



Summer Internship Report

At

Electro Controls

Submitted by:

Name: Utkarsha Pramod Vernekar

Roll no: 2168

Batch: 2021 -2022

Under the Supervision of:

Prof. Nilesh Borde

Professor at Management Studies

Goa Business School

Goa University

DECLARATION

I, the student of M.B.A. Part I of Goa Business School, Goa University, batch 2021 – 2023, hereby declare that the internship project entitled “*Summer internship at Electro Controls*” has been prepared by me towards partial fulfillment of the degree of Master of Business Administration under the guidance of my faculty guide Prof. Nilesh Borde, Professor at Management Studies Goa Business School Goa University. 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: Goa University

Name: Utkarsha Pramod Vernekar

Roll no.: 2168

MBA part – I

COMPANY CERTIFICATE



**Mfrs. of Electrical Switchboards, Panels
Automation Systems & Components**

D3/14, Sancoale Industrial Estate, Zuarinagar, Goa 403 726 | Mob.: 9422442345 | E-mail: parashkenkre@electrocontrols.co.in | Website: www.electrocontrols.co.in



Date: 12th July 2022

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms Utkarsha Vernekar has completed her internship with us from 06th June 2022 to 11th July 2022. The student has been regular in her attendance during her internship to the best of our knowledge. We hope that she has benefited from the training provided to her and wish her all the best in her future.

Electro Controls



Parash Kenkre,
Manager Engineering

Authorized channel partner for

SIEMENS

OMRON



ACKNOWLEDGMENT

I have taken efforts in this project. However, it would not have been possible without the kind support and help of many individuals. I would like to extend my sincere thanks to all of them.

It has been great honour and privilege to undergo training at Electro Controls

I am highly indebted to Mr. Paresh Kenkre and everyone at electro controls for their guidance and constant supervision as well as for providing necessary information regarding the project and also for their support in completing the project. Their constant guidance and willingness to share their vast knowledge made me understand this project and its manifestations in great depth and helped me to complete the assigned tasks on time.

Last but not the least; I want to thank my mentor, Mr. Nilesh Borde, for being an excellent mentor throughout my first year of Bachelor in Business Administration.

Table of Contents

1	<i>Executive Summary</i>	<i>1</i>
2	<i>Industry Profile</i>	<i>3</i>
3	<i>Introduction (Profile of the company).....</i>	<i>4</i>
4	<i>Organizational Flowchart</i>	<i>7</i>
5	<i>Company Analysis.....</i>	<i>8</i>
5.1	Swot Analysis	8
5.2	Vrin Analysis	9
6	<i>Industry Analysis</i>	<i>10</i>
6.1	Porter 5 forces analysis.....	10
6.2	Pestel analysis.....	11
7	<i>Department Analysis</i>	<i>14</i>
7.1	Purchase Department.....	14
7.2	Sales Department.....	15
7.3	Production Department.....	16
7.4	Stores Department.....	19
7.5	Automation Department	20
7.6	Design Department	21
7.7	Accounts Department.....	22
7.8	Admin Department	25
8	<i>Learnings.....</i>	<i>29</i>
9	<i>Conclusion</i>	<i>31</i>

1 Executive Summary



Electro Controls offers comprehensive solutions, including design, production, and delivery, for anything from panels (electrical switchboards) to control systems to automation. Along with end-user inspections, they offer third-party inspections through organizations like IRS, RINA, DNV-GL, BV, and others. They are an approved system house for Siemens automation products, Omron industrial automation products, and Schneider critical power products as well as a certified distributor for different Schneider switchgear.

Whether you need a complete project or an update to your current system, they can offer a personalized solution to fit your needs. Over the past few decades, the company has grown significantly and now manufactures various switchboards and panels for a range of applications and industries, including marine applications. has more than 30 years of business, and more than 100 million rupees in revenue. We strive to maintain our status as the leading panel builders and industrial automation suppliers in the Goa region.

The objective of this study

Since an inherent component of the MBA degree is practical orientation, I have worked for Electro Controls Company to gain first-hand experience with the business's operations. I have encountered a variety of company functions throughout my internship at Electro Controls. This report was created as a course requirement for the MBA program. I'm hoping the report will provide a clear picture of the day-to-day operations of the business. According to the study's major goal, to what field does the company belong? What is the business' operating system? The organization's primary focus and market organization.

Research Methodology

Sources of Data

Both the primary as well as a secondary form of information was used to prepare this report. The details of these sources are highlighted below:

Primary Data

Primary data is collected by interviewing every employer and employee of Electro controls

Secondary Data

Secondary data has been collected through official websites.

2 Industry Profile

Electrical power is the backbone of any industry. In day-to-day activities, technological developments are going on. With the increased demand for innovative products, the demand for electrical products increases directly.

The Electrical Equipment Manufacturing industry manufactures power, distribution, and specialty transformers, electric motors, generators, motor-generator sets, switchgear and switchboard apparatus, relays, and industrial control panels.

The industry supplies a variety of downstream markets, including utility providers and manufacturers of consumer goods. Thus, industry performance is largely influenced by both industrial drivers and consumer spending. sectors such as oil and gas, petrochemicals, steel, cement, and telecom are the major growth drivers for the control panel and switchgear industry.

The electrical control panel is an essential item in industrial electrification. It regulates the function of the electrical equipment. Electrical panels fitted with necessary relays are also used to protect electrical equipment from being damaged due to short circuits and overloading.

3 Introduction (Profile of the company)

The company began as a small Small-Scale Industry in 1988, at, Sancoale Industrial Estate, Zuarinagar, by two partners, one an experienced graduate engineer and the other a science graduate with an excellent business background.

With a meager turnover of Rs. 2 Lac, the company started off making only small control panels and distribution boards. With a revenue of more than Rs. 3.75 crores, the company has proliferated over the previous decade and now makes all types of switchboards and panels for diverse industries.

For the design of switchboards, the company offers a full computer-aided design facility. The fabrication and painting work is subcontracted out to the firm's colleagues, while the Assembly and Testing shops are owned and operated by the corporation.

The company provides switchboards that meet IS/IEC 61439-0 standards for various industrial applications and IEC-92 standards for marine applications, with both end-user and third-party inspections such as IRS, Lloyds, ABS, BV, and RINA.

At CPRI Bangalore, they successfully tested MCC/PCC to a 50kA short circuit for 1 second.

Omron Automation Pvt. Ltd. has designated them as an Authorized System Integrator for their entire product line.

They are a Siemens Ltd. Authorised System Integrator for their entire Automation product line.

Schneider Electric's full range of switchgear and energy monitoring systems and solutions are available through them as Authorised Channel Partners.

No of Employees: 50

This is an MSME Company

At Electro Controls, they are committed to giving their clients greater customer service, high-quality products & services, and complete turnkey solutions.

Authorized Channel Partners



Life Is On



Clients



Competitor



Products offered



Figure 1 Instrumentation Panel



Figure 2 Fully Automatic Control Panel



Figure 3 Industrial Automation



Figure 4 DG control Panel

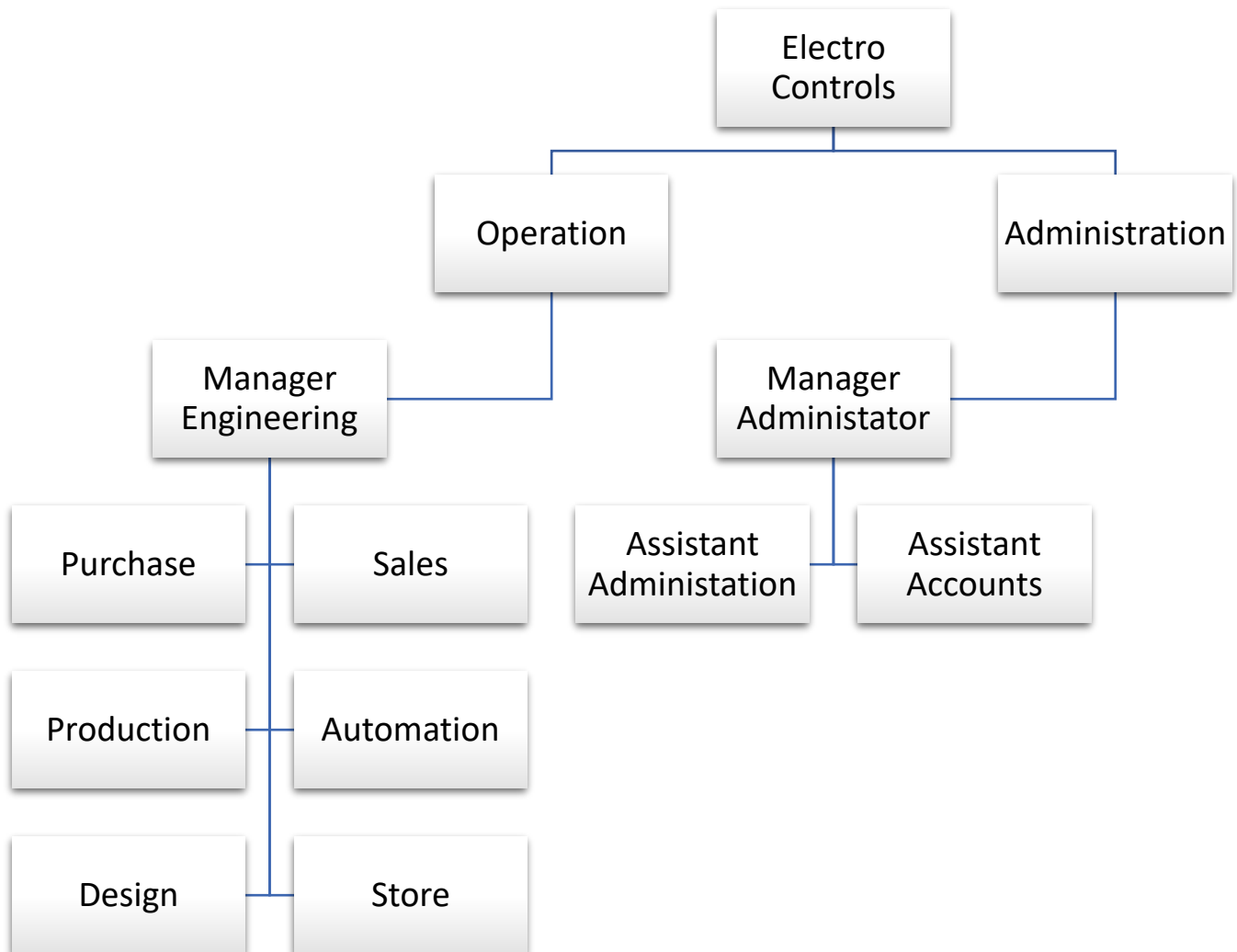


Figure 5 Motor control center



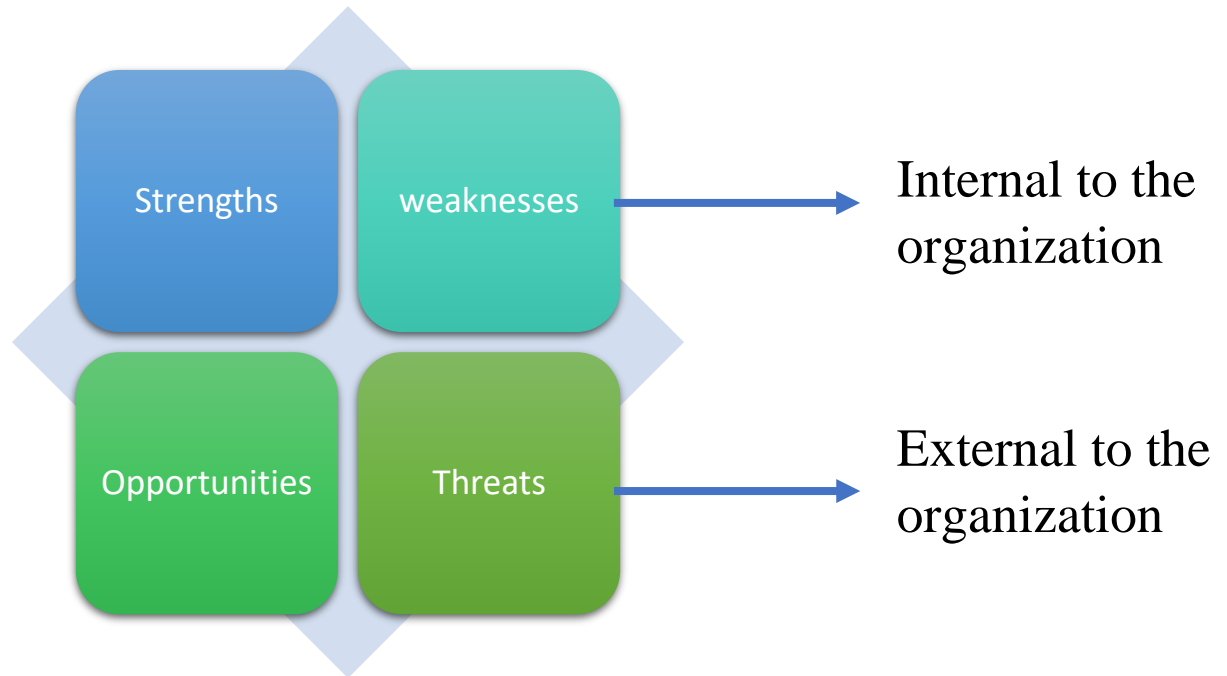
Figure 1 Power control center

4 Organizational Flowchart



5 Company Analysis

5.1 Swot Analysis



Strengths

- They are one of the most well-known companies in Goa for automation controls and electrical panel design.
- They have a talented team of designers and electricians.
- Every month, they produce between 60 and 70 control panels. The control panel also receives orders from abroad.
- They continue to have excellent relationships with both their suppliers and customers.
- They are the authorized dealers of Omron and Siemens and Authorised Channel Partners of Schneider Electrics.

Weakness

- They lack a proper system for storing the raw materials and have a very small storage section.

- Due to the small size of the business, they do not provide adequate seating for its employees.
- The panel's replacement parts are quite expensive and may be difficult to locate.
- No Advertising on any social media platform

Opportunity

- They have a fantastic opportunity to customize a system like SAP to record and maintain daily activities.
- They have the opportunity to expand their firm as they receive many orders from their existing customers and also from new customers
- They should invest in marketing their products more

Threat

- Worldwide, there is a lack of electrical goods. As a result, the delivery of the items is delayed. Order delivery can take two to six months, which causes production to be delayed.
- The cost of electrical goods is always fluctuating, which can cause an increase in the price of manufacturing the panel.

5.2 Vrin Analysis

Value

- The product offered by the company products are a valuable resource as these are highly differentiated. This makes the perceived value for these by customers high.
- They offer a wide range of products as compared to the other company.
- A significant portion of the workforce is highly trained, and this leads to more productive output for the organization. The employees are also loyal, and retention levels for the organization are high.

Rare

- The products are discovered to be not as uncommon as thought because other competitors can readily supply them on the market. This implies that rivals could utilize these resources similarly to Rosenberger and undermine competitive advantage.

Inimitable

- Customers of electrical controls receive high-quality products, which has contributed to the popularity of the brand. Purchases are repeated when the quality is high and constant. But if competitors spend a lot of money on research and development, they can also buy the products because they are not that expensive to copy.

Non-substitutable

- It means that the resources can't be substituted by any other available resources.

6 Industry Analysis

6.1 Porter 5 forces analysis



Threat of New Entrants – Moderate

- As it involves relatively little cash, technology, and highly skilled labour, new entrants can quickly enter this sector.

- It is simple for them to form a partnership with the suppliers and begin producing and selling goods.

Threat of substitute – Low

- There are Few businesses that manufacture control panels, and the cost difference between them and alternatives is low.

Bargaining power of buyers - Moderate

- Since the customer's product is created by their specifications and there are only a few businesses that engage in this market, the buyer has low bargaining power.
- The buyers have few options available in the market and the switching cost is moderate among different providers.
- Several businesses in this area have been able to retain their devoted clients and expand their pool of potential customers by quickly developing and customizing their products.

Bargaining power of suppliers - Low

- The quality of the raw materials carries a lot of weight in the electric equipment business.
- If the material is of high quality, efficiency can be greatly increased; if not, efficiency can be negatively impacted.
- Only a small number of businesses have vertically integrated supply chains or exclusive purchasing agreements with suppliers.
- There are many suppliers in this market.

Competitive Rivalry

- There are very few players who provide a wide range of products. There is not much Competition in this market.

6.2 Pestel analysis

Political Factors

- This involves governmental initiatives, political stability or instability, taxation, and trade restrictions, as well as foreign trade and tax policies. The infrastructure, health laws, and educational system of a country may also be significantly impacted by the government.

Economic Factors

- Factors include economic expansion, currency exchange rates, inflation rates, interest rates, consumer disposable income, and unemployment rates. Due to how these factors affect consumer purchasing power and the potential to alter demand and supply patterns in the economy, they may have a long-term direct or indirect effect on a company.

Social Factors

- This aspect of the overall environment is representative of the population that the organization operates within in terms of its demographics, norms, customs, and values. This includes demographic trends like the rate of population growth, age and income distributions, career attitudes, emphasis on safety, health awareness, lifestyle attitudes, and cultural obstacles.

Technological Factors

- These elements relate to technological advancements that could have a positive or negative impact on how the market and industry operate. The level of innovation, automation, research and development (R&D) activity, technical change, and the degree of technological awareness that a market possesses

Environmental Factors

- The government has established several guidelines and rules for the management and recycling of waste. If the rules change, the business will be immediately impacted because it will need to adjust its waste management and behave by the new rules.

Legal Factors

- It includes more specialized laws including discrimination laws, antitrust laws, employment laws, consumer protection laws, copyright and patent laws, and health and safety regulations, but there may be some overlap with the political aspects. Since every nation has its own set of laws and regulations, this becomes particularly challenging for organizations that conduct international business.

7 Department Analysis

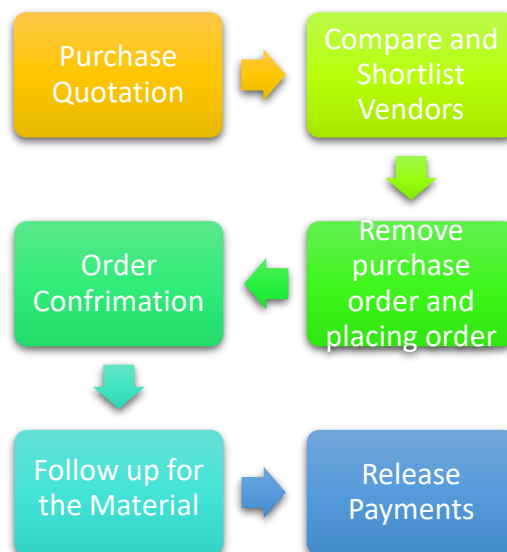
7.1 Purchase Department

1. Definition

Purchasing is the process of buying or acquiring goods and services. Goods, materials, and equipment procured in this process play a key role in improving the quality of products/services produced by the organization. The purchasing department of a company is responsible for procuring the goods, raw materials & services required to operate the organization effectively.



2. Process



a) **Compare and shortlist vendors**

The first step is to compare and shortlist different purchase quotations from different vendors and place an order for the best vendor

b) **Remove Purchase order**

Then remove the purchase order number from the necessary material by the series and deliver that number to the vendor for further processing.

c) **Order confirmation from vendors**

It's crucial to get the vendor's confirmation. The company can buy the necessary material from another vendor if the first seller does not offer the essential material.

d) **Follow up on the order status**

Following the confirmation of the order, the purchase officer must follow up with the vendor to inquire about the status of the necessary material and the anticipated delivery date to the business for manufacturing.

e) **Release Payments**

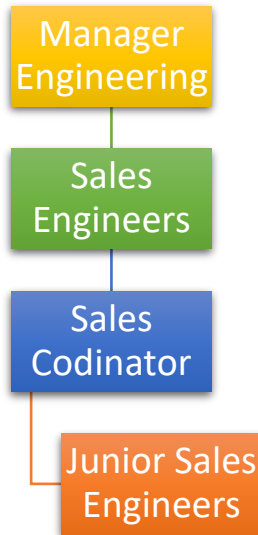
The final step is to pay the vendors once the company has received the order or raw materials.

Note: To accept orders from the company, a new vendor must register with the business. After that, get at least three quotes and bargain with the vendor for the best deals.

7.2 Sales Department

1. Definition

A sales department is responsible for selling products or services for a company. The department comprises a sales team that works together to make sales, increase profitability and build and maintain relationships with customers to encourage repeat purchases and brand loyalty.



2. Process



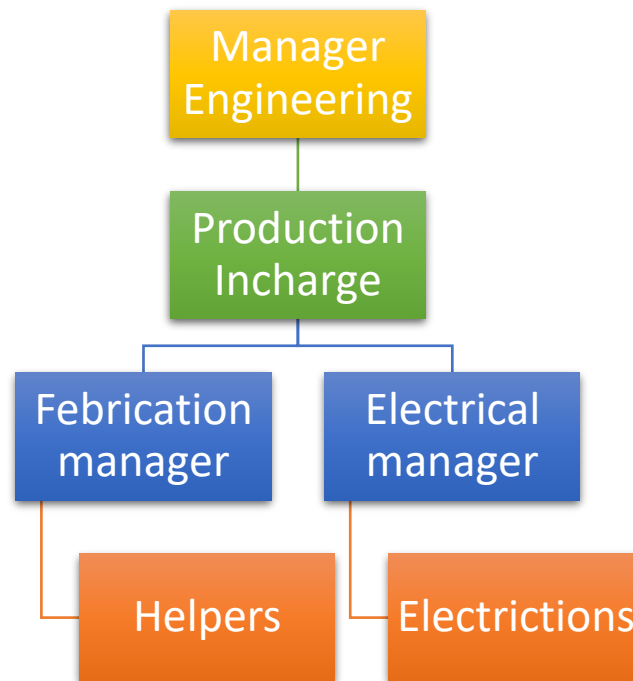
First, we receive a request or order from the customer for a panel component or a defective good. Check again with the shop to see if they have that part on hand. Red color markings indicate that a part is available. Yellow markings indicate out-of-stock products and parts. If a product component is only partially available, it will be highlighted in orange. Third, remove the quotation for that product component and request the purchase order number from the customer to continue forward with the dispatch procedure. Fourth, proceed with shipping the merchandise if the product part is available when they do.

Note: The treading of the panel components is primarily done by the sales department.

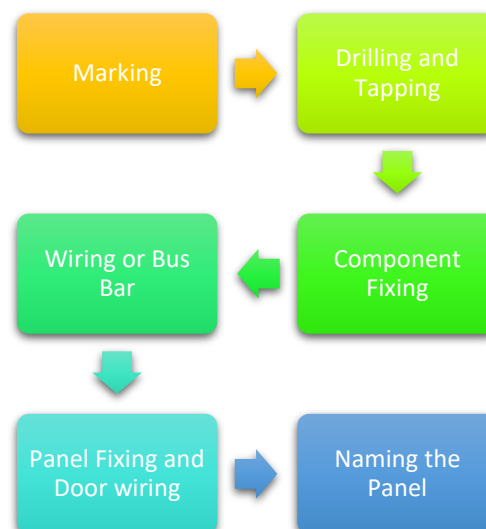
7.3 Production Department

1. Definition

The transformation of raw materials and different inputs into completed products or services is the responsibility of the Production department. The assembly department is chargeable for guaranteeing that quality is achieved in every item made. They'll perform inspections and implement appropriate quality initiatives. each aspect can lead the corporate to a loss of profit.



2. Process



a) Mounting plate

After we get the customer's order, the design department creates the panel drawing to their specifications. Once they get the customer's approval, the drawing is delivered to the production department.

The production process begins as soon as the customer approves the drawing. All of the panel components are placed on the mounting plate before being fixed so that the appropriate size can be cut. Following the cutting of the mounting plate, they begin designating the locations of all the components.

b) Drilling and tapping

As soon as the marking is complete, the mounting plate is machine-drilled and tapped to secure the components on the plate.

c) Component fixing

Then they begin attaching all of the panel components to the mounting plate and tightening them with bolts and nuts.

d) Wiring or Bus Bar

If the panel component is smaller in size, then insulated wires are used to connect each component, whereas if the panel component is larger, then bus bars are used to connect each component due to their heavy load capacity.

e) Panel fixing and door wiring

The mounting plate is then installed in the enclosures for the final output of door wiring and lamp connections once all the components have been fixed to it.

f) Naming the panels

As soon as the control panel is prepared, the panels are given names on tally plates that are mounted to the control panel's door outside the panel. The panel is then sent for testing at that point.

3. Quality control, Quality Assurance Process, testing, and inspection

The production team tests and inspects the panels at the electro controls. However, occasionally the customer will travel to the site for testing and inspection. If the panel is to be installed on the ship, IRS (Indian Register of Shipping) officers visit the company for inspection.

The first step in the quality control and quality assurance process is to inspect all of the parts that were installed in the panel according to their part numbers from the bill of materials. Next, check to see if the enclosures are intact and that the tally plates and ferules are positioned on the panel by the drawing. The size of the panel is examined.

Then tests are conducted. To assess the insulation, a first HV megger test is conducted. Cables attached to the panel's components will let the 1000 volts travel through them. When the panel is connected to the main current, a functional test is conducted to determine whether all of the panel's components are functioning as necessary. Lamps are also checked if they are glowing.

Note: For every panel Quality control, Quality Assurance Process, testing, and inspection will differ from each other because every panel is customized as per the customer requirement.

7.4 Stores Department

1. Definition

A store Department is a building provided for preserving materials and finished goods. The in-charge of the store is called the storekeeper or store manager. The existence of the Stores Department is dependent upon accurate store records being kept. The daily operations of businesses rely heavily on stores. The goal of stores is to produce and supply goods and services continuously. Taking care of the stores makes sure that every project, big or small, is correctly managed. Receiving the supplies, identifying them, placing them, and issuing the raw materials in response to a request made by the appropriate department are the core duties of storekeeping.



2. Process

The raw materials are examined by the purchase order once we receive them from the vendor. The purchase order, the receipt, and the package all bear the docket number. When the invoices match the purchase order, they are then verified.

Raw material bills are recorded in the tally after the store manager has checked the raw materials. The raw materials are then kept in the department of the store according to the purchase order.

3. Some duties performed by the store manager at electro controls

At the electro Controls, the packing and dispatch are also done by the store manager only.

Process

Packing and Dispatch

Packing of the finished good is done in two ways:

- a) Cardboard box wrap packing when then the product is smaller in size and it is warped with the transparent sheet
- b) Wooden box packing when the product is larger and will be traveling outside goa.

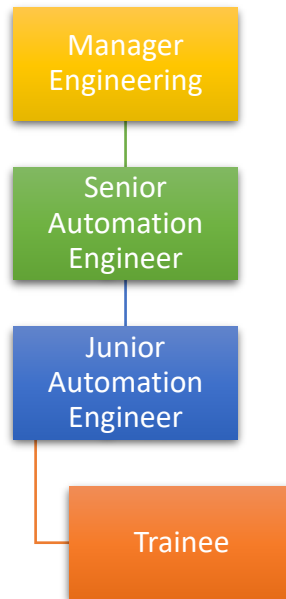
The first step in the Dispatch process is to put the product in a cardboard box or a wooden box as per the customer's requirement. Attached is a printed Copy of Delivery details like Delivery No, Date of delivery, no of Quantity, name of the party to whom the package should deliver, and if it is hand delivery or courier (name of the courier). Then finally the package is Dispatch.

7.5 Automation Department

1. Definition

One who develops automated software process solutions is known as an automation engineer. Working closely with other teams is a requirement for automation engineers to identify and

fix issues. It may be requested to automate service or business processes, and in some cases, this will need hardware or software.



2. Process

The automation engineers are instructed to program the panel by the logic they created once the panel is ready. Once the programming is complete, the PLC is loaded with the code and operated. If the PLC is not operating by logic, they double-check the wiring to see if the electricians installed it improperly or if the automation engineers wrote incorrect code. If necessary, they try to fix the problem or create new code. The panel is then eventually sent for processing by the parent.

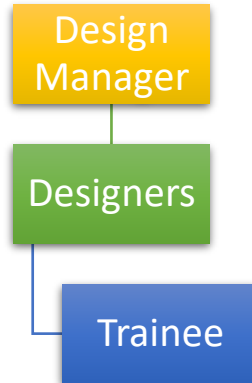
At electro controls, automation engineers typically provide service to their clients on-site. When control panels are installed at the company plant, the programming may vary or change as it encounters the actual amount of load, necessitating PLC reprogramming.

7.6 Design Department

1. Definition

A design is a blueprint or diagram created to showcase the appearance and operation of a control panel before it is ever manufactured. To guarantee that all applicable regulatory standards and safety requirements are met, the design process can be fairly complex.

Designing a control panel for industrial machinery and equipment is a significant task that produces an interface for controlling a machine or process. The choice of an adequate enclosure and a rear panel for the electrical components is not straightforward.



2. Process

When we receive an order from a customer, the requirements are included in the order details that are supplied by the customer. For example, the order data will specify whether an MCC panel or a straightforward wall-mounted panel will be made, as well as the amount of load that will be needed.

The design department then creates the quote and sends it to the customer for approval. After that, they design the final drawing and send it to the production department.

They create a control panel drawing using AutoCAD and Z. W. CAD version 2019 software.

7.7 Accounts Department

1. Definition

Accounting is a process of accumulating, summarizing, and communicating financial information. Financial information can be of different types and serve different purposes. but it all comes from the same function of accounting.



2. Types of Accounting

Accounting provides information to several groups of people and for different purposes. As a result, there are several kinds of accounting.

Financial Accounting: It provides information to external users. Such external users can be investors, creditors, banks, and regulatory bodies (Le. Security and exchange commission. Internal Revenue Service, etc). The information is usually in the form of financial statements.

Managerial Accounting: It provides information to internal users including a company's managers and employees. The information accumulated and presented by managerial accounting functions includes sales figures, gross margin analysis, cost information broken down by product line, etc. As a rule, managerial accounting information provides more details than financial accounting information and sometimes includes confidential data not available to external users.

Tax Accounting: It can be distinguished as another kind. Tax accounting deals mainly with the calculation of taxes (ie. income tax, sales, and use taxes, etc.) because rules regulating the calculation of taxes are different from those governing financial statements preparations and presentation of tax accounting should be performed separately and in parallel to financial and managerial accounting

3. Payments:

The payments are divided into two

- a) Cash payment

These only apply to minor costs like maintenance, shipping, newspapers, etc. There is a travel expenditure form that must be completed by employees if they are traveling on corporate business. The number of hours, trade costs, lodging costs, food costs, etc. Depending on his position within the organization, he receives a travel allowance for the number of hours that he travels. In this location, a cash register is kept where the actual currency and the system cash are added together. He is also given his daily allowance (DA).

b) Check payment

These are for extremely large payments. The funds are checked at the bank according to the due date of a certain bill, after which they are transferred for additional processing and release. This is the sum that the Head Office transferred to the business via T.T. (Pune). The corporation is required to keep a record of how the money was used or spent and send it to the head office. The T/T is reissued in the event of any shortages. To keep track of checks issued, the accounts department maintains a bank register that can be cross-checked monthly against bank data.

4. Sales tax calculation:

At the end of every month

Sales register.

Purchase register.

5. ESI: Employee state insurance cooperation

This is the fund that the employer has set aside for the benefit of the employee, such as in the event of an illness, accident, etc. Each employee is required to donate 1.75 percent of their gross pay. 4.75 percent of the employee's total salary is contributed by the firm.

6. Utility Bills

These are the bills for the resources the business used, such as phone, water, and electricity bills, as well as bills for sampling and testing. Additionally, these invoices are recorded for the records before being distributed.

7. GST return

GST return is a document that will contain all the details of your deals, purchases, duty collected on deals (affair duty), and duty paid on purchases (input duty). Once you file GST returns, you'll need to pay the performing duty liability (plutocrat that you owe the government). All proprietors and dealers who have registered under the GST system are required to file GST returns by the nature of their operations.

8. Electro controls Policy

Production

- a) Daily Wages: Before 1 year Sundays are not paid but get paid for overtime work
- b) Salary: Sundays paid and also get paid for overtime work

Office

- a) Salary: Sundays get paid after 1 year of confirmation, before confirmation unpaid leaves and salary gets deducted

9. Daily Activities

Preparing purchase invoices, sales invoices, dispatch invoices, delivery challan

7.8 Admin Department

1. Definition

The Administration Department offers administrative and technical assistance in the fields of human resources (HR), budgeting, strategic planning, legal matters, calls for bids, facilities, and security. They organize and carry out HR policies in addition to doing HR-related tasks. Its duty specifically relates to the recruitment and selection of employees and trainees (training, skills management, appraisal, and promotion). The Section is also in charge of budgetary and fiscal issues regarding employee expenses.



2. Recruitment Procedure

The process of identifying, evaluating, and choosing qualified candidates for a position at a company or organization is referred to as recruitment.

The manager Engineer is in charge of hiring the candidates in operations at Electro Controls, whereas the Manager Administrator is in charge of hiring the candidates in administrative positions. The company recruits in 2 ways.



a) Recruitment Plan

A recruitment plan is created it includes what the position, and eventually the organization, needs in a candidate who will assume the position

b) Talent Search

The best sources of recruitment are found followed by identifying the right talent. attracting and motivating them to apply for the job

c) Screening & Short Listing

The applications are screened and candidates who fulfill the requirements are selected

d) Interviewing

Short-listed candidates move to the interview process. the interview is done in two rounds

e) Evaluation & Employment Offer

Position offered to the most deserving one(s) who will be evaluated for credibility before the offer.

3. Training

Every employee is given 1-month training in that department where they are going to work in the future.

4. Statutory forms

ESIC (Employee state insurance Cooperation)

If a person has a salary of less than Rs. 10,000 and falls under this scheme, they are eligible for employee benefits such as insurance against injuries, diseases, etc. If not, they are eligible for other medical or insurance plans. A total of 6.5 percent of the company's gross earnings, or 4.75 percent, and 1.75 percent of the employees' gross salaries go toward ESIC.

PF (provident funds)

Both the company and the employee routinely contribute to this fund. Ensure that the employee receives a financial benefit upon retirement or termination from the organization. EPF is funded via a 12 percent contribution from employee gross pay and a 12 percent contribution from employer gross pay. The remainder goes to the provident fund, with 8.33 percent going to employee pensions.

5. Leaves

a) Weekly off

Each employee receives one week off, therefore he can take up to four weeks off in a single month.

b) Earned Leaves

This is referred to as privileged leave, which an employee only earns after a year. Only after serving a full year at the company may he or she take such a leave.

c) Sick leave

In this case, an employee is only granted 6 days of sick time per year.

d) Casual Leave.

A worker is permitted five days of unpaid time off per year.

e) Absent

If an employee takes any other leave or is not present on a day other than his or her weekly off, such absence is recorded as an absence. HRD also keeps an attendance log in which they record every absence. The employee is marked absent and placed on leave without pay even if they have taken their weekly off or any other type of leave.

6. Electro controls Policy

Production

c) Daily Wages: Before 1 year Sundays are not paid but get paid for overtime work

d) Salary: Sundays paid and also get paid for overtime work

Office

b) Salary: Sundays get paid after 1 year of confirmation, before confirmation unpaid leaves and salary gets deducted.

7. Daily Activities

Recording Attendance on daily basics from the attendance register book.

8 Learnings

- I learned how to use MS Outlook to write emails to the suppliers regarding purchase orders, to the customers regarding sales orders, to the customers regarding production status, to the customers regarding payments, to the office department regarding the shortage of raw materials, and the office department regarding the receipt of raw materials.
- Updating the tally each day if entries for purchases, sales, storage, and payments are made. Checking the prices of the product from the Schneider Electric portal, Siemens portal, and the tally.
- I was given the task of keeping daily attendance records in the administration and accounts department, in addition to getting the chance to file GST returns, I learned how to create invoices to transport the goods.
- The purchase officer of electro control taught me how to remove purchase orders. Through a phone call, I had the fantastic opportunity to check in with the suppliers on the status of the purchase order. It was a brand-new experience for me, and the vendors' communication with me was nice. This example demonstrated to me how to establish a relationship with clients and suppliers over the phone.
- I observed the shop floor and the way that production is carried out in the production department. They described to me the process they use to make a control panel, from the input of raw materials to the output of the finished control panel. The information was identical to what we studied in the course on production and operations management.
- The company's storage space was quite small, and the store manager kept a list of every single material that went into creating the control panel. The manager of the store seemed to have a very demanding job. He was quite cautious while performing his. From entering the specifics of the raw materials into the tally with the quantity and price they have purchased, as well as any discounts their suppliers have provided. I was tasked with keeping track of the raw materials used in the production of the control panel in a register book.
- I picked up how to read the control panel's drawing in the design department since it would eventually be constructed. When they first started, I didn't comprehend what they were doing, but after a few days, I realized what each component of the panels looked like when the drawing was made.

- In the last few days of my internship, I received the assignment to design a customer feedback form, which was quite a fascinating project for me since I had never before created any feedback forms. He advised me to treat it as a project and instructed me to make it crisp and just take five minutes to read.
- The screenshots of the feedback form I made throughout my internship are shown below. I made this form on my phone using the Microsoft Office function called MS Forms.
- Throughout my internship, I learned 2 more functions of MS Office that is MS forms and MS Outlook.

← Electro Controls Customer feedback fo...

Electro Controls

Customer feedback form

Please take a few minutes to give us feedback about our service by filling in this short customer feedback form. We would love to hear your thoughts on how we can improve your experience.

1. Name of the company * ...

Enter your answer

2. Name ...

Enter your answer

3. Designation ...

Enter your answer

← Electro Controls Customer feedback fo...

7. How long have you been our customer? * ...

- ☐ Less than an year
- ☐ 1 - 2 years
- ☐ 2 - 4 years
- ☐ More then 5 years

8. How satisfied are you with our products / services which has been provided? * ...



9. Did our employees/ staff help you with the inquiry regarding panel requirements? * ...

- ☐ Yes
- ☐ No
- ☐ Maybe

← Electro Controls Customer feedback fo...

4. E-mail Address * ...

Enter your answer

5. Contact no. ...

Enter your answer

6. How did you hear about us? * ...

- ☐ Manufacturers
- ☐ Distributors
- ☐ Suppliers
- ☐ Customers
- ☐ Social media

← Electro Controls Customer feedback fo...

10. Were your expectations Met? * ...

- ☐ Yes definitely
- ☐ May be
- ☐ No

11. How likely are you to recommend our product and service? * ...

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Neither likely nor unlikely
- ☐ Somewhat unlikely
- ☐ Very unlikely

12. Suggestions, if any. * ...

Enter your answer

9 Conclusion

It was a wonderful and inspiring experience for me to work at Electro Controls, a manufacturer of control panels. They invited me to visit their business during my internship, and I was given a hands-on tour of every department and taught how things were done there. The relationship between employers and employees was highly sincere and cooperative, which contributed to their strengths and success in the market. Most importantly, it taught me how to work while also allowing me to practice and develop my industry abilities. I now have a much better understanding of how to develop my communication skills, the value of time management, and how to be reliable and honest in my work.

I gained a clear understanding of the obligations that come with each position in our society and the workplace. For me, it was incredibly motivating and encouraging. I'm currently very interested in finding a practical job where I can develop my abilities and pick up new knowledge and experiences. It truly aided me in stepping outside of my comfort zone and taking on amazing challenges. Through this internship, I had the chance to put what I had learned in the classroom to use in actual situations.

They helped me learn and experience more during those two months, and I am incredibly grateful for their cooperation. I spoke with the management engineer of the electro controls company during those two months during an interview and we talked about a few things. Because of his professional and kind nature, I felt at ease. In addition, he patiently responded to my inquiries and worked with his esteemed staff to ensure that I completed my internship. The fact that the Purchase, sales, administration, accountants, designers, and manufacturing crew all worked out of the same offices provided an excellent opportunity for contact and discussion among the electro controls staff. Customers and the company interact with one another. It aids Electro Controls in providing better customer service. Strong human resources at the company enable it to sustain its market position.

10 Suggestions

- I suggested that they should invest and take interest in marking their product so they can get more and more orders from goa and outside goa.
- They should expand their production department and storage department as they lack space and somethings it becomes very congested to walk when the panels are getting ready.

References

<http://www.electrocontrols.co.in/>

<https://www.indiamart.com/electro-controls/aboutus.html>