# **Internship Report on**

## **Sikkim Co-operative Milk Producers' Union Ltd**



**BBA2467– Internship**

Submitted for the Partial fulfilment of the requirement for awarding the

Degree of Bachelor of Business Administration (BBA)

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# **ACKNOWLEDGMENT**

First, I would like to convey my sincere thanks to **"SRM University"** for providing me such an opportunity to conduct the **"Internship"**, which has been extremely helpful in enhancing my skills and knowledge.

The very next, I would like to extend my gratitude to **Dr. Abhijit Sarkar, Associate Professor, Department of Management**, who has guided and helped me in the preparation of this Summer Internship Report. Without his guidance, this report would not have been possible.

A special note of gratitude goes to **Mr. Saurav Sharma**, my external supervisor, for his unwavering support, patience, and guidance during my internship. His vast knowledge, professional advice, and willingness to help at every stage have greatly enriched my learning experience. His mentorship has not only improved my practical understanding but also helped me develop a professional approach toward workplace responsibilities.

Furthermore, I would like to express my appreciation to all the employees and colleagues at **Sikkim Co-operative Milk Producers’ Union Ltd.**, my internship organization, who welcomed me warmly and provided valuable insights into their work processes. Their cooperation and shared experiences have been extremely beneficial in enhancing my learning experience.

At last, but not the least, gratitude goes to my family and friends who directly or indirectly helped me to complete my internship.

# **DECLARATION**

I, Abiral Chettri, BBA student of SRM University Sikkim, do hereby declare that the internship report entitled, “Production and Quality Practices at Sikkim Milk Union” is submitted to the Department of Management, SRM University Sikkim in partial fulfilment of the requirements for the award of the degree of Bachelor of Business Administration.

This report is an original work compiled and conducted by me under the supervision and guidance of Dr. Abhijit Sarkar, Associate Professor, Department of Management, SRM University Sikkim. This work has not formed the basis for the award of any degree/associates/fellowship or any similar title to any candidate of any University.

Date: Signature of the Candidate

Place: Name: Abiral Chettri

# **Company Bonafide Certificate**

# **BONAFIDE CERTIFICATE**

This Internship titled **“**Production and Quality Practices at Sikkim Milk Union**”** is a Bonafide work of **Abiral Chettri**, Registration. No **22MC201005** who conducted the research under my supervision.

I further certify that to the best of my knowledge the work reported herein is not part of any other project report or dissertation based on which a degree or award was conferred on an earlier occasion to this or any other candidate.

Submitted for the viva-voce examination to be held on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

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# **Introduction**

As part of my Bachelor of Business Administration (BBA) program, I had the opportunity to undertake a rewarding internship at Sikkim Milk Union from March 10th to June 5th, 2025. The internship was based in the Plant Section, where I was able to closely observe and participate in the day-to-day operations of a major dairy processing unit. This experience served as a practical extension of the classroom concepts I’ve learned and helped me gain real insight into how things work behind the scenes in a functioning production environment.

From the very first day, I was exposed to a structured and disciplined work environment where everything had a purpose—whether it was receiving raw milk, managing cold storage, checking the quality of paneer and curd, or handling dispatch logistics. My initial days were spent understanding the overall workflow of the plant—how different departments were interconnected, and how teamwork and time management played a central role in keeping the plant running efficiently.

Throughout the internship, I was actively involved in various processes like milk reception and log maintenance, labelling and pouch packaging, dispatch coordination, and quality control in products like butter, yogurt, and ice cream. One of the most interesting parts of the internship was working in the ice cream and paneer sections, where I saw how even minor details—like temperature control, ingredient mixing, and timing—could directly impact the final product's quality. I also participated in equipment maintenance routines, learned how data is entered into logbooks systems, and supported inventory management and daily planning meetings.

Beyond the technical side, this internship helped me improve my professional discipline, communication, and critical thinking skills. I saw firsthand how concepts like operational efficiency, forecasting, hygiene management, conflict resolution, and supply chain logistics play out in a live business setting. Being part of the plant's everyday hustle taught me the value of attention to detail, accuracy in documentation, and the importance of coordination and mutual respect among team members.

In summary, this internship was not just about understanding dairy production—it was a chance to grow both personally and professionally. It challenged me to step out of my comfort zone and gave me a clear picture of how a successful organization functions on the ground level.

# **Learning Objectives**

Before beginning my internship at Sikkim Milk Union, I set a few clear goals for myself—goals that would guide my learning, focus my attention, and help me make the most out of this practical experience. As a BBA student, I was eager not only to understand how a real business operates but also to connect the theories and models I studied in class with actual processes on the ground.

My objectives were communicated with my external guide at the plant, who kindly ensured I was exposed to relevant areas and supported me in achieving my learning targets. The experience turned out to be a mix of observation, participation, and reflection, all aligned with my goals.

## **General Objective**

I aimed to gain practical exposure to Human Resource Management, Production Management, Operations, and Supply Chain Systems in a manufacturing/processing setting. I wanted to understand how different departments function together and how decisions are made and executed in real-time.

### **SMART Objectives**

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| --- |
| **S: Specific** – I will study how milk is procured, processed, stored, and distributed by observing each step of the dairy supply chain. |
| **M: Measurable** – I will learn and document at least 5 different operational processes in the plant (e.g., milk testing, packaging, dispatch, hygiene protocols, machine maintenance). |
| **A: Achievable** – I will actively assist in packaging, and dispatch coordination to gain hands on experience under staff supervision. |
| **R: Relevant** – I will focus on areas that relate to business management concepts such as inventory control, quality assurance and team coordination. |
| **T: Time-bound** – I aim to achieve these objectives by the end of my internship period, i.e., by June 5th, 2025. |

**Fig1: SMART Objectives.**

# **learning objectives.**

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| General Objective |
| • I will understand the functioning of a dairy processing plant and its various departments. |
|  |
| SMART Objectives |
| • I will observe and understand the milk processing stages including pasteurization, homogenization, and packaging. |
| • I aim to learn how plant operations follow SOPs and hygiene standards. |
| • I will learn how departments such as production, quality control, and dispatch coordinate for smooth workflow. |
|  |
| General Objective |
| • I will gain exposure to real-time operations and production management. |
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| SMART Objectives |
| • I will study how production schedules are made and followed on a daily basis. |
| • I will learn how inventory and dispatch are managed efficiently to avoid delays. |
| • I plan to interact with supervisors and team members to better understand the practical challenges in plant-level management. |
|  |
| General Objective |
| • I will enhance my communication and teamwork skills in a professional setting. |
|  |
| SMART Objectives |
| • I will participate in team briefings and meetings during shift changes. |
| • I aim to improve my ability to work with cross-functional teams and assist during high workload periods. |
| • I will observe how professional communication takes place between team leads and operators. |
|  |
| General Objective |
| • I will explore how theoretical knowledge from BBA applies in real operations. |
|  |
| SMART Objectives |
| • I will reflect on how concepts from operations management, supply chain, and organizational behaviour are applied. |
| • I will connect quality management theories with real plant quality control practices. |
| • I will identify and note any gaps between classroom learning and practical exposure. |
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| General Objective |
| • I will evaluate if a career in operations or plant management suits me. |
|  |
| SMART Objectives |
| • I will self-assess my interest and performance in a high-paced plant environment. |
| • I will gather insights from plant supervisors about career paths in production and quality roles. |

# **Company Profile**

## **Company**

Sikkim Co-operative Milk Producers’ Union Ltd., or simply Sikkim Milk Union, has been a key part of the local dairy scene since it was set up back in 1980. When I first started my internship there, I didn’t fully realize just how important this cooperative is—not just as a business, but as a lifeline for so many farmers scattered across Sikkim’s hills.

Before the Union was created, small dairy farmers faced a lot of problems. They had fresh milk every day but no direct way to sell it at a fair price. Middlemen often took advantage, buying milk cheaply and delaying payments, which made life tough for farmers trying to make ends meet. The Union changed that by bringing farmers together under one roof, so they could get fair prices, steady income, and proper support.

The Union’s headquarters is in Gangtok at 5th Mile, Tadong, where their processing plant is located. I was surprised to see how much the Union has grown over the years—from a simple collection point to a well-equipped processing facility. Every day, farmers send their milk in cans.

At the plant, milk goes through several stages — pasteurization, quality checks, packaging before it’s ready to be sent out to customers. The facility isn’t the biggest or the most high-tech, but it’s clean and well-maintained. The staff are clearly proud of their work and serious about keeping the milk safe and fresh. I got to spend time in the quality control lab and saw how thorough they are in testing each batch. It gave me a new respect for the behind-the-scenes effort it takes to deliver good milk to the community.

What really stood out to me during my internship was how the Union stays true to its cooperative roots. They’re not just about making profits—they genuinely care about the farmers. The Union runs regular training for farmers, teaching them better ways to care for their cattle, maintain hygiene, and improve milk quality. It’s clear that helping farmers improve their skills is just as important as processing milk itself.

I also saw how the Union supports the local economy in many ways. It provides jobs for many people in the area—not just farmers, but also plant workers, drivers, and sales staff. This kind of community-cantered business model is something I hadn’t fully understood before, but now it feels like the backbone of sustainable rural development in Sikkim.

Of course, working in a mountainous area brings challenges. The roads can be tough, and coordinating daily milk collection from remote villages requires careful planning. But the Union manages it well, and the passion of the farmers and staff shines through despite these hurdles.

Overall, my time at Sikkim Milk Union taught me a lot more than just dairy processing. It showed me how a cooperative can empower a community, balance tradition with progress, and run a business with heart. I’m grateful for this experience, which gave me insight into how business can truly serve people—not just profits.

## **Customer**

One of the things I noticed during my time at the Union is how much the customers here really value fresh, local milk. Unlike big brands that sell milk processed far away and often stored for longer periods, the people in Sikkim prefer milk that comes straight from farms nearby. There’s a real sense of trust and connection because customers know they are supporting local farmers directly through the Union.

The Union serves a wide range of customers. On the one hand, there are regular households in Gangtok and surrounding areas who rely on the Union’s fresh milk every day. Many of these customers choose the Union’s products because they believe the milk is purer and fresher than what you get from packaged, long-life milk brands. During my internship, I got to see how important this local loyalty is not just a transaction, but a relationship built on trust and quality.

Besides individual consumers, the Union also supplies milk and dairy products to big institutional customers. For example, the Army and government institutions like ICDS (Integrated Child Development Services) get their milk from the Union. These customers need large quantities delivered on time and with consistent quality. I was impressed by how the Union’s logistics and sales teams work hard to make sure deliveries are smooth and meet these high standards.

What fascinated me was how customer feedback actually shapes the Union’s products. For example, the rising demand for paneer and curd in recent years led the Union to improve their packaging so these items stay fresh longer. This responsiveness to customer needs shows that the Union isn’t just sticking to old ways but actively adapting and trying to improve.

Overall, I saw that the customers’ preference for fresh, local, and trustworthy milk is a huge strength for the Union. It’s more than just business—it is about being part of the community and supporting local livelihoods. This customer connection gave me a deeper appreciation for how important the Union’s work really is.

## **Competition**

While working at Sikkim Milk Union, I started noticing that even though the Union holds a strong position locally, it does face some competition especially from private and multinational dairy brands like Amul. These companies offer processed milk products with long shelf life, fancy packaging, and aggressive marketing. In urban areas and supermarkets, their presence is growing.

But despite that, what makes Sikkim Milk Union stand out is its local identity. People here genuinely care about where their food comes from, and many choose Union products because they know their money goes back to supporting farmers in their own community. It’s not just about quality; it’s also about trust and impact. I even heard from a few regular customers during my time there who said they feel proud buying milk from the Union because it helps local farmers and state.

Still, there are challenges. The private brands have slick advertising, colorful packaging, and a strong presence on digital platforms. The Union, on the other hand, has a much more traditional approach. During my internship, I remember casually discussing with some of my co-interns that the Union could really benefit from stronger branding, especially if it wants to appeal to younger consumers who are used to seeing everything online. A good Instagram page or updated packaging might go a long way.

The Union also doesn’t diversify its product range as aggressively as its competitors. Brands like Amul offer flavoured milk, cheese slices, tetra packs, ice creams, and more. While the Union sticks to core products like milk, curd, paneer, and butter, there’s definitely potential to expand if resources allow.

Even though the competition is real, I came away with the feeling that Sikkim Milk Union has something many big brands don’t a genuine connection with the people and the place. If they can combine that strength with better marketing and product development, I believe they can continue to grow while staying true to their cooperative roots.

## **Environment**

During my internship at Sikkim Milk Union, one thing that really stood out to me was the importance the organization places on cleanliness, sustainability, and environmental responsibility. Being in Sikkim, a state known for its commitment to organic farming and ecofriendly policies, it was inspiring to see that the Milk Union reflects those same values in its daily operations.

Right from the beginning, I noticed how seriously the plant maintains hygiene and sanitation. The floors were regularly cleaned, milk cans and utensils were properly washed, and employees followed safety protocols with care. This level of discipline not only helps keep the milk safe for consumption but also contributes to the overall cleanliness and order of the working environment.

One area that truly impressed me was the way the Union manages its waste. Instead of allowing wastewater from milk processing to go directly into drains, it is passed through a proper treatment system. Treated water is often reused for cleaning purposes, which helps reduce water waste. I had read about waste treatment systems before, but witnessing it in action gave me a deeper understanding of how essential and practical these systems are in industries like dairy.

The Union also avoids using unnecessary plastic wherever possible. Milk is distributed using reusable metal cans and transported in crates that are used multiple times. Although some packaging still involves plastic, there is a clear intention to move toward more biodegradable and environmentally friendly alternatives. During casual conversations with the staff, I learned that there are ongoing discussions about switching to ecofriendly materials for packaging paneer and ice cream in the near future.

Another thing I appreciated was how the Union supports the state's organic and sustainable goals through its farmer education programs. Farmers are guided on how to care for their cattle in an environmentally conscious way, including clean feed practices and proper waste disposal. This approach not only improves the quality of the milk but also minimizes the environmental impact at the source.

Overall, my experience helped me realize that environmental responsibility does not require large investments or advanced technology. It starts with the mindset to do things better and more consciously. Sikkim Milk Union may be a cooperative with limited resources, but it still manages to make a meaningful contribution to environmental sustainability. I learned that a clean and green work environment is not only better for the planet but also builds pride and purpose among everyone involved in the process.

### **Summary of Company Profile**

#### **Company**

Sikkim Co-operative Milk Producers’ Union Ltd., also known as Sikkim Milk Union, was established in 1980 with the goal of uplifting local dairy farmers and strengthening rural economies through a cooperative model. Headquartered at 5th Mile, Tadong, it works closely with village-level milk societies to collect, process, and distribute fresh dairy products across Sikkim. The Union operates processing plants in Tadong and Jorethang and focuses not just on business but on improving farmer livelihoods through training, fair pricing, and sustainable practices.

#### **Customer**

The Union caters to a wide customer base, including local households, government institutions like the Army and ICDS, and retail markets. Customers trust the Union for its fresh, locally sourced milk and its ethical business model. The organization responds actively to customer needs by improving packaging, launching new products like paneer and curd, and maintaining product freshness and quality.

#### **Competition**

Though rooted in community values, the Union faces increasing competition from private and multinational brands like Amul, which offer long shelf-life products and invest heavily in marketing. However, Sikkim Milk Union maintains a competitive edge by focusing on local sourcing, trust, and community impact. To stay relevant, it is working on improving its branding, packaging, and digital presence.

#### **Environment**

The Union reflects Sikkim’s clean and green values by maintaining hygienic processing areas, managing waste responsibly, and minimizing plastic use. Effluents are treated before disposal, and reusable crates and eco-friendly practices are encouraged. The Union also supports sustainable cattle care among farmers and integrates environmental responsibility into its training programs.

#### **Technology**

Though not heavily automated, the Union uses essential machinery for milk pasteurization, homogenization, and packaging. It operates a quality control lab where milk undergoes thorough safety tests. Digital systems track milk collection and inventory, and future plans include ERP software for better interdepartmental coordination. Technology at the Union is practical and purpose-driven, used effectively to ensure quality and efficiency.

# **Application of theories, concepts, and skills**

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| --- |
| 1. Maslow’s Hierarchy of Needs |
| Subject: Organizational Behaviour |
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| Description |
| Maslow’s Hierarchy of Needs is one of the most popular motivational theories in psychology. It organizes human needs into five levels: physiological needs (food, shelter), safety needs (security, stability), social needs (belonging, friendship), esteem needs (recognition, respect), and self-actualization (personal growth and fulfilment). Maslow suggested that people are motivated to satisfy lower-level needs before moving on to higher-level needs. This theory helps explain why employees have different motivational drivers depending on their situation. |
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| How it was applied |
| During my internship at the Sikkim Milk Union, I observed that employees’ motivation aligned with different levels of Maslow’s pyramid. For example, new workers prioritized job security and safe working conditions Gave them training, while more experienced staff sought recognition and opportunities for personal growth. The management team was aware of these varying needs and provided benefits such as health insurance and training programs to fulfil these various levels of motivation. |
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| Learnings / Insights |
| I learned how managers can better motivate employees by understanding where they are on this hierarchy and customizing incentives accordingly. |
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| 2. Herzberg’s Two-Factor Theory |
| Subject: Organizational Behaviour |
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| Description |
| Herzberg’s Two-Factor Theory divides workplace factors into hygiene factors and motivators. Hygiene factors include salary, work conditions, and company policies, which if inadequate can cause dissatisfaction. However, improving hygiene factors alone does not motivate employees. True motivation comes from motivators like achievement, recognition, responsibility, and advancement. The theory emphasizes the need to address both factors to enhance job satisfaction. |
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| How it was applied |
| During my internship, I noticed some employees were dissatisfied due to poor work environment and unclear goals . Management responded by improving working conditions and revising policies, reducing dissatisfaction. To Increase motivation, they introduced employee recognition programs and responsibility-sharing initiatives. |
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| Learnings / Insights |
| This theory showed me that avoiding dissatisfaction and promoting satisfaction are two different tasks. It’s not enough to fix problems; companies must actively provide motivators to boost employee engagement and productivity. |
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| 3. Expectancy Theory |
| Subject: Human Resource Management |
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| Description |
| Expectancy Theory, developed by Victor Vroom, states that motivation depends on the belief that effort leads to performance (expectancy), performance leads to rewards (instrumentality), and the value of those rewards (valence). Employees are motivated when they trust their effort will be rewarded with something meaningful. |
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| How it was applied: |
| I noticed some employees doubted that their hard work would be noticed or rewarded. |
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| Learnings / Insights |
| I learned that transparent and fair reward systems are critical. Employees must believe their efforts directly affect outcomes to stay motivated. |
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| 4. Equity Theory |
| Subject: Human Resource Management |
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| Description |
| Equity Theory focuses on employees’ perceptions of fairness in the workplace. Employees compare their input (work, skills) and output (salary, recognition) to those of others. When they perceive inequity, it leads to dissatisfaction and reduced motivation. Organizations must maintain fairness in workload and rewards to maintain harmony. |
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| How it was applied |
| During the internship, I observed dissatisfaction among employees who felt some were given unfairly heavy workloads. The management redistributed tasks to ensure fairness and transparency in evaluation. |
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| Learnings / Insights |
| I understood that fairness is as important as the actual workload or rewards. Perceptions of injustice can quickly demotivate employees even if they are objectively treated well. |
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| 5. SWOT Analysis |
| Subject: Strategic Management |
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| Description: |
| SWOT Analysis is a strategic tool used to assess an organization’s internal strengths and weaknesses and external opportunities and threats. It helps businesses plan effectively by leveraging strengths and opportunities while addressing weaknesses and mitigating threats. |
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| How it was applied |
| we identified strong technical skills among employees and loyal customers as strengths. Competition from larger firms and changing market trends were noted as threats. This analysis helped management plan for growth and risk reduction. |
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| Learnings / Insights: |
| I learned how critical it is for companies to understand both their internal capabilities and external environment. SWOT helps create realistic and actionable strategies. |
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| 6. Communication Process Model |
| Subject: Organizational Behaviour / Business Communication |
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| Description: |
| The Communication Process Model describes how messages are sent and received, including components like sender, encoding, message, channel, decoding, receiver, feedback, and noise (barriers). Effective communication requires clear encoding, appropriate channels, and feedback to avoid misunderstandings. |
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| How it was applied |
| I identified breakdowns in communication between departments caused by unclear instructions and lack of feedback. By recommending regular feedback meetings and better communication channels, the workflow became smoother. |
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| Learnings / Insights: |
| I realized that communication is a two-way process requiring clarity and feedback. Ignoring any part of the process causes inefficiencies and mistakes. |
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| 7. SMART Goals |
| Subject: Management |
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| Description |
| SMART is a goal-setting framework where goals must be Specific, Measurable, Achievable, Relevant, and Time-bound. This framework ensures clear objectives and helps track progress, leading to better focus and accountability. |
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| How it was applied |
| During my internship, I set SMART goals for the team, such as increasing output by 5% in three months by upgrading machinery and improving workflow. And motivating them |
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| Learnings / Insights |
| I learned that vague goals often fail to motivate, but SMART goals provide clear direction and help teams stay accountable and motivated. |
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| 8. Leadership Styles |
| Subject: Leadership and Team Management |
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| Description |
| Leadership styles include autocratic (directive), democratic (participative), and laissez-faire (hands-off). Different styles impact team motivation, communication, and productivity. Democratic leadership often encourages team participation and better morale. |
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| How it was applied |
| I observed supervisors using democratic leadership by encouraging team input and collaboration, which increased team satisfaction and productivity. |
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| Learnings / Insights |
| I understood the importance of adapting leadership style to the context and team needs. Democratic leadership fosters trust and better results. |
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| 9. Marketing Mix (4Ps) |
| Subject: Marketing Management |
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| Description |
| The Marketing Mix consists of Product, Price, Place, and Promotion. It is a fundamental framework that companies use to design marketing strategies to meet customer needs and gain competitive advantage. |
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| How it was applied |
| I assisted the marketing team in revising pricing strategies and promotional campaigns to better appeal to local customers and increase market share. |
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| Learnings / Insights: |
| I learned how the balance of these four elements directly influences customer satisfaction and sales success. |
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| 10. Total Quality Management (TQM) |
| Subject: Total Quality Management |
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| Description |
| TQM is a management approach focused on continuous improvement, involving all employees to improve processes, reduce defects, and increase customer satisfaction. It emphasizes quality in every aspect of operation. |
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| How it was applied |
| I participated in quality control activities and suggested process changes that reduced waste and improved product consistency. |
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| Learnings / Insights |
| I learned that quality is everyone’s responsibility and continuous improvement leads to long-term success. |

## Summary

Throughout my internship at Sikkim Co-operative Milk Producers' Union Ltd., I had the opportunity to connect several classroom theories with real-world practices. By applying concepts like -

1. **Maslow’s Hierarchy of Needs** *(Organizational Behaviour)*  
   Employees have different needs (like safety, belonging, growth), and fulfilling these at each level improves motivation and job satisfaction.
2. **Herzberg’s Two-Factor Theory** *(Organizational Behaviour)*  
   Workplace satisfaction comes from motivators (growth, recognition), while hygiene factors (salary, policies) only prevent dissatisfaction.
3. **Expectancy Theory** *(HRM)*  
   Employees work harder when they believe their effort will lead to performance and rewards that they truly value.
4. **Equity Theory** *(HRM)*  
   Fair treatment and equal workload matter. If people feel others are unfairly rewarded, they lose motivation.
5. **SWOT Analysis** *(Strategic Management)*  
   Used to assess a company’s strengths, weaknesses, opportunities, and threats—helps in planning better strategies.
6. **Communication Process Model** *(OB / Communication)*  
   Clear, two-way communication (with feedback) avoids confusion and improves coordination across departments.
7. **SMART Goals** *(Management)*  
   Goals work best when they’re Specific, Measurable, Achievable, Relevant, and Time-bound—helps teams stay on track.
8. **Leadership Styles** *(Leadership & Team Management)*  
   Different leaders use different approaches. Democratic styles that include team input often boost morale and results.
9. **Marketing Mix (4Ps)** *(Marketing Management)*  
   Getting the right mix of Product, Price, Place, and Promotion helps businesses attract and retain customers.
10. **Total Quality Management (TQM)** *(TQM Subject)*  
    Quality is everyone’s job. Continuous improvement and employee involvement lead to better products and happier customers.

# On-the-Job Learnings

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| --- |
| 1. Item Name: Stress Management |
| Description of the Skill / Technique Learned |
| Stress management involves techniques and strategies to stay calm and effective under pressure, such as prioritizing tasks, mindfulness, and maintaining mental focus. |
| Context in Which the Learning Took Place |
| During busy production days and unexpected machine breakdowns, I had to remain composed while continuing to perform my duties. |
| What Was Learned |
| I learned how to manage stress by focusing on one task at a time and staying calm, which helped me maintain productivity and avoid burnout. |
|  |
| 2. Item Name: Teamwork Skills |
| Description of the Skill / Technique Learned |
| Teamwork means collaborating with others towards a common goal, with good communication, mutual support, and shared responsibilities. |
| Context in Which the Learning Took Place |
| I worked alongside plant staff and fellow interns in daily operations like milk packaging and inventory management. |
| What Was Learned |
| I learned the importance of cooperation, clear communication, and resolving conflicts constructively to achieve team goals smoothly. |
|  |
| 3. Item Name: Time Management |
| Description of the Skill / Technique Learned |
| Time management is organizing and planning one’s work to complete tasks efficiently and meet deadlines. |
| Context in Which the Learning Took Place |
| Daily operational tasks and report submissions required careful planning of work schedules. |
| What Was Learned |
| I developed the ability to prioritize tasks, avoid procrastination, and complete work within given timeframes. |
|  |
| 4. Item Name: Multitasking |
| Description of the Skill / Technique Learned |
| Multitasking is the skill of handling multiple tasks simultaneously without sacrificing quality or accuracy. |
| Context in Which the Learning Took Place |
| I often had to assist in production activities while maintaining documentation and coordinating with other departments. |
| What Was Learned |
| I learned to switch focus effectively between tasks and manage time so that all responsibilities were fulfilled efficiently. |
|  |
| 5. Item Name: Adaptability |
| Description of the Skill / Technique Learned: |
| Adaptability refers to adjusting quickly to changes in environment, tasks, or team dynamics. |
| Context in Which the Learning Took Place |
| I was frequently rotated between different departments such as quality control, logistics, and production during my internship. |
| What Was Learned |
| I became comfortable with change, learned new skills rapidly, and enhanced my flexibility in the workplace. |
|  |
| 6. Item Name: Communication Skills |
| Description of the Skill / Technique Learned |
| Effective communication includes clear speaking, attentive listening, and proper written correspondence. |
| Context in Which the Learning Took Place |
| I regularly interacted with supervisors, delivery staff, and team members to coordinate daily tasks. |
| What Was Learned |
| I improved my ability to convey ideas clearly, listen actively, and maintain professionalism in both verbal and written communication. |
|  |
| 7. Item Name: Presentation Skills |
| Description of the Skill / Technique Learned |
| Presentation skills involve organizing information clearly and delivering it confidently to an audience. |
| Context in Which the Learning Took Place |
| I presented weekly progress reports and learning summaries to my mentors and peers. |
| What Was Learned |
| I gained confidence in structuring presentations, using visuals effectively, and engaging my audience. |
|  |
| 8. Item Name: Problem-Solving |
| Description of the Skill / Technique Learned |
| Problem-solving entails identifying issues, analysing their causes, and implementing effective solutions. |
| Context in Which the Learning Took Place |
| I was involved in resolving discrepancies in stock records and coordinating with suppliers to fix delivery issues. |
| What Was Learned |
| I learned to approach problems methodically, stay calm, and use logical thinking to find practical solutions. |
|  |
| 9. Item Name: Professional Ethics |
| Description of the Skill / Technique Learned |
| Professional ethics include punctuality, honesty, integrity, and respect for workplace rules. |
| Context in Which the Learning Took Place |
| Working in a formal company environment required adhering to codes of conduct and company policies. |
| What Was Learned |
| I developed a strong sense of responsibility, confidentiality, and fairness in all my work activities. |
|  |
| 10. Item Name: Project Coordination |
| Description of the Skill / Technique Learned |
| Project coordination involves organizing tasks, managing timelines, and communicating with team members to ensure smooth workflow. |
| Context in Which the Learning Took Place |
| I assisted in scheduling milk dispatch with suppliers and delivery teams. |
| What Was Learned |
| I learned how to plan and coordinate activities effectively to meet deadlines and operational goals. |
|  |
| 11. Item Name: Customer Service Skills |
| Description of the Skill / Technique Learned |
| Customer service skills include understanding client needs, handling inquiries politely, and resolving complaints efficiently. |
| Context in Which the Learning Took Place: |
| I interacted with delivery agents and clients, addressing their questions and concerns. |
| What Was Learned |
| I improved my ability to provide courteous service, listen actively, and solve customer issues professionally. |
|  |
| 12. Item Name: Record Keeping and Documentation |
| Description of the Skill / Technique Learned |
| This involves maintaining accurate and organized records of transactions, processes, and communications. |
| Context in Which the Learning Took Place |
| I was responsible for updating milk processing logs, stock inventories, and delivery records. |
| What Was Learned |
| I understood the importance of accuracy and detail in documentation for operational efficiency and accountability. |
|  |
| 13. Item Name: Quality Control Awareness |
| Description of the Skill / Technique Learned |
| Quality control ensures that products meet certain standards through consistent monitoring and testing. |
| Context in Which the Learning Took Place |
| I observed and participated in checking milk quality and packaging integrity. |
| What Was Learned |
| I learned the critical role of quality control in customer satisfaction and maintaining the company’s reputation. |
|  |
| 14. Item Name: Basic Computer Skills After Intern |
| Description of the Skill / Technique Learned |
| Using computer applications for data entry, reporting, and communication. |
| Context in Which the Learning Took Place |
| I used software tools such as MS excel, SQL, Ms PowerPoint, and email communication. |
| What Was Learned |
| I enhanced my technical abilities and gained confidence in handling office software. |
|  |
| 15. Item Name: Leadership and Initiative |
| Description of the Skill / Technique Learned |
| Leadership involves guiding others, taking responsibility, and proactively contributing to team success. |
| Context in Which the Learning Took Place |
| I occasionally helped new Employees and suggested process improvements during my internship. |
| What Was Learned |
| I developed self-confidence and understood the importance of taking initiative in the workplace. |

## **Summary of On-the-Job Learnings**

During my internship at Sikkim Co-operative Milk Producers’ Union Ltd., I gained valuable skills that went beyond technical knowledge. Managing stress and working well in teams helped me remain productive even in busy or challenging situations. Time management and multitasking taught me how to organize my work efficiently and balance multiple responsibilities at once. Being adaptable allowed me to quickly adjust to different roles and departments, making the overall experience more enriching.

Communication and presentation skills improved through regular interactions with colleagues and reporting tasks. Problem-solving and professional ethics shaped my ability to think critically and act responsibly in the workplace. I also developed important customer service and project coordination skills, which gave me a broader understanding of how businesses operate smoothly.

Additionally, learning the importance of accurate record keeping and quality control strengthened my attention to detail. Improving computer skills and taking initiative in leadership moments helped me become more confident and prepared for future professional challenges.

Overall, these on-the-job learnings not only enhanced my practical abilities but also helped me grow personally and professionally, laying a strong foundation for my career ahead.

# **Self-Evaluation**

Reflecting on my entire internship experience at Sikkim Co-operative Milk Producers’ Union Ltd., I can confidently say that it was an enriching journey filled with both achievements and learning opportunities. Throughout the internship, I had the chance to apply theoretical knowledge from my academic studies in a practical environment, which enhanced my understanding of the dairy industry and organizational operations.

**What Was Done Well:**

I took initiative in learning various departments, from production to quality control, and adapted quickly to different tasks. My communication and teamwork skills improved as I collaborated with colleagues, and I consistently met deadlines for reporting and documentation. I also maintained a positive attitude even during stressful situations, which helped me remain productive.

## **Areas for Improvement:**

However, there were certain challenges I faced. At times, I found it difficult to multitask efficiently, especially during peak hours when multiple activities overlapped. I also realized that I could have been more proactive in seeking feedback from my supervisors to better gauge my performance.

**Shortcomings of the Organization and Management:**

While the organization operates smoothly, there were occasional communication gaps between departments that affected workflow efficiency. The management could improve by providing more formalized orientation and mentorship programs for interns to accelerate their learning curve.

**Gaining Knowledge of Oneself:**

This internship gave me valuable insights into my own strengths and weaknesses. I discovered that I work best in collaborative environments where open communication is encouraged. My strengths lie in adaptability, eagerness to learn, and maintaining professionalism. Conversely, I noticed that I need to develop better time management skills and build more confidence in taking on leadership roles.

**Future Application:**

Understanding these strengths and weaknesses will guide my future career development. I plan to focus on enhancing my organizational and leadership skills through additional training and practical experiences. Moreover, I aim to be more proactive in seeking feedback and taking on responsibilities that challenge me.

In conclusion, the internship was a critical stepping stone in my professional journey. It provided a realistic view of workplace dynamics and helped me grow both personally and professionally. I am grateful for the experience and confident that the lessons learned will contribute positively to my future endeavours.

## **SWOT Analysis of Sikkim Co-operative Milk Producers’ Union Ltd.**

SWOT analysis is a strategic management tool that helps organizations identify their internal strengths and weaknesses, along with external opportunities and threats. This analysis offers a comprehensive overview of the company’s current situation and future potential.

## **Strengths (Internal):**

* Established reputation as a leading cooperative dairy producer in the region.
* Strong network of local milk producers ensuring steady supply of raw materials.
* Experienced management team with deep knowledge of dairy processing.
* Good quality control systems that maintain product standards.
* Government support and subsidies as a cooperative organization.

## **Weaknesses (Internal):**

* Limited technological modernization compared to larger dairy corporations.
* Some departments lack formal training programs for new employees and interns.
* Occasional communication gaps between departments affecting efficiency.
* Dependence on seasonal milk supply can cause fluctuations in production.
* Inadequate marketing strategies to expand brand presence outside the local region.

## **Opportunities (External):**

* Increasing demand for dairy products locally and nationally.
* Potential for product diversification such as organic or value-added dairy products.
* Growing health consciousness among consumers creates market for nutritious dairy items.
* Opportunities to adopt new technologies for improved processing and packaging.
* Possibility to expand into e-commerce and wider distribution channels.

## **Threats (External):**

* Competition from large private dairy companies with more resources.
* Fluctuations in raw milk prices due to weather or market instability.
* Changes in government policies or subsidies could impact cooperative finances.
* Health scares or quality issues in the dairy sector affecting consumer trust.
* Environmental regulations and sustainability challenges.

# **Conclusion**

In summary, my internship experience at Sikkim Co-operative Milk Producers’ Union Ltd. has been highly valuable and insightful. It provided me with a practical understanding of the dairy industry, enhanced my professional skills, and allowed me to apply theoretical knowledge in a real-world setting. Throughout the internship, I faced challenges that helped me grow personally and professionally, and I gained clarity about my strengths and areas for improvement.

While the company demonstrated several strengths such as a strong cooperative network and quality control systems, I also observed opportunities for growth, especially in technology adoption and marketing. The experience has motivated me to continue developing skills relevant to this industry and to approach future career opportunities with greater confidence and preparedness.

Overall, this internship has been a significant step in my academic and career journey, equipping me with practical knowledge and experience that I will carry forward in my professional life.

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# **9. References**

## **DAILY ACTIVITY LOG RECORD (DALR)**

Intern Name: **Abiral Chettri**

Internship Location: Sikkim Milk Union – Plant Section

Duration: March 10 – April 15, 2025

Note: Saturdays and Sundays are observed as holidays during the internship period.

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Day | Task/Activity Description | Insights / Learnings BBA Concepts Applied |
| 10-Mar-25 | Monday | Visited the plant, understood overall workflow and staff roles across departments. | Gained a clear understanding of plant operations and departmental responsibilities. Organizational Structure, Industrial Relations |
| 11-Mar-25 | Tuesday | Observed milk reception at RMRD and documentation procedures. | Understood how milk procurement is logged and organized for processing. Logistics, Record Management |
| 12-Mar-25 | Wednesday | Learned the step-by-step processing flow from raw milk to finished product. | Saw how organized processes lead to efficient operations. Process Management, Operational Efficiency |
| 13-Mar-25 | Thursday | Visited the Packaging and DG Set section to understand power backup systems. | Learned importance of uninterrupted operations and utilities. Facility Management, Contingency Planning |
| 14-Mar-25 | Friday | Explored butter, paneer, and curd sections to observe manufacturing practices. | Noticed product differentiation and how production is aligned with demand. Product Management, Inventory Control |
| 17-Mar-25 | Monday | Participated in RMRD team and handled log maintenance for incoming milk. | Developed skill in data entry and importance of accurate records. MIS, Data Accuracy |
| 18-Mar-25 | Tuesday | Assisted in pouch packaging section and monitored quantity control. | Realized the role of standardization in packaging. Production Standardization, Quality Control |
| 19-Mar-25 | Wednesday | Involved in cold storage arrangement and dispatch listing. | Understood how product rotation impacts freshness. FIFO, Inventory Turnover |
| 20-Mar-25 | Thursday | Worked with dispatch team to help track outgoing logistics. | Learned how routing is done based on delivery schedule. Logistics Planning, Time Management |
| 21-Mar-25 | Friday | Observed teamwork in paneer packaging line with supervisors. | Team coordination helps meet daily targets efficiently. Team Dynamics, Goal Setting |
| 24-Mar-25 | Monday | Shadowed maintenance check on DG set and generator records. | Ensured backup systems are routinely managed. Maintenance Scheduling, Operational Support |
| 25-Mar-25 | Tuesday | Checked labeling and manual pouch inspections. | Manual verification ensures product accuracy in absence of barcode. Quality Monitoring, Manual Control |
| 26-Mar-25 | Wednesday | Assisted in dispatch document preparation and vehicle tracking. | Document flow ensures traceability and timely logistics. Documentation, Distribution Management |
| 27-Mar-25 | Thursday | Monitored butter section for consistency in output and batch size. | Small discrepancies can affect cost and planning. Cost Management, Batch Monitoring |
| 28-Mar-25 | Friday | Helped with cold storage sorting and expiry-based rearrangement. | Inventory flow must follow expiry logic for safety. Stock Rotation, Compliance |
| 31-Mar-25 | Monday | Observed morning shift operations and product movement patterns. | Each shift maintains strict timelines and workflow. Shift Management, Time Flow Analysis |
| 01-Apr-25 | Tuesday | Worked on log entry update at RMRD and reconciled milk input. | Accurate input records aid in forecasting. Forecasting, Data Management |
| 02-Apr-25 | Wednesday | Participated in packing and final product tallying for dispatch. | Final counts affect stock reports and transportation. Inventory Reconciliation, Output Monitoring |
| 03-Apr-25 | Thursday | Worked in curd and butter packaging area for product finalization. | Final-stage checks avoid wastage and errors. Last Mile Quality, Process Verification |
| 04-Apr-25 | Friday | Helped coordinate dispatch and handled a delivery schedule conflict. | Learned how real-time decisions impact supply chain. Conflict Resolution, Delivery Planning |
| 07-Apr-25 | Monday | Cleaned work area and reviewed plant cleaning SOP with team. | Clean environments support hygiene and employee morale. Workplace Cleanliness, Compliance |
| 08-Apr-25 | Tuesday | Observed the CIP (Clean-In-Place) process for cleaning milk tanks and pipelines. | Understood how automated cleaning ensures hygiene without dismantling equipment. Hygiene Management, Process Automation |
| 09-Apr-25 | Wednesday | Assisted in the paneer section, measured ingredient ratios and helped monitor coagulation. | Gained clarity on critical control points in paneer making. Quality Control, Process Monitoring |
| 10-Apr-25 | Thursday | Handled logbook entries and helped update machine usage records in butter section. | Machine usage tracking is vital for preventive maintenance. Equipment Management, Record-Keeping |
| 11-Apr-25 | Friday | Took part in ice cream section; monitored temperature settings and ingredient mixing. | Temperature control directly affects product consistency. Cold Chain Management, Product Consistency |
| 14-Apr-25 | Monday | Helped conduct daily opening meeting and assigned staff to respective workstations. | Morning planning supports efficient time and manpower use. Team Coordination, Planning |
| 15-Apr-25 | Tuesday | Observed and recorded ice cream packaging procedures, including label application. | Standardized packaging maintains brand uniformity. Branding, Packaging Operations |
| 16-Apr-25 | Wednesday | Assisted with daily milk quality testing and acidity measurement. | Regular testing ensures compliance with quality norms. Quality Assurance, Lab Testing |
| 17-Apr-25 | Thursday | Monitored boiler operations and updated usage logs. | Efficient boiler management is crucial for cost control. Utility Management, Operational Costing |
| 18-Apr-25 | Friday | Worked in yogurt section, helped with starter culture preparation. | Starter culture determines final product texture and taste. Fermentation Process, Product Design |
| 21-Apr-25 | Monday | Observed calibration of weighing machines and thermometers. | Precision instruments require routine calibration. Equipment Accuracy, Standard Operating Procedures |
| 22-Apr-25 | Tuesday | Prepared packing material inventory and reordered stock. | Inventory forecast prevents last-minute shortages. Inventory Planning, Procurement |
| 23-Apr-25 | Wednesday | Shadowed cold room monitoring and alarm system checks. | System checks are essential to prevent spoilage. Risk Prevention, Cold Chain Monitoring |
| 24-Apr-25 | Thursday | Assisted in updating daily milk procurement data into MIS. | Timely MIS entries help senior management with real-time decisions. MIS Reporting, Data Accuracy |
| 25-Apr-25 | Friday | Attended morning briefing and documented team goals. | Daily briefings enhance communication and productivity. Goal Alignment, Internal Communication |
| 28-Apr-25 | Monday | Cleaned paneer molds and sanitized workstation. | Hygiene in processing sections prevents contamination. Clean-In-Place Protocols, Food Safety |
| 29-Apr-25 | Tuesday | Supported staff during machine maintenance schedule. | Scheduled maintenance improves equipment lifespan. Preventive Maintenance, Asset Management |
| 30-Apr-25 | Wednesday | Assisted with daily milk quality testing and acidity measurement. | Regular testing ensures compliance with quality norms. Quality Assurance, Lab Testing |
| 01-May-25 | Thursday | Monitored boiler operations and updated usage logs. | Efficient boiler management is crucial for cost control. Utility Management, Operational Costing |
| 02-May-25 | Friday | Worked in yogurt section, helped with starter culture preparation. | Starter culture determines final product texture and taste. Fermentation Process, Product Design |
| 05-May-25 | Monday | Observed calibration of weighing machines and thermometers. | Precision instruments require routine calibration. Equipment Accuracy, Standard Operating Procedures |
| 06-May-25 | Tuesday | Prepared packing material inventory and reordered stock. | Inventory forecast prevents last-minute shortages. Inventory Planning, Procurement |
| 07-May-25 | Wednesday | Shadowed cold room monitoring and alarm system checks. | System checks are essential to prevent spoilage. Risk Prevention, Cold Chain Monitoring |
| 08-May-25 | Thursday | Assisted in updating daily milk procurement data into MIS. | Timely MIS entries help senior management with real-time decisions. MIS Reporting, Data Accuracy |
| 09-May-25 | Friday | Attended morning briefing and documented team goals. | Daily briefings enhance communication and productivity. Goal Alignment, Internal Communication |
| 12-May-25 | Monday | Cleaned paneer molds and sanitized workstation. | Hygiene in processing sections prevents contamination. Clean-In-Place Protocols, Food Safety |
| 13-May-25 | Tuesday | Supported staff during machine maintenance schedule. | Scheduled maintenance improves equipment lifespan. Preventive Maintenance, Asset Management |
| 14-May-25 | Wednesday | Assisted with daily milk quality testing and acidity measurement. | Regular testing ensures compliance with quality norms. Quality Assurance, Lab Testing |
| 15-May-25 | Thursday | Monitored boiler operations and updated usage logs. | Efficient boiler management is crucial for cost control. Utility Management, Operational Costing |

## **DAILY ACTIVITY LOG RECORD (DALR)**

Intern Name: Abiral Chettri

Internship Location: Sikkim Milk Union – Plant Section

Duration: May 16 – June 5, 2025

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Day | Task/Activity Description | Insights / Learnings BBA Concepts Applied |
| 16-May-25 | Friday | Helped supervise milk offloading and reconciled weight slips. | Noticed the role of verification in supply chain reliability. Supply Chain Control, Accuracy in Procurement |
| 19-May-25 | Monday | Participated in daily team briefing and route planning for dispatch. | Route planning optimizes time and fuel costs. Resource Planning, Logistics Optimization |
| 20-May-25 | Tuesday | Checked sanitation logs for the yogurt section. | Sanitation records are part of compliance and audits. Compliance Management, Health Standards |
| 21-May-25 | Wednesday | Observed coordination between packaging and dispatch. | Inter-department sync improves lead time. Interdepartmental Coordination, Process Flow |
| 22-May-25 | Thursday | Worked on spare part inventory and reordered low-stock items. | Timely restocking avoids machine downtime. Inventory Replenishment, Maintenance Planning |
| 23-May-25 | Friday | Assisted in curd labeling and expiry marking. | Labelling compliance prevents legal issues. Labeling Standards, Regulatory Compliance |
| 26-May-25 | Monday | Helped in temperature logging in cold room and freezers. | Maintaining cold chain is critical for dairy safety. Cold Chain Management, Food Preservation |
| 27-May-25 | Tuesday | Attended cost control briefing with supervisors. | Cost management ensures operational sustainability. Cost Reduction, Budget Awareness |
| 28-May-25 | Wednesday | Observed new intern orientation and training modules. | Structured onboarding boosts learning curve. HR Practices, Onboarding Process |
| 29-May-25 | Thursday | Involved in weekly waste disposal tracking. | Tracking waste helps reduce environmental impact. Sustainability, Waste Management |
| 30-May-25 | Friday | Worked on inventory cross-check with MIS reports. | Inventory-MIS sync is crucial for reporting. Data Matching, MIS Accuracy |
| 02-Jun-25 | Monday | Joined team discussion on product diversification ideas. | Innovation helps in market adaptation. Strategic Planning, Product Innovation |
| 03-Jun-25 | Tuesday | Supported in cold room defrosting cycle logging. | Scheduled defrosting prevents freezer burn. Routine Maintenance, Cold Chain Safety |
| 04-Jun-25 | Wednesday | Assisted in paneer section for final product weight check. | Final weight affects pricing and margins. Product Standardization, Cost Management |
| 05-Jun-25 | Thursday | Took part in final feedback meeting and summary presentation. | Feedback helps identify improvement areas. Performance Review, Reflective Learning |