

A
Summer Training Report
At
**“SURAT-TAPI DISTRICT CO-OPERATIVE MILK
PRODUCERS’ UNION LIMITED
(SUMUL DAIRY, NAVI PARDI)”**

Submitted in partial Fulfilment of
The requirement for the Degree of
BACHELOR OF BUSINESS ADMINISTRATION

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SUBMITTED TO

SDJ International College

Vesu, Surat-395007

(July-2023)



DECLARATION

We, the undersigned students of TYBBA (Sem. V) (A.Y. 2023-24), hereby declare that Summer Training Report (501) prepared by us at below mentioned company, is the original work carried out by us and is the result of our hard work and compliance of all the policies and guidelines framed by the University, College and the Company concerned. We also declare that this report has been originally created by us and has not been published anywhere else other than submitted to our SDJ International College, Vesu, Surat.

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ACKNOWLEDGEMENTS

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Firstly, we wish our heartfelt thanks to In-charge Principal of this college **Dr. Aditi Bhatt**, who always motivate us to fulfill our dreams and lead us in the direction of growth. She has given her valuable inputs for effective completion of this project.

Next, we would like to thank our IQAC Coordinator **Dr. Vaibhav Desai**, who always work and think in the direction of betterment of the students and institute as well as supporting us with all the necessary resources to finish our three golden years of graduation.

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July, 2023

Surat

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EXECUTIVE SUMMARY

The report consists of the details on “**SURAT-TAPI DISTRICT CO- OPERATIVE MILK PRODUCERS’ UNION LTD. (SUMUL Dairy, Navi Pardi)**”. It is a co-operative society. The main aim of it is the welfare of society by providing quality milk products to its consumers at an affordable price. Sumul Dairy's commitment to supporting marginal farmers and tribal communities is commendable.

This project report titled Sumul dairy is an attempt to present the organizational details including its departments, organization structure, etc.

GENERAL INFORMATION:

The first chapter provides information about the company's owner, vision, year of establishment, mission, and achievements.

FINANCE DEPARTMENT:

Second chapter covers some important topics related to finance and accounting department like. Introduction of finance, P&L Account, Balance sheet, Financial Statement Analysis and Accounting Procedure.

MARKETING DEPARTMENT:

In the third chapter we cover a range of topics related to marketing such as List of Products, Marketing Plan, Major, competitor, Distribution channel, PLC, Market Segmentation, CRM (Customer Relationship Management) Practices, Promoting Tools Used, Pricing Method and Sales Force Management.

HUMAN RESOURCE DEPARTMENT:

The fourth chapter is human resources management illustrates the recruitment procedure, selection process, training given, other benefits, leave rules, employee safety mechanisms, performance appraisal, grievance handling procedure etc.



PRODUCTION DEPARTMENT:

The fifth chapter provides information about the Production department like which Plant Layout is used, which Raw Material is used, which Material Handling Equipment's are used and Quality Control.

OTHER DEPARTMENT:

The sixth chapter is about other department like Safety department and Purchase department.

In this report we are going to cover all the related details about **SURAT-TAPI DISTRICT CO- OPERATIVE MILK PRODUCERS' UNION LTD. (SUMUL Dairy, Navi Pardi).**



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CHAPTER 1

GENERAL INFORMATION



CHAPTER 1: GENERAL INFORMATION

1.1 NAME & LOCATION OF COMPANY

1.1.1 Name

Sumul Dairy, (Surat-Tapi District Co-operative Milk Producers' Union Ltd.)



1.1.2 Location

Sumul Dairy Navi Pardi,

At & Po. Navi Pardi.

Ta. Kamrej,

Dist. Surat-394150

1.2 NAME & LOCATION OF OTHER BRANCHES

- Sumul Dairy, Lahe Plant
- Bajipura Chilling Center
- Uchchhal Chilling Center
- Nizar Chilling Center
- Dan Food Factory Chalthan
- Bajipur Dan Factory
- Sumul Dariy Goa Plant



1.3 YEAR OF ESTABLISHMENT

- Sumul Dairy (Surat) – 22 August 1951
- Sumul Dairy (Navi Pardi)
 - Bakery Plant – 3 November 2017
 - Ice-cream Plant – 2017
 - Powder Plant – 2017

1.4 HISTORY

Sumul or The Surat District Co-operative Milk Producers Union Ltd., Which is now renamed as The Surat Tapi District Co-operative Milk Producers Union Ltd, is one among the 21 district union which acts as manufacturing units of dairy products for Gujarat Co-operative Milk Marketing Federation Limited, the marketers of Amul and Sumul brand of products committed to help marginal farmers and down trodden tribal people to lead to a healthy life and better standard of living through scientific animal husbandry practices.

Today Sumul enjoys the pride to serve milk and milk products to popular in Surat city and surrounding town of it. Sumul holds strong brand equity in Surat district and command more than 50% of the liquid milk in Surat city. Sumul dairy is an important co-operative democratic institution in Surat. Sumul through its policies and appropriate technology has held farmers in increasing milk production and there by milk procurement.

Sumul dairy is located near railway station in Surat. Surat is situated in the southern part of Gujarat. Sumul dairy was started in 1979 with the capacity of 50,000 liters per day initially. Before Sumul stepped in, traditional private milk traders where dominant in the area the private trade was monopolizing the milk market and exploiting both the milk producers and consumer alike. The milk procurement price. Which used to be fixed by the traders (traditional Bhatia's) was very low and was fluctuating for time to time at their sole discretion. it had to face opposition from the wasted interest but with help of member's faithfulness and commitment, it is a strong one with 23,040 members in 2013-14.

During the year 1948, late shri. Jagjivan Das R. Patel (popularly known as Daskaka) brought farmer of Olpad Taluka under the ambit of co-ordinate society. The society which was registered on 01-04-1949 as Takrma Group Co-oprative Milk (TGCM) & vegetable market Ltd. Came in to existence to face challenges of famine is at the bade of the solid foundation of the super structure of the Surat District Co-oprative Milk Producer's Union Ltd.



Surat and Tapi District has been a pioneer in India in channeling trade in cotton and milk through co-operative. Before Sumul stepped in, traditional private milk traders were dominant in the area. Sumul is trade name and literally meaning sound process, came in to existence on 22 August 1951 under the Bombay co-operative societies Act, 1925. With the joint untiring and dedicated efforts of veteran leaders of co-operative movement Shri Ashabhai S. Patel became the first Chairman. The formal commissioning of the pasteurization plant on March 17, 1968 was a turning point for Sumul.

From 03/11/2017 Sumul has started selling of its bakery products. For this "scoop & bakes" outlet is being started. It is a huge market for bakery products but competitors are also there in the market. Sumul Dairy has entered in the market with a different impression. People of Surat city has appraised its products like bread, cookies, toast, Khari, Makhania, Bhaji pav & Namkeens. In case of Bakery, we could make a business of 212.48 tons in quantity & Rs. 1.42 crore till today which is a good start in bakery industry. In coming days all south Gujarat, middle Gujarat & then all over Gujarat Sumul bakery products are going to be available for sale.

Gujarat Co-operative Milk Marketing Federation (GCMMF) does responsibility for the sale of Ice cream & Sumul works as its production unit. Sumul Dairy makes with the brand name Amul. Selling responsibility of Ice cream is of Gujarat Co-operative Milk Marketing Federation (GCMMF) & Sumul Dairy is being activated as their production unit. During 01/08/2017 to 31/03/2018, business of ice cream is total 11, 34, and 18,354 & till today 10, 73,902.80 liters ice cream they procured from Sumul Dairy.

At the Sumul dairy, Navi Pardi, civil work is completed of 3 Lac liter capacity milk processing plant & 30 MT capacity per day powder plant & process plant, powder plant & required utility machineries being installed & plant is being started. Secondly excess milk was sent to other dairies to make powder that powder will be produced in own union plant by which improvement in the quality can be possible & could decrease the transportation cost & loss. This plant is operated by completely automatic SCADA (Supervisory Control and Data Acquisition) system.

1.5 NAME OF FOUNDERS AND PROMOTERS

- Founder >>>> Morarji Desai
- Owner >>>> Rupesh Goswami
- Promoters >>>> Farmers (2,50,000+)

1.6 VISION STATEMENT

We are socially responsible Organization with commitment to Milk Producer's by providing good returns and services, to consumer's safety and delight through implementation of Food Safety and Quality management System. We believe in growth and continual improvement through teamwork, trust, and excellence, without compromising Food Safety, Quality, Honesty and Integrity.

1.7 MISSION STATEMENT AND VALUES SHARED

1.7.1 Mission

To provide Quality milk & milk products to customer in Surat.



1.7.2 Value:

- Excellence
- Cooperation
- Honesty
- Dedication
- Ownership
- Transparency
- Teamwork
- Trust And Courage
- Self-Leadership



1.8 AWARDS

Table 1.1 Sumul Dairy awarded by various Awards

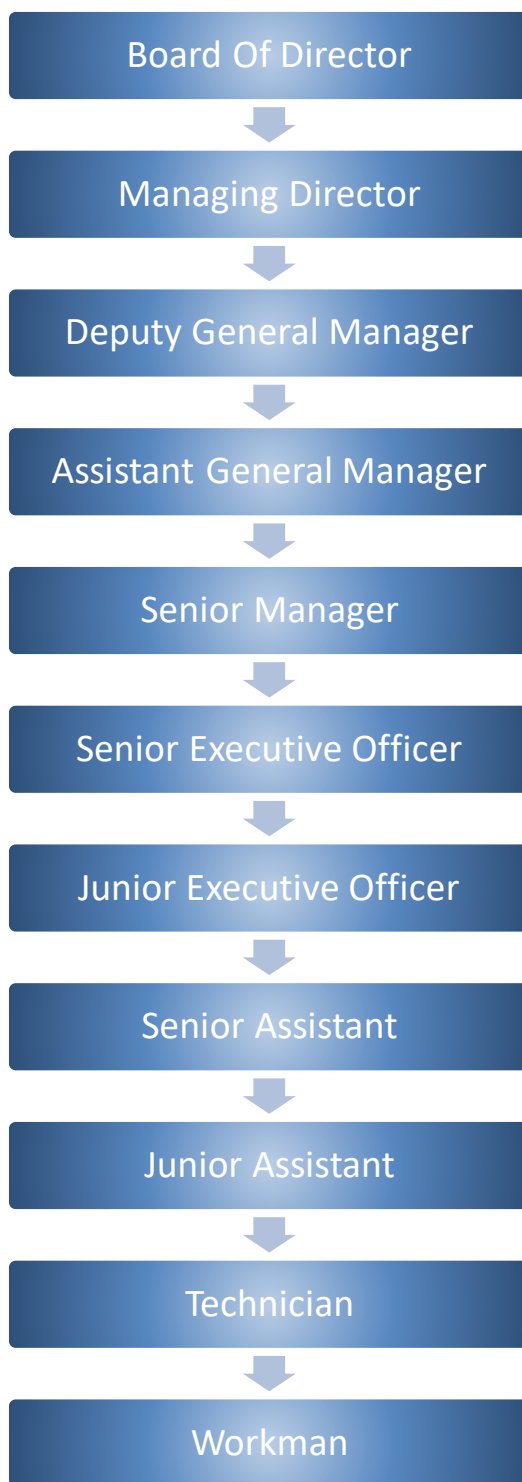
| Awards Title | Year | Awarded By |
|--|-------------|--|
| Shri Nimish Vashi Award for outstanding performance in environment protection and pollution control. | 2022 | SGCCI (The Southern Gujarat Chamber of Commerce & Industry) |
| Colortex Award for Outstanding Performance in Energy Conservation. | 2022 | SGCCI (The Southern Gujarat Chamber of Commerce & Industry) |
| National Energy Conservation Award | 2021 | Ministry Of Power and Bureau of Energy Efficiency |
| Green Award | 2020 | MD R. R. SODHI |
| Limca Book of Records | 2016 | Limca Book |

(Source: <https://www.sumul.com/sumul-awards.html>)

1.9 CSR ACTIVITY

- Development Programs
- Eye Medical Treatment Nursing Camp
- Plastic Surgery Mission
- Anemia Control Program
- Tree Plantation
- Rural Sanitation Program
- Artificial Insemination Center
- Swajaldhara-2 Programme

1.10 ORGANIZATION STRUCTURE



[Figure 1 Organization Structure of Sumul Dairy]



1.11 SWOT ANALYSIS

1.11.1 Strength

- Investment in Technology
- Production Capacity and Quality
- Market Share
- Strong Brand Value
- Large Consumer Base

1.11.2 Weakness

- High Operational Cost
- Lack of Success in Certain Areas of Portfolio Expansion
- Frequent Legal Issues

1.11.3 Opportunities

- High per capita Milk consumption
- International Expansion
- Expansion of Product Portfolio

1.11.4 Threats

- Increasing Competition
- Growing trend of Veganism in India.



CHAPTER 2

FINANCE DEPARTMENT

CHAPTER 2: FINANCE DEPARTMENT

2.1 INTRODUCTION

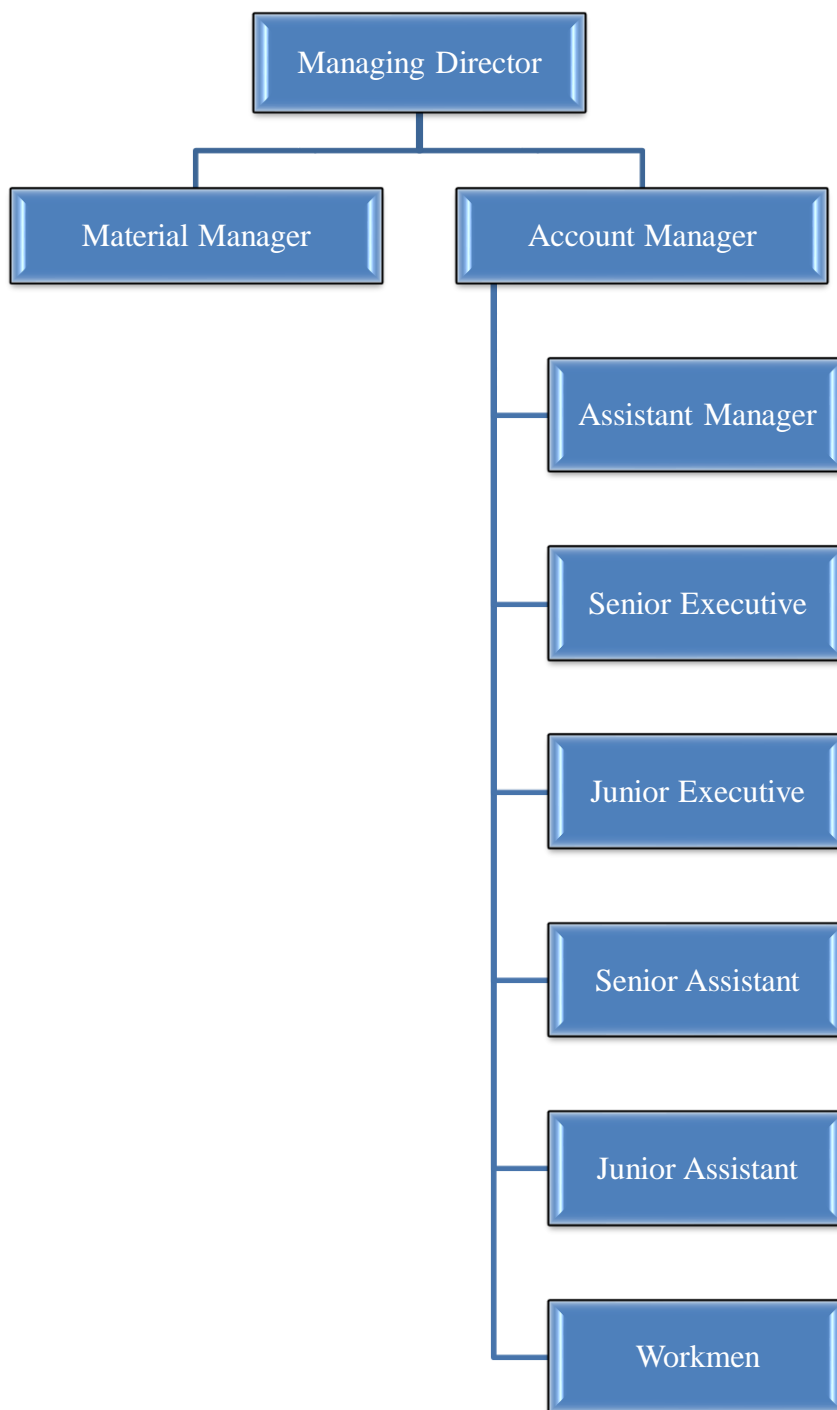
Finance management is that managerial activity which is concerned with the planning and controlling of the firm's financial activities and manages the financial resources.

"Finance management means the use of such managerial function as planning and control to undertake finance function."

Sumul is the co-operative society, so it does not have a separate finance department. Sumul requires a lot of funds for meeting its working capital needs and other obligation. It manages its working capital needs through internal funding only. There is regular, assured and smooth in flow of cash from milk sales from the agents to dairy's Cash Collection Centers on a day-today basis.



The expansion work and setting up new projects, it takes loans from NDDDB (National Dairy Development Board).

2.1.1 Hierarchy of Finance Department

[Figure 2 Hierarchy of finance department of Sumul Dairy]



2.2 P&L ACCOUNT

Table 2.1 Profit and Loss Statement (RS in Cr)

| | FY19 | FY20 | FY21 |
|-----------------------------------|-----------------|-----------------|-----------------|
| Gross sales | 3,31,943 | 3,85,757 | 3,93,222 |
| Less: exercise duty | - | - | - |
| Net sales | 3,31,943 | 3,85,757 | 3,93,222 |
| Growth (%) | 13.5 | 16.2 | 1.9 |
| Expenditure | | | |
| Cost of goods sold | 3,16,447 | 3,69,001 | 3,75,664 |
| Staff cost | 1,742 | 2,184 | 2,039 |
| Manufacturing expenses | 2,006 | 1,901 | 2,299 |
| Marketing and selling expenses | 8,378 | 9,482 | 9,862 |
| Other expenses | 1,157 | 1,245 | 1,267 |
| EBITDA | 2,214 | 1,946 | 2,091 |
| EBITDA margin (%) | 0.7 | 0.5 | 0.5 |
| Depreciation | 1,248 | 1,360 | 1,377 |
| EBIT | 966 | 585 | 714 |
| Interest expense and bank expense | 464 | 245 | 169 |
| Other income | 297 | 513 | 330 |
| Profit before tax | 799 | 854 | 875 |
| Income taxes | 271 | 291 | 266 |
| Effective tax rate (%) | 33.9 | 34.1 | 30.4 |
| Profit after tax | 528 | 562 | 609 |

(Source: Finance Department of Sumul Dairy)



2.3 BALANCE SHEET

Table 2.2 Balance Sheet (RS in Cr)

| | FY19 | FY20 | FY21 |
|-----------------------------|---------------|---------------|---------------|
| Sources of funds | | | |
| Share capital | 2,401 | 2,401 | 2,401 |
| Reserves and surplus | 2,638 | 2,840 | 3,064 |
| Deferred tax liability | (142) | (142) | (187) |
| Net worth | 4,897 | 5,098 | 5,278 |
| Secured loans | 12,236 | 4,031 | 18,757 |
| Unsecured loans | 451 | 499 | 501 |
| Total loans | 12,686 | 4,530 | 19,259 |
| Total | 17,583 | 9,628 | 24,537 |
| Application on funds | | | |
| Gross block | 16,031 | 16,077 | 17,881 |
| Less: depreciation | 8,582 | 9,560 | 10,856 |
| Net block | 7,450 | 6,517 | 7,025 |
| Capital work-in-progress | 135 | 332 | 69 |
| Gross block-brand value | 16,031 | 16,077 | 17,881 |
| Other investments | 844 | 918 | 731 |
| Current assets | 39,582 | 29,328 | 43,193 |
| Inventories | 16,208 | 14,143 | 25,922 |
| Sundry debtors | 5,427 | 4,253 | 3,303 |
| Cash & bank balance | 8,840 | 7,661 | 9,690 |
| Loans advances | 9,107 | 3,270 | 4,279 |
| Current liabilities | 30,428 | 27,468 | 26,481 |
| Liabilities | 30,143 | 27,097 | 26,220 |
| Provisions | 285 | 371 | 261 |
| Net current assets | 9,154 | 1,860 | 16,712 |
| Total | 17,583 | 9,628 | 24,537 |

(Source: Finance Department of Sumul Dairy)

2.4 RATIO AND THEIR INTERPRETATION

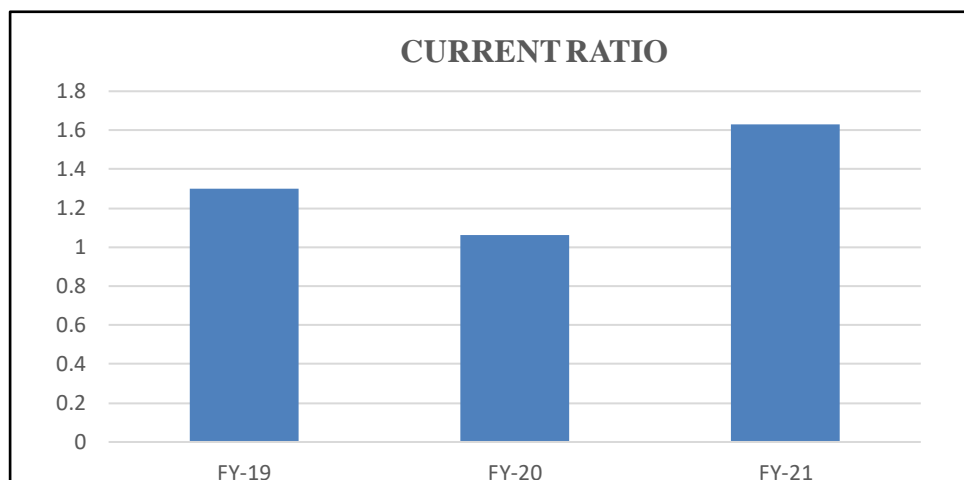
1. Current Ratio

$$\text{Current Ratio} = \frac{\text{Current Assets}}{\text{Current Liabilities}}$$

Table 2.3 Current Ratio

| Details | FY-19 | FY-20 | FY-21 |
|---------------------|--------|--------|--------|
| Current asset | 39,582 | 29,328 | 43,193 |
| Current liabilities | 30,428 | 27,468 | 26,481 |
| Current ratio | 1.3 | 1.06 | 1.63 |

Chart 2.1 Current Ratio



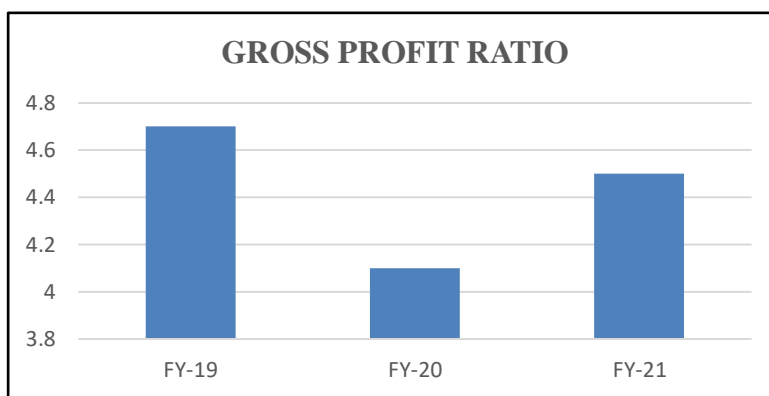
Interpretation – It measures whether a firm has enough resources to meet its short-term obligations. Good current ratio is said to be between 1.2 to 2. In the above table we can see that in FY-20 it falls to 1.06 but it again increases in FY-21 to 1.63 which is a good indication for the company. We can conclude that the company has a sufficient liquid and can easily payoff its current liabilities using its current asset.

2. Gross Profit Ratio

$$\text{Gross Profit Ratio} = \frac{\text{Gross Profit}}{\text{Net Sales}} * 100$$

Table 2.4 Gross Profit Ratio

| Details | FY-19 | FY-20 | FY-21 |
|---------------------------|---------------|---------------|---------------|
| Gross profit | 16031 | 16077 | 17881 |
| Net sales | 331943 | 385757 | 393222 |
| Gross Profit Ratio | 4.7 | 4.1 | 4.5 |

Chart 2.2 Gross Profit Ratio


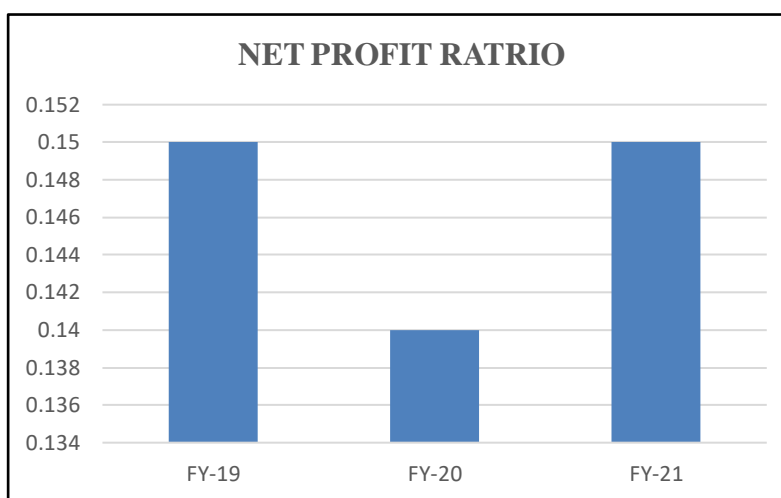
Interpretation – It is used to examine the ability of a business to create sellable products in a cost-effective manner. Gross profit ratio of the company is improving from FY-20 in FY-21 it increases to 4.5 and it is a good indication of company performing well in the industry. it indicates that the company has efficient management, low-cost production, and increased sales price.

3. Net Profit Ratio

$$\text{Net Profit Ratio} = \frac{\text{Profit After Tax}}{\text{Net Sales}} * 100$$

Table 2.5 Net Profit Ratio

| Details | FY-19 | FY-20 | FY-21 |
|-------------------------|---------------|---------------|---------------|
| Profit after tax | 528 | 562 | 609 |
| Net sales | 331943 | 385757 | 393222 |
| Net Profit Ratio | 0.15 | 0.14 | 0.15 |

Chart 2.3 Net Profit Ratio


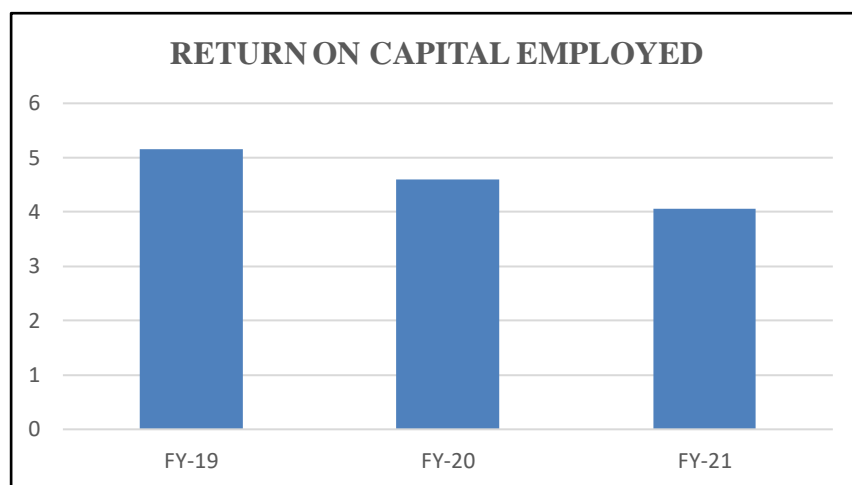
Interpretation –A profitability ratio that measures the company's profits to the total amount of money brought into the business. In the above table we can see that the company's net profit ratio remains constant in the three years, it means that the executives have a handle on pricing and control of their costs of goods sold. They know what their products are worth and they are able to command that value in the marketplace.

4. Return on Capital Employed

$$\text{Return on capital employed} = \frac{\text{Operating profit}}{\text{Capital employed}} * 100$$

Table 2.6 Return on Capital Employed

| Details | FY-19 | FY-20 | FY-21 |
|--|-------|-------|-------|
| Net operating profit before interest & taxes | 1263 | 1099 | 1044 |
| Capital employed | 24460 | 23844 | 25706 |
| Return on capital employed | 5.16 | 4.6 | 4.06 |

Chart 2.4 Return on Capital Employed


Interpretation – A financial ratio that measures a company's profitability in terms of all of its capital. In the above table we can see that the company's rice ratio is not in a good condition, it is continuously decreasing every year which means that the company is not utilizing its capital in an effective manner.

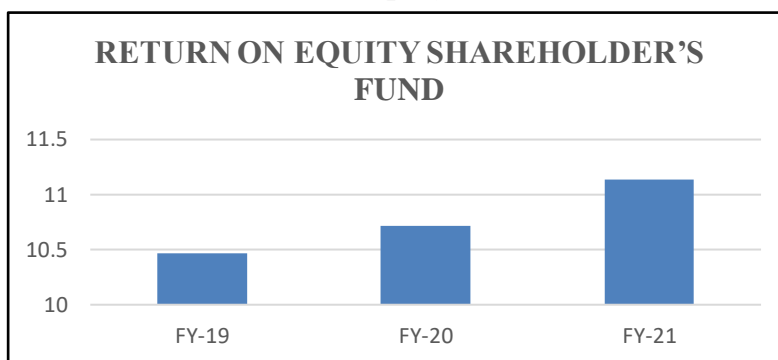
5. Return on Equity Shareholder's Fund

$$\text{Return on Equity shareholder's Fund} = \frac{\text{Profit After Tax} - \text{Preferred Share Dividend}}{\text{Equity Shareholder's Fund}} * 100$$

Table 2.7 Return on Equity Shareholder's Fund

| Details | FY-19 | FY-20 | FY-21 |
|------------------------------------|-------|-------|-------|
| Profit after tax | 528 | 562 | 609 |
| Preference share dividend | - | - | - |
| Equity shareholders fund | 5039 | 5241 | 5465 |
| Return on equity shareholders fund | 10.47 | 10.72 | 11.14 |

Chart 2.5 Return on Equity Shareholder's Fund



Interpretation –This ratio helps business owners and financing professionals determine a company's financial health. In the above table we can see that there is a continuous growth in this ratio which is good indication for the company, as the company is returning a very good amount of money to its investors.

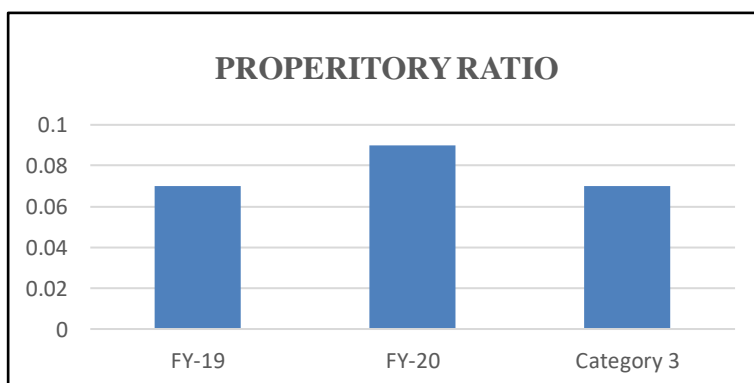
6. Proprietary Ratio

$$\text{Proprietary Ratio} = \frac{\text{Shareholders Fund}}{\text{Total Tangible Assets}}$$

Table 2.8 Proprietary Ratio

| Details | FY-19 | FY-20 | FY-21 |
|-----------------------|-------|-------|-------|
| Shareholders fund | 5039 | 5241 | 5465 |
| Total Tangible assets | 64042 | 53172 | 68899 |
| Proprietary ratio | 0.07 | 0.09 | 0.07 |

Chart 2.6 Proprietary Ratio





Interpretation – The proprietary ratio shows the contribution of stockholders in total capital of the company. In the above table we can see that the ratio remains between 0.5 to 1 which is a good sign for the company. As it indicates a strong financial position of a company and greater security for the creditors. The company is giving good performance in this ratio.

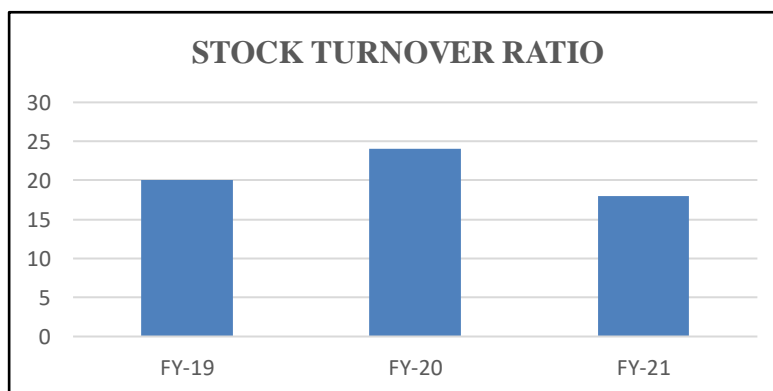
7. Stock turnover ratio

$$\text{Stock Turnover Ratio} = \frac{\text{Cost of Good Sold}}{\text{Average Stock}}$$

Table 2.9 Stock Turn Over Ratio

| Details | FY-19 | FY-20 | FY-21 |
|----------------------|----------|----------|----------|
| Cost of goods sold | 316447 | 369001 | 375664 |
| Average stock | 15324 | 15175 | 20032 |
| Stock turnover ratio | 20 times | 24 times | 18 times |

Chart 2.7 Stock Turn Over Ratio



Interpretation –The stock turnover ratio determines how soon an enterprise sells its goods and products and replaces its inventories in a set duration. In the above table we can see that in FY-20 there was an increase in the ratio to 24 but again there was fall in the FY-21 to 18. Higher stock turnover ratio is better as it shows that there is a large demand of that product in the market. But we can see that currently there is fall in the demand of companies' product in the previous year. Company is trying its best by improving market techniques.

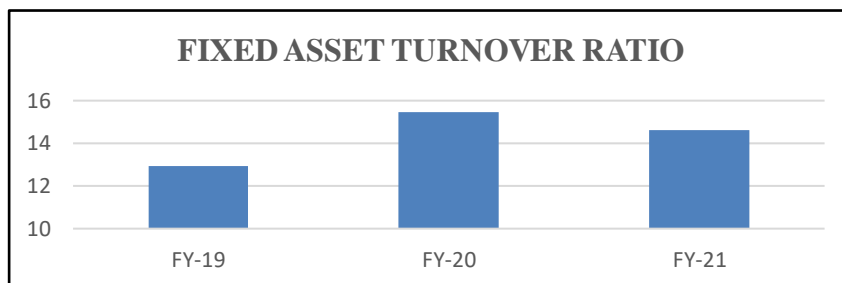
8. Fixed asset turnover ratio

$$\text{Fixed Assets Turnover Ratio} = \frac{\text{Cost of Goods Sold}}{\text{Fixed Assets}}$$

Table 2.10 Fixed Assets Turn Over Ratio

| Details | FY-19 | FY-20 | FY-21 |
|----------------------------|--------|--------|--------|
| Cost of goods sold | 316447 | 369001 | 375664 |
| Fixed assets | 24460 | 23844 | 25706 |
| Fixed asset turnover ratio | 12.93 | 15.47 | 14.61 |

Chart 2.8 Fixed Assets Turn Over Ratio



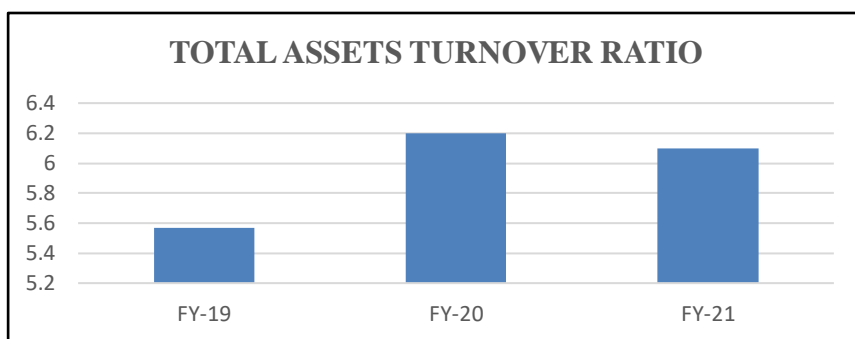
Interpretation - The fixed asset turnover ratio reveals how efficient a company is at generating sales from its existing fixed assets. In the above table we can see that there is an increase in the ratio in FY-20 it increased to 15.47 which is a good indication as the company is using its fixed asset more effectively. but again, there was a fall in FY-21 but still the ratio remains better which is good indication.

9. Total assets turnover ratio

$$\text{Total Assets Turnover Ratio} = \frac{\text{Cost of Goods Sold}}{\text{Average Total Assets}}$$

Table 2.11 Total Assets Turn Over Ratio

| Details | FY-19 | FY-20 | FY-21 |
|-----------------------------|--------|--------|--------|
| Cost of goods sold | 316447 | 369001 | 375664 |
| Average total assets | 56732 | 58607 | 61035 |
| Total assets turnover ratio | 5.57 | 6.2 | 6.1 |

Chart 2.9 Total Assets Turn Over Ratio


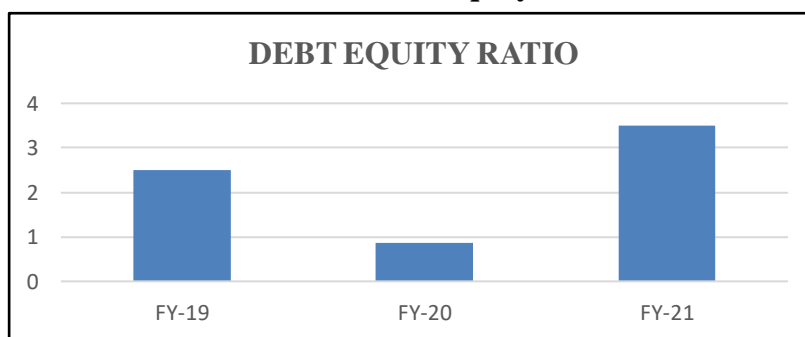
Interpretation –The higher the asset turnover ratio, the more efficient a company is at generating revenue from its assets. In the above table we can see that in FY-20 this ratio as compared to FY-19. It is constant in FY-20 & FY-21 the ratio is higher which indicates that the company is using its assets in a very efficient and generating higher sales and enough revenue for itself.

10. Debt equity ratio

$$\text{Debt Equity Ratio} = \frac{\text{Long Term Investment}}{\text{Equity Shareholders Fund}}$$

Table 2.12 Debt Equity Ratio

| Details | FY-19 | FY-20 | FY-21 |
|--------------------------|-------|-------|-------|
| Long term investment | 12686 | 4530 | 19259 |
| Equity shareholders fund | 5039 | 5241 | 5465 |
| Debt/equity ratio | 2.5 | 0.86 | 3.5 |

Chart 2.10 Debt Equity Ratio




Interpretation –Debt to equity ratio shows the capital structure of the company and how much part of it was financed by Debt (Bank loans, Debentures, Bonds, etc.) compared to the investors or shareholder's funds i.e., Equity. In ten above table, we can see that the company was having a good debt equity ratio in FY-20 but it increased in FY-21 to 3.5 which means the company is more relied on debt which is not a good indication for the company. lower the debt equity ratio better for the company.

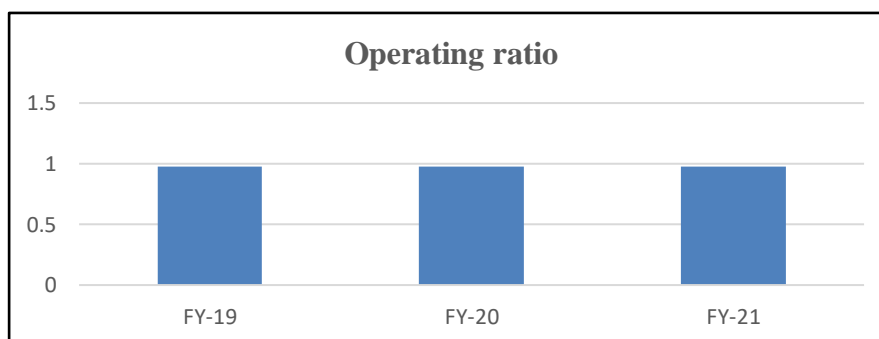
11. Operating ratio

$$\text{Operating Ratio} = \frac{\text{Operating Expenses} + \text{Cost of Goods Sold}}{\text{Net Sales}}$$

Table 2.13 Operating Ratio

| Details | FY-19 | FY-20 | FY-21 |
|--------------------|--------|--------|--------|
| Cost of goods sold | 316447 | 369001 | 375664 |
| Expenses | 12005 | 12873 | 13597 |
| Sales | 331943 | 385757 | 393222 |
| Operating ratio | 0.98 | 0.98 | 0.98 |

Chart 2.11 Operating Ratio



Interpretation –The operating ratio shows the efficiency of a company's management by comparing the total operating expense of a company to net sales. In the above table we can see that the operating ratio of the company remains constant over the three financial years. The ratio of 0.98 is considered a little bit high, which may not be a good sign for the company in future. So, the company should try to bring the ratio little bit down to what the ratio currently is.

2.5 FINANCIAL STATEMENT ANALYSIS

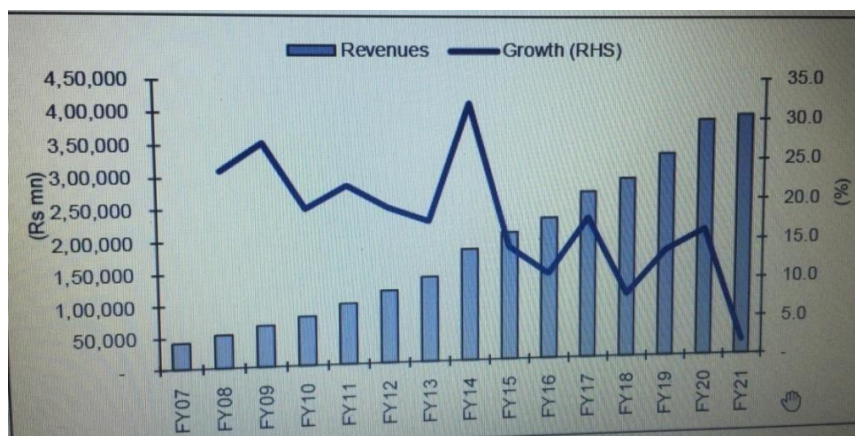
Our analysis of FY-21 annual report of GCMMF(Sumul) reveals various interesting facts regarding:

- Product wise revenue growth rate
- Efforts to strengthen moats
- Managements vision of long-term growth

➤ Revenue Growth Closes At 2% In Fy-21

Sumul reported revenue growth of 1.9% in FY-21. As consumption was impacted in hotels, restaurants, cafes and catering services, the company focuses on driving in- home consumption. it also invested in higher advertisement via holding, media, broadcasting etc....

Sumul showcased it products during the telecast of Ramayana and Mahabharat during lockdown. in FY-21 it resulted in high brand record value. it introduced immunity boosting products such as Haldi doodah, Tulsi doodah, ginger doodah and ashwagandha doodah.



2.6 ACCOUNTING PROCEDURE

The payment by Sumul Dairy to the farmers is done in the manner shown in the above diagram me as per the milk is received from them, from time to time. There are 2, 17,615 members from 1006 villages who pour their milk every day. The payment is made to the farmers on a daily basis by DCS (Dairy Co-operative Society), and Sumul dairy takes care of paying maximum to the farmers for their milk contribution. There are 1006 DCSs for each village, to



collect milk from the milk producers (farmers). these Dairy Co-operative societies are paid by the Dairy Chilling Centers, as per the quantity of the milk received.

Further the payment, made by Sumul Dairy is coordinated with the Accounts department to keep the record of the milk received and to maintain the account for it in the following manner.

- Collection of sales bills & sales data
- Data verification with sales information
- Feed concern data in computer
- Feed duration data in computer
- To pass duration entry to the computer.

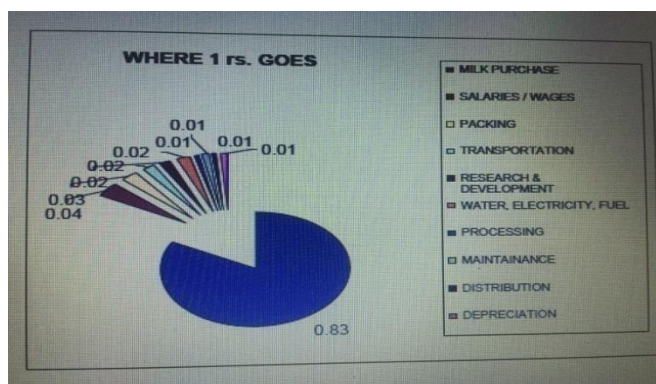
➤ **To the Milk Producers**

Finance department will make payment on the base of certified & approved bills.

- Receipt of milk collection data.
- Verify the data with concern department & payment for each dairy co-operative society.
- Feed all the data in computer with Oracle support
- Reduction of DCSP (dairy co-operative society purchase) & other miscellaneous
- Account of net amount payable to society is prepared.
- The payment will send by MT (Money Transfer) by district co-operative bank.

➤ **To the Transporters**

All the come to the finance department for final payment. Every bill is certified by the concern department authority. They have to give justification for any expenses. & then finance department will make payment to the transportation for any expenses. & then finance department will make payment to the transporters on the bases of certified & approved bills.



➤ WHERE DOES RS1 GO (EXPENDITURE)

Table 2.14 Expenditure

| PARTICULARS | PAISE |
|--------------------------|-------|
| Milk purchase | 0.83 |
| Salaries / wages | 0.04 |
| Packing | 0.03 |
| Transportation | 0.02 |
| Research & development | 0.02 |
| Water, electricity, fuel | 0.02 |
| Processing | 0.01 |
| Maintenance | 0.01 |
| Distribution | 0.01 |
| Depreciation | 0.01 |



CHAPTER 3

MARKETING DEPARTMENT

CHAPTER 3: MARKETING DEPARTMENT

3.1 INTRODUCTION

Most of the people define marketing as selling or advertising. It is true that these are parts of the marketing. But marketing is much more than advertising and selling. In fact, marketing comprises of a number of activities which are interlinked and the decision in one area affects the decision in other areas.



When marketing a dairy product, the most important aspect of your strategy is determining your competition and audience. By establishing these parameters, you can decide what aspect of your dairy business to highlight and where will be the most effective place to advertise to capture your target audience.

Understanding the dairy business and products thoroughly will help you discern your advertising assets and weaknesses.

3.2 LIST OF PRODUCTS

3.2.1 Powder Plant

- SMP (Skimmed Milk Powder)
- WMP (Whole Milk Powder)
- FFMP (Fat Filled Milk Powder)
- BMP (Buttermilk Powder)

3.2.2 Bakery Plant

Table 3.1 List of Bakery Products

| FRESH PRODUCTS | DRY PRODUCTS | NAMKEEN |
|--------------------------|------------------------------|--------------------------|
| Sandwich Bread | Khari | Surti Namkeen (Bhusu) |
| Whole Wheat Bread | Makhania Biscuit | Farali Chewdo |
| Bhaji Pav | Nankhatai | Organic Banana Wafer |
| Vada Pav / Dabeli Pav | Elaichi Milk Toast / Rusk | Khakhra |
| Burger Bun | Jeera Cookies | Pocket Khakhra |
| Pizza Base | Butter Cookies | |
| | Chocolate / Coconut Cookies | |



3.2.3 Ice-cream Plant

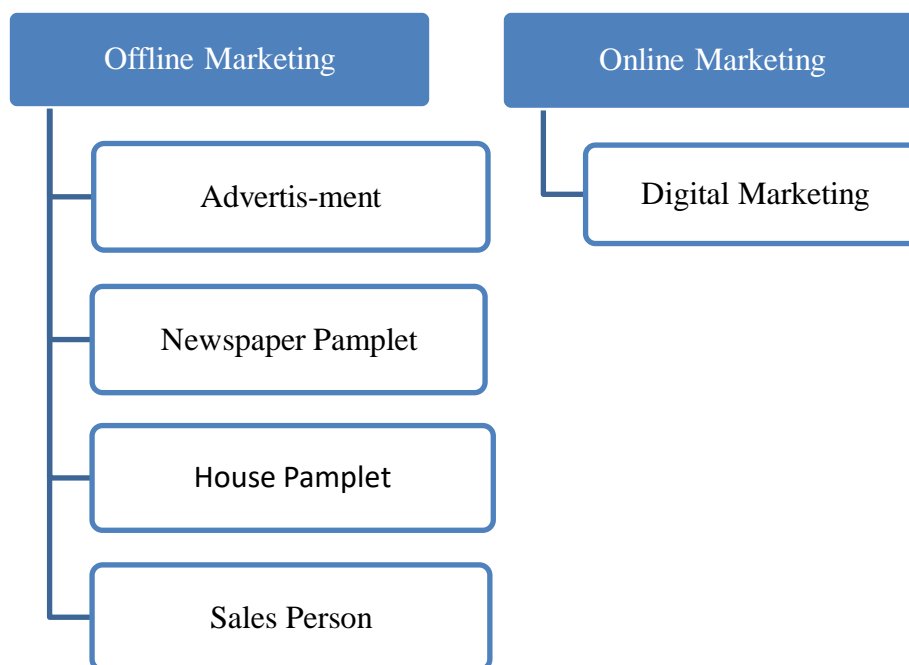
Table 3.2 List of Ice-cream Products

| TRICONE | TUBS | STICK CANDY | SCOOP CUP | SUNDAE | SUPER SAVER PACK |
|-------------------|---------------------|-----------------|---------------------|---------------------------|---------------------|
| Butterscotch | Rajbhog | Juicy | Shalimar | Chocolate | Strawberry |
| Chocolate | Roasted Almond | Fresh Froot | Chocolate Brownie | Khatta Meetha Mango | Butter Scotch |
| Choco Crunch | Moroccan Dry Fruit | Mini Chocobar | Fruit N Nut Fantasy | Sundae Twist | Chocolate Passion |
| Choco top Caramel | King Alphonso | Chocobar | Golden Pearl | Chocolate Magic | Fruit N Nut Fantasy |
| Badam Pista | Chocolate Brownie | Crunch Chocobar | King Alphonso | Strawberry Magic | Vanilla Royal |
| Kesar Pista | Fruit N Nut Fantasy | Mango Dolly | Butterscotch Bliss | Cheese N Strawberry Magic | Choco chips |
| Belgium Chocolate | Choco Chips | Raspberry Dolly | Hal di Ice-Cream | | |



3.3 MARKETING PLAN

Sumul dairy mainly work on 2 marketing plants as given below:



[Figure 3 Type of Marketing at Sumul Dairy]

Marketing plan through digital marketing:

Sumul Dairy do their marketing through various social media platform.

- Facebook marketing page: 22,000+ followers.
- Facebook official page: 4,300+ followers.
- Instagram official page: 2,500+ followers.
- Digital marketing handle by “Stare Galaxy” company.

3.4 MAJOR COMPETITOR

3.4.1 Bakery Product

- Kalory
- Maruti
- Britannia
- Super
- Oder-Fresh
- Richirich

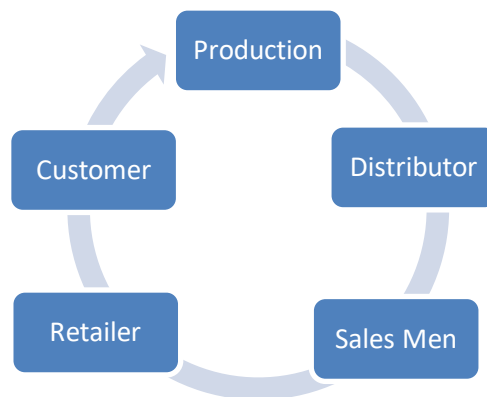
3.4.2 Ice-cream Product

- Havmor
- Vadilal
- Kwality wall's
- Mother Dairy
- Arun
- Creambell
- Baskin Robbins

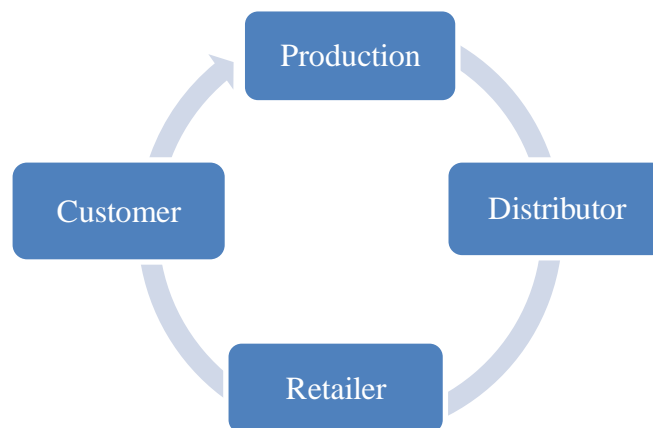
3.5 DISTRIBUTION CHANNEL

Major 3 type of Distribution Channels Followed By company.

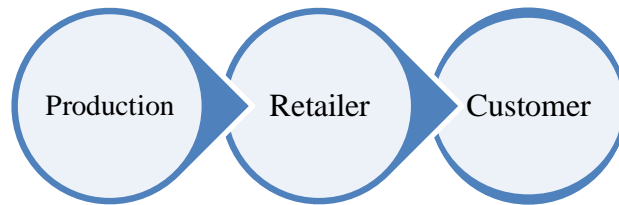
3.5.1 1st Channel



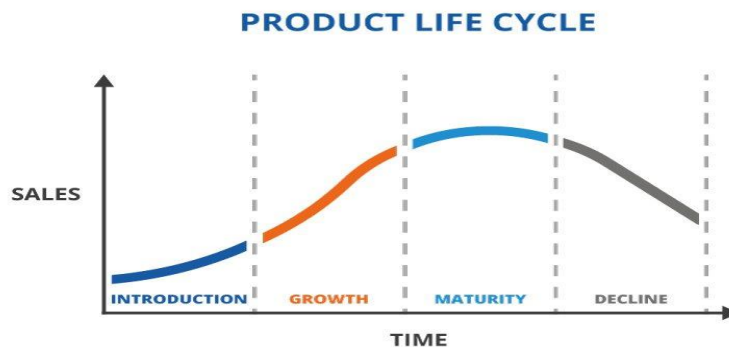
3.5.2 2nd Channel



3.5.3 3rd Distribution Channel



3.6 PLC (PRODUCT LIFE CYCLE)



3.6.1 Introduction

The introduction phase is the first-time customers are introduced to the new product. A company must generally include a substantial investment in advertising and a marketing campaign focused on making consumers aware of the product and its benefits, especially if it is broadly unknown what the item will do. In Sumul dairy there is no product in introduction stage.

3.6.2 Growth

If the product is successful, it then moves to the growth stage. This is characterized by growing demand, an increase in production, and expansion in its availability. The amount of time spent in the introduction phase before a company's product experiences strong growth will vary from between industries and products. In Sumul dairy there is:

**Table 3.3 Products in Growth Stage**

| Fresh Product | Dry Product |
|-----------------------------|--------------------|
| Whole wheat sandwich (400g) | Cookies |
| Pizza Base (8") (200g) | Elaichi Rusk |

3.6.3 Maturity

The maturity stage of the product life cycle is the most profitable stage, the time when the costs of producing and marketing decline. With the market saturated with the product, competition now higher than at other stages, and profit margins starting to shrink, some analysts refer to the maturity stage as when sales volume is "maxed out".

Table 3.4 Products in Maturity Stage

| Fresh Product | Dry Product |
|-----------------------------|--------------------|
| Whole wheat sandwich (400g) | Cookies |
| Pizza Base (8") (200g) | Elaichi Rusk |
| Sweet Bun | Muffins |
| Burger Bun | Makhania |
| Core Cutting Bread | Nankhatai |

3.6.4 Decline

Reaching the end of its life, the product faces fewer competitors. The price may rise and distribution has become selective as some distributors have dropped the product. Promotion aims to remind customers of its existence. In Sumul dairy there is: Fresh Product (Tringle grill sandwich bread), Dry Product (Jeera Rusk).

3.7 MARKET SEGMENTATION

Every month Sumul is organizing survey programmers to know their market share. All the records are done with the Oracle system. Giving advertisement in local TV channels.

- Advertising by hoardings
- Rasoi contest
- Paneer show
- Home visiting



Thus, by doing different types of Programmes and advertisement Sumul know their market share in dairy industry Sumul dairy is wider term. Sumul has the market leader in almost each dairy product in Surat district.

➤ **Segmentation**

- **Kids:** Cookies, Muffins
- **Youth:** Khari, Bread, Namkeen, Makhania
- **Health Conscious:** Moji Cookies (Manufacturing Only for below 6 Years children for government medical camp at regional areas.)

3.8 CRM (CUSTOMER RELATIONSHIP MANAGEMENT) PRACTICES

- Sponsorships for awards
- Talent promotion through events
- Constant feedback from distributors
- In-store interactive celebrations on festivals
- Information technology integrations

3.9 PROMOTING TOOLS USED

- Big Hoardings in Different parts of the city,
- Radio FM 98.3,
- Newspaper Pamphlet,
- Use of Leaflets at regular intervals,
- Wall Painting,
- Delivery Truck painting,
- Free glow signboards to agents,
- Free shop painting of agent,
- Distribution of “Sumul baby care” book.



3.10 PRICING METHOD

Generally, the pricing policy is not disclosed to anyone, and so confidential information was also not disclosed regarding the pricing policy. General information regarding the setting up of price is it has fixed structure followed by GCMMF at Sumul Dairy. No additional profit is being charged. Here while setting the price the care is taken that the price of the product of Sumul is kept low equal to the precluding price of the similar product in the market.

Sumul Dairy is following FMP (Fixed Margin Policy) where company charges 25-30% of margin on their prices. At present, the company is following “Cost Plus Margin method”.

3.11 SALES FORCE MANAGEMENT

Sales force management is a sub-system of marketing management. It is sales Management that translates the marketing plan into marketing performance.

- The company manages their sales force in 2 modes.
- Online: In online mode they manage sales by calling and messaging.
- Offline: In offline mode they manage sales through walk in customers and customers.



CHAPTER 4

HRM / PERSONNEL DEPARTMENT



CHAPTER 4: HRM / PERSONNEL DEPARTMENT

4.1 INTRODUCTION

Human Resource Management (**HRM**) is the practice of recruiting, hiring, deploying and managing an organization's employees.

HRM is often referred to simply as human resources (HR). A company or organization's HR department is usually responsible for creating, putting into effect and overseeing policies governing workers and the relationship of the organization with its employees.

4.2 RECRUITMENT PROCEDURE

Sumul as such does not have a well-defined recruitment policy. Recruitment is basically done by HRD department in consultation with the concerned department for which new employee is required.

It is not a regular event as recruitment is done only when there is any vacancy or some requirement comes up in the organization. All the new employees must meet the minimum experience and qualification criteria as set by personnel department.

❖ Sources of Recruitment

➤ Internal Sources

- Present Employees
- Employees Referrals
- Promotion and training


➤ External Sources

- **Campus Recruitment**

Sumul Dairy takes most of fresher employee from Anand Agriculture University.

- **Advertisements**

Sumul Dairy giving Advertisements in Gujarat Mitra Newspaper.

**Surat District Coop. Milk Producers' Union Ltd.(SUMUL DAIRY)**
P.B.NO.501, SURAT-395008

"Sumul Dairy" The Indian Dairy Co-Operative of over 2.50 lakhs farmer members with an annual turnover of Rs.3500crores, requires the services of a dynamic and high caliber professional for below mentioned position with the following qualification and experience:

| | |
|------------------------------|---|
| POSITION | General Manager/Dy. General Manager / Senior General Manager (Plant Operations) |
| MINIMUM QUALIFICATION | B. Tech/ M. Tech (Dairy Technology) / Master of Business Administration (MBA) or P.G Diploma in Rural Management from reputed institute. |
| MINIMUM EXPERIENCE | Minimum 20 years of rich experience of Procurement, Production, CFP Op's, Engineering & Project of a large Co-operative Dairy Plant with a proven track record Out of which 10 years of experience in the manager cadre and 3 years' experience as overall plant In charge. |

For more details, please log on to our website: careers.sumul.coop Interested candidates having required qualification, experience & willing to work for a cause, may apply online at careers.sumul.coop OR send a hard copy of their Resume,super-scribing at the top right of the envelope position applied for to the Managing Director Sumul dairy Surat -395008,within 15 days of publication of this Advt.
Management reserves the right to accept OR reject any applications.

MANAGING DIRECTOR
Sumul Dairy, Surat

4.3 SELECTION PROCESS

The Selection Process is concerned with determining whether an applicant meets with all the qualification need to perform a particular job. It means right person a right place. It is very important because of a wrong person is selected it will cost to the company. Need of selection would be arise when vacancies are made in organization. Procedure for selection differs from organization to organization and from job to job.

4.3.1 For Executives

- Written Test
 - Aptitude test
 - Subject test
- Group Discussion
- Interview
- Final selection

4.3.2 For Non-Executives

- Written Test
- Final interview
- Final selection

4.4 NUMBER OF EMPLOYEES

Table 4.1 No. of Employees In all Department

| Department | No. of Employees |
|------------------------------|------------------|
| Apprentice | 28 |
| HRD | 03 |
| Co-operative | 08 |
| Veterinary | 28 |
| Technical Support Service | 09 |
| Engineer | 33 |
| Lab | 04 |
| Store | 03 |
| Production Department | 74 |

- Total Permanent Employees: 168
- Total Apprentice: 28

4.5 ATTENDANCE MAINTENANCE





Attendance Management keeps track of your employee hours. It is the system you use to document the time your employees work and the time they take off. Attendance Management is done through face reading and punching software. In end of the month, they check attendance in “ORACLE” software.

4.6 TRAINING GIVEN

Training of employees takes place after orientation takes place. Training is the process of enhancing the skills, capabilities and knowledge of employees for doing a particular job. Training process the thinking of employees and leads to quality performance of employees. It is continuous and never ending in nature.

Training is crucial for organizational development and success. It is fruitful to both employers and employees of an organization. An employee will become more efficient and productive if he is trained well.

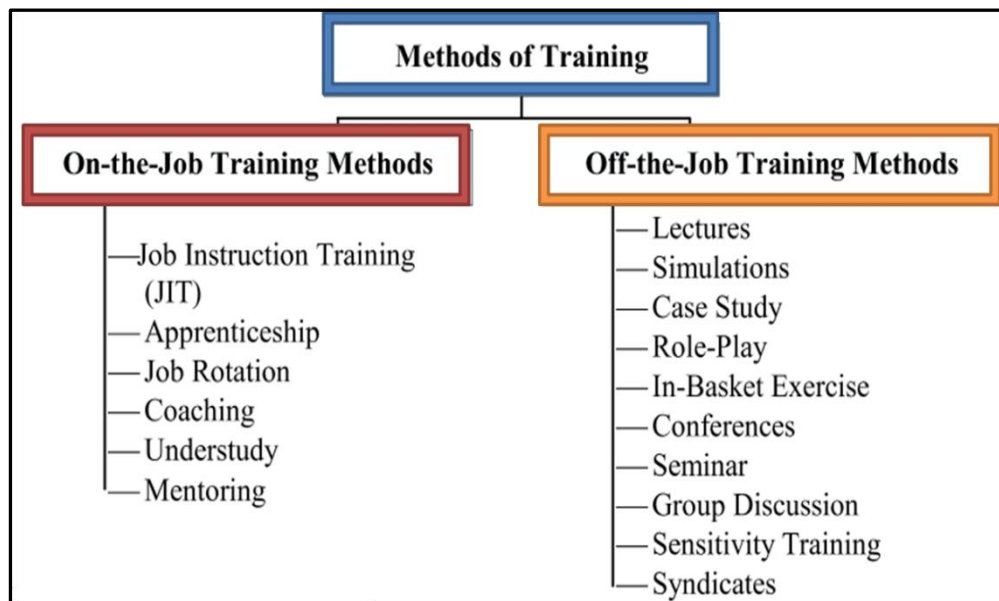
➤ Training given by company as follows

- Safety
- Boiler
- Machinery
- Motivation
- Hygienic
- ISO (International Organization for Standardization)
- Food Processing and Testing

➤ Induction Training

The induction training means to introduce the new employee with the organization and colleagues so that he/she easily join their work without feeling nervousness.

In Sumul there is 7 days of induction training program. First of all, the new employee is introduced with the organization.



[Figure 4 Training Methods of Sumul Dairy]

All the types of training are provided at Sumul dairy training of different person varies according to their job in the company the management training is given for 6 months. Officers and senior Executives attend the management development programmed organized by the institute. Training is not uncommon in Sumul. It has an elaborate training program to make employees acquire new skills and knowledge. Both internal and external training is carried out as and when required.

4.7 FRINGE BENEFITS PROVIDED

Fringe benefits are perks or extra compensation over and above regular salary. Some fringe benefits are for all the employees, whereas others are offered only to certain categories of employees. For instance, the amount of paid time off an employee receives is typically directly proportional with length of employment.

Sumul Dairy provide fringe benefits such as Provident fund, gratuity, medical care, hospitalization, accident relief, health and safety insurance, canteen, uniform, recreation, etc.

4.8 LEAVE RULES

At Sumul Dairy, employees have to take permission from HR 7-10 days before the holiday with a reason.

4.8.1 Types of leaves

- Training leave
- Special cases
- Transfer leaves
- Tour leave
- Medical leave
- Leave without payee
- Maternity leave (5-6 Months)
- Unauthorizes leave
- Competitive off
- Employees' State Insurance Scheme

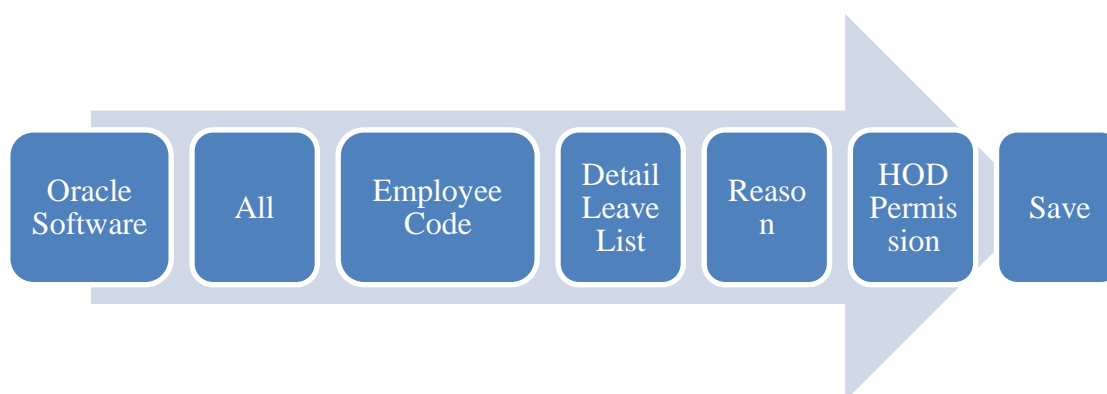
4.8.2 Reasons

- Personal Work
- Social Work
- Out of station
- Marriage and Death

The company provides **40 PL (Privilege leave)** in a year which are payable and **12 CL (Casual Leave)** in a year which aren't payable. PL is carryforward in every year in January month.

➤ Online Procedure for Leave

Employees withdraw their PL salary for 3 times in a year.



[Figure 5 Online Leave Procedure of Sumul Dairy]



4.9 EMPLOYEE SAFETY MECHANISM

Employee safety refers to providing a safe working environment for employees by incorporating safe equipment and safe procedures at the workplace to ensure worker safety. If any accident occurs during the working hours in the organization provides this first aid facility to the employee for their quick remedy. Sumul Ambulance Centre, Group Insurance, Regular Medical Checkup & X-ray, helping to prevent bad habits, Superannuation Scheme takes care as a preventive approach towards the medical & health of the employees. Sumul has made provision for a Safety Officer who is qualified in the Safety aspects and employees are provided with Safety equipment & devices for usage at appropriate places.

➤ Safety Equipments

- Safety shoes
- Cap and mask
- Uniform
- Noise safety buds
- Fire extension
- Hand Glows
- Rubber sheet in electrical panel

4.10 PROMOTION-TRANSFER RULES

4.10.1 Promotion Rules

A promotion rule is a set of guidelines that define how, when, and why an employee is eligible for a promotion. The company's human resources team develops these guidelines to provide specific and measurable goals for employees to qualify for a promotion.

Sumul Dairy gives 1st time promotion after completed service of 9 years and then after next promotion given of 18 and 27 years of service.

4.10.2 Transfer Rules

Transfer rule in HRM is a document which consists of all the important information related to the job transfer of the employee. It has a list of types of job transfer which can take place in the organization along with the terms and conditions which has to be followed while transferring the employee. It provides information about



the officers who are given authority to initiate and implement the job transfer in the organization. The basis on which the decision of transfer should be taken is given in the employee transfer rule. There is not any rule for transfer, but managing director of the organization generally takes the transfer decisions.

4.11 SPECIFIC HR POLICIES

Human resources policies are a set of rules for hiring, promotion, work process, leave, termination, work environments, compensation, performance appraisal, and many other vital functions.

HR policies are also a layout of how an organization will treat its people and property. These essential documents are developed by HR managers along with company administrators. It's necessary to recite these policies before a complication arises; it's preferable that you know how to respond.

- **Sumul Dairy do not provide any type of Cash or Salary for overtime.**

4.12 WAGES & SALARY ADMINISTRATION

- Dearness Allowance
- Additional Dearness Allowance (ADA)
- House rent Allowance (HRA)

Some fixed amount of house rent allowance is provided for those who live in rental house. Sumul has a “fixed increment system” for each level of authority in the organization. Only one increment is given a year. However, for calculating increment for an employee, the period of time the day of his joining.

Rather the months of January and July are considered as base month for the same. For instance, an employee joining the organization in second week of January in 1999 would be having his next increment due in 2000 July not in January. There is also a compulsory increment every 14 and 23 years in which the employee becomes eligible for immediate next salary scale. Plus, two increments without any change in his/her designation.

However, during the last agreement, upgraded employees have also been given designation as per new salary scale. Recently, Sumul has revised its pay structure to attract more young talents.



4.13 PERFORMANCE APPRAISAL PROCESS

The performance of the employees is done, and the employees always perform better for that they decide increments. The organization decides increments in three ways: After completing the recruitment and selection procedure the performance of the applicant can be checked. The organization gives them a special project to complete.

After completing the project, it can be checked by the authorized person of that department. If the trainees complete their projects satisfactorily then, they are appointed otherwise they are terminated from the organization.

- **According to Performance**

The organization decides increments according to the performance of the employees.

How do they behave with others? Do they finish their work in the given time with satisfactorily? etc. According to this the organization decides the increment. For that they keep records of the employees in a separate file.

- **According to Performance Form**

The organization issues the performance form. In this form all the information regarding the employees is included. The forms are submitted to the M.D. If the M.D. says yes, then the employees get their increment. If the M.D. replies no, then the head of the department discuss with the M.D., how to improve the performance of the employee.

4.14 GRIEVANCE HANDLING PROCEDURE

Handling Employee Grievances: Grievance Procedures for Your Workplace When an employee is dissatisfied with their work environment, they have the right to file a grievance with their supervisor or manager.

A grievance may relate to the financial, social, physical, and emotional aspects of a position or workplace.

Whether your employee is experiencing workplace bullying, issues with payroll or physical safety concerns, it's important to abide by your company's approved grievance procedure.



4.15 EMPLOYEE FEEDBACK MECHANISM

- After personal visit to customers & explaining the causes of complaint, replacement is given for Bakery Products.
- If agent changes more than MRP than they are fined & even terminated.
- Agents may also be terminated for his unwanted behavior as; the Customer satisfaction is most important for the organization.
- Sumul goes for consumer survey to know their preferences & intended Demand from time to time.
- A separate wing is created in the sales department who takes care of customer complaints. Consumer forums in different areas are formed and regular meetings are organized to address their grievances.
- Complaints are received either by the letter or telephone.
- Complaints are entered in to the “customer complaint register”.
- Seeing the nature of complaint, action is taken.



CHAPTER 5

PRODUCTION INFORMATION

CHAPTER 5: PRODUCTION INFORMATION

5.1 INTRODUCTION

A production department is a group of functions within a business that is responsible for the manufacture of goods. This can include just a few specialized functions with all other work outsourced, or a fully functioning department that converts raw materials, assembles components into finished goods, and packages them.

The production department can be the largest organization within a business. It may employ mechanics, machine setup specialists, maintenance personnel, and machine operators.

5.2 PLANT LOCATION

Sumul Dairy Navi Pardi,

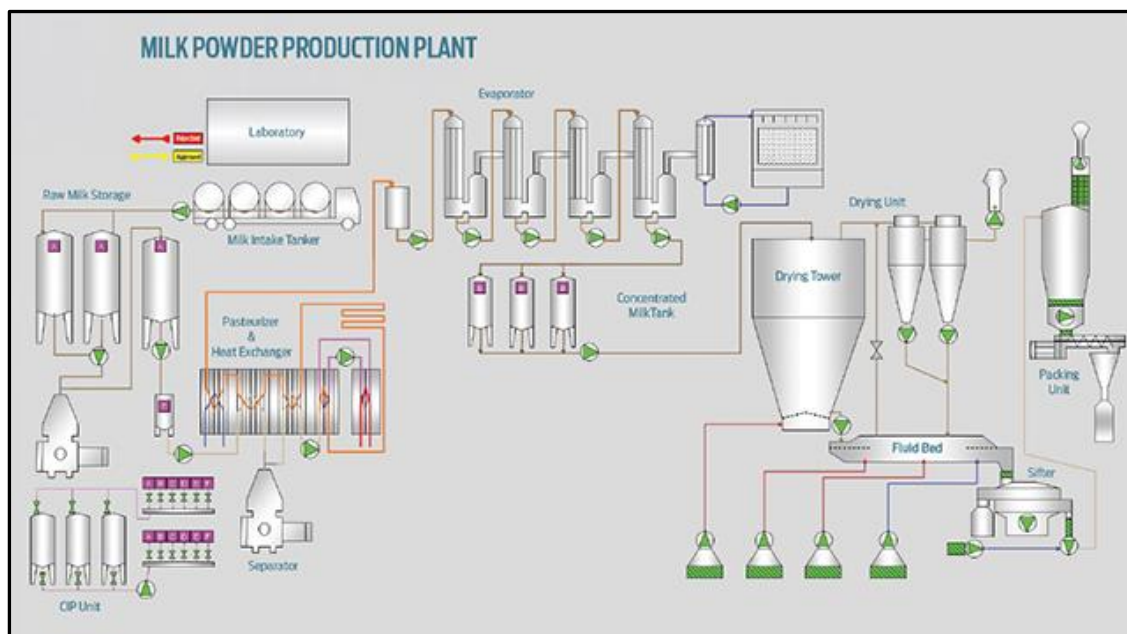
At & Po. Navi Pardi.

Ta. Kamrej,

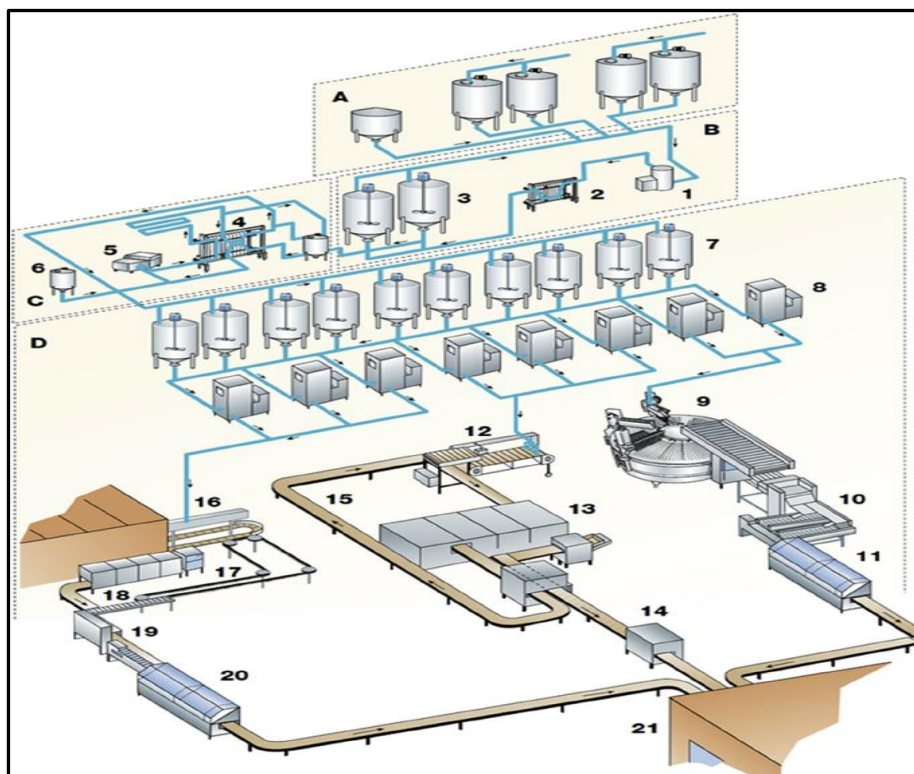
Dist. Surat-394150

5.3 PLANT LAYOUT USED

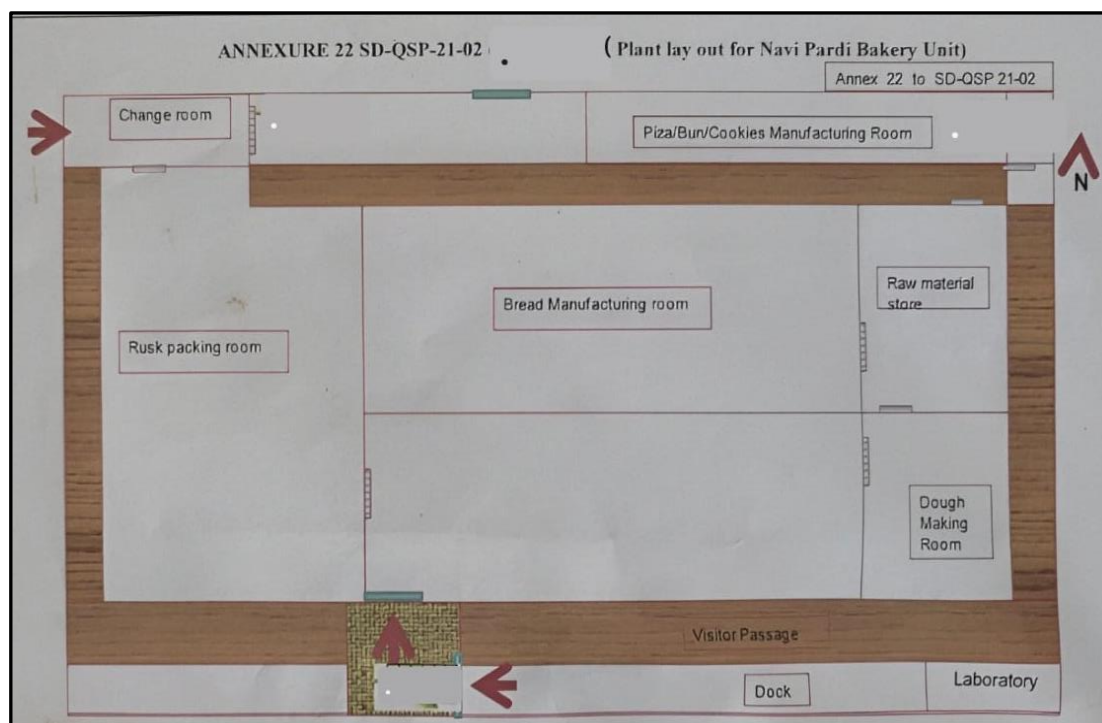
5.3.1 Powder Plant



5.3.2 Ice-Cream Plant



5.3.3 Bakery Plant





5.4 RAW MATERIAL USED

5.4.1 Ice cream plant

- Milk Solid
- SMP (Skimmed Milk Powder)
- Sweetener
- Flavors
- Colors
- Additives
- Thickness
- Stabilizer
- Emulsifier

5.4.2 Powder Plant

- Milk

5.4.3 Bakery Plant

- Maida
- Salt
- Sugar
- Acetic Acid
- Ascorbic Acid
- Yeast
- Flavors
- Colors
- Dry Fruits
- Sweetness
- Emulsifier
- Shortening

5.5 SYSTEM USED

5.5.1 Bakery

In Bakery plant “**Batch production system**” is used in Sumul dairy. Here Products mix varies from time to time. The products are different but are of a similar nature. Example: Sandwich Bread, Fruity Bread, Ata Bread.

5.5.2 Ice-cream Plant

In ice cream plants “**Batch production system**” is used in Sumul dairy. Batch production is a method of manufacturing where the products are made as specified groups or amounts, within a time frame. A batch can go through a series of steps in a large manufacturing process to make the final desired product. Batch production is used for many types of manufacturing that may need smaller amounts of production at a time to ensure specific quality standards or changes in the process. Example: Orange Candy, Mango Candy, Cola Candy.

5.5.3 Powder Plant

In powder plant “**Continuous Flow Type Production System**” is used in Sumul Dairy. The entire Plant works as one integrated Machine. It is not possible to visualize the manufacturing process. It is not possible to very frequently stop machines in this production system. The highest degree of automation is possible in continuous flow type production system. Example: SMP (Skimmed Milk Powder)

5.6 HEAVY MACHINERIES USED

5.6.1 Bakery

1. Dough Sheeter

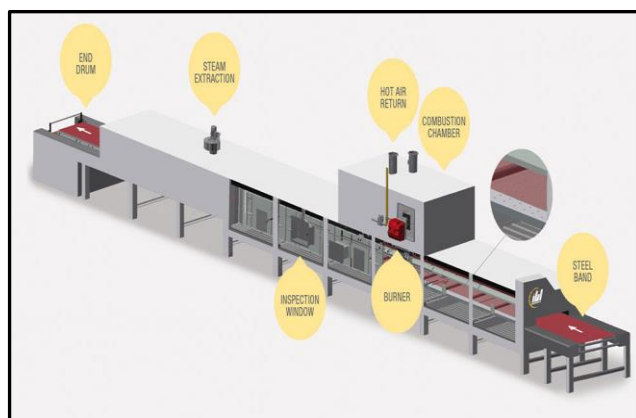
Dough dividers are used in bakeries to divide high volumes of dough into quantities of equal size, using one or two pistons, or a knife. The filled trough containing remixed dough is moved to the divider area or to the floor above the divider. The dough is dropped into the divider hopper, which cuts it into loaf-size



pieces. Two methods are employed. In the volumetric method, the dough is forced into pockets of a known volume. The pocket contents are cut off from the main dough mass and then ejected onto a conveyor leading to the rounder. When density is kept constant, weight and volume of the dough pieces are roughly the same. In the weight-based method, a cylindrical rope of dough is continuously extruded through an orifice at a fixed rate and is cut off by a knife-edged rotor at fixed intervals. Since the dough is of consistent density, the cut pieces are of uniform weight. Like the pocket-cut pieces, the cylindrical pieces are conveyed to the rounder.

2. Tunnel oven

Tunnel ovens are continuous baking equipment which can be either direct gas fired (DGF) or indirect heating units. The heart of high-speed production lines, they usually define the output capacity of the plant.



3. Rotary type Rack oven

Specification

| | | |
|-----------------|---|--------------------|
| Power | : | 220V, 65kw, 3PH |
| Baking Capacity | : | 32 Trays 46*72 cm |
| Blower Speed | : | 3200 rpm |
| Heat Capacity | : | 50400k Cal/h |
| Gas Pressure | : | 10 kg/cm |
| Gas Flow Rate | : | 6 kg/hrs. |
| Dimension | : | L200*W 210*H250 cm |

Rack ovens are used to bake everything from breads to pastries and is a great all-purpose oven. These ovens utilize special carts or racks to support the baking pans. These racks can be used in the dough prep and proofing stages as well as the baking process. Rack ovens are ideal for a wide range of baked goods including pastries, breads, cookies, cakes, muffins, pan bread, artisan bread, bagels and so much more.



4. Proofer

A proofer is a piece of equipment designed to provide a specific temperature and relative humidity conditions to boost yeast activity of the fermenting dough pieces. Proofing equipment provides convective surface heating and conduction of heat from the dough surface to its interior. In baking terminology, proofing refers to the final rise of shaped bread before baking, which is a specific rest period in the process known as fermentation. Commercial bakeries use dough proofing equipment to maintain baking schedules and deliver consistent products.



5. Cooling tunnel

Cooling tunnels are systems used in various food processing facilities for fruits, vegetables, snack foods, backed goods and more. The cooling tunnels use blowers that introduce ambient air or outside air into the tunnel and extract the hot air from the products at the opposite end. Consequently, the passage of air over the pieces allows for more uniform cooling in much less time.



6. Horizontal flow wrap machine

Horizontal flow wrapping machines have a conveyor belt that moves products horizontally through the packaging process. They come with a sealing.

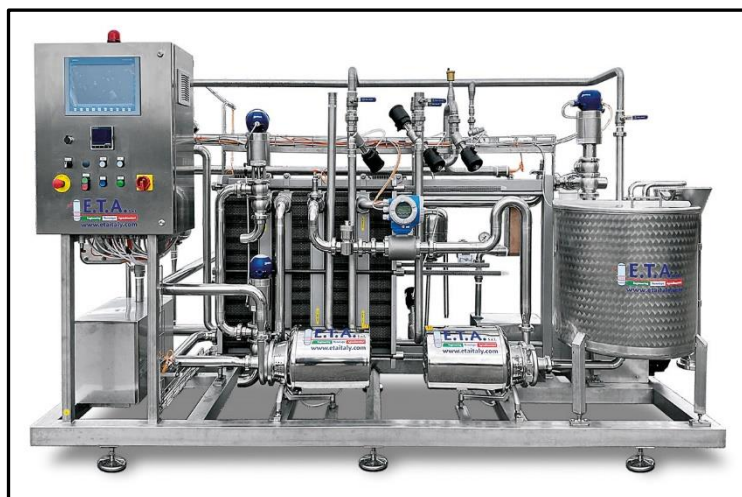


Mechanism that seals the product in the packaging material, creating a compact and secure package.

5.6.2 Ice-cream Plant

1. Pasteurizer (3000 Liter)

Pasteurization is a process by which milk is heated to a specific temperature for a set period to kills harmful bacteria that can lead to diseases like as listeriosis, typhoid fever, tuberculosis, diphtheria, and brucellosis.



2. Homogenizer



The process of breaking up the fat globules to very small sizes to prevent cream formation is known as homogenization. The equipment used for the same is known as homogenizer. The fat globules present in normal milk vary from 0.1 to 3 or 4 microns depending upon the breed of cows and various other factors.

3. Wrapping Machine

Wrapping Machines wrap a flexible packaging material, (e.g., paper, aluminum, plastic film), around a product or group of products.





4. Equipment specification

Table 5.1 Equipment Specification

| Equipment | | Each capacity (lit.) | Make |
|---------------------------------|--------|----------------------|--------------------------|
| Milk silo | 3 | 60,000 | Chengalva Eng. Pvt. Ltd. |
| | 1 | 1,00,000 | |
| Aging tank | 1 to 4 | 3,000 | ABC (insulated jacketed) |
| | 5 to 6 | 5,000 | |
| Past. Cream tank | 2 | 5,000 | ABC (insulated jacketed) |
| Past. Skim milk storage tank | 2 | 10,000 | ABC |
| Mix preparation tank | 3 | 3,000 | ABC |
| Flavor mixing tank | 13 | 600 | ABC (insulated jacketed) |
| Raw cream storage tank | 1 | 2,000 | ABC |
| Freezer | 2 | 1,500lit/hr | TETRAPAC |
| | 5 | 700lit/hr | |
| | 1 | 300lit/hr | |
| Basundi tank | 2 | 5,000 | ABC |
| Liquid glucose preparation tank | 1 | 500 | ABC |
| Cream separator | 2 | 10,000lit/hr | FRAUTECH |
| Homogenizer | 1 | 5,000lit/hr | GEA |
| | 1 | 3,000lit/hr | |
| Milk pasteurizer | 1 | 10,000lit/hr | GEA |
| Cream pasteurizer | 1 | 3,000lit/hr | Alfa Laval |
| Milk chiller | 1 | 3,000lit/hr | GEA |
| Ice cream mix Pasteurizer | 1 | 5,000lit/hr | ABC |
| | 1 | 3,000lit/hr | |
| Ripple ingredients dosing tank | 1 | 500 | ABC |
| Ripple preparation tank | 1 | 300 | ABC |
| Chocolate enrobe tank | 1 | 300 | ABC |
| Chocolate enrobe tank | 1 | 500 | ABC |

**5. Filing Machine****Table 5.2 Types of Filing Machine**

| | |
|--|---|
| 1. 40-50 ml rotary cone filling machine <ul style="list-style-type: none">✓ Make: - PWS Eng. Pvt. Ltd✓ Speed max. 6696/hr.✓ Two cones fill at a time. | 2. 1 L Rotary tub filling machine <ul style="list-style-type: none">✓ Make: - PWS Eng. Pvt. Ltd✓ Speed max. 1350/hr.✓ One tub fills at a time. |
| 3. 65-100 ml rotary cup filling machine <ul style="list-style-type: none">✓ Make: - PWS Eng. Pvt. Ltd✓ Speed max. 6572/hr.✓ Two cups fill at a time. | 4. 100-120 ml linear cone filling machine <ul style="list-style-type: none">✓ Make: - PWS Eng. Pvt. Ltd✓ Speed max. 12,600/hr.✓ Six cones fill at a time. |
| 5. 30 ml rotary cup filling machine <ul style="list-style-type: none">✓ Make: - PWS Eng. Pvt. Ltd✓ Speed max. 13,000/hr.✓ Four cups fill at a time. | 6. Rotary type candy machine (stick) <ul style="list-style-type: none">✓ Make: - Puyuan✓ Speed max. 12,000/hr.✓ Eleven candies fill at a time. |
| 7. 120 ml rotary cone filling machine <ul style="list-style-type: none">✓ Make: - PWS Eng. Pvt. Ltd✓ Speed max. 3000/hr.✓ One cone fills at a time. | 8. Punjabi kulfi (round shape-stick) Type: linear parallel <ul style="list-style-type: none">✓ Make: Puyuan✓ Speed. Max: 6000/hr.✓ Sven kulfi fill at a time |

5.6.3 Power Plant

1. Balance tank

Balance tank is a vessel that keeps product at a constant level above a pump inlet and will generally have a level sensor to help maintain tank volume. As the pump draws more fluid from the tank, the tank level drops, and a level device allows the flow of additional fluid into the tank.



2. Evaporator

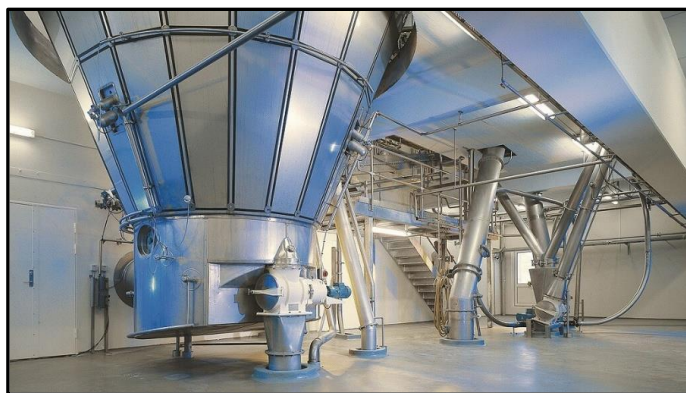
Evaporators are commonly used to concentrate foods by using heat to evaporate water from the food. As the liquid is concentrated, its boiling point is elevated.

Using low pressure, boiling of liquid foods (such as juices) is carried out at low temperatures and the heat labile food attributes are preserved.



3. Spray dryer

A spray dryer takes a liquid stream and separates the solute or suspension as a solid and the solvent into a vapor. The solid is usually collected in a drum or cyclone. The liquid input stream is sprayed through a nozzle into a hot vapor stream and vaporized. Solids form as moisture quickly leaves the droplets.



4. Vibro fluidizer

The Niro VIBRO-FLUIDIZER is a vibrating fluid bed of the plug flow type. A powder layer is vibrated on an air distributor plate. The effect of this vibration combined with the upward and forward directed flow of air through the plate creates ideal processing conditions and powder transport. The unit operates with a shallow powder layer of less than 200 mm. This gives a much more lenient powder treatment, since powder residence times are shorter than in non-vibrating fluid beds which operate at much deeper powder layers.





5.7 PRODUCT & SERVICE PRODUCED

5.7.1 Bakery Products

From 03/11/2017 Sumul has started selling its modern bakery product. For this “Scoop & Bakes” Outlets being started it is a huge market for bakery Products, but competitors are also there in the market.

Sumul Dairy has entered the market with a different impression. People of Surat city has appraised Its products like bread, cookies, toast, Khari, Makhania, Bhaji pav & Namkeens.

In the case of bakery, we could make a business of 212.48 tons in quantity & Rs. 1.42 crore till today which is a good start in bakery industry. In the coming days all south Gujarat, middle Gujarat & then allover Gujarat Sumul bakery products are going to be available for sale.

Table 5.3 List of Bakery Products

| FRESH PRODUCTS | DRY PRODUCTS | NAMKEEN |
|-----------------------|------------------------------|--------------------------|
| Sandwich Bread | Khari | Surti Namkeen (Bhusu) |
| Whole Wheat Bread | Makhania Biscuit | Farali Chewdo |
| Bhaji Pav | Nankhatai | Organic Banana Wafer |
| Vada Pav / Dabeli Pav | Elaichi Milk Toast / Rusk | Khakhra |
| Burger Bun | Jeera Cookies | Pocket Khakhra |
| Pizza Base | Butter Cookies | |

5.7.2 Ice-Cream Products

Gujarat Co-operative Milk Marketing Federation (GCMMF) has responsibility for the sale of Ice cream & Sumul works as its production unit. Sumul Dairy is made with the brand name Amul.

Selling responsibility of Ice cream is of Gujarat Co-operative Milk Marketing Federation (GCMMF) & Sumul Dairy is being activated as their production unit. During 01/08/2017 to 31/03/2018, business of ice cream is total 11, 34, and 18,354 & till today 10, 73,902.80 liters ice cream they procured from Sumul dairy.

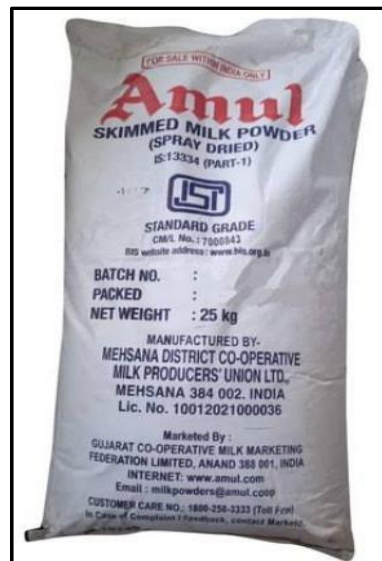
Table 5.4 List of Ice-cream Products

| TRICONE | TUBS | STICK CANDY | SCOOP CUP | SUNDAE | SUPER SAVER PACK |
|-------------------|---------------------|--------------------|---------------------|---------------------------|-------------------------|
| Butterscotch | Rajbhog | Juicy | Shalimar | Chocolate | Vanilla Royal |
| Chocolate | Roasted Almond | Fresh Froot | Chocolate Brownie | Khatta Meetha Mango | Butter Scotch |
| Choco Crunch | Moroccan Dry Fruit | Mini Chocobar | Fruit N Nut Fantasy | Sundae Twist | Chocolate Passion |
| Choco top Caramel | King Alphonso | Chocobar | Golden Pearl | Chocolate Magic | Fruit N Nut Fantasy |
| Badam Pista | Chocolate Brownie | Crunch Chocobar | King Alphonso | Strawberry Magic | Strawberry |
| Kesar Pista | Fruit N Nut Fantasy | Mango Dolly | Butterscotch Bliss | Cheese N Strawberry Magic | Choco chips |
| Belgium Chocolate | Choco Chips | Raspberry Dolly | Hal di Ice-Cream | | |

5.7.3 Powder Plant

At the Sumul dairy, Navi Pardi, civil work is completed of 3 Lac lite capacity milk processing plant & 30 MT capacity per day powder plant & process plant, powder plant & required utility machineries being installed & plant is being started.

Secondly excess milk was sent to other dairies to make powder. That powder will be produced in our own union plant by which improvement in the quality can be possible & could decrease the transportation cost & loss. This plant is operated by a completely automatic SCADA(Supervisory Control and Data Acquisition) system.



5.8 PROCESSED USED

When a company creates products to sell to consumers, they typically use a strict production process. This involves following various steps, from the input stage of product creation to the output stage of selling to consumers.

The right production process for each organization typically depends on the technology available, how many products the company needs to produce and organizational structure.

5.8.1 Ice-cream

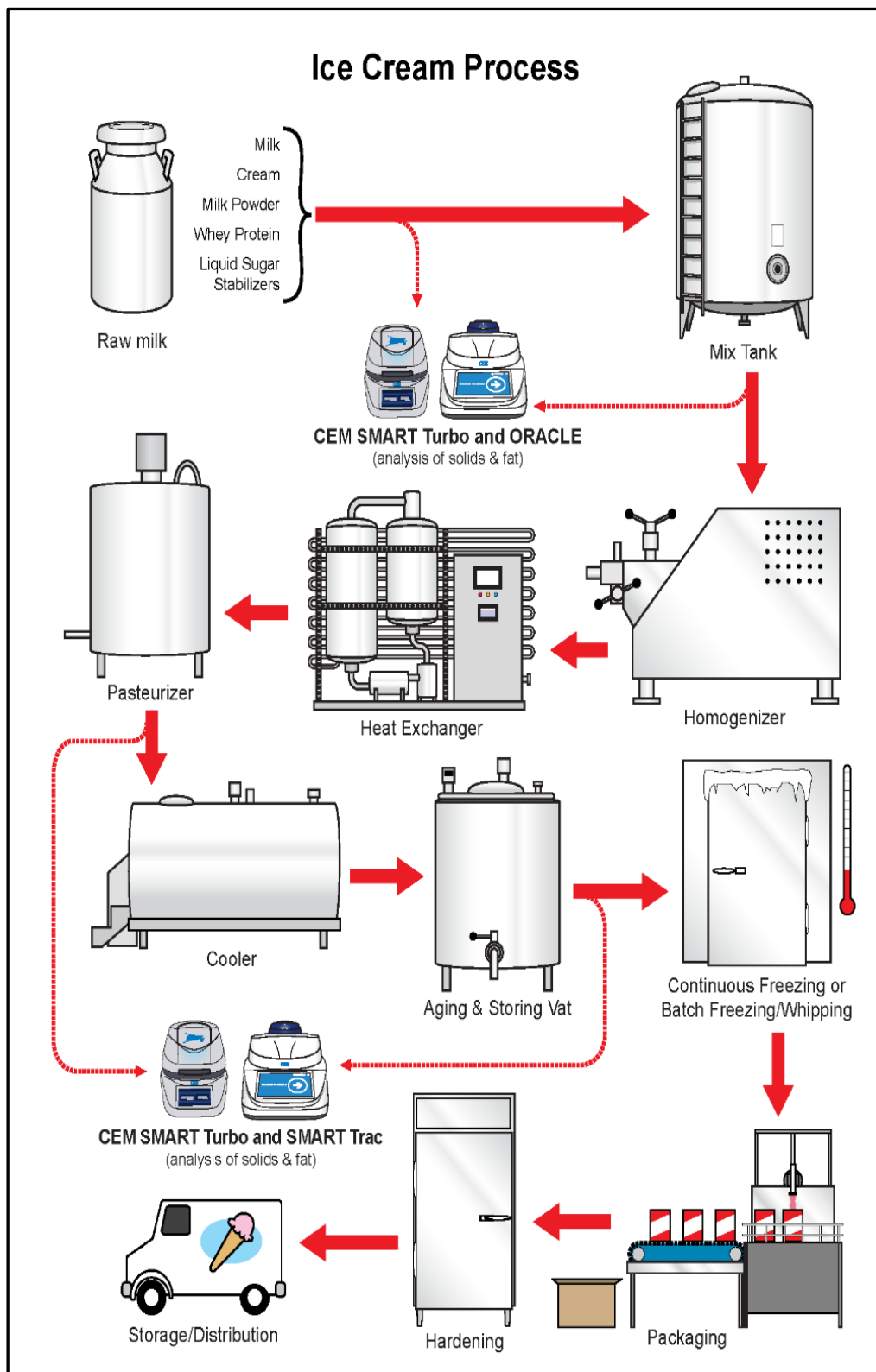
- **Flow of mix in pasteurizer**

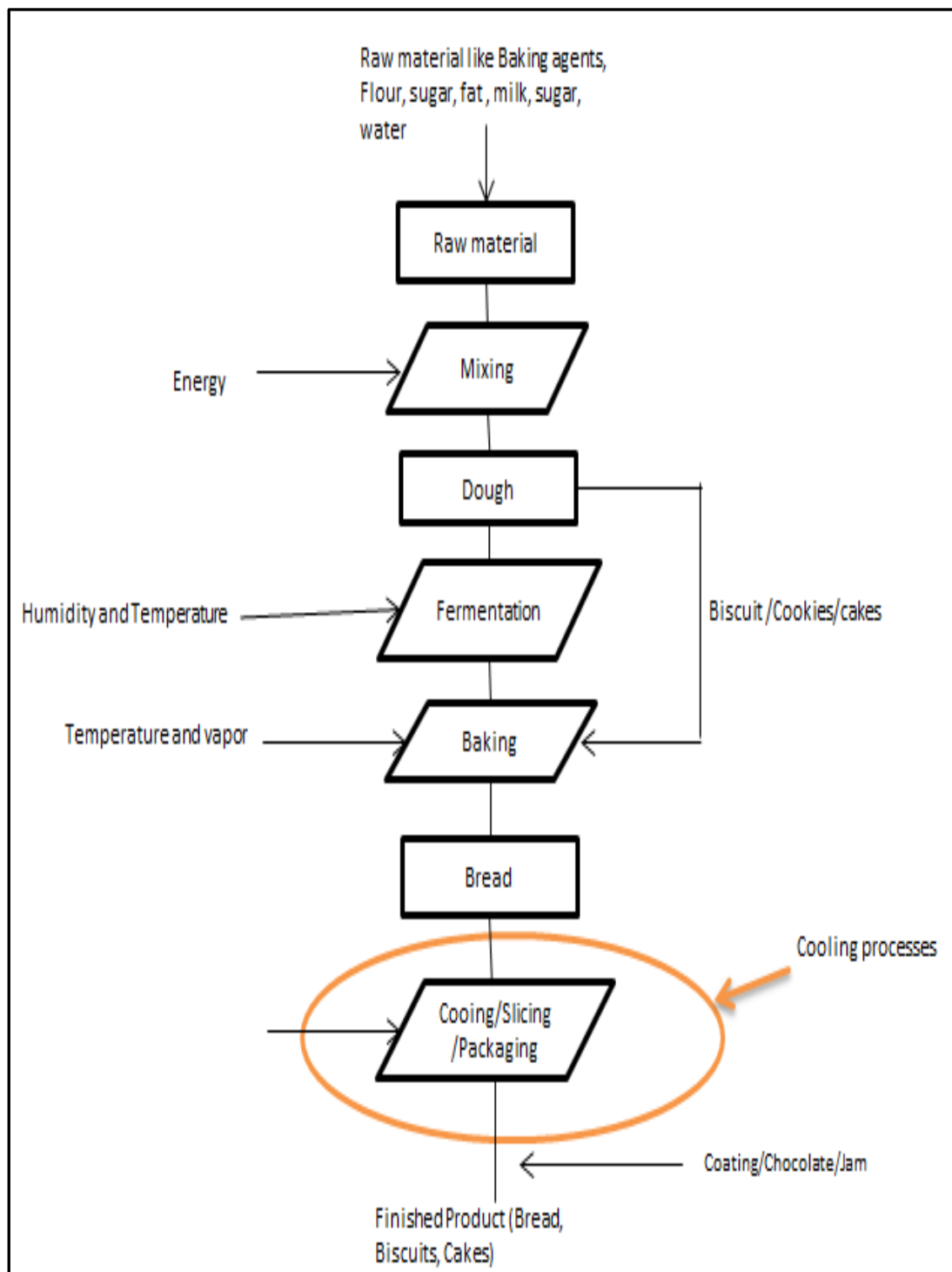
From mix tank pipe in pipe filter → balance tank → pump → reg.1 → pump → Homogenizer → heating → FDV for mix send in Basundi tank (no holding) → holding tube → Hot FDV → reg.1 → well water → pump → chilling → chill FDV → ice cream aging tank.

- **Flow of Basundi mix**

After heating in PHE → Basundi Tank → 90°C/1-2 hr. heat in vat & agitate at 25 rpm → Color & Flavor development → THE (tubular heat exchanger).
In these 3 sections → Tank → treat as Ice-cream mix & Flow.

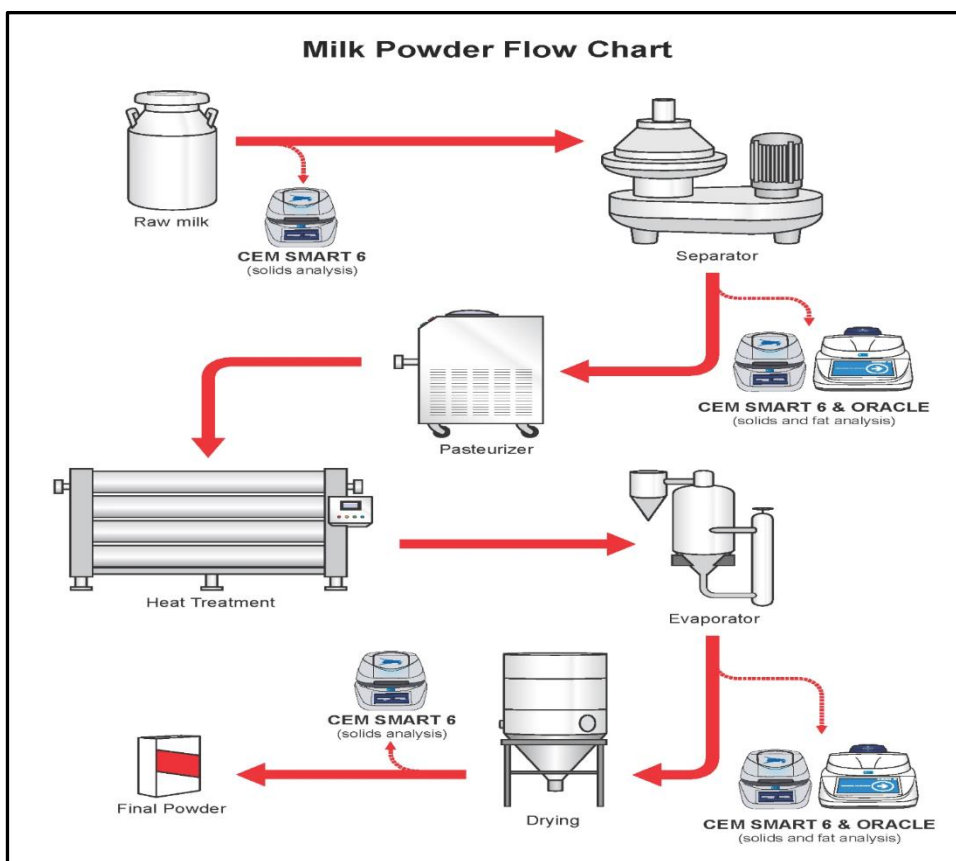
Flow Diagram of Ice-cream



5.8.2 Bakery Plant**Flow Diagram of Bakery Product**

5.8.3 Powder Plant

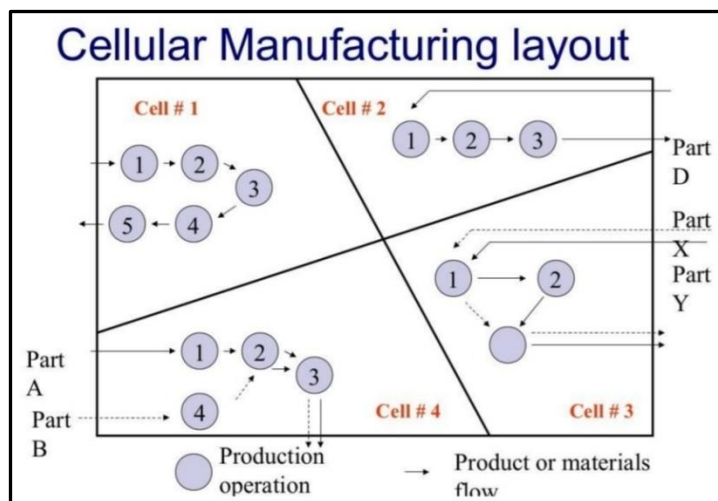
Flow diagram of powder plant



5.9 DESCRIPTION OF LAYOUT

5.9.1 Bakery Plant

In Bakery Plant Mostly used “Cellular layout”



Cellular manufacturing refers to a manufacturing strategy used to arrange different machines functionally in specific geometric layouts and larger functional units known as manufacturing cells to optimize the production process.

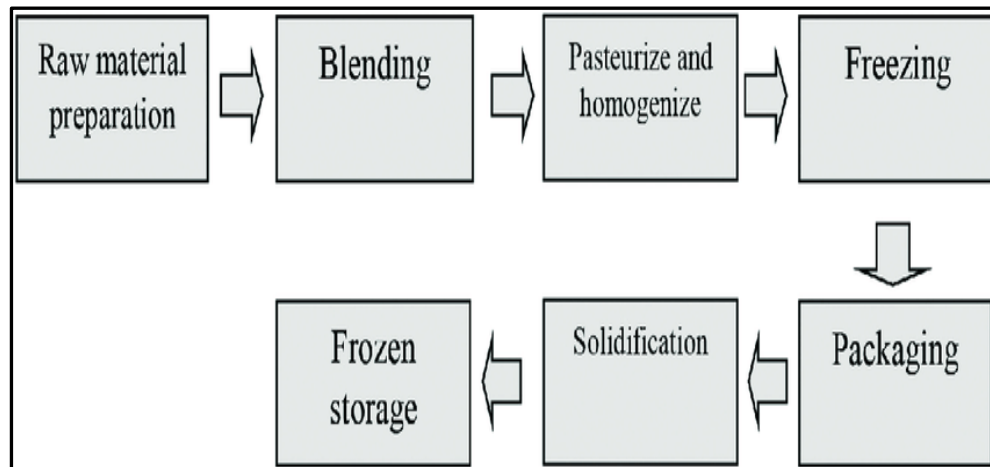
The manufacturing cells are designed in such a way that each cell consists of all the machinery and workforce required to produce a product or a product family that is similar to each other. Since there are various machines in a unit, cellular manufacturing systems focus on training a cross-functional workforce that can easily operate all the machinery within a cell. This encourages the technicians to be creative and suggests process improvements adding fewer defects and higher product throughput.

A Cell is a small scale, clearly defined production unit within a large Factory. All necessary machines and manpower are contained within the cell, thus giving it a degree of operational autonomy.

It is usually manufactured in a separate department on a continuous basis.

5.9.2 Ice-Cream Plant

In Ice-cream plant mostly used “**Process Layout**”.



A process layout is a type of facility layout. Organizations often use process layouts to design floor plans and arrange equipment for maximized efficiency. Plants with a process layout may arrange workstations, machinery, tools, and other equipment in groups according to the functions they perform. Typically, pieces of equipment that perform a similar function fall in the same group, which is why professionals often term



these layouts as "**functional layouts**". The overall purpose of a process layout is to provide manufacturing firms with the ability to provide a variety of goods or services that each necessitate multiple processing requirements.

In the manufacturing industry, you may commonly find process layouts in firms that produce lower volumes of specialized or custom products, as process layouts are ideal for smaller manufacturing efforts. Professionals in manufacturing often call these types of firms "job shops" since they handle job production or one-off production of custom items. Job shops often produce multiple types of products that require different skills, sequences, and technological processes. Therefore, they often have process layouts that make such operations possible.

In other words, departments are created to carry out processes & hence the name of "**Process Layout**".

Also called the "**Functional layout**", "**Layout for job lot Manufacturing**" or "**Batch Production Layout**".

5.9.3 Powder Plant

In Powder plant mostly used "**Product Layout**". A product layout can be described as the process through which a product goes through before the final stage. In simple words it means, it is an assembly line through which the works are done in the production process. It clearly defines which work should be done first and which one should precede it. A well-defined product layout plays a vital role in the product management of the firm.

A product layout helps in maintaining the uniformity of products produced under a product line. There is minimal variation and maximum utilization of resources during the production process.

5.10 MATERIAL HANDLING EQUIPMENT USED

Material Handling is the moment, storage, control and protection of material, goods and products throw out the process of manufacturing, distribution process including their consumption and disposer. Material handling is the art and science of conveying, positing, transporting, packing, and storing of material.

1. Pipeline

Mainly used for moving liquid material. Pipelines are installed between two fixed points. They are concealed inside floors or walls. Pipelines are sometimes also installed inside the machines too. They are popularly used in dairy industries, oil refineries, fertilizer industries, water supplies etc. “**Stainless Steel 316**” type pipeline is used in Sumul Dairy



2. Hydraulic Pallet Truck

A Pallet Truck, also known as a “**Pallet Jack**” or a “pallet pump”, is a basic form of forklift often used and best suited to a warehouse environment, for the moving of boxes and solid material.



A forklift is a small industrial vehicle, having a power operated forked platform attached at the front that can be raised and lowered for insertion under a cargo to lift or move it. Forklifts serve the needs of various industries including warehouses and other large.

3. Conveyor belt

A conveyor system is commonly used in the mining, automotive, agricultural, food and beverage, bottling, manufacturing, warehouse and logistics, and packaging industries. All sorts of materials are conveyed thanks to the different conveyor belts you can get to manage different loads and materials.



4. Barrels

In Sumul Dairy tight head barrels are usually used to transport and store liquids, whereas open top barrels are employed to transport and store semi-solids, powders, and other similar foodstuffs.



5. Crates

In Sumul Dairy Plastic crates are containers used for moving or transporting goods from point A to point B. They are also used for storage and are made of exclusively or partially plastic material. The basic material is plastic; it gives its distinctive character as durability. They are more expensive than wooden or carton crates due to their durability lasting or having a longer life span compared to other crates.



6. Plastic pallet

Plastic pallets are rigid structures that provide stability to goods during transportation or storage.

They are one of the important tools in the supply chain. Plastic pallets offer many advantages over pallets constructed from other materials.



5.11 INVENTORY CONTROL METHOD

Inventory control is a method where all stocks of goods are properly and promptly issued, accounted, and preserved in the best interest of an entity that handles its inventory.

The Company's inventory is fully managed with the help of the FIFO method in Statutory Accounting Principles (SAP) software.

5.12 ORDER QUANTITY, LEAD TIME, REORDERING LEVEL

➤ Order Quantity

It refers to the optimal amount of inventory a company should purchase to meet its demand while minimizing its holding and storage costs. One of the important limitations of the economic order quantity is that it assumes the demand for the company's products is constant over time.

➤ Lead Time

It is known as the time interval between a decision to purchase an item and its receipt at the warehouse or stores. It is the total of time spent in order preparation, releasing order, supplier lead time, shipping or transit time and receiving, inspection and put-away time.

➤ Reorder level

Reorder point can be defined as that stock level which when reached formalities to acquire next lot of material must be started.



5.12.1 Bakery

1. Maida

- Order Quantity: 25 tones
- Lead Time: 15 days
- Reordering level: 3 days in advance before raw material is finished.

2. Ata

- Order Quantity: 5 tones
- Lead Time: 2 days
- Reordering Level: 3 days

3. Salt

- Order Quantity: 3 tones
- Lead Time: 15 days
- Reordering Level: 1

4. Sugar

- Order Quantity: 10 tones min.
- Lead Time: 1 days
- Reordering Level: 5

5. Yeast

- Order Quantity: 200 to 400 kg
- Lead Time: weekly 3 supply
- Reordering Level: 300 kg

5.12.2 Ice Cream

- Order Quantity: Order with 20% more margin than last year
- Lead Time: 15 days mostly
- Reordering Level: Before 10 days material is finished.

5.13 ON THE JOB & OFF THE JOB TRAINING TO WORKERS AND SUPERVISOR

5.13.1 Off the Job Training

Under this method, the trainee learns outside the job and devotes whole time on learning.




5.13.2 On the Job Training

In this method, the trainee is placed on a regular job and taught the skill necessary to perform it. The trainee learns under the guidance and supervision of the superior or an instructor. A popular form of on-the-job training is “**Job Instruction Training (JIT)**” or “**step-by-step learning**”.

5.14 BILL OF MATERIAL

Bill of material file provides the information regarding all the materials, parts and Subassemblies that go into product. It is a document or database mentioning the mathematical relationship between products to be manufactured and various material inputs required to manufacture that product.

1a/Copy/TransporterCopy/AccountsCopy/ClientCopy

 SURAT-TAPI DISTRICT CO-OPERATIVE MILK PRODUCERS UNION LIMITED

ICE CREAM PLANT SURAT DCMPU Ltd., NAVI PARDI TAL.KAMREJ SURAT 394150 NAVI PARDI Gujarat

| | | |
|---------|-----|------------|
| seal no | 31 | VEHICLE NO |
| | 374 | 5720 |

SAI No.: 10014021000978 GST No.: 24AAAAAS3450M1ZH E-Way Bill No.: 641571641650
 I : 163408dccc4231669a487b8f94c9549c336229fe78477ec869a8a0ce93ea8ac85 PAN: AAAAS3450M Ack No.: 162314138696103

| | | |
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| stomer Name GCMF LTD, Ahmedabad (ZCGF01) stomer Address Opp. Old Pilot Dairy, Kankaria, AHMEDABAD, AHMEDABAD-380022-PAN No:-AAAAAG5588Q ce of Supply GUJARAT [24] TN 24AAAAAG5588Q12Z | Ship To Party Coldman Logistics Pvt Ltd, Abad, Devaraj (ZCGF01) Commercial Park, T.P. No 123, F.P. 809, Mouje bidaj NH-8, Bareja-Kheda, A'bad 387120-PAN No:-AAAAAG5588Q Godown ICE CREAM PLANT Surat DCMPU Ltd, Navi Pardi Navi Pardi, Ta-Kamrej, Surat - 394150 | Bill No. / Date 6330011900/02.06.2023 Billing Time 12:47:20 Sales Order / Date / PO Order No. / Date G810862737/01.06.2023 Delivery No. / Date 876404968 / 02.06.2023 LR No. / Date 317 / 02.06.2023 Transporter Name Arctic Reelers Private Limited Vehicle No GJ128Z5720 |
|--|---|---|

| HSN - Product Code - Description | Batch No. | MRP / Unit | Unit / Case | Basic Rate | Quantity (CS / CR) | Amount (INR) | CGST % | CGST Amount | SGST % | SGST Amount | Total Amount (INR) |
|--|-----------|------------|-------------|------------|--------------------|--|--------|-------------|--------|-------------|--------------------|
| 500 - ICCUAMN156 - Amul IC Jumbo Cup Am Nuts 125ml(8x9) | UBV1141 | 35.00 | 72 | 1323.00 | 40 CRT | 52920.00 | 9.00 | 4762.80 | 9.00 | 4762.80 | 62445.60 |
| 500 - ICCUCDF151 - Amul IC Jumbo Cup Coffee 125 ml (8x9) | UBV0971 | 40.00 | 72 | 1395.00 | 40 CRT | 55800.00 | 9.00 | 5022.00 | 9.00 | 5022.00 | 65844.00 |
| 500 - ICCUFNF123 - Amul IC Jumbo Cup Fr N Nut F 125ml(8x9) | UBV1431 | 35.00 | 72 | 1332.00 | 40 CRT | 53280.00 | 9.00 | 4796.20 | 9.00 | 4796.20 | 62870.40 |
| 500 - ICCUKPI98 - Amul IC Cup Kesar Pista 100ml (16x9) | UBV1101 | 30.00 | 144 | 2448.00 | 40 CRT | 97920.00 | 9.00 | 8812.80 | 9.00 | 8812.80 | 115545.60 |
| 500 - ICCUVAN130 - Amul IC Jumbo Cup Van Royale ml(8x9) | UBV1351 | 30.00 | 72 | 1125.00 | 40 CRT | 45000.00 | 9.00 | 4050.00 | 9.00 | 4050.00 | 53100.00 |
| 500 - ICTRCNC44 - Amul IC Tricone Cookies N Cr 120ml(20x6) | UBV1431 | 35.00 | 120 | 2400.00 | 40 CRT | 96000.00 | 9.00 | 8640.00 | 9.00 | 8640.00 | 113280.00 |
| 500 - ICCPAMN30 - Amul IC Ep American Nuts 750ml (1x36) | UBV1461 | 160.00 | 36 | 3420.00 | 40 CRT | 136800.00 | 9.00 | 12312.00 | 9.00 | 12312.00 | 161424.00 |
| 500 - ICCPKAN37 - Amul FP Kaju Anjar 750ml (1X36) | UBV1441 | 175.00 | 36 | 3686.00 | 33 CRT | 121638.00 | 9.00 | 10947.42 | 9.00 | 10947.42 | 143532.84 |
| 500 - ICCPKAN37 - Amul FP Kaju Anjar 750ml (1X36) | UBV1481 | 175.00 | 36 | 3686.00 | 7 CRT | 25802.00 | 9.00 | 2322.18 | 9.00 | 2322.18 | 30446.36 |
| 500 - ICCOADF01 - Amul IC Combo Afghan Df 750ml((1+1)X19) | UBV1381 | 320.00 | 19 | 3382.00 | 40 CRT | 135280.00 | 9.00 | 12175.20 | 9.00 | 12175.20 | 159630.40 |
| 500 - ICSTRJW85 - Amul IC Stk Kullfi Rajwadi 40ml (20x6) | UBV1521 | 10.00 | 160 | 1640.00 | 90 CRT | 93600.00 | 9.00 | 8424.00 | 9.00 | 8424.00 | 110448.00 |
| 500 - ICTRCHO23 - Amul IC Tricone Chocolate 120ml (20x6) | UBV1461 | 35.00 | 120 | 2160.00 | 60 CRT | 129600.00 | 9.00 | 11664.00 | 9.00 | 11664.00 | 152928.00 |
| 500 - ICCOVAN21 - Amul IC Combo Vanilla 750ml (1+1)X19) | UBV1471 | 230.00 | 19 | 2489.00 | 60 CRT | 149340.00 | 9.00 | 13440.60 | 9.00 | 13440.60 | 176221.20 |
| Grand Total (in Words) | | | | | | Rupees Fourteen Lac Seven Thousand Seven Hundred Sixteen Only | | | | | 1407716.40 |

| | | | |
|---|---|--|---|
| te Account 6000002 ICE CREAM CRATE te in Current Invoice 0.000 sing Crate Balance 80,197.000- ss Vlt 7,387.600 KG | No. of Cases / Packs 570.000 / 0.000 Customer Closing Balance 0.00 Route Northern Route | CGST 9% 1,192,980.00 107,368.20 SGST 9% 1,192,980.00 107,368.20 | Basic Amount 1,192,980.00 Tax Amount 214,736.40 Net Invoice Amount 1407716.00 |
|---|---|--|---|

5.15 QUALITY CONTROL

Quality control ensures that defects and errors are prevented and finally removed from the process or product. Therefore, quality control should include planning, designing, implementation, gaps identification and improvisation. In “**SUMUL**” each Product and packing checked 5 times for assurance of quality.



- **Quality checking tests for fresh product**
 - Moisture Content
 - Ash Insoluble in dilute HCL
 - Alcoholic Acidity

- **Quality checking tests for dried product**
 - Moisture Content
 - Ash Insoluble in dilute HCL
 - Acidity of Extracted Fat

- **Quality checking tests for yeast**
 - Moisture Content
 - Dough Raising Capacity

- **Quality checking tests for Maida and Atta**
 - Moisture Content
 - Ash Insoluble in dilute HCL
 - Alcoholic Acidity
 - Gluten Content
 - SDS Sedimentation Value
 - Particles size index

- **Quality checking tests for packaging materials**
 - Moisture Content
 - Dimensions
 - Thickness
 - G.S.M
 - Bursting Strength



CHAPTER 6

OTHER DEPARTMENT

CHAPTER 6: OTHER DEPARTMENT

PURCHASE DEPARTMENT

6.A.1 INTRODUCTION

The purchasing department of a company is responsible for procuring the goods, raw materials & services required to operate the organization effectively. Now, every organization has its specific needs when it comes to the sourcing and procurement of equipment, raw materials, and services.

These needs define the purchasing process and how its purchasing department functions. Based on these needs, an organization sets the purchasing department's responsibilities and streamlines its procurement plans to guard against demand-supply hurdles.

6.A.2 PURCHASE PROCEDURE

The purchasing process is the steps a business goes through to complete a transaction. Businesses typically go through a formal process when purchasing something, unlike consumers. Purchases for a business can require research, input from different departments, negotiations and invoicing.





6.A.3 PURCHASING LEAD TIME

Purchasing lead time in the Sumul dairy is minimum 15 days and maximum 1 month.
It depends on the product variety.

6.A.4 RAW MATERIAL USED

6.4.1 Ice cream plant

- Milk Solid
- SMP (Skimmed Milk Powder)
- Sweetener
- Flavors
- Color
- Additives
- Thickness
- Stabilizer
- Emulsifier

6.4.2 Powder Plant

- Milk

6.4.3 Bakery Plant

- Maida
- Salt
- Sugar
- Acetic Acid
- Ascorbic Acid
- Yeast
- Flavors
- Colors
- Dry Fruits
- Sweetness
- Emulsifier
- Shortening



6.A.5 ORDERING COST AND CARRYING COST

6.5.1 Ordering Cost

These ordering costs can include shipping fees, unexpected transportation costs, inspection fees and other expenses necessary to acquire inventory products. These ordering costs can include shipping fees, unexpected transportation costs, inspection fees and other expenses necessary to acquire inventory products.

➤ Shipping Cost

Shipping costs are the direct costs associated with moving an item from a shelf in your shop or warehouse to a customer's doorstep.

➤ Transportation Cost

Transport costs are the costs internally assumed by the providers of transport services.

➤ Inspection Cost

Inspection Costs means the payroll costs of the Board's inspectors plus overhead, or in the case where a consulting engineer is employed, the charges rendered for his/her services to the Board.

6.5.2 Carrying Cost

The carrying cost is the amount that a business spends on holding inventory over a period. Carrying costs are the various costs a business pays for holding inventory in stock. Businesses can reduce their carrying costs by implementing efficient warehouse design and by using computerized inventory management systems to keep track of inventory levels. Carrying costs include storage fees, employee salaries, opportunity cost and incidentals & overheads.

➤ Storage Cost

Storage costs are the amount of money incurred because of storing inventory. The costs could be direct or indirect money spent on the storage of goods. The storage costs may include costs for space, rent, electricity, software, depreciation, and warehouse personnel.



➤ **Employee Salaries**

This includes salary payable to the employees manning the warehouse.

➤ **Opportunity Cost**

This refers to the cash tied up from the purchase to the storage of inventory.

➤ **Incidentals & Overheads**

This includes ancillary expenses incurred for inventory storage.

6.A.6 GENERAL DETAILS ABOUT PURCHASE DEPARTMENT

The purchase department, also known as the procurement department, is an essential function within an organization responsible for acquiring goods and services required for the business's operations. Here are some additional details about the purchase department:

6.6.1 Objectives

The primary objective of the purchase department is to ensure the timely procurement of goods and services at the best possible price, while maintaining quality standards. The department aims to optimize the procurement process, manage supplier relationships, control costs, and support the organization's overall goals.

6.6.2 Roles and Responsibilities

The purchase department typically performs the following roles and responsibilities:

- Identifying procurement needs based on internal requirements and demands.
- Sourcing potential suppliers and evaluating their capabilities, quality, and pricing.
- Negotiating contracts, terms, and conditions with suppliers.
- Placing purchase orders and ensuring timely delivery of goods or services.
- Monitoring supplier performance and resolving any issues or disputes.
- Managing inventory levels to prevent shortages or excess stock.
- Collaborating with other departments, such as finance and operations, to ensure alignment and meet organizational needs.



6.6.3 Supplier Relationship Management

Building and maintaining strong relationships with suppliers is crucial for the success of the purchase department. This involves:

- Regularly evaluating supplier performance and addressing any concerns.
- Conducting supplier audits or site visits to assess their capabilities.
- Collaborating with suppliers to improve processes and resolve issues.
- Negotiating long-term contracts and establishing partnerships for strategic sourcing.
- Developing supplier diversity programs to promote inclusivity and support local businesses.

6.6.4 Continuous Improvement

The purchase department aims to continuously improve its processes and outcomes. This involves:

- Conducting regular reviews and analysis of procurement performance.
- Identifying areas for cost savings, efficiency gains, and process optimization.
- Implementing best practices and industry standards.
- Staying updated on emerging procurement trends, technologies, and strategies.

SAFETY DEPARTMENT

6.B.1 INTRODUCTION

Safety is a state in which hazards and conditions leading to physical, psychological, or material harm are controlled to preserve the health and well-being of individuals and the community.

The Safety Department in Sumul Dairy is responsible for ensuring the safety and well-being of employees, consumers, and the community in relation to the dairy's operations. Their primary objective is to prevent accidents, injuries, and illnesses by implementing effective safety measures and promoting a culture of safety within the organization.



6.B.2 FIRE EXTINGUISHERS

A fire extinguisher is a handheld active fire protection device usually filled with a dry or wet chemical used to extinguish or control small fires, often in emergencies. There are different fire extinguishers used in different departments. In the Sumul, there are approximately 100+ fire extinguishers.











6.2.1 Five main types of fire extinguishers

There are five different fire extinguishers, which are:

- **Water, water mist or water spray** fire extinguishers
- **Foam** fire extinguishers
- **Dry Powder – standard or specialist** fire extinguishers
- **Carbon Dioxide ('CO₂') fire extinguishers**
- **Wet Chemical** fire extinguishers

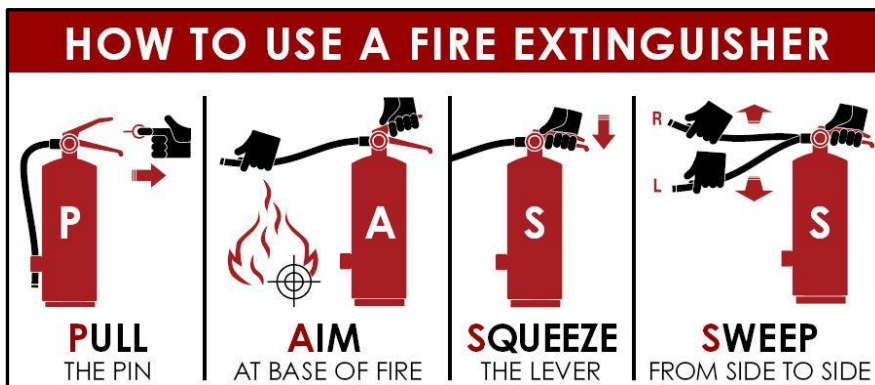
6.2.2 Fire Extinguisher types of chart

This chart visualizes the fire extinguisher types used in the UK and the types of fire for which they are suitable, as well as their color codes.

| Symbols found on fire extinguishers & what they mean | |  Water |  Foam spray |  ABC powder |  Carbon dioxide |  Wet chemical |
|--|---|---|--|--|---|--|
| Wood, paper & textiles |  | ✓ | ✓ | ✓ | ✗ | ✓ |
| Flammable liquids |  | ✗ | ✓ | ✓ | ✓ | ✗ |
| Flammable gases |  | ✗ | ✗ | ✓ | ✗ | ✗ |
| Electrical contact |  | ✗ | ✗ | ✓ | ✓ | ✗ |
| Cooking oils & fats |  | ✗ | ✗ | ✗ | ✗ | ✓ |

6.2.3 How to use a fire extinguisher

The following four-step technique can be memorized more easily with the acronym PASS, to help you use a fire extinguisher:



- **Pull:** Pull the pin to break the tamper seal.
- **Aim:** Aim low, pointing the nozzle or hose at the base of the fire. (Do not touch the horn on a CO2 extinguisher since it becomes very cold and can damage skin).
- **Squeeze:** Squeeze the handle to release the extinguishing agent.
- **Sweep:** Sweep from side to side at the base of the fire – the fuel source – until the fire is extinguished.

6.B.3 SAFETY EQUIPMENT PROVIDED TO WORKERS

Safety equipment, also known as personal protective equipment, is specifically designed to help protect workers against health or safety risks on the jobsite. By wearing the appropriate safety equipment, workers can decrease the number of preventable accidents that occur on jobsites every year.



- **Bouffant cap** - used in the production department.
- **Gloves** - used in material mix, production & packing.
- **Jacket** - used in cold storage.
- **Apron** - used in material mixing & production.
- **Shoes** - used in cold storage.

6.B.4 WORKMEN'S COMPENSATION POLICY

A Workmen's Compensation policy, also known as Workers' Compensation insurance, is a type of insurance coverage that provides benefits to employees who suffer work-related injuries or illnesses. It is designed to protect both employees and employers by providing financial assistance to injured or ill workers and limiting the liability of employers.

Purpose: The primary purpose of Workmen's Compensation insurance is to provide medical benefits, wage replacement, and other related expenses to employees who are injured or become ill because of their job. It ensures that injured workers receive appropriate medical care and compensation for lost wages while protecting employers from potential lawsuits related to workplace injuries.




Coverage: Workmen's Compensation policies typically cover a range of work-related injuries and illnesses, including accidents, repetitive stress injuries, occupational diseases, and disabilities resulting from work-related incidents. The coverage may vary based on the specific policy and local regulations.

Benefits: The benefits provided by Workmen's Compensation insurance usually include medical expenses, rehabilitation costs, disability benefits (temporary or permanent), and death benefits to the dependents of employees who die due to work-related incidents. The specific benefits and limits are outlined in the policy.

6.B.5 HEALTH AND SAFETY POLICY

- Adopt sound cost control technology, sound manufacturing practices, exemplary housekeeping practices, and identify, assess, and eliminate or control safety, health, and environmental hazards associated with our activities.



**સુરત જિલ્લા સહકારી દૂધ ઉત્પાદક સંઘ લિ,
સુમલ ડેરી, સુરત-૩૯૫૦૦૮.**

સુરક્ષા, સ્વાસ્થ્ય અને પર્યાવરણ નીતિ

અમારી દૃઢ પ્રતિબદ્ધતા છે કે સંસ્થાની સુરક્ષા, સ્વાસ્થ્ય અને પર્યાવરણની સતત પ્રગતિ માટે:

- યોગ્ય ખર્ચ નિયંત્રણ પ્રૌદ્યોગિક પદ્ધતિ , સંગીન ઉત્પાદન પદ્ધતિ, અનુકરણીય ગૃહ સ્વચ્છતા પદ્ધતિ અપનાવી અને અમારી પ્રવૃત્તિઓ સાથે સંકળાયેલ સુરક્ષા , સ્વાસ્થ્ય અને પર્યાવરણને લગતા જોખમો શોધી, મૂલ્યાંકન કરી તેને નિર્મૂળ અથવા નિયંત્રિત કરીશું.
- વાતાવરણ પર અવળી અસર કરતા પ્રદૂષકો અને માનવજાત અને સંપત્તિ પરના વ્યવસાયિક સ્વાસ્થ્ય અને સુરક્ષા ના જોખમો ને ઘટાડવા , કારખાનામાં સુરક્ષિત અને આનંદદાયક કામનું વાતાવરણ પેદા કરવાની ખાત્રી આપીએ છીએ.
- સુરક્ષા, સ્વાસ્થ્ય અને પર્યાવરણને લગતા તમામ વર્તમાન નિયમો અને કાયદાઓ અને બીજા સંસ્થાની જરૂરીયાત માટે નક્કી કરેલ વિનિયમોનું પાલન કરીશું.
- કર્મચારીઓ અને હિત ધરાવતા પક્ષોને સુરક્ષા, આરોગ્ય અને પર્યાવરણ તેમની અંગત જવાબદારી છે તે હેતુથી પ્રક્રિયાઓની સુરક્ષા ના સિદ્ધાંતો તેઓને સતત જણાવી શું અને અંગીકૃત કરાવીશું.
- કામના વાતાવરણમાં સુરક્ષા, સ્વાસ્થ્ય અને પર્યાવરણ માટે કર્મચારીઓએ આપેલ વ્યક્તિગત યોગદાન બદલ તેઓને માન્યતા આપી, કદર કરવા કાર્યસિદ્ધિ મૂલ્યાંકન પ્રક્રિયા સાથે સંકલન કરી, કર્મચારીઓની કારકીર્દી અને વિકેતાની મૂલ્યાંકન પ્રક્રિયામાં બઢોતરી કરીશું

અમે નીતિની પરિપૂર્ણતા માટે પ્રતિબદ્ધ સમર્પિત પ્રયાસો કરીશું

તારીખ: મેનેજીંગ ડાયરેક્ટર



- We ensure the creation of a safe and pleasant working environment in the factory to minimize pollutants that adversely affect the environment and occupational health and safety risks to human beings and property.
- Comply with all current rules and regulations relating to safety, health and environment and other regulations as required by the organization.
- We will continuously communicate and internalize the principles of process safety to employees and stakeholders to ensure that safety, health and environment are their personal responsibility.
- Integrate with the performance evaluation process to recognize, appreciate, and promote employees' career and vendor evaluation processes for their individual contributions to safety, health, and the environment in the work environment.



CHAPTER 7 CONCLUSION



CHAPTER 7: CONCLUSION

Training in the summer is an integral part of management studies as it provides students with industry opportunities and experience of working in a corporate environment.

Sumul Dairy's management of ice-cream, bakery, and SMP (Skimmed Milk Powder) processing, as well as their marketing and distribution efforts, are impressive. It's noteworthy that they provide ice-cream throughout India under the brand name of “**Amul**”.

Despite being a cooperative society, Sumul Dairy has established a reputation for operating in a highly professional manner. This speaks to their commitment to efficient and effective management practices. Their ability to handle various aspects of the dairy business, from processing to marketing and distribution, demonstrates their expertise and dedication to delivering quality products to consumers across the country. By successfully managing these operations, Sumul Dairy showcases the advantages of a cooperative model in the dairy industry. It highlights the potential for cooperative societies to thrive and excel, not only in terms of product quality but also in their overall business approach.

Sumul Dairy allow us to see how the knowledge and principles learned in theory are translated into practical solutions and operations. By witnessing the practical implementation of dairy technology, we can gain a deeper understanding of the challenges faced by the industry and the innovative approaches used to overcome them. We are interacting with employees at all levels of Sumul Dairy and receiving a positive response is a great indicator of the company's commitment to fostering a supportive and collaborative work environment. A cordial work atmosphere plays a vital role in promoting teamwork, communication, and employee satisfaction.

By this training we get Industry Knowledge, Practical Skills, Work Culture and Professionalism, Networking Opportunities, and Understanding Best Practices.

Absolutely! The training we received at Sumul Dairy will undoubtedly give benefit in our future endeavors.



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ANNEXURE



RECRUITMENT ADVERTISEMENTS

Surat District Coop. Milk Producers' Union Ltd. (SUMUL DAIRY)
P.B.NO.501, SURAT-395008

"Sumul Dairy" The Indian Dairy Co-Operative of over 2.50 lakhs farmer members with an annual turnover of Rs.3500crores, requires the services of a dynamic and high caliber professional for below mentioned position with the following qualification and experience:

POSITION General Manager/Dy. General Manager / Senior General Manager (Plant Operations)

MINIMUM QUALIFICATION B. Tech/ M. Tech (Dairy Technology) / Master of Business Administration (MBA) or P.G Diploma in Rural Management from reputed institute.

MINIMUM EXPERIENCE Minimum 20 years of rich experience of Procurement, Production, CFP Op's, Engineering & Project of a large Co-operative Dairy Plant with a proven track record Out of which 10 years of experience in the manager cadre and 3 years' experience as overall plant in charge.

For more details, please log on to our website: careers.sumul.coop Interested candidates having required qualification, experience & willing to work for a cause, may apply online at careers.sumul.coop OR send a hard copy of their Resume, super-scribing at the top right of the envelope position applied for to the Managing Director Sumul dairy Surat -395008, within 15 days of publication of this Advt.

Management reserves the right to accept OR reject any applications.

MANAGING DIRECTOR
Sumul Dairy, Surat



BILL OF MATERIAL

1a/Copy/TransporterCopy/AccountsCopy/ClientCopy

SURAT-TAPI DISTRICT CO-OPERATIVE MILK PRODUCERS UNION LIMITED

ICE CREAM PLANT SURAT DCMPU Ltd., NAVI PARDI TAL. KAMREJ SURAT 394150 NAVI PARDI Gujarat

seal no 31 VEHICLE NO 5720

3AI No.: 10014021000978 GST No.: 24AAAA3450M1ZM E-Way Bill No.: 641571641650

I : 163408dccc4231669a487b8f9c4c9549c336229fe78477ec869a8a0ce93ea8ac85 PAN: AAAAS3450M Ack No.: 162314138696103

Customer Name GCMF LTD, Ahmedabad (ZCGF01)
Customer Address Opp. Old Pilot Dairy, Kankaria, AHMEDABAD, AHMEDABAD-380022-PAN No.-AAAAAG5588Q

Ship To Party Coldman Logistics Pvt Ltd, A'bad, Devaraj (ZCGF01)
Commercial Park, T.P. No 123, F.P. 809,
Mouje bidaj NH-8, Bareilly-Kheda A'bad
387120-PAN No.-AAAAAG5588Q

Godown ICE CREAM PLANT
Surat DCMPU Ltd, Navi Pardi
Navi Pardi, Tal. Kamrej, Surat - 394150

Bill No. / Date 6330011900/02.06.2023
Billing Time 12:47:20
Sales Order / Date /
PO Order No. / Date G810862737/01.06.2023
Delivery No. / Date 876404968 / 02.06.2023
LR No. / Date 317 / 02.06.2023
Transporter Name Arctic Reelers Private Limited
Vehicle No GJ12825720

Place of Supply GUJARAT [24]
TN 24AAAAAG5588Q122

| HSN - Product Code - Description | Batch No. | MRP / Unit | Unit / Case | Basic Rate | Quantity (CS / CR) | Amount (INR) | CGST % | CGST Amount | SGST % | SGST Amount | Total Amount (INR) |
|---|-----------|--------------|-------------|--------------------------|--------------------|--|--------|-------------|--------|--------------|--------------------|
| 500 - ICCUAMN156 - Amul IC Jumbo Cup Am Nuts 125ml (8x9) | UBV1141 | 35.00 | 72 | 1323.00 | 40 CRT | 52920.00 | 9.00 | 4762.80 | 9.00 | 4762.80 | 62445.60 |
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| 500 - ICCUFNF123 - Amul IC Jumbo Cup Fr N Nut F 125ml (8x9) | UBV1431 | 35.00 | 72 | 1332.00 | 40 CRT | 53280.00 | 9.00 | 4796.20 | 9.00 | 4796.20 | 62870.40 |
| 500 - ICCUKPI98 - Amul IC Cup Kesar Pista 100ml (16x9) | UBV1101 | 30.00 | 144 | 2448.00 | 40 CRT | 97920.00 | 9.00 | 8812.80 | 9.00 | 8812.80 | 115545.60 |
| 500 - ICCUVAN130 - Amul IC Jumbo Cup Van Royale ml (8x9) | UBV1351 | 30.00 | 72 | 1125.00 | 40 CRT | 45000.00 | 9.00 | 4050.00 | 9.00 | 4050.00 | 53100.00 |
| 500 - ICTRCNC44 - Amul IC Tricone Cokies N Cr 120ml (20x6) | UBV1431 | 35.00 | 120 | 2400.00 | 40 CRT | 96000.00 | 9.00 | 8640.00 | 9.00 | 8640.00 | 113280.00 |
| 500 - ICFPAMN30 - Amul IC Ep American Nuts 750ml (1x38) | UBV1461 | 160.00 | 38 | 3420.00 | 40 CRT | 136800.00 | 9.00 | 12312.00 | 9.00 | 12312.00 | 161424.00 |
| 500 - ICFPKAN37 - Amul IC Kaju Anje 750ml (1X38) | UBV1441 | 175.00 | 38 | 3686.00 | 33 CRT | 121638.00 | 9.00 | 10947.42 | 9.00 | 10947.42 | 143532.84 |
| 500 - ICFPKAN37 - Amul IC Kaju Anje 750ml (1X38) | UBV1481 | 175.00 | 38 | 3686.00 | 7 CRT | 25802.00 | 9.00 | 2322.18 | 9.00 | 2322.18 | 30446.36 |
| 500 - ICCOADF01 - Amul IC Combo Alghani DF 750ml (1+1)X19 | UBV1381 | 320.00 | 19 | 3382.00 | 40 CRT | 135280.00 | 9.00 | 12175.20 | 9.00 | 12175.20 | 159630.40 |
| 500 - ICSTRJW85 - Amul IC Stk Kullfi Rajwadi 40ml (20x8) | UBV1521 | 10.00 | 160 | 1040.00 | 90 CRT | 93600.00 | 9.00 | 8424.00 | 9.00 | 8424.00 | 110448.00 |
| 500 - ICTRCHO23 - Amul IC Tricone Chocolate 120ml (20x6) | UBV1461 | 35.00 | 120 | 2160.00 | 60 CRT | 129600.00 | 9.00 | 11664.00 | 9.00 | 11664.00 | 152928.00 |
| 500 - ICCOVAN21 - Amul IC Combo Vanilla 750ml (1+1)X19 | UBV1471 | 230.00 | 19 | 2489.00 | 60 CRT | 149340.00 | 9.00 | 13440.60 | 9.00 | 13440.60 | 176221.20 |
| Grand Total (in Words) | | | | | | Rupees Fourteen Lac Seven Thousand Seven Hundred Sixteen Only | | | | | |
| 1a Account: | | 6000002 | | No. of Cases / Packs | | 570,000 / 0.000 | | CGST 9% | | 1,192,980.00 | |
| ICE CREAM CRATE | | 0.000 | | Customer Closing Balance | | 0.00 | | SGST 9% | | 1,192,980.00 | |
| In Current Invoice | | 80,197,000- | | Route | | Northern Route | | | | | |
| Surat Credit Balance | | 7,387,600 KG | | | | | | | | | |
| As per VRI | | | | | | | | | | | |
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HEALTH AND SAFETY POLICY



સુરત જિલ્લા સહકારી દૂધ ઉત્પાદક સંઘ લિ,
સુમલ ડેરી, સુરત-૩૯૫૦૦૮.

સુરક્ષા, સ્વાસ્થ્ય અને પર્યાવરણ નીતિ

અમારી દૃઢ પ્રતિબદ્ધતા છે કે સંસ્થાની સુરક્ષા, સ્વાસ્થ્ય અને પર્યાવરણની સતત પ્રગતિ માટે:

- યોગ્ય ખર્ચ નિયંત્રણ પ્રૌદ્યોગિક પદ્ધતિ , સંગીન ઉત્પાદન પદ્ધતિ, અનુકરણીય ગૃહ સ્વચ્છતા પદ્ધતિ અપનાવી અને અમારી પ્રવૃત્તિઓ સાથે સંકળાયેલ સુરક્ષા , સ્વાસ્થ્ય અને પર્યાવરણને લગતા જોખમો શોધી, મૂલ્યાંકન કરી તેને નિર્મૂળ અથવા નિયંત્રિત કરીશું.
- વાતાવરણ પર અવળી અસર કરતા પ્રદૂષકો અને માનવજાત અને સંપત્તિ પરના વ્યવસાયિક સ્વાસ્થ્ય અને સુરક્ષા ના જોખમો ને ઘટાડવા , કારખાનામાં સુરક્ષિત અને આનંદદાયક કામનું વાતાવરણ પેદા કરવાની ખાત્રી આપીએ છીએ.
- સુરક્ષા, સ્વાસ્થ્ય અને પર્યાવરણને લગતા તમામ વર્તમાન નિયમો અને કાયદાઓ અને બીજા સંસ્થાની જરૂરીયાત માટે નક્કી કરેલ વિનિયમોનું પાલન કરીશું.
- કર્મચારીઓ અને હિત ધરાવતા પક્ષોને સુરક્ષા, આરોગ્ય અને પર્યાવરણ તેમની અંગત જવાબદારી છે તે હેતુથી પ્રક્રિયાઓની સુરક્ષા ના સિદ્ધાંતો તેઓને સતત જણાવી શું અને અંગીકૃત કરાવીશું.
- કામના વાતાવરણમાં સુરક્ષા, સ્વાસ્થ્ય અને પર્યાવરણ માટે કર્મચારીઓએ આપેલ વ્યક્તિગત યોગદાન બદલ તેઓને માન્યતા આપી, કદર કરવા કાર્યસિદ્ધિ મૂલ્યાંકન પ્રક્રિયા સાથે સંકલન કરી, કર્મચારીઓની કારકીર્દી અને વિકેતાની મૂલ્યાંકન પ્રક્રિયામાં બઢોતરી કરીશું

અમે નીતિની પરિપૂર્ણતા માટે પ્રતિબદ્ધ સમર્પિત પ્રયાસો કરીશું

તારીખ:

મેનેજીંગ ડાયરેક્ટર