

# CHAPTER I

## ORGANIZATION PROFILE

### 1.1 Description of the Organization

**Satyawati Devi Hardware** is a prominent retail hardware store situated in **Tilottama-5, Shankharpur**, established with the aim of providing comprehensive solutions for construction, renovation, and home improvement needs. Founded by **Mr. Netra Prasad Pokhrel**, the store has been serving customers for several years, gaining a strong reputation for reliability and quality service.

The store specializes in offering a wide range of products, including **cement, sand, rods, bricks, paints, plumbing materials, electrical equipment, hand tools, and power tools**. By maintaining a diverse and well-stocked inventory, Satyawati Devi Hardware ensures that customers have access to essential building materials under one roof, catering to both large-scale contractors and individual buyers.

In addition to supplying hardware products, the store emphasizes personalized customer service. Staff members are trained to provide expert guidance, helping customers select the right products based on their project requirements. This approach has earned the store a loyal customer base, particularly among local builders, contractors, and homeowners.

Satyawati Devi Hardware maintains strong partnerships with reputable brands and suppliers to ensure product quality and availability. The store follows a strategic procurement process to keep prices competitive while ensuring a steady supply of in-demand products.

To enhance customer convenience, the store offers flexible delivery services, ensuring materials are transported safely and efficiently to construction sites or customer locations. By blending quality products, excellent customer service, and competitive pricing, **Satyawati Devi Hardware** has positioned itself as a trusted name in the hardware and building material sector in the Butwal area. The store's commitment to reliability, professionalism, and customer satisfaction continues to drive its growth and success.

## 1.2 Mission and Objectives

### 1.2.1 Mission

The mission of **Satyawati Devi Hardware** is to provide high-quality building materials, hardware products, and exceptional customer service to meet the diverse needs of contractors, builders, and homeowners. The store is committed to ensuring customer satisfaction by offering reliable products at competitive prices while maintaining strong ethical values and fostering long-term relationships with customers and suppliers.

Through continuous improvement, the store strives to become a trusted partner in the construction and home improvement industry, contributing to the growth and development of the local community.

### 1.2.2 Objectives

The primary objectives of **Satyawati Devi Hardware** are as follows:

- To provide high-quality hardware and building materials that meet customer needs.
- To maintain a wide range of inventory to ensure product availability and timely delivery.
- To build strong relationships with suppliers, ensuring consistent product supply and fair pricing.
- To offer excellent customer service through knowledgeable staff and effective communication.
- To expand the customer base by promoting the store's reputation for reliability and quality.
- To adopt modern inventory management practices for efficient stock handling and reduced wastage.

- To contribute to the local economy by supporting employment and community initiatives.

### 1.3. Major Markets and Customers

#### 1.3.1 Major Markets

Satyawati Devi Hardware primarily serves the local markets in Butwal and nearby regions, focusing on both individual customers and business clients. Its major markets include:

- **Residential Sector:** Homeowners seeking construction materials, plumbing, and electrical supplies for building, renovation, and maintenance purposes.
- **Commercial Sector:** Local businesses, offices, and institutions requiring bulk hardware supplies.
- **Construction Companies:** Contractors and builders procuring large quantities of cement, rods, and other materials for ongoing projects.
- **Retail Shops and Small Vendors:** Smaller hardware stores relying on Satyawati Devi Hardware for wholesale supplies.

By maintaining strong relationships with these market segments, the store has established itself as a trusted supplier in the region.

#### 1.3.2 Major Customers

Satyawati Devi Hardware caters to a diverse customer base, including:

- **Homeowners and Individual Buyers:** Seeking materials for home improvement, repairs, and DIY projects.
- **Contractors and Builders:** Regularly purchasing construction essentials like cement, sand, and iron rods in bulk.
- **Plumbers and Electricians:** Procuring specialized tools, fittings, and electrical components.
- **Retailers and Small Hardware Shops:** Purchasing wholesale goods for resale.
- **Local Industries and Factories:** Requiring equipment, machinery parts, and industrial hardware supplies.

These customer groups rely on Satyawati Devi Hardware for quality products, reasonable pricing, and consistent availability.

#### **1.4. Product and Services**

Satyawati Devi Hardware (SDH) offers a wide range of products that cater to the needs of individual customers, contractors, and construction companies. The store's product portfolio is designed to meet demands in construction, plumbing, electrical works, and home improvement projects. To ensure smooth operations and maintain customer satisfaction, SDH employs a well-structured inventory management system that helps track stock levels, manage product availability, and control procurement effectively.

##### **I. Construction Materials**

SDH supplies essential construction materials that form the foundation of building projects. These include:

- **Cement** – Various brands like Shivam, Sarbottam, and Udaypur to suit different project requirements.
- **Steel Rods and TMT Bars** – Used for structural stability in residential and commercial buildings.
- **Bricks, Sand, and Aggregates** – Fundamental materials for masonry and concrete works.

##### **II. Plumbing and Sanitary Supplies**

To support plumbing installations and maintenance, SDH offers:

- PVC, GI, and CPVC pipes for various water distribution systems.
- Faucets, shower sets, and bathroom fittings.
- Water tanks of different capacities for household and industrial use.

##### **III. Electrical Products**

For wiring and electrical installations, SDH stocks:

- Electrical wires, switches, sockets, and circuit breakers.
- Electrical panels, conduits, and accessories for safe electrical management.

##### **IV. Paints and Coatings**

SDH provides a variety of painting solutions for residential and commercial properties. Popular brands like Asian Paints and Berger are available in various finishes and colors.

Alongside paints, SDH offers primers, thinners, brushes, and rollers to support painting projects.

## **V. Tools and Equipment**

SDH supplies a wide range of tools for construction, carpentry, and electrical work.

These include:

- Hand tools such as hammers, screwdrivers, and pliers.
- Power tools like drills, grinders, and cutting machines for advanced tasks.

## **VI. Home Improvement and Hardware Items**

For interior and exterior improvements, SDH provides:

- Door locks, handles, hinges, and latches.
- Roofing sheets, fencing wires, and related accessories.

## **Inventory and Stock Management System**

Given the diverse range of products, SDH follows a structured inventory management system to ensure efficient handling of stock. This system helps:

- Track product inflow and outflow.
- Monitor stock levels to avoid overstocking or stockouts.
- Manage reorder points to ensure timely restocking of fast-moving products.
- Identify slow-moving products to optimize shelf space and reduce storage costs.

The inventory management system ensures that SDH maintains an organized warehouse layout, categorizing products for quick access and minimal errors during order fulfillment. The use of labels, barcodes, and regular audits further enhances accuracy.

Through this comprehensive range of products and efficient stock management, Satyawati Devi Hardware effectively meets customer demands while maintaining operational efficiency.

## **1.5. Organization Design and Structure**

Satyawati Devi Hardware (SDH) follows a functional organizational structure that ensures smooth operations, clear role allocation, and effective communication across departments. The structure is designed to manage inventory efficiently, maintain customer satisfaction, and streamline day-to-day business activities.

### **Organizational Hierarchy**

The organizational structure at SDH is as follows:

**1. Proprietor/Owner**

- Holds primary authority over decision-making, financial management, and overall business strategy.
- Oversees key operations such as purchasing, vendor negotiations, and inventory planning.

**2. Manager**

- Directly supervises daily activities, ensuring all processes align with business goals.
- Monitors stock levels, manages customer relations, and coordinates with suppliers.

**3. Inventory and Stock Supervisor**

- Responsible for tracking product inflow and outflow.
- Manages inventory records, stock audits, and ensures accurate data entry in the inventory system.
- Ensures reorder points are maintained to prevent shortages or overstocking.

**4. Sales Representatives**

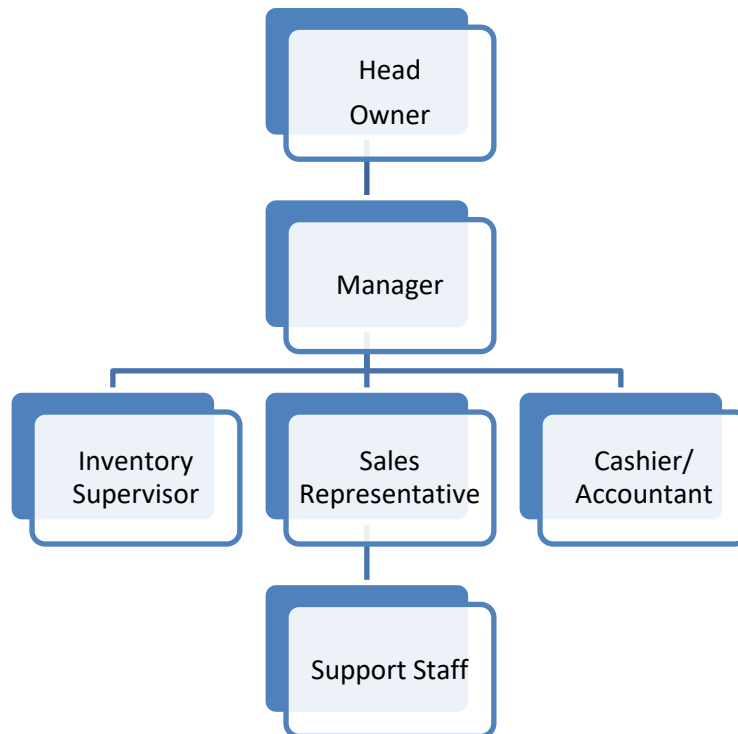
- Handle customer inquiries, suggest suitable products, and manage billing transactions.
- Provide insights about customer preferences to improve product availability.

**5. Cashier/Accounts Officer**

- Manages financial transactions, bookkeeping, and daily sales reports.
- Ensures accurate cash handling and maintains records for audits.

**6. Support Staff/Warehouse Assistants**

- Assist in loading, unloading, and organizing stock within the warehouse.
- Help in labeling, packing, and ensuring proper storage of goods.



**Fig 1. Organization Design and Structure**

#### **Flow of Communication**

- **Top-Down Communication:** The proprietor makes strategic decisions that are conveyed to the manager for implementation.
- **Bottom-Up Communication:** Employees provide feedback on stock issues, customer demands, and sales trends to the manager for informed decision-making.

#### **Inventory Control and Reporting**

To ensure accurate stock management, SDH employs a system where the Inventory Supervisor regularly updates stock records and reports to the Manager, who then informs the Proprietor about critical concerns. This structured flow enables efficient inventory control, minimizes losses, and ensures smooth order fulfillment.

This organizational structure allows SDH to maintain operational efficiency, improve customer service, and manage its inventory effectively.

### **1.6. Financial Structure**

The financial structure of **Satyawati Devi Hardware (SDH)** is a key element in the company's operational success. It outlines the resources used to fund the company's business activities, such as inventory management and stock handling, while maintaining liquidity for daily operations. The capital structure consists of several financial elements, including **equity capital, retained earnings, short-term liabilities, and long-term liabilities.**

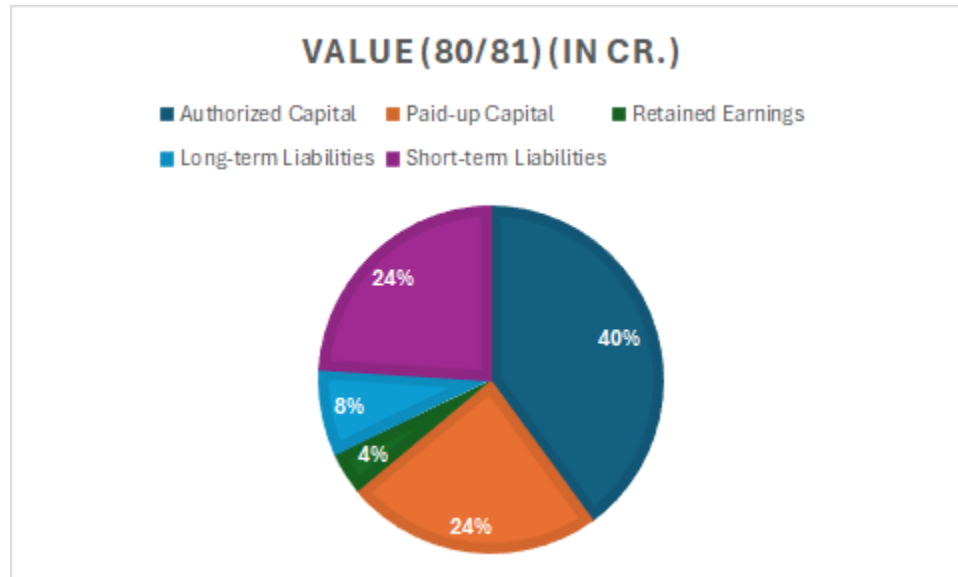
The financial structure reflects how SDH is financed, showing the proportion of funding from debt versus equity, and provides insight into the company's strategy for growth and risk management. According to the financial report for the fiscal year **80/81**, the company's financial structure is as follows:

**Table 1. Capital Structure (From Financial Report of SDH, 80/81)**

<b>Particular</b>	<b>Value (80/81)</b>	<b>Description</b>
<b>Authorized Capital</b>	NPR 5 Crore	The maximum capital SDH is authorized to raise from shareholders. It determines the upper limit for equity capital issuance.
<b>Paid-up Capital</b>	NPR 3 Crore	The amount of capital that SDH has received from shareholders. This reflects the equity base of the company, crucial for financial stability.
<b>Retained Earnings</b>	NPR 50 Lakh	Profits retained within the company rather than distributed as dividends. It is reinvested into the business for growth, such as improving inventory or stock management.
<b>Long-term Liabilities</b>	NPR 1 Crore	Liabilities that are due beyond one year. These may include long-term loans or other financial obligations.
<b>Short-term Liabilities</b>	NPR 3 Crore	Current financial obligations due within one year, such as accounts payable and short-term loans. These ensure liquidity for daily operational needs.



Sources: Financial Report of Satyawati Devi Hardware, Fiscal Year 80/81



**Fig 2. Capital Structure (From Financial Report of SDH, 80/81)**

### **Explanation of the Financial Structure**

**1. Authorized Capital:**

The **authorized capital** of SDH stands at **NPR 5 Crore**. This amount represents the maximum capital the business can raise through the issuance of shares. This capital defines the potential for future expansion and business growth.

**2. Paid-up Capital:**

The **paid-up capital** is **NPR 3 Crore**. It is the actual capital SDH has received from its shareholders in exchange for ownership stakes. This capital supports operational activities such as procurement of inventory and investment in business growth.

**3. Retained Earnings:**

SDH has **NPR 50 Lakh** in **retained earnings**, which represents accumulated profits not distributed to shareholders. These earnings are used to fund ongoing operations, reinvest in the business, and enhance the company's stock management and inventory systems.

#### 4. **Long-term Liabilities:**

The company has **NPR 1 Crore** in **long-term liabilities**. These are debts or financial obligations that are due beyond one year. Long-term liabilities may include loans or financing taken for expansion projects or capital investments such as warehouses and technology upgrades.

#### 5. **Short-term Liabilities:**

With **NPR 3 Crore** in **short-term liabilities**, SDH maintains financial flexibility to handle daily business activities. Short-term liabilities include obligations like accounts payable to suppliers and short-term loans, which are due within one year and are essential for day-to-day operations.

This financial structure, as detailed in the **Fiscal Year 80/81 Report**, provides SDH with a strong foundation for growth and operational stability. It effectively balances equity capital, retained earnings, and liabilities, ensuring the company can manage its inventory, stock handling, and financial commitments efficiently.

### 1.7. **Organization Performance**

Satyawati Devi Hardware (SDH) has exhibited a steady organizational performance over the past fiscal year, reflecting consistent growth in revenue, profitability, and financial stability. The performance metrics indicate a sound approach toward managing inventory, stock handling, and operational efficiency. The company has focused on optimizing its resource allocation and improving customer satisfaction.

Some key areas of organizational performance include:

- **Revenue Growth:** SDH has successfully increased its total revenue, achieving NPR 17 Crore in the current fiscal year. This growth reflects higher sales and increased market demand for hardware products.

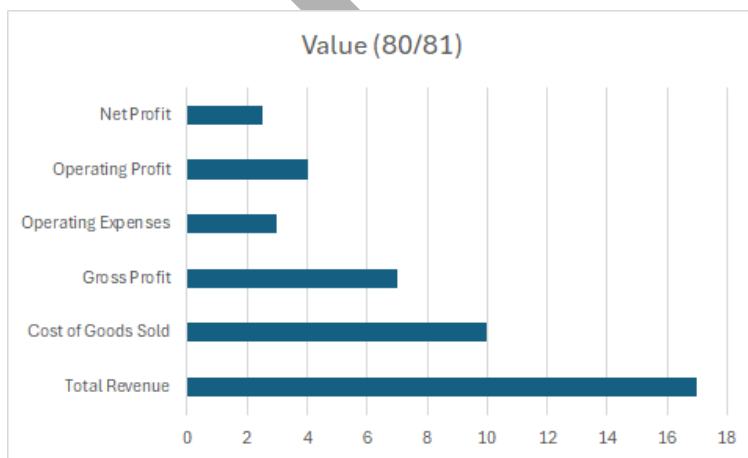
- **Cost Management:** The company has managed its costs efficiently, maintaining a controlled cost of goods sold (COGS) while expanding operations.
- **Profitability:** SDH reported a net profit of NPR 2.5 Crore, reflecting efficient financial management and operational effectiveness. The growth in profits showcases the company's capability to reinvest earnings into further growth and development.
- **Asset Utilization:** SDH has also made strategic investments in inventory and stock management, ensuring smooth operations and timely product availability for customers.

**Table 1. Capital Structure (From Financial Report of SDH, 80/81)**

Particular	Value (80/81)	Description
<b>Authorized Capital</b>	NPR 5 Crore	The maximum capital SDH is authorized to raise from shareholders.
<b>Paid-up Capital</b>	NPR 3 Crore	Capital received from shareholders, reflecting the equity base of SDH.
<b>Retained Earnings</b>	NPR 50 Lakh	Profits retained for reinvestment into the business, such as stock management.
<b>Long-term Liabilities</b>	NPR 1 Crore	Liabilities due beyond one year, including long-term loans.
<b>Short-term Liabilities</b>	NPR 3 Crore	Financial obligations due within one year, ensuring daily liquidity.

**Table 2. Income Statement (From Financial Report of SDH, 80/81)**

<b>Particular</b>	<b>Value (80/81)</b>	<b>Description</b>
<b>Total Revenue</b>	NPR 17 Crore	Total income from sales and operations.
<b>Cost of Goods Sold</b>	NPR 10 Crore	Direct costs attributable to the production of goods sold.
<b>Gross Profit</b>	NPR 7 Crore	Profit after subtracting the cost of goods sold from total revenue.
<b>Operating Expenses</b>	NPR 3 Crore	Expenses related to day-to-day operations, such as rent, salaries, etc.
<b>Operating Profit</b>	NPR 4 Crore	Profit generated from core operations before interest and taxes.
<b>Net Profit</b>	NPR 2.5 Crore	Final profit after taxes and interest expenses, showing overall profitability.



**Fig 3. Income Statement (From Financial Report of SDH, 80/81)**

**Table 3. Balance Sheet (From Financial Report of SDH, 80/81)**

<b>Particular</b>	<b>Value (80/81)</b>	<b>Description</b>
<b>Assets</b>		
<b>Current Assets</b>	NPR 6 Crore	Liquid assets such as cash, accounts receivable, and inventory.
<b>Fixed Assets</b>	NPR 2 Crore	Tangible long-term assets, including property, plant, and equipment.
<b>Total Assets</b>	NPR 8 Crore	Sum of current and fixed assets.
<b>Liabilities</b>		
<b>Current Liabilities</b>	NPR 3 Crore	Short-term financial obligations such as accounts payable and short-term loans.
<b>Long-term Liabilities</b>	NPR 1 Crore	Financial obligations due after one year, including long-term loans.
<b>Total Liabilities</b>	NPR 4 Crore	Sum of current and long-term liabilities.
<b>Equity</b>		
<b>Paid-up Capital</b>	NPR 3 Crore	Equity raised from shareholders.
<b>Retained Earnings</b>	NPR 50 Lakh	Profits retained for reinvestment.

<b>Total Equity</b>	NPR 3.5 Crore	Sum of paid-up capital and retained earnings.
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### **Performance Insights:**

1. **Growth in Revenue:** SDH's total revenue has increased to NPR 17 Crore, indicating strong market demand and effective sales strategies.
2. **Cost Efficiency:** The company has kept its cost of goods sold at NPR 10 Crore, resulting in a gross profit of NPR 7 Crore. This shows efficient resource management.
3. **Profitability:** The net profit has increased to NPR 2.5 Crore, highlighting SDH's capacity to manage operational expenses and achieve a solid financial performance.
4. **Asset Management:** The company's total assets stand at NPR 8 Crore, demonstrating effective management of both current and fixed assets.

In conclusion, SDH's performance in fiscal year 80/81 has been strong, with continued growth in revenue and profitability, solid financial management, and an efficient approach to inventory and stock handling.

## **CHAPTER II**

### **JOB PROFILE AND ACTIVITIES PERFORMED**

#### **2.1. Activities Performed in the Organization**

In my role at Satyawati Devi Hardware (SDH), I was involved in a diverse range of activities that contributed to the overall operations and performance of the company. These tasks encompassed various aspects of business management, financial oversight, inventory control, and customer relations. Below are the key activities I performed during my tenure:

##### **1. Inventory and Stock Management:**

- Regularly monitored the inventory to ensure optimal stock levels, preventing both overstocking and stockouts.
- Coordinated with suppliers to maintain a steady supply of hardware products, ensuring timely deliveries to meet customer demand.
- Conducted stock audits to verify inventory accuracy and update stock records.

##### **2. Financial Management:**

- Assisted in preparing the company's income statement and balance sheet, ensuring accurate reflection of financial activities.
- Managed accounts payable and accounts receivable, ensuring timely payments and collections to maintain positive cash flow.
- Monitored expenses and implemented cost-saving measures, contributing to improved profitability.

##### **3. Customer Service and Sales:**

- Provided excellent customer service by addressing inquiries, offering product recommendations, and ensuring customer satisfaction.
- Assisted in sales by helping customers select products based on their needs, explaining features, and guiding them through purchasing decisions.
- Processed customer orders and ensured smooth transactions, including returns and exchanges when necessary.

#### **4. Marketing and Promotion:**

- Assisted in developing promotional strategies to boost sales, including discounts, special offers, and seasonal campaigns.
- Supported the marketing team in creating promotional materials, both digital and physical, to raise brand awareness.

#### **5. Administrative Tasks:**

- Supported the administrative team by organizing documentation, managing records, and ensuring smooth internal operations.
- Helped maintain the company's filing system for financial documents, inventory reports, and customer data.
- Assisted in preparing reports for senior management, providing insights into sales trends, inventory status, and financial performance.

#### **6. Vendor and Supplier Coordination:**

- Communicated with suppliers to place orders, track shipments, and resolve any issues related to deliveries or product quality.
- Ensured the company maintained strong relationships with vendors, which was crucial for securing favorable pricing and timely product availability.

#### **7. Team Collaboration and Support:**



- Worked closely with the management and sales team to meet organizational objectives and improve operational efficiency.
- Provided support to colleagues when necessary, contributing to a collaborative work environment.

#### **8. Compliance and Reporting:**

- Ensured compliance with local regulations, including tax reporting and accounting standards.
- Assisted in preparing necessary reports for regulatory bodies and other stakeholders.

By engaging in these activities, I was able to contribute meaningfully to SDH's operations, ensuring smooth business processes, satisfied customers, and strong financial performance. This experience helped me enhance my skills in operations management, customer service, and financial oversight.

#### **2.2 Problem Solved**

During my internship at **Satyawati Devi Hardware (SDH)**, I encountered several challenges, and solving them provided valuable learning experiences. Problems are inevitable in any business, and addressing them requires careful analysis, collaboration with colleagues, and consistent attention. The following are the key problems I encountered and helped solve during my time at SDH:

- **Inventory Discrepancies:** On occasion, discrepancies were noticed between the recorded stock and physical inventory. I collaborated with the inventory team to conduct detailed stock audits and resolve these mismatches, ensuring the records were updated and accurate.
- **Delayed Payments:** There were instances where payments from customers were delayed. I worked with the accounts team to follow up on overdue payments, ensuring that accounts were settled on time, and reducing the backlog of receivables.

- **Supplier Delays:** At times, suppliers did not deliver products on the promised dates, affecting our inventory and sales. I helped coordinate with suppliers to ensure timely deliveries and communicated the issue with the concerned departments, reducing the impact on operations.
- **Customer Inquiries and Service:** Many customers had queries regarding product availability, delivery schedules, or payment methods. I provided prompt responses and solutions, improving customer satisfaction.
- **Stock Restocking:** I identified products that were consistently in high demand but were low in stock. I communicated with the purchasing team to ensure restocking of these items promptly, which helped meet customer needs and improve sales.
- **System Glitches:** There were occasional glitches in the inventory management system. I assisted the IT team in troubleshooting and reporting these issues, minimizing system downtime and ensuring smooth operations.

These problem-solving experiences not only improved the overall efficiency of SDH's operations but also helped me understand the intricacies of business management in a hardware store setting.

### 2.3 Intern's Key Observation

During my internship at **Satyawati Devi Hardware (SDH)**, I observed several key aspects of the organization and its operations that provided valuable insights into the business. These observations helped me understand the complexities of running a hardware business and contributed to my professional growth. Some of my key observations are:

1. **Efficient Inventory Management:** SDH maintains an organized and efficient inventory system, ensuring that stock levels are carefully monitored. I noticed the importance of real-time stock tracking to minimize shortages and overstocking, which is crucial for customer satisfaction and profitability.
2. **Importance of Supplier Relationships:** Strong relationships with suppliers play a vital role in ensuring timely deliveries and quality products. I observed how

SDH regularly communicates with suppliers to maintain a reliable supply chain, minimizing stock-outs and delays.

3. **Customer-Centric Approach:** SDH focuses on providing excellent customer service, with employees always willing to assist and guide customers. I learned that understanding customer needs and offering personalized solutions is essential for building long-term relationships and ensuring repeat business.
4. **Role of Technology in Operations:** The use of software for inventory management, financial reporting, and sales tracking is crucial for streamlining operations. I observed that technology not only enhances efficiency but also helps in reducing errors and improving decision-making.
5. **Financial Management:** I gained an understanding of how financial reports, such as balance sheets and income statements, are prepared and analyzed. SDH pays close attention to managing accounts payable and receivable, which helps maintain liquidity and ensures smooth operations.
6. **Teamwork and Communication:** Effective communication and collaboration between departments are vital for the smooth functioning of SDH. I observed how the staff works together to address issues and meet business goals, reinforcing the importance of teamwork in achieving organizational success.
7. **Sales Trends and Product Demand:** By analyzing customer preferences and sales data, I noticed patterns in product demand. This information is used to stock high-demand items and ensure the availability of products that customers frequently seek, enhancing sales and customer satisfaction.
8. **Adaptability to Market Changes:** SDH quickly adapts to changes in the market, such as fluctuations in demand or shifts in customer preferences. This adaptability is key to staying competitive in the hardware industry, where trends can change rapidly.

# CHAPTER III

## LESSON LEARNT AND FEEDBACK

### 3.1 Key Skills and Attitude Learnt

During my internship at **Satyawati Devi Hardware (SDH)**, I gained valuable insights and honed several key skills and attitudes that are crucial for my professional development. These skills and attitudes not only helped me perform my tasks more effectively but also contributed to my personal growth. Some of the key skills and attitudes I developed during my internship are:

#### 1. **Inventory Management Skills:**

- I developed a strong understanding of inventory management, including how to track stock levels, conduct audits, and ensure accurate record-keeping. This skill is essential in any business that deals with physical goods, as it helps prevent stockouts and overstocking, ensuring smooth operations.

#### 2. **Time Management:**

- Throughout my internship, I learned how to manage multiple tasks efficiently. Prioritizing tasks, setting deadlines, and staying organized were essential for handling the day-to-day responsibilities at SDH. This skill is crucial in maintaining productivity and meeting business goals.

#### 3. **Financial Acumen:**

- Working with financial reports such as income statements, balance sheets, and accounts payable/receivable helped me gain a deeper understanding of financial management. I learned how to analyze financial data, which is critical for making informed decisions and ensuring the financial health of the organization.

#### **4. Customer Service and Communication:**

- I learned the importance of good communication in dealing with customers, whether it was helping them with queries, guiding them in the product selection process, or ensuring they had a positive experience at SDH. Developing good interpersonal skills and a customer-centric approach were vital in building trust and fostering long-term customer relationships.

#### **5. Problem-Solving and Decision-Making:**

- I encountered various challenges during my internship, such as resolving discrepancies in stock levels or addressing customer complaints. This taught me how to think critically, analyze problems, and make decisions that align with the organization's best interests.

#### **6. Attention to Detail:**

- Accuracy and attention to detail became crucial while performing tasks such as stock audits, managing financial records, and handling customer orders. I learned that even small errors can have significant consequences, so being meticulous is essential for maintaining smooth operations.

#### **7. Adaptability and Flexibility:**

- The ability to adapt to changing work environments and unexpected challenges was a key takeaway from my internship. Whether it was a sudden change in customer demand or adapting to new software tools, being flexible and open to learning allowed me to thrive in a dynamic environment.

#### **8. Teamwork and Collaboration:**

- Working closely with different departments at SDH, I learned the importance of collaboration and teamwork. Each department's contribution is integral to the overall success of the business. I understood

that a positive work culture, where everyone supports each other, leads to higher efficiency and better results.

#### **9. Professionalism and Work Ethics:**

- During my internship, I gained a deeper understanding of the importance of professionalism in the workplace. I learned to approach tasks with dedication, respect, and accountability, which are key qualities that help build a strong reputation and foster trust in a professional environment.

#### **10. Technology Integration:**

- I also learned how technology is integrated into daily operations to improve efficiency. From inventory management software to financial tools, using the right technology helps streamline processes, reduce errors, and enhance productivity.

These skills and attitudes I learned during my internship have equipped me with the practical knowledge and mindset needed to excel in my future career. They have also instilled a sense of confidence and professionalism that I will carry forward in all my future endeavors.

### **3.2 Feedback to the Organization**

My internship at **Satyawati Devi Hardware (SDH)** was an enriching experience, and I would like to provide constructive feedback that could further enhance the learning environment for future interns and the overall operations of the organization. While the overall experience was positive, I believe there are a few areas where improvements could be made:

#### **1. Enhanced Training and Onboarding Process:**

- While I was given the opportunity to learn through hands-on experience, I feel that an enhanced training or onboarding session for new interns could help them understand the organization's processes better from the start. A

structured orientation program covering key aspects such as software tools, communication protocols, and departmental workflows would streamline the learning curve and increase efficiency right from the beginning.

**2. Clearer Role Definitions:**

- At times, the roles and responsibilities assigned to me felt somewhat broad and not always clearly defined. While this allowed me to experience various aspects of the organization, it would have been more beneficial to have clearer expectations regarding the specific tasks assigned to me in different departments. This would help interns focus on developing expertise in particular areas while aligning with the organization's goals.

**3. Mentorship and Guidance:**

- Although the team was very supportive, I feel that having a dedicated mentor for interns could make a significant difference in improving the learning experience. A mentor could provide more personalized feedback, answer questions, and guide interns in better understanding complex tasks and improving their skill sets more effectively.

**4. Regular Feedback and Performance Reviews:**

- I believe that regular feedback sessions would be very beneficial for interns. Periodic reviews (e.g., every two weeks) could help track progress, clarify expectations, and provide interns with an opportunity to address challenges. Constructive feedback would enable interns to improve their performance and feel more motivated to contribute effectively.

**5. Exposure to Strategic Decision-Making:**

- While my internship was mostly focused on day-to-day operations, I would have appreciated more exposure to higher-level decision-making processes. Understanding the strategic thinking behind business decisions,

particularly in areas like inventory management, procurement, and financial forecasting, would provide valuable insight into how the organization runs and makes long-term plans.

**6. Team Collaboration and Cross-Department Interaction:**

- Though I had the opportunity to work with several departments, I think there could be more opportunities for interns to collaborate across departments. This would provide a broader understanding of how the different areas of the business interact and contribute to the overall success of the organization. Collaborative projects or cross-departmental assignments would allow interns to gain a holistic view of the organization's operations.

**7. Internship Project or Assignment:**

- An internship project that requires interns to apply the skills they have learned throughout their tenure could add great value to the experience. This project could be an opportunity for interns to showcase their abilities, contribute to the organization's goals, and leave behind a tangible outcome that adds value to the business.

**8. Flexible Work Environment:**

- While the work environment was overall comfortable, offering flexible working hours or remote work options, where feasible, could further enhance the internship experience. Flexibility would allow interns to better balance their academic commitments with their work responsibilities, making the internship more accessible to a wider range of students.

**9. Technology and Software Training:**

- Some of the software tools used for inventory and financial management could benefit from more in-depth training sessions. Ensuring that interns are fully comfortable with these tools from the start would help them work more efficiently and avoid delays due to unfamiliarity with the system.



#### **10. Cultural Integration and Social Engagement:**

- Encouraging social events or team-building activities would improve cultural integration and foster stronger relationships among employees and interns. It would help interns feel more connected to the team and the organization, promoting a positive work culture and enhancing team collaboration.

#### **Conclusion:**

Overall, my internship experience at **Satyawati Devi Hardware** has been extremely valuable, and I am grateful for the opportunity. The supportive team and hands-on learning environment allowed me to develop essential skills for my future career. I am confident that implementing some of the above suggestions could further enhance the internship experience and provide even more value to future interns.

#### **3.3 Feedback to the College**

My internship experience at **Satyawati Devi Hardware (SDH)** was enriching, and I have gathered several insights that I would like to share with the college for future improvements in the internship program. These suggestions aim to help students make the most out of their internships, ensuring they receive maximum learning opportunities and exposure to practical work environments.

##### **1. Clearer Internship Guidelines:**

- I believe that the college could provide clearer guidelines and expectations for students before they begin their internships. This could include a detailed checklist of what to expect, what tasks are likely to be assigned, and how to make the most of the internship period. Clear guidelines will help students better prepare for their internship and align their objectives with the goals of the organization.

##### **2. More Collaboration with Industry:**

- While I had a great experience with SDH, I believe the college could establish stronger collaborations with a wider range of industries. Having more internship options across various sectors would allow students to choose organizations that align with their specific career interests. The college could partner with different companies to expand the range of opportunities available for students.

### **3. Pre-Internship Training:**

- Offering preparatory workshops or training sessions prior to the internship could be very beneficial. These sessions could focus on key skills such as professional communication, business etiquette, time management, and how to handle challenges in the workplace. This would equip students with the skills necessary to succeed and make a meaningful contribution during their internships.

### **4. Internship Orientation Program:**

- A more structured internship orientation program, where students are briefed on the expectations, goals, and evaluation criteria for internships, would be helpful. This would help students understand what is required of them and what they can expect to gain from the experience. An orientation program could also introduce students to the importance of professional conduct and ethics in the workplace.

### **5. Regular Communication and Check-ins:**

- It would be helpful if the college maintained regular communication with both students and organizations during the internship period. Periodic check-ins or feedback sessions would ensure that the students are receiving valuable learning experiences and allow the college to address any concerns or challenges faced by the students.

### **6. Post-Internship Reflection and Evaluation:**

- After completing the internship, students could benefit from structured reflection and evaluation sessions, where they can discuss their experiences, challenges faced, and lessons learned. This could be in the form of a report, presentation, or a formal feedback session. Such evaluations would allow students to assess their growth, track their progress, and improve their future internship performance.

**7. Facilitate Internship Placements:**

- While the college does a good job of providing internship opportunities, I believe that more proactive efforts could be made to connect students with potential employers. A more organized internship placement system or job fair could provide more direct interaction with employers, making the process easier and more efficient for both students and organizations.

**8. Support for Remote Internships:**

- Given the rise of digital work environments, especially post-pandemic, the college could explore more remote or hybrid internship opportunities. Many students could benefit from internships that allow them to work remotely, offering flexibility and expanding the range of organizations available for internships.

**9. Increased Focus on Soft Skills Development:**

- In addition to academic knowledge, soft skills such as leadership, problem-solving, teamwork, and adaptability are crucial in professional settings. The college could organize workshops or seminars aimed at developing these skills to better prepare students for their internships and professional careers.

**10. Incorporate Internship Experience into Academic Curriculum:**

- I suggest that the college consider integrating internship experiences more directly into the academic curriculum. This could include providing academic credit for successful completion of internships, or incorporating

the internship into the final project or thesis. This would incentivize students to take internships more seriously and help them connect academic learning with real-world application.

### **Conclusion:**

My internship experience at **Satyawati Devi Hardware** was a great learning opportunity, and I am thankful for the guidance and support provided by both the organization and the college. With the suggestions above, I believe the college can further enhance the internship program, ensuring that future students benefit even more from these valuable experiences. The combination of practical exposure, soft skills development, and strong industry connections will better prepare students for their careers after graduation.

### **3.4. Feedback to the University**

My internship at **Satyawati Devi Hardware (SDH)** provided me with valuable professional experience, and I would like to offer some constructive feedback to the university to help enhance the overall internship experience for future students. The following suggestions are intended to improve both the preparation and execution of the internship process, making it more beneficial for students and ensuring that they are better prepared for the workforce.

#### **1. Stronger Industry Collaboration:**

- The university could establish more partnerships with a wider variety of industries, offering students a broader range of internship opportunities. By collaborating with different sectors, students can gain exposure to a variety of work environments, which will better help them identify their areas of interest and career paths.

#### **2. Enhanced Internship Preparation:**

- Offering pre-internship training sessions or workshops focusing on professional skills such as communication, problem-solving, time management, and workplace etiquette would greatly benefit students. This would ensure that students are well-prepared to handle the challenges of

their internships and engage with their tasks more effectively from day one.

**3. More Structured Internship Placement Support:**

- While I appreciate the university's efforts in securing internship placements, a more structured system could help students find the right internship match based on their interests and academic focus. Additionally, the university could organize internship fairs or virtual meetups with potential employers to create a more streamlined placement process.

**4. Clearer Internship Guidelines:**

- It would be helpful for the university to provide clearer and more detailed guidelines regarding the internship process, expectations, and evaluation criteria. This could include offering a comprehensive handbook or orientation session before the internship starts, outlining how to approach the internship, what to expect, and how to maximize the learning experience.

**5. Incorporating Internship Experience into Academic Assessment:**

- I suggest that the university consider giving academic credit for successful completion of internships. Incorporating internship performance into the overall academic evaluation, either as part of a final project or thesis, could help students view internships as integral to their academic development and future careers.

**6. Regular Monitoring and Feedback During the Internship:**

- During the internship period, regular check-ins or feedback sessions from university supervisors could help track the progress of students. These sessions could be used to address any issues, clarify doubts, and ensure that students are receiving valuable learning experiences in the workplace.

**7. Support for Remote and Hybrid Internships:**

- With the increasing trend of remote work, the university could explore facilitating remote or hybrid internship opportunities for students who may benefit from a more flexible arrangement. This would also open up

internship opportunities with organizations outside the immediate geographical region, expanding the options available to students.

**8. Soft Skills Development:**

- While academic knowledge is important, soft skills such as leadership, teamwork, adaptability, and interpersonal skills are crucial in the workplace. The university could offer workshops, seminars, or events that help students develop these skills, preparing them better for the professional world.

**9. Encouraging Internship Reflection:**

- After completing the internship, the university could implement a mandatory reflection process where students summarize their experiences, challenges faced, and the skills they gained. This could be in the form of a written report or presentation, helping students process and assess what they've learned during the internship.

**10. Building Alumni Networks for Internship Opportunities:**

- The university could create a stronger alumni network to help facilitate internship opportunities for current students. Alumni who have successfully navigated their careers could offer valuable mentorship, as well as provide opportunities for internships or job placements within their organizations.

**Conclusion:**

In conclusion, I am grateful to the university for facilitating this valuable internship experience at **Satyawati Devi Hardware (SDH)**. The suggestions I've made are intended to build on the university's strengths and further enhance the internship program. By strengthening industry ties, improving preparation, and offering more structured support, the university can ensure that students have a more impactful and enriching internship experience. This will help students be better equipped for the professional challenges ahead and contribute effectively to the organizations they intern with.

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## APPENDIX

Effective From: Magh 01, 2080

### Satyawati Devi Hardware (SDH) - Product Rates and Offers

#### NPR Product Categories - Rates

S.N.	Product Name	Rates/Price
1	Cement (per bag)	NPR 550
2	Steel Rod (per kg)	NPR 110
3	Bricks (per 100 pcs)	NPR 1,200
4	Wooden Planks (per unit)	NPR 850
5	Pipes (per meter)	NPR 150
6	Paints (per gallon)	NPR 500
7	Nails and Fasteners (per kg)	NPR 250
8	Electrical Wiring (per meter)	NPR 120
9	Sanitary Fittings (per set)	NPR 1,500
10	Tools & Equipment (per unit)	NPR 2,000
11	Tiles (per square meter)	NPR 1,000
12	Hardware Accessories (per unit)	NPR 300



### Bulk Purchase Discount Structure

S.N.	Quantity/Volume	Discount Per Unit
1	50 - 100 items	5%
2	101 - 200 items	7%
3	201 - 500 items	10%
4	501+ items	12%

### Special Seasonal Offers

S.N.	Offer Name	Discount/Benefit
1	Bulk Cement Purchase	Free Delivery on orders above 50 bags
2	New Construction Projects	10% off on Steel Rods & Bricks for orders above NPR 50,000
3	Seasonal Discounts	5% off on Paints and Wood Planks during festive season
4	Tools & Equipment Package	15% off on purchasing a full toolkit set