

\

# INTERNSHIP REPORT

AT



BY SHAIKH MUSKAN

ROLL NUMBER: 2162

GOA BUSINESS SCHOOL

GOA UNIVERSITY

TALEIGAO PLATEAU

## **DECLARATION**

I, Muskan Shaikh, hereby declare that the report at Kansai Nerolac Private Limited prepared by me under the guidance of Prof. Nilesh Borde , faculty of M.B.A Department, Goa Business School, Goa University and external assistance by Mr. Pankaj Phadte, (Worksmanager). I also declare that this report work is towards the partial fulfillment of the university Regulations for the award of degree of Master of Business Administration by Goa university Department of Management Studies. I have undergone a Second Semester report for a period of 8 weeks . I further declare that this report is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

## **ACKNOWLEDGEMENT**

I am using this opportunity to express my gratitude to everyone who supported me and provided me with the required information to complete this internship. I would like to thank the staff of Kansai Nerolac Paint limited for their guidance, helpful nature and friendly advice during my internship. This helped me to get information and conduct a smooth survey in the company. Special thanks to Prof. Nilesh Borde for his constant guidance and support throughout the internship.



# NEROLAC

**KANSAI NEROLAC PAINTS LIMITED**

Factory : Plot Nos. 12 to 18 & ABC,  
Kakoda Industrial Estate, Kakoda Curchorem,  
Goa - 403706, India.

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that, Ms. Muskan Shaikh, M.B.A Student from Goa University Taleigao – Goa has successfully completed her Internship at our factory “Kansai Nerolac Paints Limited”, Kakoda from Goa 16<sup>th</sup> May 2022 to 8<sup>th</sup> July 2022.

We wish her all the best in future endeavors.

For Kansai Nerolac Paints Limited.

Pankaj P. Phadte



Date: 8<sup>th</sup> July 2022

**KANSAI NEROLAC PAINTS LIMITED**

Nerolac House, Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400 013. Tel: +91 22 2499 2500 | [www.nerolac.com](http://www.nerolac.com)  
CIN: L24202MH1920PLC000825

## TABLE OF CONTENTS

### **Contents**

COMPANY PROFILE .....	7
INTRODUCTION (ABOUT THE COMPANY) .....	8
PORTER'S FIVE FORCES .....	12
PESTLE ANALYSIS .....	14
SWOT ANALYSIS .....	17
VRIN ANALYSIS .....	19
DEPARTMNET ANALYSIS.....	20
LEARNINGS DERIVED.....	34

## EXECUTIVE SUMMARY

This report is about my internship program with Kansai Nerolac Private Limited. Kansai Nerolac is a paint manufacturing company. It manufactures decorative paints, industrial paints and powder coatings. It is a subsidiary of Kansai Paints of Japan. The company has six manufacturing plants in India and its headquarter is in Mumbai.

In this report you will find a brief introduction of the company which includes history of the company, products manufactured by the company, awards and achievements etc. A detailed study of all the departments of the company is discussed.

The main purpose of internship is to learn by working in practical environment and to apply the theoretical knowledge gained during the academic studies in real world scenario. In this report you will find SWOT analysis, VRIN analysis, PESTLE analysis and Porter's five forces analysis which helped to analyze the current position of the company.

The end consists of the learnings and experiences I have gained through this internship program.

## **COMPANY PROFILE**

Company name:	Kansai Nerolac Private Limited
Chairman and managing director:	Anuj Jain
Address :	Kansai Nerolac Pvt. Ltd, Plot no.18,GIDC Industrial Estate Kakoda, Goa
Website:	<a href="http://www.nerolac.com">www.nerolac.com</a>
Year of establishment:	1985
Industry:	Chemicals
Headquarter:	Mumbai, Maharashtra, India
Parent:	Kansai Paints
NO. of employees:	150

## INTRODUCTION (ABOUT THE COMPANY)

Kansai Nerolac Paints Limited is the largest industrial paint and third largest decorative paint company of India headquartered in Mumbai. It is a subsidiary of Kansai Paint of Japan. It is engaged in the industrial, automotive and powder coating business. The company has six manufacturing plants in India. These plants are located in Jainpur- Uttar Pradesh, Bawal- Haryana, Hosur- Tamil Nadu, Lote- Maharashtra, Sayakha- Gujarat and Kakoda- Goa.

It develops and supplies paint systems used on the finishing lines of electrical components, cycle, material handling equipment, bus bodies, containers and furniture industries. The Company's products include decorative paints, high performance coatings, automotive coatings, general industrial coatings and specialty coatings. It offers a range of products to auto makers, including pretreatment chemicals, electro deposition primers, intermediate coats/primer surfacers, solid and metallic top coats, clear coats and touch-up paints. It offers high performance coatings products to industries, such as power, petroleum/petrochemical, infrastructure, floor coating, and offshore. KNPL's decorative coatings solutions are used by customers in segments such as adhesives, wood and construction chemicals. Kansai Nerolac paints have acquired 100 per cent equity in powder coatings maker Marpol private limited. Through the acquisition, Kansai Nerolac expects lower raw material costs and other miscellaneous costs.

Incorporated in 1983, Goa-based Marpol was promoted by the family of Shanu Atmaram Pai Panandiker. MARPOL Private Limited was one of the leading manufacturers of powder coating paints. They offered over 2000 shades of powders in a range of chemistries, finishes and gloss levels, for interior or exterior application.

Marpol Private Limited was the flagship of the Panandiker Group of Industries and one of the leading manufacturers of powder Coatings in India. Established in 1983 MARPOL has gone from strength to strength by consistently offering Quality Products meeting the varied needs of customers. Over the past 30 years, they have commercialized over 2000 shades. Using sophisticated Software, MARPOL have evolved the Capacity to customize any shade required by their customers. They were among the few Powder Coating Companies in the world that have integrated backwards to manufacture saturated Polyester Resins, one of the main ingredient in Powder Coatings.



It is an ISO 9001-2008 certified company. It is located in G.I.D.C Industrial estate, Kakoda, Goa .It has three units in this area in plant 1 they manufacture saturated polyester resins and other two 2 units, unit1 and unit 2 manufactures powder coatings.

The manufacturing unit located in Kakoda Goa manufactures powder coating paints. They manufacture metallic, glossy and textured powder coating paints. The raw materials used for powder coating are resin, pigments, fillers and additives. There are 150 employees employed in this manufacturing unit. It has three shifts of eight hours each and one general shift.

1 shift- 7 am to 11 am, 2 shift- 11am to 7 pm,3 shift- 3 pm to 11pm, general shift- 9am to 5.30pm.

### History

- 1920 : It started as Gahagan Paints & Varnish Co. Ltd. at Lower Parel in Mumbai.
- 1957 : Goodlass Wall Pvt. Ltd. grew popular as Goodlass Nerolac Paints (Pvt.) Ltd. Also, it went public in the same year and established itself as Goodlass Nerolac Paints Ltd. .
- 1976 : Goodlass Nerolac td. became a part of Tata Forbes Group on acquisition of a part of the foreign shareholdings by Forbes Gokak. .
- 1983 : Goodlass Nerolac Paints Ltd. strengthened itself by entering in technical collaboration agreement by Kansai Paint Co. Ltd., Japan and Nihon Tokushu Tokyo Co. Ltd., Japan.
- 1999 : Kansai Paint Co. Ltd. , Japan took over the entire stake of Tata Forbes group and thus Goodlass Nerolac Paints became wholly owned subsidiary of Kansai Paint Company Ltd.
- 2006 : On 11 July, Goodlass Paint Ltd. name has been changed to Kansai Nerolac Paints Ltd.

### Parent company

Kansai Paint was founded by Katsujiro Iwai in Amagasaki City, Japan in May 1918. Kansai Paint is a comprehensive manufacturer of paints and coatings. The Products include- Automotive Coatings, Industrial coatings, Decorative coatings, Protective coatings and Marine Coatings. They are also present in U.K., Turkey, U.S., Canada, Mexico, UAE.

### Products and services

Technologically innovative products are the company's hallmark. Kansai Nerolac Paint offers differentiated products with a focus on being eco-friendly and healthy. Kansai Nerolac Paint's key products and brands include the following:

- Decorative Paints: Interior wall paints, exterior wall paints, Wood surface paints, and Metals surface paints.
- Automotive Coatings :Pre-Treatment Chemicals, Electrodeposition. Intermediate Coats/Primer Surfacer, Topcoats, Clear Coats, Touch Up Paints, Auto Refinishing Products, Heat Resistant Paints, Underbody Paints & PVC Sealants & Rapgard Transit Protection Films.
- Performance Coatings: Performance Coating is available for a wide range of products. For household appliances and metal fittings in factories, there is a comprehensive range of general industrial coating systems like P.T. chemicals, Primers and lacquers, Coil Coat, Heat Resistant Paints & Metal Decoration Coatings. Powder Coating is now increasing in popularity because of its high quality, resistance to corrosion, the apparent ease of application and the environmental friendliness of the technology.

### Awards and achievements

- Golden Peacock Environment Management Award, 2005.
- Short listed for the Best Managed Company Award from Business Today & A.T. Kearney 2005.
- Best Vendor Award from customers like Toyota Kirloskar Motors Ltd. (TKML) for Cost and from Maruti Udyog Ltd.(MUL) on overall commendation.
- Awards for Marketing Initiatives like Cannes 2007 Bronze for Press Ad.
- Reader's Digest Trusted Brands Gold Awards, 2008.
- Product of the Year Award 2010 for Nerolac Excel April 2010.
- Product of the Year Award 2011 for Nerolac Excel Total with Heat-Guard Technology April 2011.
- Sustainability Award for outstanding contribution by Mahindra & Mahindra – October 2011.

- Best Vendor Performance Award in Paint Supplier's Category by Honda Motors cycles & scooters at their annual conference 2012.
- ASAPP Media Information Group – Construction World Magazine Ranked Kansai Nerolac Paints First.

**Mission Statement**

We leverage superior technology to contribute to our Customers and Society, in a sustainable manner, with innovative Products and Services, through a competent workforce, built on a culture of Customer Focus, Integrity and Respect to our Stakeholders

**Vision Statement**

We design solutions that protect, inspire and touch lives everyday

## **PORTER'S FIVE FORCES**

### **THREAT OF NEW ENTRANTS**

Paint market in India is dominated by few players, making it difficult for anyone newly entering the industry to compete. Big players have high brand image and quality products and good promotional activities to attract customers. Therefore, threat of new entrants is low.

### **THREAT OF SUBSTITUTES**

There are lot of paint varieties available in the market. In rural areas lime wash is used as substitute. Therefore the threat of substitute is high. If the threat of substitute is high then Kansai Nerolac Paints has to either continuously invest into R&D or it risks losing out to disruptors in the industry.

### **BARGAINING POWER OF SUPPLIERS**

Raw materials used in manufacturing of powder coating are pigments, binders, additives, solvents. Titanium dioxide is one of the key pigments used in the production of paint and is facing a global supply shortage. Thus supplier of this material has high bargaining power. So the bargaining power of suppliers is medium. If suppliers have strong bargaining power then they will extract higher price from the Kansai Nerolac Paints. It will impact the potential of Kansai Nerolac Paints to maintain above average profits.

### **BARGAINING POWER OF BUYERS**

If the buyers have strong bargaining power then they usually tend to drive price down thus limiting the potential of the Kansai Nerolac Paints to earn sustainable profits. Buyers of industrial segments are knowledgeable about their needs. Therefore, price comparison is done effectively by the customers. However the leading industrial paint suppliers have their expertise in their favour which limits the bargaining power of buyers. Therefore bargaining power of buyers is medium.

### **COMPETITIVE RIVALRY**

If competition is intense then it becomes difficult for existing players such as Kansai Nerolac Paints to earn sustainable profits. These industry is majorly contributed by top three players. Current market growth rate can provide ample room for opportunity for all the players in the industry to flourish. So the threat is medium.

## **PESTLE ANALYSIS**

### **POLITICAL FACTORS**

Other stakeholders such as non-government organizations, protest & pressure groups, activist movements play critical role in policy making in India. Kansai Nerolac Paints should closely collaborate with these organizations so that it can contribute better to the community goals as well as with corporate goals.

- Government of India has come under increasing global pressures to adhere to World Trade Organization's regulations on Chemical Manufacturing industry.

- Importance of local governments in India – Unlike in most other countries, local governments play critical role in policy making and regulations in India. Kansai Nerolac Paints has to closely follow the states and territories it has presence in rather than devising nation-wide policies in India.

### **ECONOMIC FACTORS**

- Skill level of workforce in India market – The skill level of human resources in India is moderate to high in the Basic Materials sector. Kansai Nerolac Paints can leverage it to not only improve services in India but also can leverage the skilled workforce to create global opportunities.

- Government intervention in the Basic Materials sector and in particular Chemical Manufacturing industry can impact the fortunes of the Kansai Nerolac Paints in India.

### **SOCIAL FACTORS**

Societal norms and hierarchy – the society of India is different from the home market of Kansai Nerolac Paints. It should strive to build a local team that understands the societal norms and attitudes better to serve the customers in India.

- Migration – The broader attitude towards migration is negative in India. This can impact Kansai Nerolac Paints ability to bring international leaders and managers to manage operations in the country.

Media outlets play a critical role in influencing the public opinion India. Both traditional media and social media are rapidly growing in India. Kansai Nerolac Paints can leverage this trend to better market and position its products.

### TECHNOLOGICAL FACTORS

-Lowering cost of production – The latest technology is fast lowering production and servicing cost in the Basic Materials sector. Kansai Nerolac Paints has to restructure its supply chain to bring in more flexibility to meet both customer needs and cost structures.

- Developments and dissemination of mobile technology has transformed customer expectations in the Basic Materials sector. Kansai Nerolac Paints has to not only meet and manage these expectations but also have to innovate to stay ahead of the competition.

- Empowerment of supply chain partners – Technology has shortened the product life cycle and it has enabled suppliers to quickly develop new products. This has put pressure on Kansai Nerolac Paints marketing department to keep the suppliers happy by promoting diverse range of products. It has added to the cost of operations of the Kansai Nerolac Paints.

### ENVIRONMENTAL FACTORS

- Recycling is fast emerging as a norm rather than a good thing to do in India economy. Kansai Nerolac Paints has to make plans to adhere to regulations and expectations in the Basic Materials sector.

- Waste management especially for units close to the urban cities has taken increasing importance for players such as Kansai Nerolac Paints. India government has come up with strict norms for waste management in the urban areas.

- Regular scrutiny by environmental agencies is also adding to the cost of operations of the Kansai Nerolac Paints.

- Customer activism – Greater awareness among customers have also put environmental factors at the center of Kansai Nerolac Paints strategy. Customers expects Kansai Nerolac Paints to

adhere to not only legal standards but also to exceed them to become responsible stakeholder in the community.

### LEGAL FACTORS

- Data protection laws – Over the last decade data protection has emerged as critical part of not only privacy issues but also intellectual property rights. Kansai Nerolac Paints has to consider whether India have a robust mechanism to protect against data breaches or not.
- Time take for business cases in court – some countries even though follow international norms but the time for resolution often run in years. Kansai Nerolac Paints has to carefully consider average time of specific cases before entering an international market.



## SWOT ANALYSIS

### Strengths of Kansai Nerolac Paints

- Variety – The company provides a wide range of products and these are uniquely eco-friendly. The unique selling proposition of the company is its technologically innovative products. The products include Industrial coating, Automotive coating, Protective coating, Marine coating, Decorative coating.
- Huge Company – Kansai Nerolac paints is the largest and the leading company in respect of coating paints and it is also a leader in powder coating.
- Research and Development – To be a leading company in its respective area Nerolac has an excellent command over its research and development field, that's why they can provide technology innovative products.

### Weaknesses of Kansai Nerolac Paints

- Dynamicity – It's one of the weaknesses because every day there are some new trends which keep on coming and customers want to be in sync with trends so as a result product become outdated soon. It also creates problems in product planning and inventory.
- The Business Model– Kansai Nerolac Paints business model can be replicated easily by its competitors. Hence the company will have to build a more advanced platform model where they can integrate vendors, suppliers, and end-users.

### Opportunities of Kansai Nerolac paints

- New Product Range – The company has a very good scope to develop new products with proof of delivery which makes the company stand out from the competition.

- Technology Innovation -In today's world technology innovation has become a new means to increase industrial productivity, thus allowing manufacturers to produce and supply varied types of products and services.

#### Threats of Kansai Nerolac paints

- Stringent Government Rules – Strict government rules and regulations turn out to be barriers in respect of product quality and manufacturing facilities. Environmental policies are given more importance and the organization will need to constantly take care of that.
- Scarcity of Raw Material – Scarce raw material also is a huge threat to the company. The production is dependent on the raw material and its scarcity might hamper the production cycle which will result in a huge loss to the company.
- Competition– Even though Kansai Nerolac Paints is superior in the paint manufacturing segment, it faces stiff competition from the local and international markets.

## VRIN ANALYSIS

RESOURCES AND CAPABILITIES	VALUABLE	RARE	INIMITABLE	NON-SUBSTITUTABLE	Competitive performance
BRAND IMAGE	YES	YES	YES	YES	Sustained competitive advantage
PRODUCT INNOVATION	YES	YES	YES	NO	Unused competitive advantage
RESEARCH AND DEVELOPMENT	YES	NO	NO	NO	Competitive parity
WIDE RANGE OF PRODUCTS	YES	NO	NO	NO	Competitive parity
SKILLED EMPLOYEES	YES	NO	NO	NO	Competitive parity
CUSTOMER LOYALTY	YES	YES	YES	YES	Sustained competitive advantage
MACHINES AND EQUIPMENTS	YES	NO	NO	NO	Competitive parity
NUMBER OF MANUFACTURING UNITS	YES	YES	YES	YES	Sustained competitive advantage
PRODUCTION OF RESIN	YES	YES	YES	YES	Sustained competitive advantage

## COMMENTS

### Brand image

Brand image of this company adds value and makes it a more effective competitor. This brand has been at the forefront of manufacturing a wide spectrum of quality industrial and home paints that includes low VOC's, low odor, no added lead in addition to variety of benefits. It is one of the largest paint companies in India . All companies in this industry do not have same brand image, making it rare and also brand image cannot be imitated and is very difficult to build this image therefore it is inimitable. Also it is non substitutable.

### Product innovation

KNPL has established itself as a leader in product innovation with its initiatives including no added lead, low VOC and HD finishes. This adds high value to the company. This extent of product innovation is not seen in its competitors making it rare. Also it is inimitable because it is very difficult and costly to copy. Product innovation can be substituted.

### Research and development

KNPL has excellent research and development facilities. They develop new shades and colors, Innovate existing products, and work on cost reduction. This is valuable for the company. But all the companies have their R&D team and therefore is not rare. Also, the technology and equipments used here can be imitated by the competitors. It is also substitutable.

### Wide range of products

KNPL is known for it's wide range of products which adds value to the company. Many other companies provide with a diverse range of products therefore it is not rare. Competitors can copy this and they can also provide their customers with diverse products. It is substitutable.

### Skilled employees

Skilled employees are crucial for any organization and is valuable for the company. It is not rare as all companies has skilled employees and also it is imitable and substitutable.

### Customer loyalty

Customer loyalty is valuable for any organization. It is also a rare because it is not seen towards all brands. It takes lots of efforts to build this trust in customers so this cannot be imitated by competitors or substituted.

### Machines and equipments

Machines and equipments are valuable to the company. They are not rare as all companies have machines and equipments needed for production. They can be imitated and substituted.

### Large number of manufacturing units

KNPL has nine units of manufacturing in India which is valuable for the company. It is the only company with so many manufacturing units making it rare. It will be very costly for competitors to imitate. It is non substitutable.

### Production of resin

KNPL is the only company that manufactures its major raw material that is resin itself. This is valuable and rare. This is very costly to copy as it will require a lot of capital to install the machines and equipments. It is non substitutable.

## **DEPARTMNET ANALYSIS**

### **RESIN PRODUCTION**

Resin is one of the raw material used in the manufacturing of powder coating paints. It binds the pigment particles together and provide adhesion to the surface painted.

This raw material is not bought from outside but KNPL itself has its resin production plant that produces resin and is used as raw material for the production of powder coating paints.

There are three types of resins that are manufactured here:

- i. Pure polyester
- ii. 70-30 hybrid resin(70% polyester and 30% epoxy)
- iii. 60-40 hybrid resin

After the production of resin different parameters are checked of the product such as acid level by acid base titration, viscosity using the viscometer by the quality control department.

Functions of production department:

- i. To plan the production according to the need and to see that the production is completed according to the plan.
- ii. To ensure that the production process is working smoothly.
- iii. To ensure that there is no shortage of any raw material due to which production might stop. If there is any shortage of material they will have to send requirement note to purchase department in advance and get the material.
- iv. To keep a check on machineries. If there is any issue with machinery they have to inform to the maintenance department.

### **RESEARCH AND DEVELOPMENT**

Research and development department creates new or improved technology products that can provide a competitive advantage.

The customers send to the company the new product samples that they want or the modifications that they need in the existing products. They send powder or panel samples. Later, the Research and development team develops the product based on the changes required by the customers. After the product is developed it is tested for various parameters. If the trial sample matches with the standard sample the company sends the sample to the customer. If the customer approves the sample then they give order for bulk production.

The four pillars of research and development department are:

- i. Shade development
- ii. Product upgradation
- iii. New product development
- iv. Cost reduction

#### PROCESS OF PREPARING THE PRODUCT

- A formulation is prepared by the research and development team.
- According to the formulation, the premix is prepared by weighing the raw materials on a weighing balance.
- After weighing it is mixed in a grinder, after which it is extruded using an extrusion machine. Extrusion is a process where the powder is physio-chemically transformed into molten or wet mass and changes to flakes.
- The flakes are grinded into a fine powder and mixed well in a grinder.
- The powder is then filtered and sprayed onto a panel and then kept in the oven at 180 degree for twenty minutes.

## TESTS USED FOR TESTING THE SAMPLE

- Dry film thickness tester- it is used to test the thickness of the product
- Impact tester- used to test the impact. If the product develops cracks after the test the product is rejected.
- Colour spectrophotometer- it is used to check the colour of the product. It has to match with the standard sample.
- Flexibility test- it is used to check the flexibility of the product. The sample product should not get any cracks or scratches after the test.
- Oil/water immersion test - in this test the product is kept in a water/oil bath for a certain time and at a certain temperature. If the colour fades, the product is rejected.
- QUV test- in this test, the product is exposed to UV rays for a certain time. The product should not change after its exposure to UV ray



## QUALITY CONTROL/ASSURANCE DEPARTMENT

The activities and techniques involved in the quality control department are carried out to verify that the developed product is fulfilling the specific requirements. Quality assurance is the set of activities that determine the procedures and standards to develop a product. This department maintains and enhances the quality of the offerings.

Once the product is produced it is sent to the quality control/assurance department for testing wherein it is checked for different parameters specified to them. If the product meets all the requirements and satisfies all the parameters, it is passed by the QC. After the QC approves the product, it is packed and is ready to dispatch.

Also, the raw material which is brought, is first sent to the QC/QA department for testing. If it is approved by QC/QA then it is accepted, if not, then the material is rejected and sent back.

During the production of resin, the viscosity and acid level is checked after the completion of stage 1 and 2 by the QC department. They also check for appearance of resin.

### THE VARIOUS TESTS CARRIED OUT

#### Short term tests

- i. Impact
- ii. Gloss
- iii. Finish
- iv. Flexibility
- v. PSD (Particle size distribution)
- vi. Erichsen Cupping
- vii. Cross-cut adhesion
- viii. Boiling water bath

- ix. Gasoline oil test
- x. Alkaline test
- xi. Shade as per standard

Long term tests

- i. QUV
- ii. Humidity test
- iii. SST(salt spray test)

## PLANNING DEPARTMENT

The function of planning department is to plan the production according to the capacity and time allotted to them. So this department basically plans and schedules the production.

In KNPL the production is done on a monthly basis. One month is divided into two blocks; one is from 5 to 19, other one is from 20 to 4. It has two units; unit 1 and unit 2. Capacity of unit 1 is smaller with 130 metric ton/month, compared to unit 2 which has 240 metric ton/month. Generally, production with smaller capacity is done in unit 1 because it has smaller capacity.

The SCPC (supply chain production) sends the monthly capacity that has to be produced in the particular month based on the research done by the marketing team. The planning department then plans the production block wise that is block1 and block 2.

Planning is done by considering the following:

- i. Availability of raw material- if there is a shortage of any raw material needed for production the planning department cancels that particular production and starts with some other production.
- ii. Similar shades- while planning they plan according to the shades. Similar shades are planned to be produced consecutively. This is done to avoid cleaning of machines and to save time.
- iii. Urgency- in the case of any urgent order for production, the planning department plans that particular production first. For this they might have to do cleaning of machines to remove the shades.

## MAINTENANCE DEPARTMENT

The maintenance department performs certain maintenance and repair functions according to staff requests, regular schedule or as per regular or special inspections conducted by maintenance department.

Maintenance department is separate for resin plant and unit 1 and unit 2. There is one maintenance manager and four technicians under the manager. If there is any problem with any machine the plant manager reports to the maintenance manager. The maintenance team checks the machine and checks for the requirements needed for reappearing in the spares. Spares is a store where all parts of the machines and equipments required for repairing are kept. If any requirement is not available in the spares the maintenance department sends issues a slip to purchase department to purchase the particular requirement. If there is any maintenance work for which production needs to be stopped, then maintenance department has to inform the planning department well in advance. Mostly the maintenance work is done in holidays. Also the maintenance of some operating systems are on AMC (Annual maintenance contract) AMC is an agreement between the company and the provider that sets expectations for the maintenance of machinery that the company purchased from the provider.

Types of maintenance:

- Breakdown attendant- if any machine breakdowns it is repaired.
- Preventive maintenance- in preventive maintenance, all the machines are checked. If anything needs servicing it is repaired when production is off. If the repairing is urgent they request the planning department to stop the production.
- Predictive maintenance- is condition-based maintenance carried out as suggested by estimations of the degradation state of an item.

## STORES AND LOGISTICS

Resin, Unit 1 and Unit 2 has different stores for raw materials and finished goods and has different heads handling each unit. The raw material which is purchased is stored in raw material stores and is taken care by head of stores department. It also has a warehouse. If the capacity of stores is full then the material is sent to the warehouse. If resin that is manufactured is extra then it is sent to the other manufacturing units of KNPL.

Functions:

- Receiving incoming goods
- Supervising loading and unloading of material
- Dispatching to storage
- Placing in storage
- Looking after transportation of finished goods to depos.
- They have to follow the guidelines given by ISO for storage.
- Preparation of notes like GRN,MIL and MIP

GRN-( goods received note) it is prepared when raw material is received by the company.

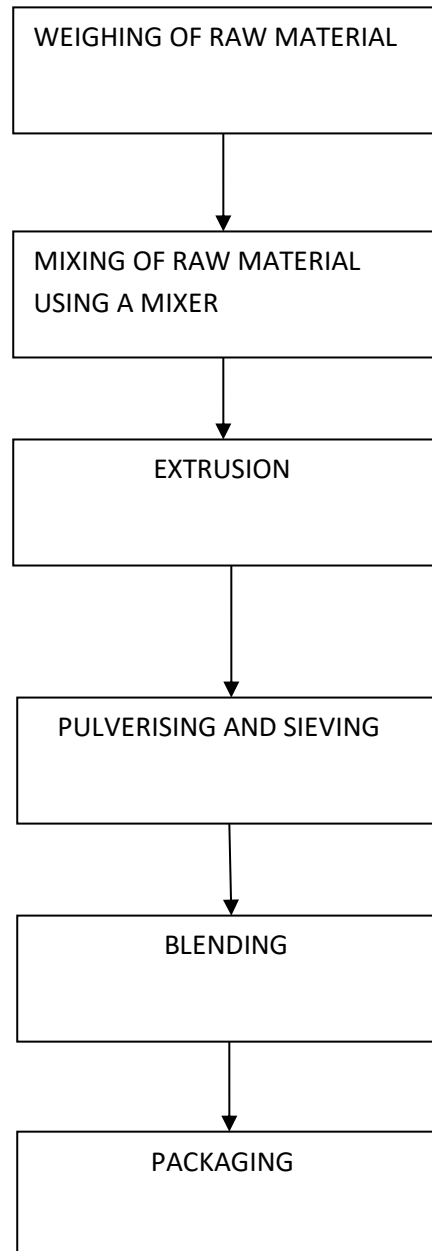
MIL- (material issue to other location) prepared when material is transported from one unit to other unit for production.

MIP-( material issue to the production) prepared when material from store's inventory is taken for production.

## PRODUCTION

There are two plants of production, that is; unit 1 and unit 2. Unit 1 is a little smaller capacity unit compared to unit 2.

Process flow diagram:



ENVIRONMENTAL HEALTH AND SAFETY

Environmental health and safety (EHS) is the department in the company tasked with ensuring that the work undertaken by the company does not cause undue environmental damage, put the worker's health and safety at high risk, and follows best practices. It aims to prevent and reduce accidents, emergencies, and health issues at work, along with any environmental damage that could result from work practices.

In KNPL the workers working in the production area (plant) are given PPE kit which includes safety helmet, gloves, ear plugs, and safety shoes. They are also provided with safety harnesses to safeguard the user from any injury or death from falling. Also, they are provided with safety showers and fire extinguishers for emergencies. There are four types of fire extinguishers provided, those are; dry chemical powder, carbon dioxide, water carbon dioxide and foam.

The head office from Mumbai sends some tasks for a particular month which has to be completed by the EHS department. The tasks are scenario drills of a fire accident, a natural disaster, a person falling from height, etc.

## IT DEPARTMENT

IT officers are mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Individual tasks vary depending on the size and structure of the organization. IT department in this company uses SAP software for their work.

Functions:

- installing and configuring computer hardware operating systems and applications
- monitoring and maintaining computer systems and networks
- troubleshooting system and network problems and diagnosing and solving hardware or software faults.
  - setting up new users' accounts and profiles and dealing with password issues
- testing and evaluating new technology;
- Conducting electrical safety checks on computer equipment.

HUMAN RESOURCE DEPARTMENT



The job of human resource department is to make sure the company's employees are adequately managed, appropriately compensated, and effectively trained. The department is also responsible for recruiting, hiring, firing and administering benefits. The office assistants, security, and housekeeping staff is under the HR Executive's supervisions.

#### Functions of HR department

- Maintaining and monitoring attendance of all the permanent as well as contract employees.
- To maintain the leave records of all the employees.
- Recruiting, publishing advertisement when vacancies or job openings are created.
- Ensuring adequate supply of contract workers to the resin, unit1 and unit 2
- Updating and renewal of various licenses.

#### Functions of security

- Maintaining daily attendance of the trainees, staff and permanent as well as contract employees.
- Maintaining the inward and outward records of company vehicles along with the invoice no., name of driver, description of item, quantity.
- Maintaining outpass for personnel work of employees.
- Maintaining all books and registers:
  - Visitors and appointment book
  - Lunch and dinner book.
  - Local transport book. In this records are maintained of the materials which are transported between resin plant, unit 1, and unit2.
  - Movement book if any staff of one unit wants to visit another unit have to sign the movement book.



## **LEARNINGS DERIVED**

As this was my first internship, it gave me many new learnings and experiences. It made me understand workplace and how different departments in an organisation are linked and co-ordinated.

### **IMPORTANCE OF ENTHUSIASM**

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. This attitude will show that you enjoy being part of the team and that you're keen to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing, which opens lots of opportunities. The work that I was assigned to do was to write the attendance registers.

### **IMPORTANCE OF GOOD COMMUNICATION**

Communication is the key to success in a professional environment. I learned that it's important to communicate with my manager if I have questions. Asking for help and clarification is better than pretending you've understood what you need to do. If you can Google something, then do it instead of asking questions. This is a part of being a good communicator – keep in mind that everyone's time is valuable. As an intern, good communication will help with productivity, efficiency, engagement and growth.

### **PROFESSIONAL COMMUNICATION**

During my internship, I learned how to communicate and build relationships with the people I worked with. This process overall helped me develop my professional network and emphasized the importance of creating these connections. Working in a professional setting for the first time was difficult to get used to. But it was the best way to learn how to navigate the working world through real-life, hands-on experience. Skill I gained from this internship is the ability to speak with people in a professional setting. Discussions with bosses or coworkers are different from discussions with lecturers or fellow students. This internship, gave me a better idea of the appropriate way to behave as a professional. This might help me a lot for interviewing for jobs as I will be more confident and will sound more mature and experienced in a business setting.

## WORKPLACE CULTURE

It taught me a lot about how a workplace operates on a daily basis. I got to know about workplace culture and how important it is to create a healthy environment. The workplace culture plays an important role in the growth and development of the company as well as its employees.