me with the valuable inputs and guiding me throughout the internship period. It was due to their kind and valuable co-operation through which I could finish my project. I am also thankful to all the staff and managers of Infiniti for providing me with the vital information necessary for my project.

My special thanks to all our faculty members of Goa Business School for giving me an opportunity to undergo this internship and making me aware of the real day to day business world.

I recognize this opportunity as a big milestone in my career development will strive to use this gained knowledge in the best possible way, and I will continue to work on their improvement, in order to attain desired career objectives.

Richa Mapari

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1. EXECUTIVE SUMMARY

This report is based on a summer internship project which is a study conducted at Infiniti Modules Pvt. Ltd. located at Pilerne Industrial estates from the period of 16TH May 2022 to 8th July 2022.

The summer internship report plays a crucial role in MBA. It gives a basic and brief knowledge about the working and functioning of various departments within the organization. This helps the students to understand and relate the subjects so as to how they are applied in various departments.

The main objective of my internship at Infinity was to study the organizational structure and its functioning in order to enhance my knowledge about the working of an industry and gain personal experience.

The report contains detailed description of the departments, their processes, quality standards etc. It mentions about the specific functions of each of the department. The practicality of the text that we learn through our course is very much visible in the working of an organisation and it has provided the experience which will help to better understand the contents of our course as well as the general businesses and organisations.

2. COMPANY PROFILE

Name: Infinity Modules PVT LTD

Address: Plot 51 A, Pilerne Industrial Estate, Pilerne, Goa

Website: <https://www.imod.in/>

MISSION:

Provide high quality furniture in schools and offices.

Commitment towards client satisfaction.

Ensure durability, efficient functioning and low maintainance.

Ensure that every employee is treated with dignity and respect, and in a fair, consistent and equitable manner.

VISION:

Trust and sustainability for the suppliers, customers and employees.

Engage children with learning through their colorful range of furniture.

Aid and encourage employees in realizing their full potential.

Infiniti Modules Pvt. Ltd. was established 24 years ago, providing high quality solutions in offices and school furniture. They offer a wide range of ergonomic and durable furniture that meets the highest global quality standards with an ISO 9001, 1401, 4501 certified operation.

They have pioneered specially designed School furniture in India, with safety being an important consideration. Their colorful range of furniture is robust yet fun and aimed to stimulate and engage children with learning. Products are continuously being evolved by their in-house R & D team, to keep pace with newer technologies and teaching methods.

Stringent quality control is infused throughout the system; from selection of the best raw materials, through the production process, to deliver consistently and efficiently. They have two large manufacturing facilities, specializing in panel and metal processing respectively, equipped with top-of-the-line technology.



Product Philosophy

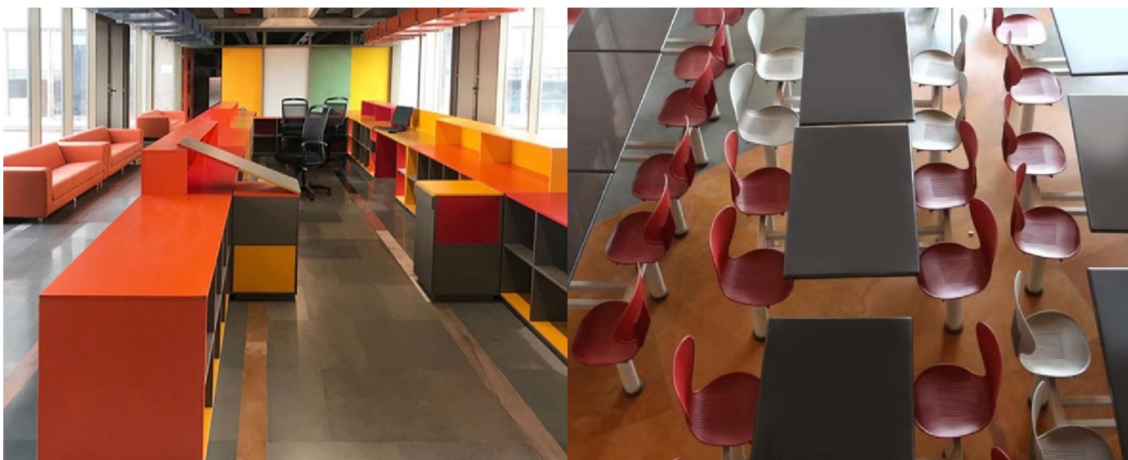


2.1 PRODUCTS

School furniture



Office furniture

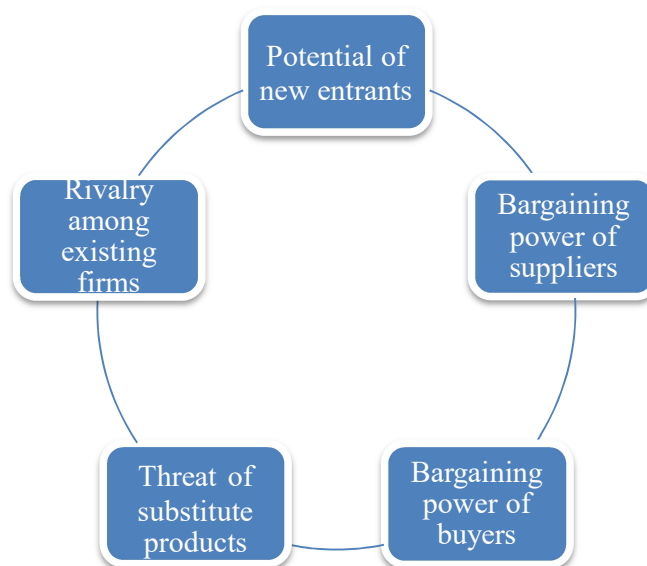


2.2 CLIENTELE



3. INDUSTRY ANALYSES

3.1 PORTER'S FIVE FORCES



1. Potential of new entrants

A company's power is affected by the force of new entrants into its market. The less time and money it costs for a competitor to enter a company's market and be an effective competitor, the more an established company's position could be significantly weakened. The threat of new entrants is high for furniture industry. It is possible to start the furniture manufacturing with minimum capital and human resources.

2. Bargaining power of suppliers

The cost of inputs of the industry are affected by the number of suppliers of goods, that is, how unique these inputs are and how much it would cost a company to switch to another supplier. There are a large number of suppliers for furniture in for woods and other raw materials. The companies also understand the importance of maintaining supplier relationship in the industry to acquire high quality wood which is a highly scare resource Therefore the bargaining power of suppliers is low in furniture industry.

3. Bargaining power of buyers

The bargaining power of buyers is affected by how many buyers or customers a company has, how significant each customer is, and how much it would cost a company to find new customers or markets for its output. The bargaining power of buyers of furniture industry is high. One of the major factors that are contributing to high bargaining power of buyers is the lack of radical and highly valued innovation in the product offerings of different companies.

4. Threat of substitute products

Substitute goods or services that can be used in place of a company's products or services pose a threat. Infiniti provides furniture which will not be obsoleted. It will remain for many years. There have been innovations in the furniture but the need has always been there. Therefore, there is no close substitute for furniture products which reduces the threat of substitute products.

5. Rivalry among existing firms

The number of manufacturers in the furniture market is high. There is a large number of competitors. The industry is highly penetrated by the presence of local small furniture manufacturers. They provide high quality furniture products at cost effective prices which creates difficulties for the furniture manufacturing companies to manage their prices and overhead expenses of managing large business.

3.2 PESTLE ANALYSIS

1. Political factors

Political factors play a significant role in determining the factors that can impact the industry's long term profitability. Government regulations like taxation, labor policy, and excise duties issues may be a threat, as these policies will change with the change in government. Recently, increase in has led the sales of furniture industry to decrease due to which they have to cut down prices and provide customers with their requirements with a reasonable and effective fair price keeping in mind both companies and customer interest. This would help the industry to increase its sale. Recession also affects the company's market share as it reduces people's earning and spending capacity.

2. Economic factors

Economic factors that affect furniture industries are access to credit, demand for goods and technological advancement. The main economic threat would be existing competitors in the market. Interest rate may go up due to inflation in the market, this could affect the supply chain due to shift in the cash flows. The education level in the economy also affects the industry as the customers are educated and they are aware of the trends the economy. They are knowledgeable about the income and savings.

3. Social factors

Society's culture and way of doing things impact the culture of an organization in an environment. These refer to what is taking place socially in the markets in which it operate or expect to operate such as cultural norms, population growth rate, age distribution, global warming(due to cutting down of trees). The changes in life style of the people and attitudes to work and leisure also persuade the market share.

4. Technological factors

Change in trend throws a challenge in providing customers with latest trend in the market. But on the other hand this gives an opportunity to be a leader in the market if the trend is grabbed by using latest technology and brought it to customers. These factors can affect the cost, quality and may lead to innovation. For example, development of online shopping is well established in the market and upgrading the manufacturing process yield to high quality products. Sophisticated machines and technology in the industry positively affects the production level and contributes towards reduction in production costs.

5. Legal factors

Legal factors are external factors which refer to how the law affects the way businesses operate and customers behave. Various government policies and legislations have a direct impact on performance of the furniture industry. Furniture industries follow the rules and maintains the specific standards set by the law, so that there is no difference of interest. These factors can affect how a company operates, its costs, and the demand for its products.

6. Environmental factors

Different markets have different norms or environmental standards which can impact the profitability of an organization in those markets. The furniture industry evaluates the environmental standards in the markets. It has a number of environmental impacts that are caused by humans. The emergence of environmental concern is one of the critical factors in strategic business planning. The industry takes into consideration all the required process in terms of waste treatment and the need to reduce energy requirements for both finished and manufacturing processes.

4 COMPANY ANALYSIS

4.1 SWOT Analysis

Strength

- Infiniti provides high quality, durable and safe ergonomics across the country. They have a strong client base from reputed institutions.
- They have executed 7500+ projects for most reputed offices and institutions across the country.
- They have hardworking and consistent workforce who are ready to perform any task assigned to them enthusiastically.
- They are a triple ISO certified organization.

Weaknesses

- Most of the workers working at Infiniti are from outside the state of Goa and it was difficult to manage them during COVID crisis.
- The materials which are rejected during the inspection of raw materials are sent back to the supplier which involves extra cost of production.
- They have a seasonal production, that is, from January to June. During this period, they have high sales and during the remaining months, they have low to moderate sales.

Opportunities

- Infiniti's world class and high quality furniture is proudly made in India and they follow make in India initiative by the government.
- Their clients are among the best reputed schools and corporates which increases their word of mouth.
- Their hardworking Research and Development team works towards adopting and improving the technology at Infiniti.

Threats

- The rise in prices of raw material prices increases the for the company
- The trend of online shopping is affecting the industry as many people prefer buying things online.

4.2 VRIN ANALYSIS

1. Valuable

- Infiniti is the pioneer in the manufacture of specially designed school furniture in India.
- The range encompasses preschool, classroom, library, laboratory, hostel, canteen, specialised storage, teachers and admin office.
- Their products are highly differentiated and uniquely crafted.
- They have experienced and talented staff in their company.

2. Rare

- Infiniti have built special relationships with its customers and the customers do not mind repurchasing from them.
- They produce colorful furniture for schools and offices that have been a source of brand appeal.

3. Inimitable

- At Infiniti, they provide uniquely designed furniture to its customers which comes with a wide variety of colours.
- The high and consistent quality of their products leads to repeat purchases.

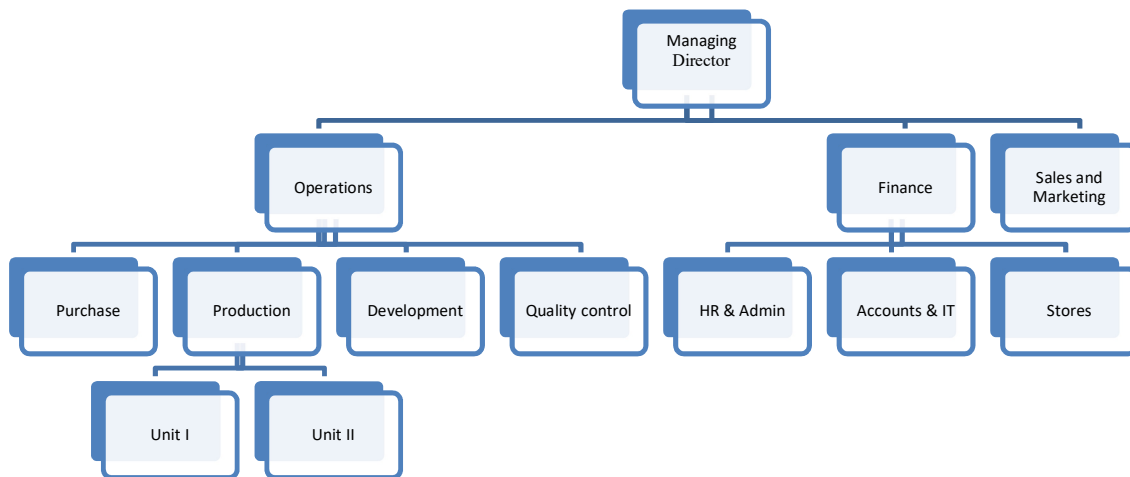
4. Non-substitutable

- Infiniti is a well-known industry among the top institutions and offices across the country hence they have a competitive advantage in the market.
- The managers, at every level and their team members carry out their duties and obligations very well.

- Their philosophy works with mutual confidence and loyalty among employees, as well as respect for each other as human beings.

5. DEPARTMENTAL ANALYSIS

Organizational structure



5.1 Purchase department

Here is where all the purchases of the company are looked after, from capital goods to the small requirements. The Purchase department deals with all the incoming and outgoing goods of the company. The legal formalities are also looked upon here. The Purchase department along with the Quality assurance looks after the verification of goods. They handle the material return policy and also keep an eye for the best suppliers, best products and price available in the market.

Department Structure

Purchase executive - Ivan Soares

Purchase Asst. - Pridal Haldonkar

The Purchase Asst. is concerned with all the activities in the department such as purchase orders, supplier's quality, imports & exports and legal formalities.

Main Activities of the Department

Supplier's selection

- A. Past performance
- B. Brand Name
- C. Own assessment
- D. Nomination by the customer

Information is obtained via telephonic conversation, visiting supplier's website / premises or by mail.

Re-evaluation of suppliers

- Evaluation is done after every six months.
- If suppliers rating is below 75% thrice in a row, warning letter is issued. If they do not improve they shall be removed from the approved suppliers list.
- Overall performance is also looked over and can be rejected from the approved list.

Purchasing

- Stores shall raise the purchase requisition for raw materials, consumables and packing materials.
- Other departments shall also raise requisition for materials duly approved by their departmental heads.

Process of requirement

- Stock has to be verified for purchase requisition.
- Enquiry shall be floated to the suppliers to get required quotation, if required.
- Statement shall be prepared after negotiating with the supplies.
- Techno commercial variation shall be highlighted in the comparative statement.
- Price of the goods is approved by the Jt. MD, except for capital goods which is only approved by the MD.
- Classification of purchases:

Valid Price List – supplier publishes his price list, PO shall be released without asking quotations.

Rate Contract – purchase made where rate is agreed upon vendor and agreement valid for a specific period.

Telephonic/Verbal – agreement made based on telephonic or verbal conversation.

Cash Purchases – Purchases made under the value of Rs. 2,000/-.

Imports

Once the quote is approved, quote for the shipment of the container is made and approved.

Other process involve is custom duty payment, legal documents (KYC, TIN No., Company Pan Card etc) which is all handled by the clearing & forwarding agent.

Verification of Purchased Product

- The QA department checks for every raw material issued and packing material received, and the Stores department checks for quantity ordered, if right amount or not.
- In case of consumables brought, visual inspection is done on incoming stage.
- After inspection and verification, goods are shifted to designated area.

Material Return Policy

- If the material is rejected by the QA department, the reason is to be brought to the suppliers notice within 2 days.
- The rejected material will be separated from the rest.
- A joint inspection will be conducted if necessary.
- The supplier must replace the material within a week's time or source it to another supplier after amending the PO.

5.2 Production department

The core production and assembling of units is done here, either by hand or CNC machines by the dedicated workforce. The main objective of the production department is to meet the target on time and more importantly the quality that is required to be maintained.

Department Structure

Production executive - Rohit Naik

Production officer - Sushant Parab

Production manager -Sarfraz Sheikh

The Production Manager is in charge of all the activities of the department. He also coordinates with the development team in case of CNC machine works for the designs. He also coordinates with Stores and QA department for supplies and quality check.

Production Supervisors - Suhail Mujawar, Sandesh Sawant & Prashant Naik

No. of workers – 40

Below is the flow of how production works:

- **Cutting**

There are two types of board used by the company, that is, compressed saw dust board and MDF wood (Plain particle board), they are completely eco-friendly woods. These boards are cut as per client's specification in different size and shapes. If the cutting process is complex or client is in dire need of the product, they use the CNC machine which takes a lot of time.

- **Hot Pressing**

Here is where they laminate the boards with the color sheet as per client's desire. This process is not used always as some boards come readymade i.e. they have already been laminated by the supplier. But, they come in few colors only. In the lamination process the application of glue and the hot press is done with precision, because if there is an air bubble, then it's nearly impossible to remove it.

- **Edge Banding**

In the edge banding process the work is either done manually or CNC machines are used in case of big work. Proper adhesive is to be applied. Cutting of extra material should be maintained.

- **Drilling**

Drilling is mostly used for making holes in the board for screws.

- **Routing**

Here is where the curved cutting is done, because some clients prefer curved edges. Most of the curved cutting is done by the CNC machine.

There are a couple of safety measures that the workers need to maintain like gloves, mask, glasses, etc. Whenever the workers start their work in the morning they have to ensure that their tools or machines used are in good condition, that there are no air leaks or lose screws in their machine, if any moisture found in a particular stage it should be taken care of, keeping the blades sharp and clean.

The QA department as well as the production supervisors ensures that there is a smooth flow and no issues in any stage of production and also doing a quality check in every stage of production.

5.3 Research & Development

In order for the company to keep its success high and continue in its growth its need to have an R & D Team. The R & D department at Infiniti focuses on new products and developing and the old too and coming with new designs or new ideas keeping in mind the other factors such as space management, feasibility and ergonomics.

Department Structure

HOD and Design Engineer - Guirish Gad

The HOD is also the Design Engineer. He handles the main activities such as dealing with clients, blueprints of the products, testing of new products, AutoCAD (3D designs).

Design Engineer - Datta Raj

The Design Engineer is Incharge of designing products for clients as per their requirement and assists in developing new products.

Draftsmen - Samir Gaokar

Drafts all the documents for the department and also assists in other tasks.

Consultant - Raj Konkila

The consultant deals with the auditing part of the company and also assists in the development team.

Main Activities of the Department

Developing new products has certain stages are as follows:

Stage 1: **Assessment**

- Design input for a new product is received from the management, marketing team or as per the client's requirements. A code name is given to the project. Any other document or samples provided are recorded.
- Next is preparing a design input, where all the pictures, samples, documents of the clients are included
- The MD then reviews the project. Checks the feasibility of the project i.e. preliminary cost estimation, capital cost and prototyping. He decides whether to give it a go or not.

Stage 2: **Development**

- If the MD approves the project the HOD of R&D prepares a development plan for the project. This is done in consultation with the concerned person and then released for action on the project.
- Following product documents are prepared and then sent to production and QA. These documents include the Product specification, Tools, Drawings, Bill of Material (BOM), Cost estimate, Packaging and Assembly instructions.
- Design review of the project is done with the concerned person. Review comments are entered in review note. Any valid changes suggested in the drawings or specifications are implemented.
- Product batch advice is made. This is approval for going ahead with tooling and material for the batch.
- Once prototype batch is made, design and verification is made. It is checked for its ability to meet the required design inputs.
- Sample is handed over to the QA department and once approved it is handed over to the marketing department where he will showcase it in the showroom. The product will be tagged with Date, Initials and Drawing no.

Stage 3: **Productionising**

- Documents for the product are prepared. These documents content: Product specification, Tools, Drawings, BOM, Cost estimate, Packaging and Assembly instructions.
- QA department prepares a product quality plan based on design output and prototype.

- Major tooling is initiated by getting quotes. Tooling is ordered, received and tested. Regular jigs and fixtures are made in house. These are controlled by production and QA department.
- Once tooling is ready, documents are amended if required and revisions are issued.

Stage 4: **Validation**

- Once samples from first production run reach the customer, a validation feedback is obtained on the product from the customer. This is done by the marketing department. In case the product does not meet end users specification or requirement, marketing department fills a validation form.
- If any issues are raised during validation, appropriate design modifications are done and issued to all concerned. These are managed through design change management, where product design may require change during course of product life. These changes may be due to: Non-conformance, up-gradation and Cost reduction.

5.4 Quality Assurance department

At Quality Assurance, goods before and after manufacturing are being inspected and ensured that they meet the quality criteria or all requirements i.e. dimensional, functional, and aesthetics. Defects are identified before starting work, on semi-finished and finished products. Also, it caters to the client's requirement.

Quality Assurance increases customer's satisfaction and also the company's credibility to improve work process efficiently, so that the company has a competing edge in the market.

Department Structure

QA Sr. Executive – Ubaldo Mendes

The QA Sr. Executive is responsible for the overall activities of the QA Department. He takes charge of Incoming, In process and Final inspection of the products, ISO 9001 – 2008 documentation, preparing quality plans, maintaining records, product validation, training and upgrading subordinate skills for continuous quality improvement.

In addition to the above, QA Sr. Executive visits ancillary units within Goa and outside to carry out site inspection, pertaining to plastic shells for the chairs and other parts, giving final approval for the offloading products, prior to production

QA Assistant - Sailesh Patel

Carries out all activities assigned to him by the QA Sr. Executive. His basic function is to inspect first piece during commencement of production activity and monitoring in process inspection and record keeping. His other duties include, assisting QA Executive, segregation of materials, etc.

Communication with other departments

The QA Sr. Executive interacts with other related departments, as well as external vendors telephonically/email. The 3 main departments in frequent contact are; Purchase, Stores and Production department. Feedback is given on raw materials/finished goods inspection status, whether accepted or rejected or needs to be worked on. In case of rejection email is sent to the Purchase department with 'cc' to Stores and Production department, Managing Director and General Manager for information.

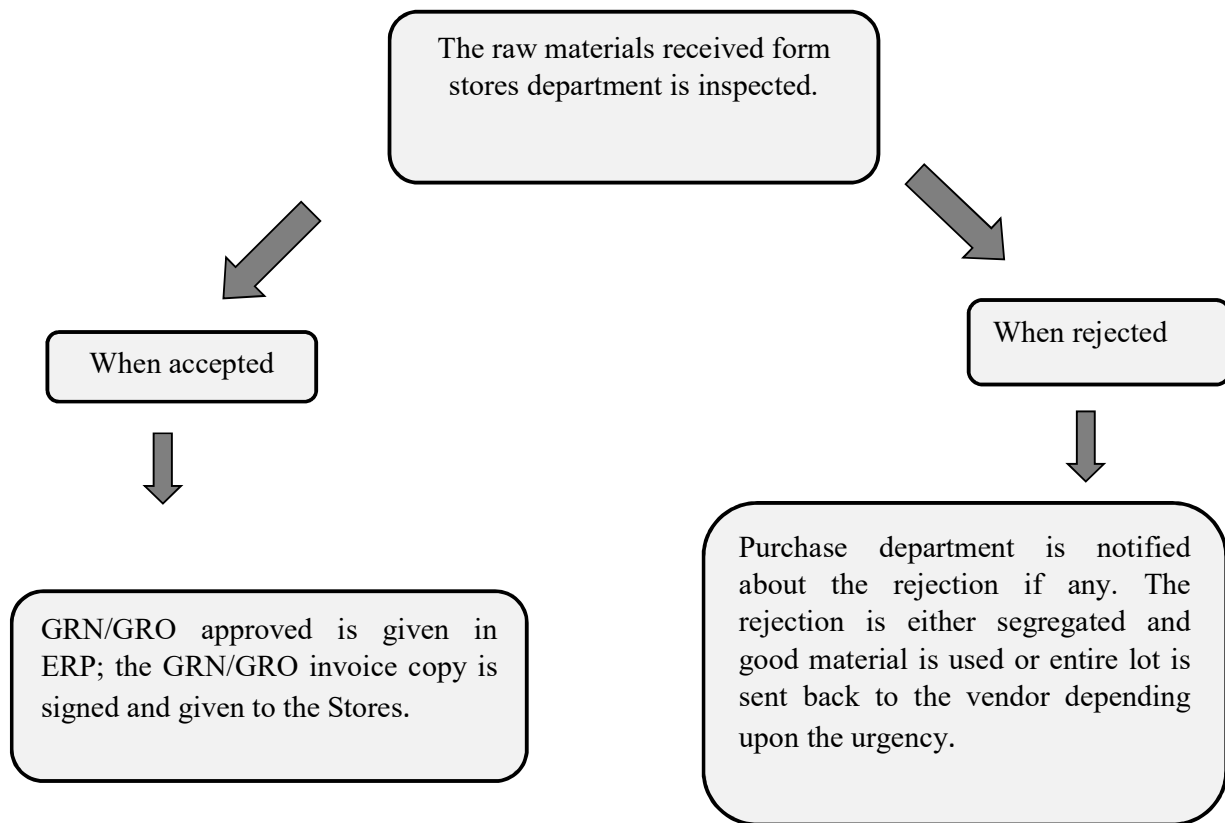
Main Activities of the Department

The following is the sampling plan to which reference has been made:

Lot size	Sample Size
2-25	2
26-100	5
101-500	10
501 & Above	15

Raw Material Inspection (Incoming)

When Raw Materials are received from the suppliers/vendors, the stores department inward the same in ERP and the QA executive will physically inspect the sample with the help of measuring instruments. Inspection is carried out based on drawings, quality plans and master plans which are used for visual reference. Sample size will be taken out as per sampling plan (refer sampling plan above). Incoming inspection is applicable for all the items such as Raw Material, Consumables, Job work (powder coating & chrome plating).



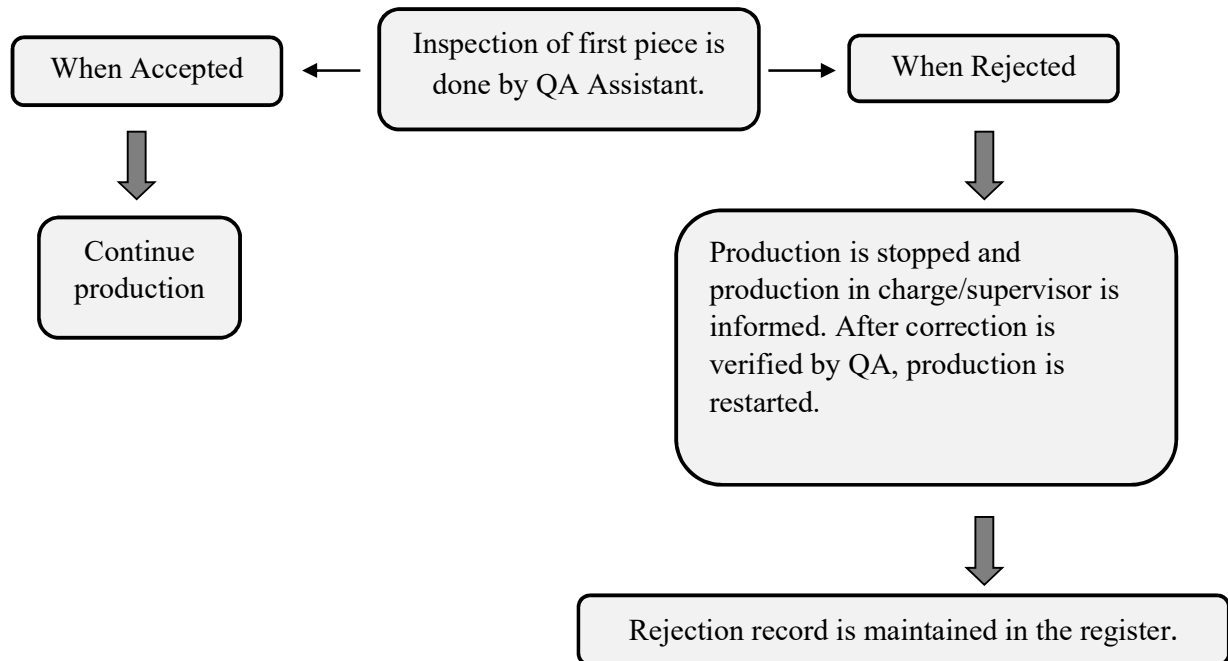
- GRN – Goods Receiving Note – indicates raw material used to make a product.
- GRO – Goods Receiving Others – Indicates raw materials sent for special processing i.e. powder coating or chrome plating etc.

In Process Inspection

Inspection carried out while manufacturing the product. In this process the first piece that has been produced will be inspected by the QA assistant. If the product is ok, then production will be allowed to continue. If the product is defected, corrective action will be taken. The corrected piece is re-offered for verification. Once approval is given production will be re-started. QA assistant will then carry out random inspection at frequent intervals. Rejection records will be maintained in a register. Rejection will be identified by QA assistant and with a tag to prevent mixing of bad materials with the good.

In process records is maintained on note books for each individual machines.

In process inspection is applicable for all items produced at IMPL.



Final Inspection

Final inspection is also known as finished goods inspection. It is pre inspection before selling the final goods to the customer. The final product will be inspected by the QA executive to ensure product meets all requirements as given in the final inspection test plan. Lot size is taken as per sampling plan.

Final inspection is applicable for all products manufactured at IMPL.

5.5 Technical department

Technical is knowledge that deals with the creation and use of technical means and their interrelation with life, society, and the environment, drawing upon such subjects as industrial arts, engineering, applied science, and pure science.

At Infiniti, the Technical department focuses on designing office layouts and looks deep into space management too. New ideas and concepts are implemented. They have an up-to-date knowledge of the latest hardware available in the market. The Technical department also works hand-in-hand with the Development team as they deal in designing.

Department Structure

Operation manager - Uday Paradkar

Design Engineer – Dexter Soares

The Design Engineer looks into all the designing of office layouts which is his primary task. He does regular checks on latest hardware or technology available in the market, Prepares performance guarantee and makes safety labels.

Main Activities of the Department

- Designing office layouts
 - a. Using AutoCAD he prepares a blueprint of an office layout as per client's needs (pattern, size, hardware, etc). The designing could take a day or two depending on the client's needs as it could vary from designing a floor layout to a building layout.
 - b. He collects data from the Development team regarding which products the client has selected for the placement of product in the office.
 - c. While designing company's core values are kept in mind (ergonomics, aesthetics, safety etc).
 - d. After preparing the layout, reference notes are made and specifications are mentioned like product, the height of it, the width and other measurements.
 - e. Later it is sent to the client for approval or if any changes need to be made.
 - f. Once approved he then start preparing disclaimer / safety label if any sharp edges or anything that needs to be brought to the users notice.
 - g. Drawings for installation are prepared for the installation team.
 - h. There are times where company's come with their own layout designs wherein the technical team checks for defects or errors. Mostly clients prefer layout designs from the company as they have more knowledge and experience in this field of work and there are no charges on architect fees.
 - i. They also do re-designing of office layouts.

There is a lot of precision work in the Technical department and they always try to attain 100% perfection like the pattern of the furniture should match, all sizes of furniture should be precise as per specification. Applied science used like most people in desk work jobs have issues with their back or their legs get numb or strain in arms. Here they look into ergonomics, eliminating all these issues. They hold the key to ultimate space savings

techniques. Clients are delighted with their incredible work and they have received very positive reviews from big institutions like BITS (Birla Institute of Technology & Science), GIM (Goa Institute of Management), United Phosphorus Ltd. (Mumbai) etc.

5.6 Human Resource department

A company's human resource department is tasked with the training and development of its workers, who are considered some of the company's most important resources. The human resource department provides effective policies, procedures, and people-friendly guidelines and support. Additionally, the human resource function serves to make sure that the company's mission, vision, and values are part of the company culture.

Department structure

HR & Admin Manager – Yoganand Sawant

The HR Manager is responsible for the overall activities in the company. He takes charge of the Recruitment, Performance Appraisal, Employee welfare, Payroll, Statutory compliance, legal requirements and other requirements.

HR & Admin Assistant – Purna Karekar

The Assistant manages Guest relations, handles courier, meeting arrangements, Security, Employee attendance, Housekeeping and other activities assigned by the HR & Admin Manager.

Main Activities of the Department

Recruitment

1. Identifying the vacancy:

The recruitment process begins with the human resources department receiving requisition for recruitment from any department of the company. These contain:

- Posts to be filled
- Number of persons
- Duties to be performed
- Qualifications required

2. Preparing job description and specification:

Preparing a job description & specification is an essential part of the recruitment process. It provides the employing department, potential applicants and the eventual post holder with a clear outline of what is required in the job.

3. Advertising the vacancy:

The advertising of the vacancies is not carried out for all the posts that are vacant.

Advertising is only taken into consideration where there are posts vacant in the staff and is needed to be filled. At Infiniti, vacancy is mostly advertised via newspapers.

4. Managing responses:

In this stage the HR Manager has to ensure that the applicants feel welcomed and therefore have a positive attitude towards the company and its clients. The HR Manager therefore has to deal sensitively with their applications & enquires by taking into consideration that they are potential employees the company will depend upon.

5. Short-listing:

Advertising may attract a large number of applicants. The HR Manager provides a standard format for applicants to short-list candidates for interviews. Short-listing can be tedious but has a great impact on the recruitment process.

6. Arranging interviews:

The next task is to arrange interviews. The HR Manager sets the date and time for the applicants and prepares a set of questions.

7. Conducting interview and decision making:

This is the final stage wherein the interview is conducted and along with the HR Manager, the GM and HOD. Later the information that is gathered about the applicants is then evaluated and final decision as to who is selected is taken.

Training

Training is given to a new entrant or recruits so as to ensure that the whole working of the company is clear to the concerned trainee in order that no misunderstanding or error takes place later on when he/she commences with the actual work.

Training does not end here. Every employee starts his career with a certain amount of knowledge. But, as the business environment being highly dynamic in nature, keeps changing regularly, the knowledge possessed by the employees needs to be updated to manage the increasing complexity of the problems. Some of the training programs offered are: ERP training, Job Instructional Technique, Mentoring and Understudy training.

Performance Appraisal

In order for the company to be on the top of the list, the employees have to work their best of their abilities. But, it is even more important that they are awarded or felicitated for their hard work. For that reason, performance appraisal is very important.

At Infiniti, employees receive an increment in salary, wherein for the staff its yearly and for workers it's both yearly and on extra hours worked. On the other side, they have employee of the year, the employee who has given the best output and also he/she is given a gift voucher or other rewards. Other incentives are Picnics, Treat on big orders, Interest free loans, Leave and travel allowances.

Employee Welfare

One of the important aspects of the organization is to see that all the employees are working in coordination and in harmony with each other or if there any differences between employees of the same department or between two or more departments.

Employee welfare is taken into deep consideration at Infiniti, as employees are their most valuable assets. Meetings take place after every two months within the employees.

Employees are questioned for any issues or suggestions to the company. The HR Manager looks into the working of the departments and detects and solves any differences between employees to ensure the smooth working of the organization.

Statutory Compliance

This complies with the rules and regulations of the government or other important corporate bodies such as:

- Provident fund
- Bonus
- Gratuity
- ESIC

5.7 Accounts department

The company follows an integrated accounting system. Financial records of an organization that register all financial transactions must be kept at its principal office or place of business. The purpose of these records is to enable anyone to appraise the organization's current financial position with reasonable accuracy.

At Infiniti, annual accounts are presented in two main parts: the balance sheet and the income statement (profit and loss account). The annual accounts of the firm disclose certain amount of information which is certified by an internal auditor and presented a 'true and fair view' of the firm's financial affair.

Department Structure

Accounts Manager – Dajesh Naik

Asst. Manager – Prajyot Kandolkar

Accounts Executive – Mohan Arobekar

Accounts Officers – Rekha Bared & Pratiksha Sawant

Different tasks are allotted to different people in the department. For example, the Accounts Officers handles all the cheques and receipts, records the raw materials, capital goods, packing material, petty cash and consumables.

The Accounts Executive deals with all the expenses and payments of the firm, C-forms, taxation and insurance. The Asst. Manager also looks after the C-forms and taxation of the firm. The Manager looks at overall smooth functioning of the department.

5.8 Stores department

In order to keep productions running smoothly, they monitor the minimum stock level at all times which is replenished as and when it goes below the stock level.

The main concept behind the store department is to check and ensure that material received is in compliance with the purchase order, whether it is packaging material, consumables or raw material and stored in the right location which is identified with the help of the

computer allocated bin identifier or stack no. A controlled temperature or suitable environment is created depending on the sensitivity of the material.

The stores department also looks after the dispatch of goods, ensuring that all incoming and outgoing material is updated in the system and safety measures are taken when transporting the goods.

Department Structure

Stores Executive – Andrew Dias

The Stores Executive handle the Incoming & Outgoing materials, Verifies stock, Outsourcing (Job Work), Logistics and watches over shelf life of items.

Stores Incharge – Deepak Kauthalkar

The Stores Incharge feeds the data into the system and of any incoming / outgoing goods. He also assists the Stores Executive in other tasks.

Main Activities of the Department

- **Receipt of Materials**

When materials are received, the quantity and LR No. is checked. Materials are entered in the computer (ERP) by checking with respect to purchase order. GRN (Goods Receipt Note) is prepared. The materials are then sent to the QA department for inspection. If rejected it is either sent back or optimum use is made of it. If accepted the materials are placed in their allocated place and inventory is updated.

- **Issue of Material**

MID: Materials issued to production in batch with respect to sales order.

MIP: Materials issued to other departments rather than batch packing as well as consumables.

Issues are made as per requisition raised from production department by means of MID/MIP. Issued slip is printed and two copies from the computer is given, one to the stores department and other to the department issuing the stock. While issuing the material, if any item found short, a purchase request is placed depending on how urgent the material is required.

- **Stock Verification**

Report is generated every week from the ERP for identifying the stock gone below re-order level (ROL) and based on the report; purchase request is placed by checking consumption for the last 3 months. For high value items verification is done every month. Every week 40 – 50 items are checked with respect to stock and books are cross checked with the ERP.

- **Outsourcing (Job Work)**

The job works that is outsourced by the company is power coating. Since, doing it themselves is a huge cost. Here is where the steel parts of the chair are powder coated and the colour scheme is decided by the client.

Later when the powder coating is done, it is sent back to the company. A GRO (goods received from others) is prepared. Here is where the QA department comes in and checks if everything is as specification and if any issues. Even when material received from job worker they ensure that the material is received with surface protection tape wrapped.

- **Material Rejection**

After QA inspection done, the materials rejected are kept aside. The purchase department is notified about this and makes a purchase return note. Then it is given to Accounts department for invoicing. The items are sent back the supplier along with the invoice/Debit note via courier.

- **Logistics**

The delivery of items is handled by the Stores and the Marketing department. They look after the dispatch of good, whether finished or semi-finished goods. All the billing work and negotiation of price is looked after the Marketing department. The stores ensure that there are no issues in transportation of goods.

5.9 Marketing department

Marketing is traditionally the means by which an organization communicates and connects with customers and engages its target audience to convey the value of and ultimately sell its products and services. However, since the emerging of digital media, social media and technology innovations, it has increasingly become more about companies building deeper, more meaningful and lasting relationships with the people that wants to buy their products

and services. The ever-increasingly fragmented world of media complicates marketer's ability to connect and at the same time presents incredible opportunity to forge new territory.

Marketing at Infiniti is carried out at a great level. The employees seek for advanced methods of marketing, low cost and high impact. Products are showcased in a unique way such as 3D models or the fact how the science plays a role (ergonomics) or even altering people's mindset via company's merchandise.

Department Structure

Marketing Manager – Walter Dsouza

Asst. Marketing Manager – Mervin Gomes

The Asst. Manager looks after the overall activities in the department. Activities such as sales order processing, advertising, dealing with clients, sending an installation team whenever necessary, transportation etc.

Marketing Executive – Joy Joseph

The Marketing Executive deals with advertising like social media ads, billboards, 3rd party ads etc. Also, he deals with customer complains as he is in charge of CRM (Customer Relation Management) and responds to enquires. Other activities performed by the Marketing Executive are market research, company merchandise and new ways of displaying product model.

Back Office Marketing – Pranita Mayenkar

The Back Office Marketing mostly deals with Sales Order, Dispatch, Providing clients with tracking details, Quotations etc. and also aids the Asst. Marketing Manager and Marketing Executive in their tasks.

Main Activities of the Department

Below is the flow of how the department works:

1. **Spreading out of market materials** – in order for them to sell their products people need to know about it. This is where they spread the word out by carrying out various activities such as: advertising via social media, brochures, blogs, business & education related magazines.

2. **Enquire generation** – enquires received by them are mostly through their website. Other enquires are received via Google Ad words or other sources.
3. **Quotations & Negotiations**– here is where they meet the clients and discuss the product, color, size etc that they desire. Later a quotation is prepared.
4. **Sales order processing** – from here the sales order is prepared with all the details. The sales order is then processed by various departments. Other details mentioned like transportation of goods, installation team etc if required.

Other activities carried out by the department are:

- Advertising: Readers digest educational & business magazines etc.
- Blogs: for any news products and spreading out the word.
- Social media: showcase their products and respond to client's reviews.
- Live chat: one-to-one conversation with clients.

6. LEARNINGS DERIVED

I was fortunate that I got a chance to visit the industry and have face to face interactions with the work team at Infiniti. I asked them many questions relating to their work and each department. I learnt how to put my knowledge and skills into practice. I was engaged in designing a marketing and communication plan, this enhanced my knowledge of business and marketing theories was transformed into a series of practical techniques and skills.

I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interests, knowledge and skills as well as how to ask questions and gain a better understanding of businesses.

I acquired the knowledge about the SOPs (Standard Operating Procedures). It is a document which is prepared to carry out the operations correctly. They prepare SOPs after every 3 years or even when they want to develop a new product. In order to prepare SOPs, they identify processes and each of the departments. They arrange the operational activities in a sequential manner. They set standards for the performance and the output.

Infiniti is a very well managed industry. All the entries in the organization are taken down by the security with all the details such as their name of the person, to whom they have come to meet and purpose. Then the security guides you ahead. This showed me how an industry is organized and how small details matter in the industry.

During my two months of internship, one thing that enlightened me most was the team spirit with which all the employees at Infiniti work. Each one of them gives their 100% to the work assigned to them. They speak politely and with respect to each other. This shows how important it is to have a positive work environment for a smooth flow of processes.

7. CONCLUSION

My internship at Infiniti was an amazing experience. It provided me with the opportunity of understanding the functioning of various departments in real and as a result helped me know more about the text that I learnt in my MBA 1st year.

As an intern, I discovered it's essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. I enjoyed being a part of the team. I learnt that having curiosity and enthusiasm means you get a lot out of what you're doing, which opens lots of opportunities.

Communication is the key to success in a professional environment. I learned that it's important to communicate. The staff at Infiniti taught me a lot. They always encouraged me to ask questions and were always ready to answer my queries. The practical experience gained here brings me to a great knowledge about how a manufacturing organization runs.

8. REFERENCES:

Infiniti Modules PVT LTD official website - <https://www.imod.in/>