

Inventory Management Practices in Centralized Food Service Operations: A Study on Indulge Food & Beverage Limited

Md. Mahim

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Inventory Management Practices in Centralized Food Service Operations: A Study on Indulge Food & Beverage Limited

Submitted to:

Name: Dr. Mimnun Sultana

Assistant Professor

School of Business and Economics

United International University

Submitted by:

Md. Mahim

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Major: Supply Chain Management

Registration Trimester: Fall 2026



School of Business and Economics
United International University

Date of submission: March 10, 2026

Letter of Transmittal

Date: March 10, 2026

Dr. Mimnun Sultana

Assistant Professor

School of Business & Economics, United International University

Subject: Submission of Internship Report on “Inventory Management Practices in Centralized Food Service Operations: A Study on Indulge Food & Beverage Ltd.”

Dear Ma'am,

With due respect, I am pleased to submit my internship report entitled “Inventory Management Practices in Centralized Food Service Operations: A Study on Indulge Food & Beverage Ltd.” This report has been prepared as a requirement for the completion of my Bachelor of Business Administration (BBA) degree in Supply Chain Management at United International University.

I completed my internship at Indulge Food & Beverage Limited, a concern of United Group, from November 30, 2025 to March 02, 2026, where I worked as an Intern in Inventory Control under the Finance and Accounts Department. The report provides an overview of the company, theoretical concepts related to inventory management, and an analysis of inventory management practices observed during the internship period.

I would like to express my sincere gratitude for your guidance and support in preparing this report. I hope that the report will meet your expectations and provide a meaningful reflection of my internship experience. Thank you for your kind consideration.

Sincerely,

Md. Mahim

ID: 111212053

Certification of Similarity Index

Inventory Management Practices in Centralized Food Service Operations: A Study on Indulge Food & Beverage Limited

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Declaration of the Student

In order to partially fulfill the requirements for the Bachelor of Business Administration (BBA) program in Supply Chain Management, I, Md. Mahim, a student in the School of Business & Economics at United International University (UIU), hereby declare that the internship report titled “Inventory Management Practices in Centralized Food Service Operations: A Study on Indulge Food & Beverage Ltd.” is an original work that I prepared.

The practical knowledge and experience I acquired during my internship as an “Intern, Inventory Control under the Finance and Accounts Department at Indulge Food & Beverage Limited,” a concern of United Group, served as the foundation for this report. I thus certify that the information in this report is the outcome of my own observations, work, and analysis throughout the internship. Every information source that was used to prepare this report has been appropriately acknowledged and cited.

I further declare that this report has never before been submitted, in whole or in part, to any other university or institution for the award of a degree or diploma. I followed my academic supervisor's instructions and ethical guidelines when preparing this report.

Md. Mahim

ID: 111212053

School of Business & Economics

United International University

Corporate Evidence

Indulge Food
& Beverage Ltd.



Date: November 30, 2025

Ref: IFBL/HR/November-2025/ID- 200445

Md. Mahim

Vill- 69, Nobinchandra Goshami Road
PO- Faridabad 1204
PS- Shempur
Dis- Dhaka

United International University, Bangladesh
Bachelor of Business Administration

Subject: Offer letter - Internship.

Dear Mr. Md. Mahim,

We are pleased to inform you that you have been selected for the internship program at **Indulge Food & Beverage Ltd.** for 03 (three) months under the **Finance & Accounts** department. Your internship shall commence on **November 30, 2025** and will end on **March 02, 2026**.

The terms and conditions of your internship with the Company are set forth below:

1. Subject to your acceptance of the terms and conditions contained herein, your duties and responsibilities during the Term will be determined by the supervisor assigned to you for the duration of the internship.
2. You are eligible for a stipend of **BDT 400** (Four Hundred) only per working day during the Term which shall be paid on completion of the tasks assigned to you during your internship to the satisfaction of the Company.
3. Your duty schedule will be roaster based and will be decided by your reporting manager. Please be sure to bring the required documents with you on your first day to complete your profile.
4. You will sign a confidentiality agreement with the company before you commence your internship.
5. The internship cannot be construed as an employment or an offer of employment with **Indulge Food & Beverage Ltd.**


Please confirm your acceptance of the terms of this offer **by November 30, 2025** failing which, we have the right to cancel the internship. We look forward to having you on our team. If you have any questions, please feel free to reach out to us.

Sincerely,

Accepted by,


Md. Kamrul Hasan
Deputy Manager
Human Resources
Indulge Food & Beverage Ltd.

Name: **Md. Mahim**

Signature: 
Date: **30.11.25 30.11.25**

Indulge Food & Beverage Ltd. (IFBL)
Madani Avenue, United City
Satarikul, Dhaka-1212
PABX: 09666-700-900, Email: ifbl@united.com.bd

Indulge Food
& Beverage Ltd.

Acknowledgement

First and foremost, I would like to express my sincere gratitude to Almighty Allah for granting me the strength, patience, and opportunity to successfully complete my internship and prepare this report.

I would like to convey my deepest appreciation to **Dr. Mimmun Sultana**, Assistant Professor, Department of BBA, United International University, for her valuable guidance, constructive suggestions, and continuous support throughout the preparation of this internship report. Her supervision and encouragement have greatly helped me in completing this report successfully.

I am also grateful to “**Indulge Food & Beverage Limited,**” a concern of United Group, for giving me the opportunity to complete my internship in such a dynamic and professional environment. This internship experience has allowed me to gain practical knowledge and insights into real-world business operations, particularly in the field of inventory management.

I would like to extend my sincere thanks to my supervisors **A.K.M Rahamatullah**, Sr. Executive, Cost Analysis and **Masrur Ul Wadud Chowdhury**, Manager at the Finance and Accounts Department of Indulge Food & Beverage Limited for their cooperation, guidance, and support during my internship period. Their assistance and willingness to share their knowledge made my learning experience both meaningful and enjoyable.

This internship experience has been a great learning phase for me and I genuinely appreciate each and every individual who contributed to making it meaningful and successful.

Executive Summary

This internship report represents an analysis of “Inventory Management Practices in Centralized Food Service Operations: A Study on Indulge Food & Beverage Ltd.” The report has been prepared as a partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) program in Supply Chain Management at United International University. The internship was conducted from November 30, 2025 to March 02, 2026, where the intern worked as an “Intern, Inventory Control under the Finance and Accounts Department.”

The report provides an overview of the company’s background, including its history, mission, vision, products, and organizational structure. It also discusses the theoretical concepts related to inventory management such as inventory types, inventory cost components, inventory control techniques, ABC analysis, and other relevant inventory management practices.

The core focus of the report is the analysis of inventory management practices at Indulge Food & Beverage Limited. The study highlights how the company manages different categories of inventory, including raw materials, packaging materials, semi-processed items, and finished food products. The report also explains the inventory management process followed by the organization, including receiving and inspection of materials, storage procedures, issuing ingredients for production, and monitoring inventory records.

Furthermore, the report also presents an “ABC analysis of finished items”, which categorizes inventory based on their value and importance, allowing the company to focus greater control on high-value ingredients.

Overall, the internship provided valuable practical exposure to inventory control operations within a centralized food production environment. The experience contributed significantly to understanding how theoretical inventory management concepts are applied in real organizational settings.

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List of Acronyms & Abbreviations

Abbreviations	Full Form
ABC	Always Better Control (ABC Analysis)
ERP	Enterprise Resource Planning
IFBL	Indulge Food & Beverage Limited
ICK	Indulge Central Kitchen
F&B	Food and Beverage
KPI	Key Performance Indicator
MRO	Maintenance, Repair, and Operations
QSR	Quick Service Restaurant
SKU	Stock Keeping Unit
SOP	Standard Operating Procedure
SWOT	Strengths, Weaknesses, Opportunities, Threats
TC	Total Inventory Cost
WIP	Work in Progress
BDT	Bangladeshi Taka
SCM	Supply Chain Management
BBA	Bachelor of Business Administration
UIU	United International University

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CHAPTER 1: INTRODUCTION

1.1 Background of the Report

In Bangladesh and beyond, the food service and hospitality sectors have seen a structural shift. The demand for upscale dining experiences, increasing urbanization, and rising disposable income have all contributed to the diversification of multi-brand food businesses. . In such businesses, centralized production facilities have become a strategic model for maintaining quality consistency, cost control, and operational efficiency.

Indulge Food
& Beverage Ltd.

Indulge Food & Beverage Limited (IFBL), operating

under its centralized production unit known as Indulge Central Kitchen (ICK), plays a significant role in Bangladesh's food service industry.

Indulge Central Kitchen consolidates food preparation for multiple outlets under a single production facility. This model ensures:

- Standardized recipes
- Centralized quality control
- Economies of scale in procurement
- Better inventory monitoring
- Reduced duplication of resources

However, ICK operations significantly increase inventory complexity. The production site needs to oversee:

- Hundreds of raw ingredients
- A variety of packaging materials
- High-volume finished goods
- Strict hygiene and storage compliance
- Multiple brand-specific requirements

Inventory mismanagement in such environments can lead to:

- Operational disruptions
- Excessive food wastage
- Increased food cost percentage
- Expired materials
- Brand reputation damage

This internship report provides a comprehensive analysis of inventory management procedures at IFBL, with a particular focus on daily inventory consumption in production. The major responsibility for the internship was recording and monitoring the daily usage of raw materials across different recipes, including the amounts of materials issued, items utilized, variance levels, and production-related wastage.

Through this practical experience, the study demonstrates how better inventory control, waste reduction, and cost efficiency in a centralized kitchen setting are facilitated by systematic monitoring of recipe-wise consumption. The experience highlights how crucial data accuracy, real-time reporting, and following standard operating procedures (SOPs) are to preserving stock integrity. Overall, the report demonstrates how organized daily usage tracking improves operational performance and financial control by bridging academic inventory management concepts—such as variance analysis, waste control, and stock optimization—with real-world implementation at IFBL.

1.2 Objectives of the Study

The primary objective of this report is to gain a comprehensive understanding of the inventory management practices at Indulge Food & Beverage Limited. Through active participation in day-to-day inventory-related activities and close observation of operational procedures, the study aims to analyze how inventory is planned, monitored, recorded, and controlled within a centralized food service operation. This internship was designed to bridge the gap between academic knowledge and practical application by exposing the intern to real-time inventory decision-making, structured operational tasks, and continuous professional supervision.

Specific Objectives

- To study how standard operating procedures (SOPs) help reduce inventory-related errors, ensure consistency, and improve operational efficiency.
- To examine the processes of stock receiving, storage, issuing, and reconciliation within the inventory system.
- To analyze the use of ERP systems and spreadsheet tools (e.g., Excel) in tracking inventory levels and maintaining accurate records.
- To understand how product codes, batch numbers, and expiry dates are created, updated, and used for effective inventory control.
- To observe how inventory data supports production planning, procurement coordination, and sales fulfillment.
- To assess the methods used to minimize stock discrepancies, wastage, and expiration-related losses.
- To identify operational challenges in inventory management and interdepartmental coordination and propose possible improvements.

1.3 Methodology

The majority of the study is descriptive and analytical. Using well-known supply chain concepts and inventory management theories, it analyzes and describes the current inventory management procedures at Indulge Food & Beverage Limited (IFBL), specifically at Indulge Central Kitchen (ICK).

To connect academic knowledge with real-world operations, the study employs a practical observation-based methodology bolstered by theoretical interpretation.

Primary Sources:

Direct primary data collection came from practical internship experience and active participation in inventory-related tasks. These consist of:

- Active involvement in the monitoring of raw materials, packaging materials, and final goods

- Records of physical stock counts kept during regular business operations
- Standard usage sheets and variance reports based on recipes
- Conversations with supply chain staff and supervisors
- Constant monitoring of the processes involved in receiving, storing, issuing, and reconciling
- Tracking the amount of ingredients used in production

Real-time operational insights into inventory flow, stock discrepancies, waste control, and internal control mechanisms were made possible by the primary data.

Secondary Sources:

Secondary data were collected to support the report's theoretical foundation of the report and to contrast practical findings with theoretical concepts. These sources include:

- Academic textbooks on inventory management
- Journal and articles related to supply chain management
- Course notes and lecture materials
- Reports and articles from the industry about centralized kitchen operations
- Relevant online academic resources

The conceptual framework for assessing IFBL's inventory management practices was developed with the aid of secondary data.

1.4 Scope of the Study

This report focuses specifically on inventory management practices at Indulge Central Kitchen. The study's focus is limited to the operational facets of inventory control in which the intern had direct involvement during the internship. It includes:

- Monitoring and supervising the daily usage of raw materials used to prepare recipes
- Observation of production output in relation to standard recipe quantities

- Handling and controlling of packaging materials associated with finished items
- Tracking and counting of finished items prior to dispatch to different outlets
- Physical stock counting and reconciliation of raw materials, packaging items, and finished products
- Preparation and analysis of recipe variance reports to identify discrepancies between standard and actual usage

However, a number of other organizational functions are not included in the study's scope, which is restricted to operational inventory activities. In particular, the report excludes:

- The organization's cost and financial accounting systems
- Procurement planning, supplier negotiations, or contractual activities
- Strategies for branding, marketing, or customer interaction
- Confidential pricing structures, profit margins, or strategic financial data

As a result, the conclusions and analysis in this report are based only on internship participation and observable inventory management practices within the specified operational parameters.

1.5 Limitations of the Study

While this study attempts to present a comprehensive understanding of inventory management practices at Indulge Food & Beverage Limited, several limitations were encountered during the internship period that influenced the depth and scope of analysis.

- Lack of ERP-based data access
- Dependency on manual records
- Restrictions on confidential information
- Limited time frame (3 months)
- Inability to obtain comprehensive financial cost information

1.6 Internship Experience

Internship designation:

Intern, Inventory Control (Finance & Accounts Department)

Roles and Responsibilities:

During the internship period, I was assigned to the Inventory Control function under the Finance and Accounts Department at Indulge Central Kitchen (ICK). In order to support operational accuracy, control cost, and financial accountability within the centralized food production system, I was directly involved in monitoring and verifying inventory-related activities in this role.

My key responsibilities included the following:

- **Raw Material Usage Monitoring:** Monitoring and overseeing the daily usage of raw materials used in recipe preparation to ensure alignment with standard recipe quantities and actual usage.
- **Production Output Observation:** Monitoring the output of prepared recipes and comparing actual production quantities with planned output levels to support control over ingredient utilization and production efficiency.
- **Packaging Material Control:** Tracking the packaging materials used in food packing operations.
- **Finished Goods Counting:** Conducting physical counts of finished food items ensuring quantity accuracy and consistency.
- **Recipe Variance Reporting:** Assisting in the preparation of recipe variance reports by comparing standard ingredient usage with actual usage, helping identify discrepancies, wastage patterns, and operational deviations.

This hands-on experience provided valuable exposure to practical inventory control methods within a centralized food service operation. It enhanced my observation skills, attention to detail, and understanding of how inventory monitoring contributes to financial accuracy and cost control.

Additionally, the internship helped me connect academic concepts like inventory control, variance analysis, perishability management, and operational efficiency with real-world applications. This strengthened my academic knowledge and professional skills.

CHAPTER 2: Organizational Overview

2.1 Overview of the Company

One of Bangladesh's most prominent food and beverage companies, Indulge Food & Beverage Limited, is a part of the “United Group,” one of the nation's diverse business



conglomerates. With its centralized kitchen model and cross-brand food offerings, IFBL, which has its headquarters in Dhaka, specializes in providing premium, multi-brand culinary experiences. IFBL, the food and beverage division of United Group, has a portfolio of recognizable and varied brands. These include Indulge, Crisp, Greens & Seeds, So Juicy, Alfredough, Marco Polo's, Utshob, Kebab n Curries, and more, in addition to Chef's Table, a multi-outlet experiential food court. The core of the company's food production process is the Indulge Central Kitchen (ICK), which runs a centralized kitchen system. All brands are guaranteed to have consistent taste, quality, and portion control thanks to this model. ICK improves operational efficiency and minimizes resource duplication by combining raw material preparation, standardized recipes, packaging, and quality control prior to distribution to brand specific outlets. IFBL prioritizes quality, customer experience, and innovation. As demonstrated by internal development projects and workforce engagement programs, it fosters harmonious teamwork and ongoing learning. In order to strengthen its employer brand and corporate image, the company participates in community events and keeps up an active presence on professional platforms and engages in community events, reinforcing both its corporate image and employer brand. As a part of the Food & Beverage Services

industry, IFBL aims to blend culinary creativity with operational disciplines, making it a notable player in the developing food services industry of Bangladesh.

2.2 History of the Company

Indulge Food & Beverage Limited (IFBL) is a subsidiary of the diversified conglomerate United Group, which operates businesses in various sectors of the economy. Indulge Food & Beverage Limited was incorporated to address the rising demand for quality food products through the provision of quick service and dine-in options. The company operates under the model of a centralized kitchen called “Indulge Central Kitchen (ICK)”, where food is produced for all the outlets of the various brands under the umbrella of the company under a single operating system.

Since its incorporation, the company has managed to add more brands to its portfolio of food products, ranging from quick bite restaurants like Indulge, Crisp, and So Juicy to full-meal restaurants like Marco Polo’s, Punjab Kitchen, Kebabs n Curries, and Walters’ Wok Way. With innovation and quality, Indulge Food & Beverage Limited has managed to establish itself as a major player in the food service industry of Bangladesh, especially in the full-meal segment of the market where quality and operational efficiency are of utmost importance to the satisfaction of customers.

2.3 Mission, Vision and Values

Mission:

To provide high-quality, diverse, and innovative food and beverage options that delight customers while maintaining operational excellence, food safety standards, and consistent taste across all brands.

Vision:

To become a leading and trusted centralized food service provider in Bangladesh that consistently delivers excellence in product quality, customer experience, and organizational integrity.

Core Values:

- **Quality First:** Focusing on high standards in the areas of food safety and taste.
- **Customer Focus:** Providing a delightful food experience to the customer.
- **Innovation:** Constantly striving to innovate and update the product and process to suit the changing market trends.
- **Teamwork:** Working together as a team to achieve the common goal.
- **Accountability:** Taking accountability in all areas.

IFBL prides itself on providing its customers with high standards in the areas of quality, speed, and convenience, especially to the busy urban dwellers in the form of freshly prepared snacks and meals.

2.4 Brands and Products

Indulge Food & Beverage Limited, also known as IFBL, has a diversified portfolio of food brands that offer unique products to cater to the varied tastes and preferences of consumers. The brands offer a variety of quick-serve food items such as snacks and beverages, as well as cuisines that offer full meals.

2.4.1 Indulge

Indulge specializes in light food items like desserts, bakery products, and drinks. These would be suitable for casual consumers

indulge

Products:

Bakery & Snacks:

- Chocolate Muffin
- Blueberry Vanilla Muffin
- Vanilla, Chocolate & Strawberry Éclair
- Desserts
- Plain Cheese Tart
- Saffron Forni

Beverages:

- Iced Americano
- Iced Latte
- Ice Blended Royal Cappuccino

- Ice Blended Mocha
- Ice Blended Dark Chocolate
- Fresh Juices (Papaya, Watermelon etc.)

2.4.2 Alfredough

Alfredough specializes in baked goods such as bread and dough-based products such as bread rolls and specialty baked goods that go well with different menu formats.



Products:

- Fresh Baked Bread
- Artisan Rolls
- Specialty Dough Items

2.4.3 So Juicy

So Juicy specializes in fresh fruit juices and smoothies prepared from natural products and is likely to attract those who want to consume fresh and healthful products.



Products:

- Fresh Orange Juice
- Fresh Papaya Juice
- Fresh Watermelon Juice
- Mixed Fruit Smoothies

2.4.4 Greens & Seeds

Greens & Seeds is a brand that offers healthy eating options, specifically targeting health-conscious consumers who prefer greens, salads, and other plant-based foods.



Products:

- Caesar Salad
- Quinoa and Vegetable Bowl

- Grilled Veggie Wrap
- Superfood Bowls

2.4.5 Crisp

Crisp is known for specializing in quick-serve products as well as casual snack items that come with innovative flavors, usually found in retail stores or lifestyle stores.

Products:

- Crunchy snack products
- Quick-serve savory products
- Snack product combos



2.4.6 Route 66

Route 66 specializes in fast food and Western dishes.

Products:

- Burgers and Fries
- Grilled Sandwiches



2.4.7 Wok Way

Wok Way features Asian and Chinese-style dishes, including stir-fries, noodles, and fusion dishes.

Products:

- Vegetable and Chicken Manchurian
- Fried Rice Varieties
- Chow Mein
- Ramen
- Dumplings



2.4.8 Punjab Kitchen

Punjab Kitchen specializes in authentic North Indian and Punjabi cuisine, focusing on rich flavors, traditional spices, and hearty meals that appeal to consumers who enjoy robust, familiar South Asian dishes.



Products:

- Tandoori & Grilled Items
- Tandoori Chicken
- Grilled Seekh Kebab
- Chicken Tikka
- Curries and Main Courses
- Butter Chicken
- Rogan Josh
- Dal Makhani

Rice & Biryani Varieties:

- Chicken Biryani
- Vegetable Pulao
- Bread & Accompaniments
- Naan (Butter Naan, Garlic Naan)
- Roti

Side Items:

- Paneer Tikka
- Mixed Vegetable Curry

2.4.9 Kebabs n Curries

This brand promises to serve Mughlai and South Indian specialties, with emphasis on grilled kebabs and rich combinations of curries that are popular in local cuisine.

Products:

- Chicken and Lamb Kebabs
- Signature Curry Platters with Rice or Naan



2.4.10 Utshob

Utshob is more focused on traditional Bangladeshi cuisine and party foods. Utshob Sweets is more focused on sweets and confectionery products.

Products:

- Traditional Curries
- Biryani



2.4.11 Utshob Sweets

Utshob Sweets is more focused on sweets and confectionery products.

Products:

- Seasonal Sweets
- Mithai varieties



2.4.12 Marco Polo's

Marco Polo's specializes in serving continental and globally inspired cuisines, where international flavors meet local tastes.

The logo for 'Marco Polo's' features the brand name in a bold, serif font. The word 'MARCO' is written in a larger font size than 'POLO'S'. The logo is positioned on the right side of the page, within a light beige rectangular background.

Products:

- Pasta Dishes
- Grilled Meats with Sides
- European-style Entrees

2.4.13 Chef's Table

Chef's Table is a premium food court concept where customers can find various cuisines under one roof and taste popular dishes from different cuisines such as Mexican, Japanese, Korean, and Indian.



2.5 SWOT Analysis of Indulge Food & Beverage Limited (IFBL)

Strengths:

- **Central Kitchen Concept:** Ensures uniformity in terms of taste and quality, as well as increased production efficiency in terms of quantity.
- **Diversified Portfolio of Brands:** Covers a range of products from bakery to beverages, fast food to Asian cuisine, Mughlai food to sweets, and premium food to traditional food.
- **Strong Backing of United Group:** Provides stability in terms of finances and corporate governance.
- **Favorable Location of Outlets:** Premium retail and lifestyle locations increase brand presence.
- **Operating Synergies:** Raw material procurement for all outlets is done centrally.
- **High Variety of Products:** Ability to cater to a wide range of customers, from health food enthusiasts to traditional food lovers.

Weaknesses:

- **Inventory Complexity:** High risk of inventory mismatch between different products of 14 different brands.

- **Perishability:** High risk of inventory going bad in terms of fresh produce, dairy products, meat products, and bakery products.
- **Dependency on Central Kitchen:** Disruption in central kitchen production affects all brands simultaneously.
- **Demand Forecasting:** Difficulty in forecasting demand for different types of cuisine.

Opportunities:

- **Expansion into Online Delivery Platforms:** Increasing demand for home delivery options.
- **Menu Engineering & Data Analytics:** Leveraging sales data for high-margin and high-demand products.
- **Private Label & Retail Packaged Goods:** Developing bakery or sauce products in retail packaging.
- **Growing Urban Food Market:** Increasing middle-class disposable income for premium food options and QSR.

Threats:

- **Raw Material Price Fluctuation:** Meat, dairy, and imported products affect overall cost structure.
- **Intense Market Competition:** Many local and international food chains operate in Bangladesh.
- **Food Safety & Compliance Threats:** Failure in food quality can hurt all brands.
- **Economic Instability:** Inflation and reduced consumer spending power affect discretionary food consumption.
- **Supply Chain Disruptions:** In-time availability of raw materials is critical for centralized production.

2.6 Organizational Hierarchy and Centralized Kitchen Operational Model

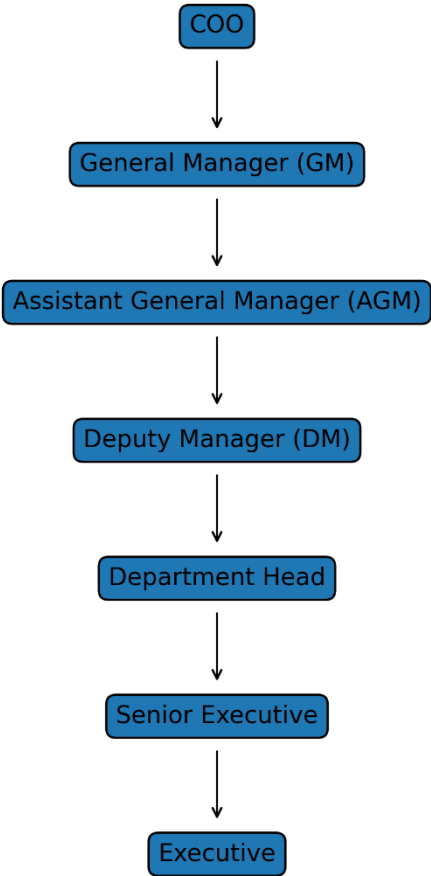


Figure:1 Management Hierarchy of IFBL

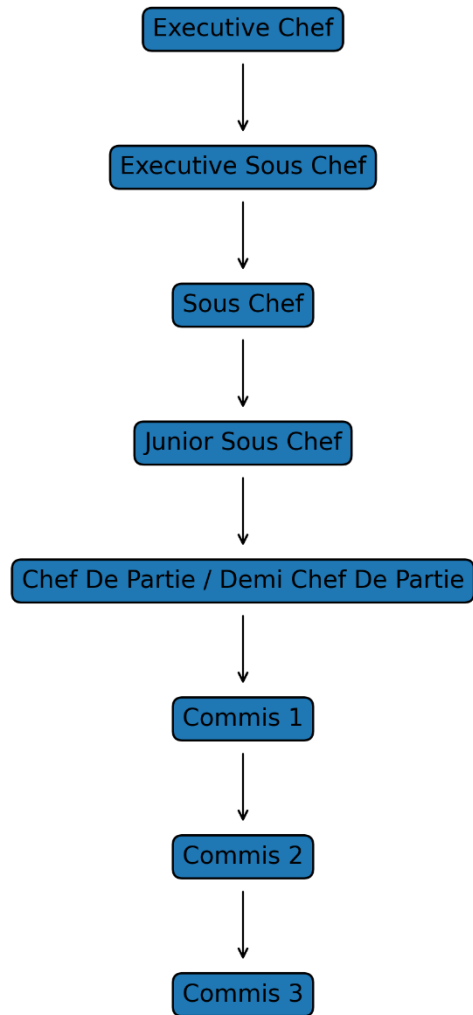


Figure: 2 Kitchen Operations Hierarchy of IFBL

Centralized Kitchen Operational Model:

The centralized model of IFBL can be illustrated as follows:

Suppliers → Central Receiving → Raw Material Storage → Production Units → Finished Goods Holding → Distribution to Brands

CHAPTER 3: Inventory Management – Academic and Theoretical Framework

3.1 Concept of Inventory Management

Inventory management is the process of planning, organizing, controlling, and monitoring the inventory in an organization in order to maintain the optimal balance between supply and demand. The main idea of inventory management is to ensure the availability of the right quantity of inventory at the right time while minimizing the cost of inventory management.

In the context of supply chain management, inventory management is critical in the operations of an organization. Inventory acts as a safety stock against various uncertainties in the operations of the organization, such as fluctuations in demand, disruptions in the supply chain, and disruptions in the production process. Inventory acts as a decoupling mechanism in the operations of an organization, which decouples the different stages of the production process from one another in order to ensure the smooth operations of the organization even in the event of disruptions in the other stages of the supply chain.

In addition, the maintenance of inventory helps the firm to benefit from economies of scale in purchasing and production. This is because bulk purchasing helps reduce the cost of purchase, while the maintenance of inventory helps ensure timely response to customer orders, hence improving customer satisfaction.

Despite the significance of inventory in the operation of firms, it is often viewed as a necessary but non-value-adding asset in the management of firms' operations. This is because, although inventory is essential for the production and provision of services, excessive levels of inventory result in increased storage costs, tying up of funds, and obsolescence and spoilage of the products, hence the need to strike a balance between the need to maintain sufficient levels of inventory and the need to minimize the associated costs.

3.2 Types of Inventory

The inventory of an organization may be classified under several categories based on the stage of production or service delivery process. Understanding the classifications of

inventory helps organizations to design appropriate control mechanisms for the inventory of the organization.

Type of Inventory	Definition	Example in Food Industry
Raw Materials	Basic inputs used in the production process	Meat, vegetables, flour
Work in Progress (WIP)	Partially processed items awaiting further processing	Marinated meat or partially prepared sauces
Finished Goods	Completed products ready for distribution or sale	Prepared meals or packaged food items
MRO Supplies	Maintenance, repair, and operational supplies	Cleaning chemicals, gloves
Packaging Materials	Materials used for packing and delivering products	Boxes, containers, labels

Table 3.1: Classification of Inventory

3.3 Objectives of Inventory

The overall management of inventory is based on several key objectives, all of which are focused on increasing the efficiency and cost-effectiveness of an organization's operations.

The first is to ensure uninterrupted production and service operations. This is achieved by having sufficient inventory levels, which prevent production delays resulting from inadequate raw materials or packaging materials.

The other is to minimize total inventory cost. The costs associated with inventory include costs of purchase, ordering, storage, handling, and possible waste.

Another objective of preventing stock-outs is also an important one. Stock-outs are defined as situations where the level of the stock falls below the level that is actually required to meet the demand.

Another objective of the inventory management is to reduce wastage, spoilage, and obsolescence, which is more applicable in the case of food service operations.

The last objective of the inventory management is to optimize the use of working capital. If the inventory is high, then it is not possible to use the working capital for other purposes.

These are the objectives of the inventory management. These are often in conflict with each other. If the level of the stock is increased, then the possibility of stock-outs is reduced. On the other hand, the costs are increased. In the same way, the level of the stock is reduced to the minimum to lower the costs, but the possibility of stock-outs is increased. So, it is a balancing act.

3.4 Inventory Cost Components

There are several cost factors involved in inventory management. These costs are additive in nature and collectively contribute to the total cost of inventory. These costs can be broadly classified as ordering costs, holding costs, and shortage costs.

Ordering Cost

Ordering costs are the costs incurred while ordering or buying products from suppliers. These costs include administrative costs like preparation of orders, communicating with suppliers, arranging transportation, and inspection of goods. In many cases, these costs are high because of the frequent ordering cycle in many organizations.

Holding (Carrying) Cost

Holding costs are the costs incurred while maintaining or storing inventory for a certain period of time. These costs include rent for storage facilities, refrigeration costs, insurance, handling, and security. Holding costs also include opportunity costs. In food service operations, the holding cost is high because of the cold storage requirement.

Shortage Cost

Shortage costs refer to the costs that an organization incurs as a result of not being able to meet the demand for their products, mainly due to inadequate inventory levels. Shortage costs include costs such as lost sales, production costs, and customer satisfaction costs. Shortage costs are likely to have a greater impact on organizations operating in competitive industries such as food services.

The formula for the total inventory cost is:

$$\text{Total Inventory Cost (TC)} = \text{Ordering Cost} + \text{Holding Cost} + \text{Shortage Cost}$$

The main goal of inventory management is to minimize the total inventory costs.

3.5 ABC Analysis

One of the most popular methods of inventory control is ABC analysis. This method involves grouping inventory items on the basis of their relative importance in terms of value. This method is based on the “Pareto Principle”, i.e., a small number of inventory items contribute a major proportion of the total value of the inventory.

Category	Percentage of Items	Percentage of Value	Level of Control
A	10-20%	70-80%	Very Tight
B	20-30%	15-25%	Moderate
C	50-60%	5-10%	Simple

Table 3.2: ABC Classification

In ABC analysis, Category A inventory is strictly controlled as it represents a major proportion of the total value of the inventory. Category B inventory is controlled in a balanced manner, while category C inventory is controlled in a simple manner as it is of low value but high quantity.

3.6 Theoretical Framework of Inventory Management

Inventory management can be considered an ongoing process of continuous operations that comprises different activities that are closely related to each other.

The different activities that make up the inventory management process can be represented as follows:

Inventory Management Process:

Demand Forecasting



Procurement Planning



Receiving and Inspection



Storage and Classification



Issuing and Production Control



Monitoring and Variance Analysis



Performance Evaluation

This process represents an ongoing cycle that is continuously being evaluated for performance. By following this process, an organization is able to maintain optimal levels of inventory while ensuring operational efficiency.

CHAPTER 4: Inventory Management at Indulge

4.1 Introduction to Inventory Management at Indulge

Inventory Management is an important aspect of business efficiency within the Food and Beverage industry, especially when dealing with businesses that use a centralized kitchen model to produce their Food Products and manage several Food Brands within their industry. Indulge Food & Beverage Limited (IFBL), a concern of United Group, uses a centralized model to produce Food Products through their Indulge Central Kitchen facility, which caters to several Food Brands under their umbrella. In a centralized model like that of Indulge Food & Beverage Limited, Inventory Management plays a vital role to ensure smooth business operations while maintaining quality Food Products to meet the daily needs of several Food Brands.

Inventory Management within Indulge Food & Beverage Limited comprises a wide variety of Food Ingredients and Materials used to produce Food Products on a daily basis within their centralized kitchen facility to meet the demand of several Food Brands under their umbrella. These Food Products are produced on a daily basis using a wide variety of Food Ingredients and Materials required to produce Food Products according to the specific recipe of their Food Brand.

The importance of inventory management increases manifold as a major portion of the raw materials used in the food production process falls under the category of perishable goods. This includes meat, vegetables, dairy products, and sauces, which need to be stored under proper conditions and used within a specific period to avoid spoilage and wastage.

During the course of the internship period, inventory management functions at Indulge Food & Beverage Limited were observed and partly assisted under the Finance and Accounts Department. This mainly included the observation of the daily consumption of the food ingredients according to the recipe requirements, observation of the records maintained with regard to inventory movement, and observation of the process of waste monitoring under the central kitchen operations of the company's food brands.

4.2 Types of Inventory at IFBL

Indulge Food & Beverage Limited works with various kinds of inventory, all of which are geared towards the food production business. These inventories are mostly connected with food production, packaging, and distribution.

Some of the major kinds of inventory are as follows:

Raw Materials: These are the raw materials used for food production, such as meat, poultry, seafood, vegetables, spices, flour, dairy products, etc.

Packaging Materials: These are the materials used for packaging the food products, such as boxes, containers, plastic sheets, labels, etc.

Semi-Finished Food Items: These are the food items that are semi-processed before the final production, such as marinated meat, vegetables, etc.

Finished Food Products: These are the food products prepared for the various brands of IFBL, such as ready-to-serve food products, ready-to-deliver food products, etc.

This categorization of the inventory will assist the company in maintaining the inventory in a more efficient way.

4.3 Inventory Management Process at IFBL

The inventory management process of IFBL includes a series of activities for the effective monitoring and usage of food ingredients and relevant items.

The inventory management process includes the following steps:

Receiving and Inspection:

All the items received from the suppliers are received in the warehouse or store section of the organization. The items are checked for quantity, quality, and freshness before adding them to the inventory.

Storage:

After the inspection of the items, the items are stored in the storage section of the organization. The storage section includes dry storage, refrigerated storage, and freezers depending on the type of items.

Issuing of Materials:

Ingredients are issued from the store section to the kitchen section based on the requirement for the production of food items. The chefs require the ingredients from the store section for the production of food items.

Recording and Monitoring:

Receiving, issuing, and usage of the items are recorded in the inventory sheets.

Waste Monitoring:

Food waste and the usage of ingredients are regularly recorded to ensure the efficient use of food items for the production of food.

4.4 Inventory Control Practices

In order to ensure proper inventory control and efficient business operations, Indulge Food & Beverage Limited (IFBL) adopts a number of inventory control practices. These inventory control practices help the company in maintaining optimum inventory levels, reducing wastage, and ensuring the availability of raw materials required for the production process. Since the company operates a centralized kitchen facility that serves different brands, inventory control is critical in terms of cost control and quality assurance.

Among the most important inventory control practices adopted by Indulge Food & Beverage Limited is daily inventory tracking. This is a critical practice in the food production industry, where raw materials are consumed on a daily basis. The company issues the raw materials required in the production process to the kitchen facility. By comparing the quantity of raw materials issued to the kitchen facility with the quantity of raw materials required according to the recipe standards, the company can easily monitor the actual consumption levels. This practice may help the company in identifying unusual

differences in the consumption levels of raw materials, which may occur due to over-serving, inefficiency in the production process, and incorrect measurements.

Another important practice in inventory control is regular stock verification. Stock verification involves the actual counting of the quantity of materials available in the store and comparing the same with the quantity of materials shown in the inventory records. This practice helps in the identification of differences in the quantity of materials available in the store and the quantity shown in the inventory records. This may be due to spoilage, misplaced materials, incorrect recording, and errors in the inventory management process. This practice also helps the management in maintaining the inventory control process in terms of accountability.

Proper storage management is another key aspect of inventory control at IFBL. This is because the food ingredients are mostly perishable and are affected by certain environmental factors. Therefore, storage of the ingredients in a suitable environment is necessary to maintain the quality of the ingredients. The ingredients are stored in the required areas depending on the nature of the ingredients. For instance, dry ingredients such as flour and spices are stored in dry storage areas, while fresh products such as meat, milk, and vegetables are stored in refrigerators or freezers. Proper storage management is also essential in maintaining the quality of the food ingredients and reducing the risk of inventory loss due to deterioration.

Apart from the monitoring of stock levels and storage conditions, the company also focuses on the importance of waste control and monitoring as a part of its inventory control activities. The waste generated by the food products can be due to a number of reasons, such as improper handling, overproduction, spoilage, and improper portioning during food preparation. To reduce such kinds of waste, the company focuses on the monitoring of waste and the recording of cases of waste disposal of the food ingredients. This will help the company to reduce the waste, if any, and maintain the inventory in a more efficient manner.

These inventory control activities are very important for maintaining the efficiency of the company's operations. The company is able to maintain the inventory in a more efficient manner due to the tracking of the usage of the ingredients, verification of the stock, storage management, and waste monitoring activities.

4.5 ABC Analysis of IFBL

ABC analysis of finished items at Indulge Food & Beverage Limited.

Sl. No.	SKU	Product Description	Number of Items Sold	Cost per Unit (BDT)	Annual Units	% Annual Units Sold	Cumulative Annual Usage	ABC Category
1	3780	Chicken Drumstick	803	1490	1196470	0.76	24.8	A
2	3782	Smoked Roasted Beef	379	1590	602610	0.38	25.19	A
3	2178	Beef Patty	568	629	357272	0.23	38.49	A
4	6385	Spicy Beef patty	580	953	552740	0.35	38.84	A
5	6384	Regular Beef patty R66	329	1027	337883	0.21	39.06	A

6	220 2	Golden Crispy Chicken	670	554	371180	0.24	39.3	A
7	218 5	Chicken PopCorn	541	264	142824	0.09	39.39	A
8	319 2	Chicken Strips	485	1443	699855	0.44	39.83	A
9	218 3	Hot Wing	154	841	129514	0.08	39.91	A
10	221 4	Crisp Chicken Leg Fillet	323	1570	507110	0.32	40.24	A
11	237 1	Lemony Chicken Wings	789	56	44184	0.03	40.26	A
12	238 5	Chili Chicken	300	1489	446700	0.28	40.55	A
13	237 8	Lababdar Chicken	230	578	132940	0.08	40.63	A
14	217 0	Chicken Shaslik	590	1742	102778 0	0.65	41.29	A
15	237 4	Mexican Chicken	667	112	74704	0.05	41.33	A

16	237 3	Tikka Chicken	441	190	83790	0.05	41.39	A
17	240 1	Shawarma Arabian Breast Raw	901	153	137853	0.09	41.47	A
18	223 3	Arabian Sharma Cook	769	252	193788	0.12	41.6	A
19	222 7	Tanduri Sharma Cook	419	1545	647355	0.41	42.01	A
20	221 6	Roasted Vegetables	263	1150	302450	0.19	42.2	A
21	357 7	Alfredough Chicken Breast	947	309	292623	0.19	42.39	A
22	218 2	Cannoli Pasta	834	1081	901554	0.57	42.96	A
23	573 5	Alfredough wings	139	566	78674	0.05	43.01	A
24	574 1	Meat Box Chicken	879	1206	106007 4	0.67	43.68	A
25	379 3	Kerala Nadan Beef Curry	224	1705	381920	0.24	43.93	A

26	259 2	Calicut Chicken Curry	797	137	109189	0.07	44.0	A
27	260 7	Nihari Stok	840	1282	107688 0	0.68	44.68	A
28	612 1	Chicken Roulade	543	974	528882	0.34	45.02	A
29	646 9	Salmon steak	562	70	39340	0.03	45.04	A
30	628 5	Roasted Sweet Pumpkin Soup	178	779	138662	0.09	45.13	A
31	234 8	Tandoori Tomatoo Soup	321	1944	624024	0.4	45.53	A
32	359 5	Shawarma Tandoori	407	377	153439	0.1	45.62	A
33	240 1	Shawarma Arabian	376	306	115056	0.07	45.7	A
34	227 2	Beef Kalavuna	961	1335	128293 5	0.82	46.51	A
35	227 4	Beef Mezbani	494	707	349258	0.22	46.73	A

36	610 5	Mutton Chuijhal	100	1942	194200	0.12	46.86	A
37	244 9	Beef Shatkora	133	199	26467	0.02	46.87	A
38	232 6	Beef Tehari	185	206	38110	0.02	46.9	A
39	245 2	Mutton Rezala	956	972	929232	0.59	47.49	A
40	232 0	Duck Curry	908	1423	129208 4	0.82	48.31	A
41	249 9	Pabnar Hansher Kalia	297	1640	487080	0.31	48.62	A
42	248 1	Achari Chicken	400	1767	706800	0.45	49.07	A
43	226 8	Chicken Roast	316	1357	428812	0.27	49.34	A
44	361 1	Rupchanda Fish	394	93	36642	0.02	49.36	A
45	233 0	Promphet Dopeyja Gravy	301	96	28896	0.02	49.38	A
46	249 8	Narkil Murgi	261	1213	316593	0.2	49.58	A

47	246 5	Kumra Hilsa Matha Torkari	281	1790	502990	0.32	50.06	A
48	246 2	Chole Bhatura	760	1950	148200 0	0.94	51.0	A
49	246 4	Mutton Nihari	123	1289	158547	0.1	51.1	A
50	126 5	Mezbanani Dal	681	1700	115770 0	0.74	51.84	A
51	156 5	Chicken Jhal Fry	225	1848	415800	0.26	52.1	A
52	246 9	Hilsa Vorta	192	1659	318528	0.2	52.3	A
53	245 9	Tomato Chatni	761	163	124043	0.08	52.38	A
54	233 1	Dal Vorta	970	1796	174212 0	1.11	53.49	A
55	227 9	Mix Vegetable	809	1232	996688	0.63	54.12	A
56	245 3	Beef Shami Kebab	607	625	379375	0.24	54.37	A
57	233 7	Chicken Shami Kebab	124	867	107508	0.07	54.43	A

58	226 9	Chicken Jali Kebab	295	1826	538670	0.34	54.78	A
59	232 8	Beef Jali Kebab	784	1141	894544	0.57	55.34	A
60	242 2	Vegetable Singara	869	1081	939389	0.6	55.94	A
61	246 8	Chicken Sumasa	838	151	126538	0.08	56.02	A
62	246 7	Dal Puri	982	907	890674	0.57	56.59	A
63	247 3	Doi Bora	554	261	144594	0.09	56.68	A
64	126 8	Chicken Soup	454	1568	711872	0.45	57.13	A
65	227 6	Paratha	720	66	47520	0.03	57.16	A
66	217 2	Bhatura Douge	111	483	53613	0.03	57.2	A
67	247 0	Chicken Chaap	948	857	812436	0.52	57.71	A
68	232 9	Khuder Bhaat	993	1315	130579 5	0.83	58.54	A
69	126 2	Suji Halwa	258	1115	287670	0.18	58.73	A

70	359 2	Beef Stock	397	1705	676885	0.43	59.16	A
71	246 6	Hilsa Fish	416	1139	473824	0.3	59.46	A
72	103 2	Aloo Bhukara Chitni	625	797	498125	0.32	59.77	A
73	106 4	Rui Fish	249	909	226341	0.14	59.92	A
74	228 1	Boil Dubli	274	1295	354830	0.23	60.14	A
75	576 2	Chicken KhalaBhun a	155	779	120745	0.08	60.22	A
76	576 1	Beef Kala bhuna (Alfredough)	407	736	299552	0.19	60.41	A
77	656 0	Beef Ossoboco	843	362	305166	0.19	60.6	A
78	656 1	Lamb Shank ICK	674	744	501456	0.32	60.92	A
79	612 7	Meat Ball MP	791	834	659694	0.42	61.34	A

80	660 4	Beef Koliza Bhuna	393	91	35763	0.02	61.38	A
81	426 1	Chicken Buna ICK	818	93	76074	0.05	61.42	A
82	660 6	Beef Paya Buna	535	1482	792870	0.5	61.93	A
83	426 7	Lal Cheepa Shutki Vorta	742	59	43778	0.03	61.96	A
84	214 5	Chicken Sui Mai	126	745	93870	0.06	62.02	A
85	253 6	Prawn Sui Mai	216	1294	279504	0.18	62.19	A
86	253 8	Prawn Hargao	674	1018	686132	0.44	62.63	A
87	111 6	Beef Ziaoji 1	239	131	31309	0.02	62.65	A
88	255 1	Spinach Seafood Dumpling	520	459	238680	0.15	62.8	A
89	256 5	Seafood Xo Sui Mai	311	457	142127	0.09	62.89	A
90	229 0	Roasted Beef	418	1726	721468	0.46	63.35	A

91	229 1	Roasted Lamb	983	917	901411	0.57	63.92	A
92	214 1	Chicken Spring Roll	290	1905	552450	0.35	64.27	A
93	254 2	Wanton	994	498	495012	0.31	64.59	A
94	254 0	Chocolate Spring Roll	276	263	72588	0.05	64.64	A
95	252 9	Hot Wings wok way	349	234	81666	0.05	64.69	A
96	253 1	Fried Fish	203	402	81606	0.05	64.74	A
97	252 8	Chicken Chilli Wings	788	513	404244	0.26	65.0	A
98	229 2	Seafood Meat	650	804	522600	0.33	65.33	A
99	256 9	Dice Cut Chicken Cooked	356	244	86864	0.06	65.38	A
100	256 8	Julian Chicken Cooked	318	1600	508800	0.32	65.71	A

10 1	566 4	Chicken Bihari Kebab	640	891	570240	0.36	67.74	A
10 2	566 6	Chicken Malai Kebab	816	1673	136516 8	0.87	68.61	A
10 3	524 0	Lahuri Chicken Boti Kebab	460	1232	566720	0.36	68.97	A
10 4	580 6	Lahuri Beef Boti Kebab	608	1796	109196 8	0.69	69.66	A
10 5	523 2	Lahuri Beef Seekh Kebab	950	1913	181735 0	1.16	70.82	B
10 6	566 8	Lahuri Chicken Tikka Kebab	898	1149	103180 2	0.66	71.47	B
10 7	229 4	Joojeh Kebab	570	168	95760	0.06	71.53	B
10 8	229 5	Chicken Doodhiya Kebab	999	454	453546	0.29	71.82	B

109	2161	BBQ Chicken Wings	630	994	626220	0.4	72.22	B
110	2169	Tandoori Chicken	775	1046	810650	0.52	72.73	B
111	2309	Turkish Chicken Adana Kebab	619	364	225316	0.14	72.88	B
112	2297	Chicken Shish Touk	284	1605	455820	0.29	73.17	B
113	2426	Jamaican Mutton Curry	654	864	565056	0.36	73.53	B
114	1084	Charsi Mutton Karahi	864	1894	1636416	1.04	74.57	B
115	1085	Namakin Beef karahi	786	783	615438	0.39	74.96	B
116	2168	Achari Chicken karahi	224	1283	287392	0.18	75.14	B
117	2166	Ahuna Chicken Handi	880	1814	1596320	1.01	76.15	B

11 8	250 4	Handi Mutton Biryani	936	1918	179524 8	1.14	77.3	B
11 9	250 3	Chicken Biryani	287	1522	436814	0.28	77.57	B
12 0	216 5	Dal Makhni	861	511	439971	0.28	77.85	B
12 1	654 6	Koral Fish	170	1419	241230	0.15	78.82	B
12 2	251 0	Chicken Tikka kebab	566	1297	734102	0.47	79.29	B
12 3	223 9	Potato wedges	264	1706	450384	0.29	79.57	B
12 4	571 4	Arabic Chicken Majboos	547	607	332029	0.21	79.79	B
12 5	197 1	Chicken Chilli Fried Rice	916	1811	165887 6	1.05	80.84	B
12 6	134 1	Chicken Pulao	330	354	116820	0.07	80.91	B
12 7	571 0	Chicken Rendang Rice	546	503	274638	0.17	81.09	B

128	1506	Chicken Sausage Rice	675	1731	1168425	0.74	81.83	B
129	1336	Chicken Tehari	660	186	122760	0.08	81.91	B
130	1505	Chicken Tikka Masala with Rice Ready Meals	365	1853	676345	0.43	82.34	B
131	5708	Chicken Tikka Pulao	404	1159	468236	0.3	82.64	B
132	5709	Gochujang Mince Chicken Rice	170	478	81260	0.05	82.69	B
133	5713	Green Curry Steam Rice	265	585	155025	0.1	82.79	B
134	5707	Korean Seafood Egg Noodles	614	1834	1126076	0.72	83.5	B
135	5715	Lahori Chicken Tawa Pulao	668	615	410820	0.26	83.76	B

13 6	571 1	Sabji Kofta Pulao	519	1482	769158	0.49	84.25	B
13 7	650 1	SCB Arabic Chicken Majboos	400	1045	418000	0.27	84.52	B
13 8	649 6	SCB Chicken Rendang Rice	583	824	480392	0.31	84.82	B
13 9	649 5	SCB Chicken Tikka Pulao	807	1145	924015	0.59	85.41	B
14 0	650 2	SCB Lahori Chicken Tawa Pulao	561	1946	109170 6	0.69	86.1	B
14 1	649 9	SCB Sabji Kofta Pulao	771	112	86352	0.05	86.16	B
14 2	570 6	Teriyaki Paneer Rice	640	1480	947200	0.6	86.76	B
14 3	571 2	Veg Korma Pulao	566	1140	645240	0.41	87.17	B
14 4	101 8	Smoke Chicken Sandwich	793	1766	140043 8	0.89	88.06	B

14 5	119 0	Wrap Chipotle Chicken and Egg	910	1648	149968 0	0.95	89.02	B
14 6	126 1	Mixed Vegetable UTS	927	219	203013	0.13	89.14	B
14 7	651 8	SCB Tandoori Chicken Shawarma	936	253	236808	0.15	89.29	B
14 8	651 7	SCB Cold Chicken Sandwich	608	1073	652384	0.41	89.71	B
14 9	642 8	Mini Arabian Chicken Shawarma	941	475	446975	0.28	89.99	B
15 0	642 7	Mini Chicken Burger	240	1750	420000	0.27	90.26	C
15 1	134 2	Chicken Sandwich SP	394	1755	691470	0.44	90.7	C
15 2	653 1	Cold Egg Slice	869	222	192918	0.12	90.82	C

15 3	668 0	UIU Burger	104	411	42744	0.03	90.85	C
15 4	427 0	Dudh Chitoi Pitha	408	1666	679728	0.43	91.28	C
15 5	427 3	Puli Pitha	470	732	344040	0.22	91.5	C
15 6	428 2	Patishapta Pitha	460	127	58420	0.04	91.54	C
15 7	661 8	Dudh Puli Pitha	300	1389	416700	0.26	91.8	C
15 8	609 4	Green Mussels	812	1553	126103 6	0.8	93.08	C
15 9	609 7	Octopus	842	1882	158464 4	1.01	94.43	C
16 0	646 3	Koi Fish	637	655	417235	0.27	98.83	C
16 1	646 4	Tilapia Fish	907	795	721065	0.46	99.29	C
16 2	649 2	Floral Dragon Ball Tea	725	155	112375	0.07	99.36	C
16 3	651 1	Pomelo	359	780	280020	0.18	99.54	C

16 4	659 3	Lobster	209	1550	323950	0.21	99.74	C
16 5	659 4	Beef Paya	411	988	406068	0.26	100.0	C

Table 4.1: ABC Analysis

CHAPTER 5: Conclusion

5.1 Strategic Summary of the Study

A thorough assessment of inventory management in a centralized premium food production system is given in this internship report, "Inventory Management Practices in Centralized Food Service Operations: A Study on Indulge Food & Beverage Limited."

Through its Indulge Central Kitchen (ICK), Indulge Food & Beverage Limited (IFBL) runs a sophisticated, multi-brand production facility that serves upscale clients in a variety of cuisines. Although the centralized structure improves operational coordination, it also makes inventory more complex because of:

- Several brand specifications
- A variety of raw materials
- Elevated perishability
- Volatility in demand
- High standards for quality

The control, monitoring, and evaluation of raw materials, packaging materials, and finished goods within this system were all critically examined in the study.

5.2 Strategic Implications for IFBL

As a high-end food service company catering to affluent clients, IFBL needs to uphold:

- Economy of cost
- Consistency of the product
- Excellent service dependability
- Reduction of waste

Inefficiencies in inventory directly impact:

- Margin of gross profit
- The use of working capital
- Reputation of the brand
- Sustainability in operations

Long-term scalability may encounter structural limitations in the absence of digital integration and sophisticated analytical control.

5.3 Long-term Strategic Recommendations

IFBL should take into account the following for long-term operational excellence:

1. Inventory integration based on ERP
2. The application of ABC classification
3. KPI-driven performance tracking
4. Root cause analysis of structured variance
5. Mechanisms for predictive demand planning

With these enhancements, IFBL would become a data-driven strategic inventory framework instead of a control-based inventory system.

5.4 Final Concluding Statement

Indulge Food & Beverage Limited has a well-organized operational inventory system that can sustain its present size. However, strategic modernization of inventory management procedures is necessary to stay scalable and competitive in a high-end food service sector. IFBL can improve operational resilience, reduce waste, and strengthen cost control by combining digital tools, analytical models, and structured performance metrics. When implemented strategically, inventory management becomes a competitive advantage rather than merely a support function.

Reference

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Appendix-A:

Indulge Food
& Beverage Ltd.



Date: November 30, 2025

Ref: IFBL/HR/November-2025/ID- 200445

Md. Mahim

Vill- 69, Nobinchandra Goshami Road
PO- Faridabad 1204
PS- Shempur
Dis- Dhaka

United International University, Bangladesh
Bachelor of Business Administration

Subject: Offer letter - Internship.

Dear Mr. Md. Mahim,

We are pleased to inform you that you have been selected for the internship program at **Indulge Food & Beverage Ltd.** for 03 (three) months under the **Finance & Accounts** department. Your internship shall commence on **November 30, 2025** and will end on **March 02, 2026**.

The terms and conditions of your internship with the Company are set forth below:

1. Subject to your acceptance of the terms and conditions contained herein, your duties and responsibilities during the Term will be determined by the supervisor assigned to you for the duration of the internship.
2. You are eligible for a stipend of **BDT 400** (Four Hundred) only per working day during the Term which shall be paid on completion of the tasks assigned to you during your internship to the satisfaction of the Company.
3. Your duty schedule will be roaster based and will be decided by your reporting manager. Please be sure to bring the required documents with you on your first day to complete your profile.
4. You will sign a confidentiality agreement with the company before you commence your internship.
5. The internship cannot be construed as an employment or an offer of employment with **Indulge Food & Beverage Ltd.**


Please confirm your acceptance of the terms of this offer **by November 30, 2025** failing which, we have the right to cancel the internship. We look forward to having you on our team. If you have any questions, please feel free to reach out to us.

Sincerely,

Accepted by,


Md. Kamrul Hasan
Deputy Manager
Human Resources
Indulge Food & Beverage Ltd.

Name: Md. Mahim

Signature: 
Date: ~~30.11.25~~ 30.11.25

Indulge Food & Beverage Ltd. (IFBL)
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Satarkul, Dhaka-1212
PABX: 09666-700-900, Email: ifbl@united.com.bd

Indulge Food
& Beverage Ltd.