

A REPORT ON INPLANT TRAINING

Report submitted to Periyar University in partial fulfillment of requirement
award

Of

BACHELOR OF BUSINESS ADMINISTRATION

Submitted by

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Reg.no:C21UG111BAD123

Under the staff guidance of

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MGR COLLEGE

HOSUR 635109

(Affiliated to Periyar University)

2023

DEPARTMENT OF BUSINESS ADMINISTRATION

M.G.R COLLEGE , HOSUR-635109

(Affiliated to Periyar University)

CERTIFICATE

This is to certify that inplant training in

"SINTEX BARPL LIMITED"

Is an approved report of work done by

M.POOJITHA

REG NO:C21UG111BAD123

Is a partial fulfillment of requirements for the award of bachelor of business administration from Periyar University,salem is a bonafied report done by her during the year 2023.

(T.V.MANJUNATH)

HEAD OF THE DEPARTMENT

(Mr.UDHAY)

GUIDE

Submitted for the Periyar University report viva voce held on _____
at M.G.R arts and science college, Hosur.

Internal Examiner

External Examiner

DECLARATION

I hereby declare the report ~~REPORT~~ **REPORT ON INPLANT TRAINING** submitted to PERIYAR UNIVERSITY , in partial fulfillment of requirements for the award of the degree BACHELOR OF BUSINESS ADMINSTRATION ,had been my original work and that the report paper has not formed the basis for the award of any Degree ,Diploma, Associateship, Fellowship or any other similar title.

PLACE:.

DATE:.

(POOJITHA.)

CANDIDATE SIGNA

CHAPTER	CONTENTS	PAGE NO
	BONAFIED CERTIFICATE	
	ACKNOWLEDGEMENT	
	DECLARATION	
	COMPANY CERTIFICATE	
	<p>FUNCTIONS OF DEPARTMENT</p> <ul style="list-style-type: none"> ➤ FINANCE DEPARTMENT ➤ HUMAN RESOURCE DEPARTMENT ➤ PRODUCTION DEPARTMENT ➤ PURCHASE DEPARTMENT ➤ QUALITY DEPARTMENT ➤ SHIPPING DEPARTMENT 	
	<ul style="list-style-type: none"> ▪ OBSERVATION ▪ FINDINGD AND SUGGESTION ▪ CONCLUSION 	
	BIBILIOGRAPHY	

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This acknowledgement would be incomplete without expressing my wholeheartedly thanks to my WELL WISHERS who helped with all their heart,who had been a great support to me in the completion of the

INTRODUCTION

SINTEX-BAPL LIMITED



Sintex-BAPL Ltd. Is incorporated in the year 2007 as the fully owned subsidiary of Sintex Holding B V , Netherlands. It was formerly known as the automotive division of Bright Brothers Limited. On July 11,1947 Bright Brother Limited was incorporated in Mumbai. In 1948- pioneered Injection Molding technology in the India. We are passionate about automobiles and we use plastic as a medium to provide innovative solutions to the automotive industry. Our vision is to offer value to our customers at each stage and to be Supplier of Choice for automotive industry, with commitment to Quality, Cost and Delivery.

Sintex-BAPL Ltd. Has acquired the knowledge with the developing automotive industry in India for the past 37 years & have been offering innovative solutions to its customers. Sintex-BAPL Ltd. Has established a process for integrating the design , engineering & manufacturing through which knowledge acquired in different platforms are deployed across the locations. Today ,we are a preferred Full Solution Supplier. The company employs range of plastic technologies like Injection moulding with gas assisted PEP & Sequential flow technology , Blow moulding , Vacuum forming , PU foaming , Vibration welding , Ultrasonic welding , PU painting , sub-assemblies , LRTM , Thermoset injection & Compression molding

Sintex group, formerly known as The Bharat Vijay Mills Ltd and Sintex Industries Ltd, is the world's largest producer of plastic water tanks and Asia's largest manufacturer of corduroy fabrics. Sintex operates in Europe, America, Africa, and Asia, especially in France, Germany, and the US. It primarily works with building materials, textiles, prefabricated structures, custom molding products, monolithic construction and water storage tanks.

History (founding to demerger):

Bharat Vijay Mills Limited was incorporated in June 1931 and started a composite textile mill in Kalol, Gujarat that same year. In 1975 it was renamed Sintex Industries Limited and was listed on the Mumbai Stock Exchange in 200

Sintex expanded significantly in the 2000s, including the acquisition of U.S.-based Wausaukee Composites. In 2007 the offshore holdings segment, Sintex Holdings BV Netherlands, acquired the automotive branch of Bright Brothers Ltd to form Bright Autoplast, also called Sintex-BAPL, and the French company Nief Plastics was acquired, to be later renamed Sintex NP. In 2015 Bright Autoplast signed onto a joint Venture with Rototech Group to expand its coverage of automotive applications, calling the joint unit BAPL Rototech.

In 2017 Sintex demerged, with its textiles business remaining under the name Sintex Industries Limited, while the plastics and prefab side became Sintex Plastics Technology Limited. Despite strong initial showings after the demerger, in June 2019 Sintex Industries was downgraded by CARE Ratings to "issuer non-cooperating" and defaulted on non-convertible debentures from Punjab National Bank. Another default later that year precipitated a plea by Invesco Asset Management in December 2020 and Sintex Industries entered bankruptcy in April 2021

Sintex Plastics Technology Limited:

Sintex began a campaign called ReviveOurRivers in October 2017 encouraging people to make a pledge to keep rivers clean. In August 2019, Sintex Plastics sold the entirety of subsidiary Sintex NP SAS to XTECH Invest.[19] The French unit was known as Nief Plastic SA before Sintex acquired it in 2007. In March 2021, Sintex Plastics reported a major fire at the Sanaswadi plant, part of the Sintex-BAPL material subsidiary.

CHAPTER 1
COMPANY PROFILE

CHAPTER 1

COMPANY PROFILE

Company Name:

SINTEXT BAPAL LIMITED

Overview :

Sintex-Bapl Limited is an unlisted public company incorporated on 23 July, 2007. It is classified as a public limited company and is located in Ahmedabad, Gujarat. Its authorized share capital is INR 66.10 cr and the total paid-up capital is INR 66.03 cr.

Sintex-Bapl Limited's operating revenues range is Over INR 500 cr for the financial year ending on 31 March, 2020. Its EBITDA has decreased by -151.25 % over the previous year. At the same time, its book networth has decreased by -94.45 %. Other performance and liquidity ratios.

Description:

The company manufactures and sells custom molding products

Products & Services:

Injection molded plastic components, including exterior systems, front and rear bumper, overhead, side wall, and acoustic management and seating systems; and hood systems comprising air dams

Category: Manufacturer

The current status of Sintex-Bapl Limited is

The last reported AGM (Annual General Meeting) of Sintex-Bapl Limited, per our records, was held on 25 September, 2020. Also, as per our records, its last balance sheet was prepared for the period ending on 31 March, 2020.

Sintex-Bapl Limited has four directors :

Amit Dinesh Chandra Patel,
Rahul Arunprasad Patel, and others

The Corporate Identification Number (CIN) :
U25199GJ2007PLC051364.

Registered office :
Abhijeet-I,th Floor, Mithakhali Six Roads,
Ellisbridge,
AHMEDABAD 380006
Gujarat India

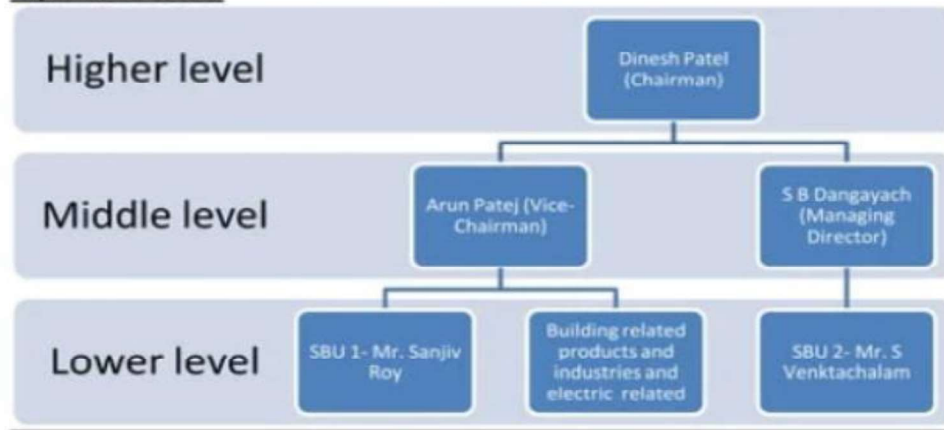
Manufacturing site :
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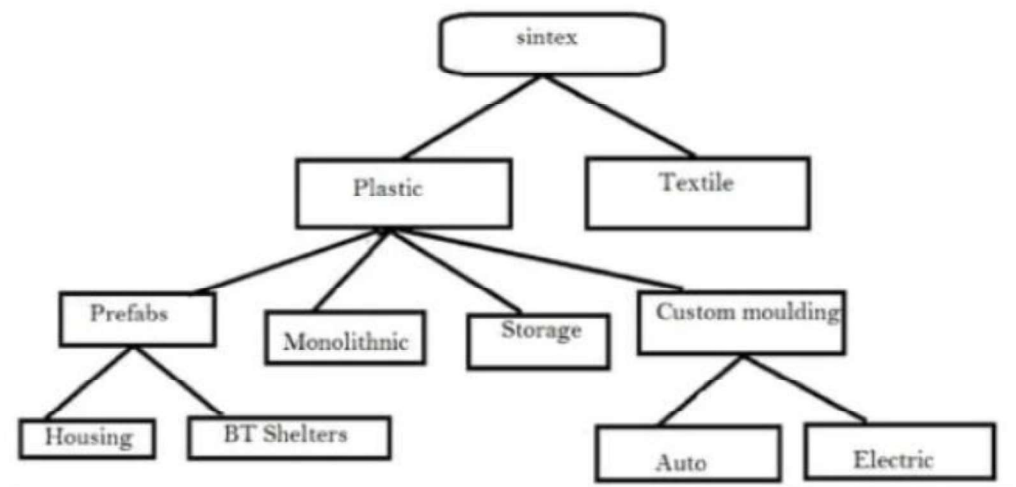
ORGANIZATION CHART



II.) HIERARCHY:



III.) ORGANISATIONAL STRUCTURE AND CHART:



CHAPTER 2

FUNCTIONAL DEPARTMENT



CHAPTER 2

FUNCTIONAL DEPARTMENTS

In an organisation there may be several departments are undertaken to make a product. There are 7 departments in CUMI.

- Finance department
- Production department
- Human resource department
- Purchase department
- Quality department
- Shipping department
- Marketing department

1.FINANCE DEPARTMENT

DEFINITION :

“The finance function is the process of acquiring and utilising funds of a business”.

R.S.OSBORNE

“Financial consists of the raising,providing,and managing of all the money,capital or funds of any kind to be used in connection with the business”.

Bonneville&D

FINANCIAL DEPARTMENT:

To handle the financial affairs of the company the ministry of finance is responsible for the financial functions activities of the board and management of financial policy of the organisation.

Financial department is the part of an organisation that manages the money.The business functions of a finance department typically include planning,organising,auditing,accounting for and controlling its finances.The finance department also usually produces the company's financial statement.Ensures adequate funds are available for resources need to help achieve organisation objective.Ensure costs are controlled and establish control profitability.

FUNCTIONS OF FINANCIAL DEPARTMENT:

- Keeping record of the purchase and sales made by a business as well as capital spending.
- Prepare profit and loss account and balance sheet.
- Managers require ongoing financial information to enable them to take better decisions.
- The wages section of the financial department will be responsible for calculating the wages and salaries for employees and organizing the collection of income tax.
- It will also be responsible for the technical details of how a business raises finance.For example through loans,and the repayment of finance.

- The company has a special accounting policy, which is basis of the financial statement. It is in accordance issued by the Institute of Chartered Accounts of India.

PRODUCTION DEPARTMENT

PRODUCTION DEPARTMENT

Meaning of production department:

Production management is concerned with the creation of products and services using a business model. They're also relevant in service and manufacturing businesses. The application of management and concepts to the production function in a factory is referred to as production management.

Production management, in basic terms, entails the planning, coordinating, directing, and controlling of the manufacturing process. It holds a critical position at the heart of an enterprise, balancing the need to deliver value to the business (typically profit) with what consumers want and what's technically and operationally feasible. This article aims to elaborate importance and functions of production management.

Functions of production department:



1. Selection of Product and Design--

Selection of product and designing of the same plays a pivotal role in a business venture. It is imperative for the company to approach the market with economical and valuable products from time to time which shall ensure the success and progress of the company. A product that is to be produced by the company must be selected and designed using value engineering and value analysis. The product should be selected

only after overall evaluation and assessment, after selection of the product the selection of the design must follow.

2. Selection of Production Process—

The production process should be planned way before it actually starts. After the selection of product is done and the design has been decided, thereafter comes the selection of the production process. It is one of the important function of production management.

3. Estimation of Right Production Capacity—

The selection of the right production capacity plays a huge role in production management. For this, the right demand for the product shall be estimated, and then it must match with the production capacity. A wrongful estimation may affect the production of the product, as less or more capacity than actually needed might create problems. The break-even analysis for planning the production capacity may prove to be significant. The production management team must be prepared with a planned layout for both long term and short term production.

4. Production Planning—

One major function in production management is to plan the production process. The production management hereby must decide on the routing and scheduling.

Routing basically decides for the path of the production process, the sequential operation that shall take place, whereas scheduling being the means to plan the whole production process, as to when it shall be started, and when the production activity shall come to an end.

5. Production Control—

Controlling the production process is the next job of paramount importance, that the production manager shall handle. The production planning and the actual process shall be tallied and if any deviations from the actual planning are found, that must be met with necessary steps for its correction.

6. Quality and Cost Control—

Quality and cost control plays a huge role in the company's upliftment, the buyers want the products to be of top-notch quality at fair and low prices. The production manager thus has to try to maintain the quality of the product and should try to lower the production cost, as it shall in turn lower the cost of the product.

7. Inventory Control—

Inventory control is also part of production management. The inventory level must be monitored by the production manager. Overstocking and understocking of inventories are not appropriate.

8. Maintenance and replacement of Machines

The production management ensures that machinery and equipment are properly maintained and replaced. All the machinery that would be needed for the production shall be checked prior to the actual production process.

The production manager must have a system in place for regular inspections, oiling, washing, replacement, and repair of machines, machinery, and spare parts, among other things. This helps to stop unforeseen technical breakdowns and production halts.

9. Scheduling—

When it comes to taking a manufacturing process to the next stage, production scheduling is crucial. The allocation of raw materials, labour, and processes to manufacture goods for customers is known as the production schedule.

The objective of production scheduling is to make the manufacturing process run as smoothly as possible by matching the production requirements with the available resources in the most cost-effective way possible.

HUMAN RESOURCE DEPARTMENT



HUMAN RESOURCE DEPARTMENT

According to F. E. L. Brech, Human Resource Management is that part of management progress which is primarily concerned with the human constituents of an organization.

MENING OF HUMAN RESOURCE:

Human resources (HR) is a department in a workplace that focuses on a company's most important ~~asset~~ ^{assets} employees to ensure they're satisfied, engaged and have all the resources they require to perform as expected. HR is the department responsible for maintaining a company's personnel, employee relations and workplace culture. This team manages recruiting, hiring, firing, training, skills development, policy implementation, benefits, payroll, government regulation, legal compliance and safety and often moderates and helps resolve conflicts and concerns between employees

MEANING OF HUMAN RESOURCE DEVELOPMENT:

A human resources department represents the interests of the individual employees and the overall mission of the business. Depending on the size and scope of a company, an HR department can perform a variety of roles and responsibilities. For a small business, a dedicated HR specialist may cover all HR functions, while in bigger companies, specialized departments will handle hiring, benefits, employee development and other processes.

In recent years, the role of HR has expanded as companies recognize that it's cost-effective to invest in employee development and retention. Better-trained and happier employees are more productive. They also tend to innovate and are more invested in their employers' success.

Additionally, employers recognize that increased complexity in employment laws make the expertise of HR professionals increasingly valuable.

HR can be an integral player in the success of companies and many incorporate HR professionals and their expertise in critical company decision-making

Responsibilities of HR manager:

- ❖ Managing employee compensation and benefits

- ❖ Recruiting and onboarding new hires
- ❖ Managing employee training and development
- ❖ Creating, tracking, and updating employee records
- ❖ Communicating policies and decisions to all employees
- ❖ Dismissing employees and enforcing disciplinary actions
- ❖ Ensuring the organization is meeting employment laws
- ❖ Ensuring that employees feel their concerns are heard by management
- ❖ Addressing and investigating work-related complaints and harassment allegations

Meaning of purchasing:

Purchasing is the process of buying or acquiring goods and services to make supply chain management more efficient. Goods, materials, and equipment procured in the process play a key role in improving the quality of products/services produced by the organization. Ultimately, the purchasing process impacts the product quality and helps in optimizing costs in the value chain.

Meaning of purchase department:

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. Let's understand the role of a purchasing department in this process.

Functions of Purchasing Departments:

- To make the materials, supplies and equipment available for the organization at minimal costs, such that it leads to maximum productivity and subsequent profitability of business operations.
- To p with respect to the corresponding volume of sales. This will also increase the profitability of the organization.
- To identify alternate sources of supply, increase the bargaining power of the buyer and ensure cost minimization and increased ability to meet the emergencies.
- To establish good relations with the suppliers, which helps in communicating a favourable image in the business circles, and these are often useful when it comes to changing reasonable prices, preferential material allocation during

shortages, intimation about foreseen shortages, details about the newly established substitute, outstanding payments during temporary liquidity crisis etc.

- To attain maximum integrity with other organizational departments, including production department or material specs, flow and recommended supplies of certain items, etc., engineering department for purchasing tools, machines and equipment, marketing department for sales forecasts and impact of input quality on output quality, finance department to maintain levels of materials, scheduling investments, etc., and personnel department to man and develop personnel, maintain supplier relationships, etc.
- To train personnel and develop them and ensure management succession with contented workforce.
- To ensure efficient recordkeeping and management reporting, such that paper processing is standardized and recordkeeping is maintained.
- In addition to the above, the management is also concerned if the following aspects are in place to give the key policies a concrete shape
- Quantity and value of the items purchased, segregated by raw materials, spares, component parts, machines and equipment, supplies, etc
- Departmental costs under the relevant heads of the expenditure
- Work analysis of the purchase department
- Details about cash discount and quantity discount earned and lost
- Price trend in the ensuing period and its impact on inventory costs
- Planning on material availability and strategy development as planned
- Details about new materials and processes that can reduce manufacturing costs
- Identification of new alternate sources of supply

Purchasing Procedure or Purchasing Cycle:

1. Initiation of Purchase

This starts with the receipt of a purchase requisition by the purchasing department. The purchase requisition is prepared by the storekeeper based on:

- Requisitions received from the departments of the enterprise

- Replenishment policy being pursued
- Special requisitions for specific equipment and materials
- Personal judgment and experience (if permitted)

The requisitions are usually approved by staff who are authorized to grant approval. The storekeeper ensures that they are acting according to standard policies. They prepare the purchase requisitions in triplicate.

The first one (i.e., the original) is sent to the purchasing department, the next one is sent to the cost department, and the last one is retained by the stores department.

This helps to purchase the right quantity of materials at the right quality, the right place, from the right source, and at the right time.

This helps the enterprise to procure materials at a competitive price. It also helps to ensure the smooth and uninterrupted operations of the enterprise.

Format/Specimen of Purchase Requisition:

Purchase Requisition				
No.....			Date.....	
Please purchase for department/order				
S. No.	Code No.	Description of Articles	Quantity	Remarks

Sd/-
Assistant
Department
Order No.....

Approved by
Sd/-
.....
(Designation)
Department.....

2. Inviting Quotations

After the receipt of the purchase requisition, the purchase department would proceed further and invite quotations, etc. from suppliers.

The usual practice is to send an inquiry proforma to the supplier. The specimen of the Enquiry Proforma is given below :

ABC (Pvt.) Co. Ltd.	
Ref. No.....	Date.....
Enquiry	
To	
.....	
.....	
.....	

We are interested in purchasing the following materials. We would like the materials to be delivered by..... Please let us know your best price and any other terms.				
S. No.	Identification No.	Description of Articles	Quantity Required	Remarks
Yours faithfully Sd/- For ABC (Pvt.) Co. LTD.				

3. Receipt of Supplier's Quotation:

The supplier, after receiving the inquiry letter, provides a quote and states the terms and conditions of the supply of materials to the purchasing department. The supplier also provides quality, quantity, time of delivery, price, discount, and other necessary information.

This submission is important from the point of view of both the purchaser and the supplier. It is an offer in legal terms. This, therefore, requires careful handling and proper preservation.

4. Preparation of Comparative Statement:

The comparative statement (or a comparative schedule of quotations) is prepared after the quotes are received from the supplier.

It is prepared with a view to comparing the prices, terms, and conditions, and it helps in selecting the supplier whose terms are most favorable to the organization.

The comparative statement is an important document that should be carefully kept on record for future reference and guidance.

The prepared statement is submitted to the head of the purchasing department for approval.

The purpose of preparing a comparative statement is to realize the money's worth. A proforma of a comparative statement is given below.

Comparative Statement									
S. No.	Identification No.	Description of Articles	Quantity Required	Previous Price	Quoted Price Suppliers				Remarks
					A	B	C	D	
1.			1.						
2.			2.						
Prepared by		Checked by		Product Manager					

5. Preparation and Placement of Purchase Order

The last action involved in purchasing materials is to prepare and place a purchase order. A purchase order is a legal document that implies the acceptance of the supplier's offer.

The purchase order should, therefore, be prepared with great care and in complete detail.

This helps the supplier to ensure that they will supply materials of the right quality, the right quantity, and at the right time.

Purchase orders are orders to the supplier to supply the required materials as per their quotations and the instructions contained therein.

A proforma of the purchase order is given as follows:

Code No. Phone Gram	ABC (Pvt.) Co. Ltd.	Please quote in all correspondence Order No. Date				
Requisition No. Date						
To						
Please supply the following materials to our material department at in accordance with the terms and conditions mentioned overleaf. This has reference to your quotation No. Dated						
S. No.	Identification No.	Description of Articles	Quantity Required	Rate	Value	Remarks

Dated.
 Terms and Conditions Overleaf

For ABC (Pvt.) Co. LTD.

 Purchase Manager

Generally, the purchase order is prepared in triplicate. The original copy is dispatched to the supplier, the duplicate is sent to the account section, and the triplicate is retained for future reference.

However, if more copies are required, these should also be prepared. For example, five copies are to be prepared, the fourth one could be sent to storekeeping and the fifth one could be sent to the requisitioning department.

Marketing department



Marketing department:

A marketing department promotes your business and drives sales of its products or services. It provides the necessary research to identify your target customers and other audiences. Depending on the company's hierarchical organization, a marketing director, manager or vice president of marketing might be at the helm. In some businesses, a vice president of sales and marketing oversees both the marketing and sales departments with a strong manager leading each department.

The role of the marketing department:

The marketing department is responsible for identifying, anticipating, and satisfying customer needs and wants profitably. The end goal is to make more profit. Fostering long-term relationships is also another task; thus, money keeps flowing into the company.

The marketing department is at the forefront because it interacts directly with consumers and determines the success or failure of the company in generating revenue. In addition, this department must also synergize with other departments to help achieve corporate goals.

Besides playing an important role in promoting products and increasing sales, the marketing division is also important to introduce the business, thereby generating a strong corporate image. Moreover, the team reaches not only customers or retailers but also investors and the community while creating a corporate image in the eyes of these stakeholders.

Marketing department responsibilities:

Specifically, the responsibilities of the marketing department vary between businesses. It depends on aspects such as the size of the business, the company's strategy, and the resources at hand. They may include:

Market research - identifying customer needs and wants. It may be through surveys, interviews, or observations. The team segmented the market, selected target market segments, developed consumer profiles, and developed the appropriate marketing mix. After the product is sold, the team also examines whether the product and the efforts made, such as advertising, are successful or not.

Competitive analysis observing competitors and identifying their market position and strategies. It is important to develop responses and design appropriate competitive strategies and tactics.

Promotion presenting the company and its products to consumers, building brand awareness, and strengthening the product and company image. The team selects and manages the most appropriate promotional mix, whether advertising, sales promotion, or direct selling.

Sales responsible for making money by selling products or providing services. This function requires synergy with other business functions to support increased sales. In addition, the team must also design the right marketing mix, such as designing attractive packaging and correct pricing.

Product management evaluating and mapping products to determine the right strategy, for example, whether to withdraw, increase investment or collect as much cash as possible. A large company can have a product portfolio consisting of various products and target markets. Managing them requires intensive effort. The marketing team is tasked with mapping the market position of each product to determine strategy, resource allocation, and investment. Two useful tools are the BCG Matrix and the product life cycle.

Marketing information management managing and integrating marketing information such as sales targets, sales realization, industry competitors, customer profiles, and market trends. The data is valuable for developing marketing strategies, making decisions, or designing the company's overall strategy. For example, information about sales targets is important for making production decisions.

Pricing determining the sweet spot between customer value and company profits. A company may choose cost-based pricing, with the main consideration being the cost of production. While others prefer market demand-based pricing or competition-based pricing.

Budget responsible for managing the allocated marketing budget. Marketing managers must secure space in the budget to fully support the marketing strategy. A sufficient budget is important to generate more revenue, expand into new markets and reach more potential customers.

Distribution developing the right distribution channels to reach customers. A company might sell products directly to customers by establishing a retail outlet or

creating an e-commerce channel. Alternatively, they rely on various intermediaries such as distributors and retailers to sell products.

Customer relationship management is a responsibility that includes studying their target customers, determining how best to reach and meet their needs, maintaining good relationships with them, and encouraging them to continue purchasing the product. Since recruiting new customers is expensive, this responsibility is crucial to keep the money flowing to the company.

Branding is responsible for managing the brand and ensuring the brand is marketed appropriately. There are various branding strategies, including individual branding, family branding, or corporate branding. Each has advantages and disadvantages. The marketing team's duties include building brand awareness, developing the brand, driving brand loyalty, and creating brand value.

Online channel management is to manage and maintain online channel pages such as corporate websites and social media. This is becoming increasingly vital as consumers get more and more online. Companies use online channels to monitor and find out what's trending, build good relationships with customers, and even promote products.

Quality department

Meaning of quality department:

Quality management ensures that an organization, product or service consistently functions well. It has four main components: quality planning, quality assurance, quality control and quality improvement. Quality management is focused not only on product and service quality, but also on the means to achieve it.

INGREDIENTS OF QUALITY PROCESSES :

- **Quality Planning** :- Process of preparing to meet quality goals. It Involves Understanding customer needs and developing product features.
- **Quality Control**: Process of meeting quality goals during operations. Control Parameters. Measuring the deviation and taking action.
- **Quality Improvement**: Process for breaking through to unprecedented levels Of performance. Identify areas of improvement and get the right people to Bring about the change.
- **Quality assurance** :- refers to the planned and systematic activities Implemented in a quality system so that quality requirements for a product or Service will be fulfilled.

CERTIFICATES & CREDENTIALS

- Green Co. Platinum Rating
- IRIS Certified
- ISO 9001:2015 together with ISO 3834-2:2005
- ISO 14001:2015
- ISO 50001:2011
- OHSAS 18001:2007
- 5 S
- NABL Certified Lab (ISO/IEC 17025:2005)

ROLES & RESPONSIBILITIES :

- The primary responsibility of the Quality department is to ensure turning out of Coaches conforming to the prescribed parameters by RDSO & Railway Board.
- Quality department is equipped with Material & Chemical Testing Lab where Testing of material & audit inspection is also done. MCF has a NABL Certified Lab (ISO/IEC 17025:2005).
- Management of the quality of raw materials, assemblies, products and Components, services related to production, and management, production and Inspection processes comes under the aegis of Quality Department.
- Presently, Third Party Inspection for quality management, inspection & testing Services in MCF is being done by M/S Bureau Veritas (India) Pvt Ltd. It Makes sure that MCF avoid future cost overruns issues by ensuring safety, Quality & reliability in the coaches turned out by MCF meeting the rigorous Quality standards.
- Rolling stock certificate is an important document which is frequently used for t Traceability and deciding warranty replacement. RSC is uploaded timely on The CMM portal.
- Customer Complaint & Monitoring Cell deals with the warranty claims of Various coaching depots from zonal railways.
- The customer complaint portal is part of MCF Portal accessible in public Domain.
- In order to Improve the Customer satisfaction concept of “Coach Mitra” has Been introduced. A total of Twenty officers has been nominated in this group . Each “Coach Mitra” has been assigned a depot , to visit once in every quarter Of a year.
- MCF Coach Mitras are regularly visiting to Coaching depots to collect first

Hand information on problems faced by field. Telephonic feedback of MCF Built coaches is also taken from Coaching Depot Officer across Indian Railways.

Observation

I found that company gave a full security system to protect the employees.

They are not allowing with out entry pass for non staff.

They follow the rules and regulations strictly inside the company.

The faculty members in the company are very active in their work

The company infrastructure, food and other things are very good.

The employees in the company are coordinated and completes the task assigned to them.

<https://www.indeed.com/hire/c/info/responsibilities-of-human-resources>

<https://www.indeed.com/hire/c/info/what-is-the-human-resources-department#1>

<https://www.financestrategists.com/accounting/cost-accounting/material-costing/purchasing-of-materials/>

<https://www.thesisbusiness.com/functions-of-production-management.html>

<https://www.cumi-murugappa.com/>

<https://penpoin.com/marketing-department/>