

“A Practical Exploration of Vehicle Management and Logistics Coordination at Primatek Group”



Supervised By:

Ms. Farjana Yesmin

Lecturer

Department of English

Faculty of Humanities and Social Science

Daffodil International University

Prepared By:

Md. Ashraful Kabir Rifat

ID: 221-10-1059

Department of English

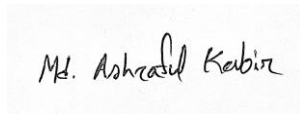
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Daffodil International University

Declaration

Hereby, I, Md. Ashraful Kabir Rifat, certify that the report I submitted for my internship, titled "A Practical Exploration of Vehicle Management and Logistics Coordination at Primatek Group" under the supervision of Ms. Farjana Yesmin, the (Lecturer) of the English department from Daffodil International University, accurately captures my three months of work experience.

Furthermore, I attest that this report was written only to fulfill the requirements for the B.A. (Honors) in English. It might not be used to deceive other people for personal gain.



.....

Signature of the Intern

Name: Md Ashraful Kabir Rifat

ID: 221-10-1059

Batch: Department of English

Daffodil International University

Certification of Supervisor

This certifies that Md. Ashraful Kabir Rifat, student ID number 221-10-1059, has completed the internship report required for the course project paper (ENG 431) while working under my supervision. He decided to apply for an export-oriented company internship. He is now able to deliver the report for assessment. I have kept in regular contact with him during his internship. He put a lot of effort into this project report, which reflects his sincere labor. I offer prayers for his general health and prosperity in the years to come.



12.9.25

.....
Signature of the supervisor

Ms. Farjana Yesmin

Lecturer

Department of English

Faculty of Humanities and Social Science

Daffodil International University

Acknowledgement

I want to start by expressing my gratitude to God Almighty for giving me the strength to finish my internship and submit the document on time. I owe a debt of gratitude to Ms. Farjana Yesmin, my supervisor, for her steadfast monitoring during my time with the company. I also like to express my appreciation to my organizational supervisor, AGM A.B.M. KOLLOL ISLAM, for his insightful advice. Throughout my internship, I made numerous significant contributions to various works and maintained regular communication with my organization's management. Without these, it might not be easy to do this job. I must stress that this company's exceptional work environment and commitment have enabled me to understand and participate in the creation of this paper.

Abstract

This article describes my internship experience in the Transport and Logistics Department, where I realized that effective communication, accurate vehicle monitoring, and teamwork can ensure the timely, smooth delivery of goods. During my internship, I learned day to day operations, worked in coordination with transport officers and drivers, and learned to coordinate with other departments, solve issues, and make timely decisions. I learned that clear specs, the right vehicle information, and well-planned hand-offs cut downtime while facilitating faster delivery at a fair price.

I enhanced my communication, data analysis, and teamwork skills by performing tasks such as vehicle movement tracking, report preparation, driver correspondence, and support for shipment operations. During my time there, I gained a sense of how an efficient transportation system works to achieve the company's objectives and ensure reliable service for customers.

Table of Contents

Title	Page
Title Page	i
Declaration	ii
Certificate of Supervisor	iii
Acknowledgment	iv
Abstract	v
Chapter 1: Introduction	1
Chapter 2: Internship: Context and Importance	2
2.1 Significance of the Internship	2
2.2 Connection with My Study	2
2.3 Main Goal of the Internship Research	3
2.4 Key Objectives	3
Chapter 3: Methodology	4
Chapter 4: Organization Details	6
4.1 Company Profile	6
4.2 Facilities of the Company	6
4.3 Production Abilities	7
4.4 Mission, Vision & Philosophy of Primatek Group	8
Chapter 5: Skills Acquired from the Internship	9
Chapter 6: Observation & Findings	10
6.1 Observations	10
6.2 Findings	10

Title	Page
6.3 SWOT Analysis of Primatek Group	11
Chapter 7: Limitations	13
Chapter 8: Recommendations	14
Chapter 9: Conclusion	15
Chapter 10: References	16
Chapter 11: Appendices	17

Chapter-1

Introduction

Primatek Group is one of the best export-oriented companies in Bangladesh, with over 27 years of business experience. The group operates through a network of approximately 10 sister concerns, including non-woven fabrics, garment accessories, PVC products, textile raw materials, and others.

Primatek is an excellent, integrated business model which serving both domestic and international markets. The company is focused on quality, reliability, and operations which have earned a strong reputation in Bangladesh's manufacturing sector. Traveling further than simple success, Primatek is also a model of social and environmental responsibility. The brand manages to operate in an environmentally conscious manner, uphold fair labor standards, and give back to local communities.

Due to the integrity of performance and export contribution, Primatek Group, along with its subsidiaries Padma Spinning & Composite Ltd. and Star Packaging & Accessories Ltd., has been awarded the iconic national export recognition, the Bangabandhu Sheikh Mujib Export Trophy, multiple times.

By joining Primatek as an intern, you will find yourself immersed in a unique industrial environment that combines a large, export-focused manufacturing company with leading-edge practices and the due obligations of a common good enterprise.

Regarding Primatek Group, the information appears specific to a corporation with likely minimal online presence. Suppose it is a known company in your area . In that case, you should visit the official Primatek Group website, check their listing in a business directory, or consult any trade and product magazine associated with Bangladesh's manufacturing sector. Otherwise, a website like the Bangladesh Export Promotion Bureau or the websites of the concerned government office would be helpful to reference points if you seek awards, recognition, or honourable mentions.

Chapter-2

Internship: Context and Importance

Primatek Group Internships: An Intern's role within the logistics and distribution environment, mainly regarding vehicle management. This internship enables an English undergraduate to hone organizational and interpersonal skills, gain practical experience in a business environment, and learn more about the challenges of supply chain operations in export-dominant enterprises.

2.1 Significance of the Internship:

- Deepening knowledge of supply chain management through exposure to actual logistics operations.
- A way to gain experience in such tasks as managing a fleet of vehicles, where the theoretical knowledge gained above can be applied in real life.
- Background on overseeing and enhancing transportation functions for local and global shipping.
- Building problem-solving skills to handle logistics issues
- Improved communication and coordination skills by handling various departments.
- This will provide insight into the company's role in global trading and the need for an efficient distribution system.
- Impact on the Company operations by maintaining/managing vehicle operations.

2.2 Connection with my study:

As an English major, I have a set of skills that transfer perfectly, such as communication, critical thinking, and organization, that you will find so handy in Logistics and Distribution. During my academic career, I have mainly focused on language and communication, but this internship at Primatek Group would ease the transition from academia to the environment of an actual practicum. Specifically, liaising where vehicle operations and supply chain insights are applied is real-world problem-solving and clear communication in a practical context. This practical experience works hand-in-hand with my theories learnt in the classroom and allows me to gain more insight into how efficient logistics helps a company succeed on both the national and international stage. This experiences has provided me with insight that enriches my knowledge as well, lending a deeper perspective on how adaptable skills can be used across the wide range of professional environments.

2.3 Main Goal of the Internship Research

As a Vehicle Management Officer , my primary role was managing the company's vehicles. Through this position, I have mobilized transit for Logistics Management Ops. I supported the system utilized by the entire logistics team across Primatek Group to ensure the seamless movement of goods in and out of the system. I also communicate with drivers for collecting trip updates and for assigning daily task.

2.4 Key Objectives:

- To use clear and timely communication with customers and other departments to plan and deliver goods on time.
- To communicate regularly with drivers and staff to coordinate routes, solve problems early, and keep trips smooth.
- To manage and monitor vehicle operations effectively so deliveries stay fast, reliable, and cost-efficient.

Chapter-3

Methodology

Methodology of the Internship Study

This part of the internship report focuses on the work and responsibilities I have had as a Primatek Group Vehicle Management Officer. The real work helped me to understand my theoretical studies and offered experience with vehicle ownership and other logistics involved in vehicle operation.

Starting with the process of getting this internship, I saw an online job posting and applied. And I was accepted into the program when they looked into my CV and assessed my background, and then I was on board and getting introduced to the team. Confirmed and hired at Primatek Group, I started to have direction once I was confirmed via HR of Primatek Group, and also my manager (A.B.M. KOLLOL ISLAM), who made sure I was fully implemented into the department's workflow.

The main work I did during my internship was overserving and managing the company's vehicles. This meant maintenance of the vehicles, scheduling, and checking that each vehicle was up and running, available for transportation. I was also involved in logistical planning to manage Vehicles to achieve timely deliveries.

I went to weekly meetings with my supervisor and the other interns to talk about projects going on and updates on vehicle ops. He emphasized the need for the meetings, which were key to keeping track of kinks in the fleet and finding solutions for them. I occasionally visited the AOR for more granular insight in to vehicle status and operational efficiency — it helped me gain a greater understanding of the difficulties of moving things around.

These functions helped me experience the concepts of vehicle management systems, organizational skills, and logistical problem-solving, while also giving me insights into how these processes impact overall corporate efficiency . It showed me a comprehensive perspective of logistics and distribution management in terms of day-to-day operations.

My data has been split into two data sets :

1 Primary Data

➤ Data Collection from Relevant Personnel

I had direct input from the senior executives managing the logistics department, particularly regarding vehicle operations & maintenance. I reached out to HR and compliance officers for data on internal processes and people management.

➤ Staff Interaction and Information Acquisition

I was in constant touch with multiple staff members from whom I had to demand details on the vehicle fleet, delivery times, operational performance, etc.

➤ Use of Software and Technology

Throughout my internship, I only worked on desktop computers for recordkeeping and monitoring. Analyze logistics data to track turnover, vehicle statistics, and more. It was also convenient to stay organized and to have information available when needed.

➤ Meetings and Interviews

HR and admin team with whom I had face-to-face appointments. Furthermore, I conducted insider information on logistics managers and the workforce for the strategic activity of operations, and conducted interviews on the vehicle management approach.

2 Secondary Data

As secondary data, I used online journals, as well as media and websites of various companies. I searched the internet and read older, pre-reviewed best practices in vehicle operations, logistics, and maintenance. The secondary materials related to my internship helped me understand industry norms. Lastly, I compared the Primatek Group's operational procedures with those of other organizations using published articles and research papers, which enhanced my understanding of my primary data.

Chapter-4

Organization Details

4.1 Company Profile

Primitex Group is a leading premium industrial firm for manufacturing and exporting high-class products in Bangladesh. The company has been going from strength to strength for 27 years and is leading in exporting non-woven fabrics, garment accessories, textile raw materials, PVC, and packaging. The geography of the industries it serves — from textiles to Packaging is aligned with Primitex Group's business diversification.

Having several sister concerns all relating to the business, it is focused on standards and domains within each theatre of production. With a well-established distribution system in place, Primitex's products will quickly become one of Bangladesh's well-known and reliable export-oriented manufacturers. All AA-grade, making them superior. Primitex's incursions into the International Market innovation and, at the same time, developing relationships with local and global clients, advanced technology.

4.2 Facilities of the Company

The Primitex Group offers the following features to effectively produce high-volume, high-quality products:

- **High-Precision Manufacturing Tool:** The organization includes cutting-edge equipment and automated fabrication lines, enabling it to produce precise and effective products while venturing. These technologies will allow Primitex to quickly produce product lines at scale while ensuring quality and consistency across all elements of each product line.
- **Uninterrupted Power Supply:** Primitex uses diesel-powered backup generators to ensure production never halts, as it must maintain a constant power source. With this, the workflow will not be disturbed even during a power outage, as the operations will run continuously and smoothly.
- **Primitex Employee Health and Safety:** Primitex supports employee well-being. The company has a fully furnished medical room with on-site healthcare professionals, ensuring the health and safety of its employees. However, they cannot provide a pleasant work environment and modern facilities for caring for newborns that are also in compliance with the latest women's labor law.

- **Sustainable Work Environment:** The company provides a working environment with controlled temperature, facilitated by wall-mounted cooling fans that provide heating & cooling where needed.
- **Tighter Adherence to Safety Norms:** The centers comply with global safety requirements, including properly planned melting-away departure inclines, current flame-snuffing gear, and safety angles to safeguard our representatives in case of a flame.
- **Convenience Areas for Employees:** Primatek has its own dining hall within the company, adheres to labor laws, and provides its employees with good quality food during their breaks. It also includes prayer rooms for both male and female workers to help provide a relaxing spiritual setting.
- **Security Solutions:** We have engaged a modern security system, with private CCTV cameras installed within the building, ensuring protection for both employees and premises.
- **Accountability: to the Environment:** By its waste management processes and energy-saving production line, Primatek makes a move on sustainability.

4.3 Production Abilities

- It provides non-woven fabrics commonly used for packaging, medical supplies, and other industrial applications.
- **Non-Woven Bags:** The corporation produces six categories of non-woven bags for the global market, including one shopping bag, one tote bag, and two promotional bags.
- **Apparel Accessories:** Primatek produces essential garment accessories, including labels, buttons, and zippers.
- **Packaging Materials** — Primatek also has strong packaging materials for different industries.
- **Custom Products:** A specialist company in textile customizing, packaging, and accessories.

4.4 Mission, Vision & Philosophy of Primatek Group

➤ Mission

Primatek Group to offer you quality goods and services supported by reliability and trust. More importantly, through the course of my experience at the company, they actually care about the on-time delivery of products. They are committed to bringing satisfaction to clients, and the whole market ensures that every product that leaves its factory, no matter what type it is.

➤ Vision

The vision of the company is to grow wings globally and become a Global leader in manufacturing. Primatek will grow its international footprint through continuous innovation today and maintain long-lasting relationships with partners tomorrow. They work to create a sustainable future for the organisation by increasing steadily without compromising ethical business principles. Until now, the Primatek Group has sold its products to companies. However, it is also looking to release products straight into the market.

➤ Philosophy

- QA: In terms of QA, I learned from the time I was on the Logistics and Distribution department that every product (no non-wovens, bags, or garment accessories) in their production goes through a rigorous quality control system. The size of the order can be small, but not the quality.
- Customer Relationships: The Company also actualizes the requirements of customer relationships. They are also proud to meet all delivery deadlines and to respond flexibly and efficiently to clients' needs.
- Teamwork: One thing I learned as an intern was how much importance people gave to employee collaboration. The two departments work hand in hand in perfect harmony. Having this is an essential cultural component that ensures efficiency flows throughout a company's hierarchy.
- Eco Responsibility: Primatek is also responsible for its worldwide impact on the environment and society. They want to optimize their business by going green through sustainable and environmentally friendly practices.

Chapter-5

Skills Acquired from the Internship

My brief role as a Vehicle Management Officer at Primatek Group for three months has endowed me with numerous applicable skills that align with their key objectives of fast delivery, transparent tracking, and seamless collaboration. I learnt how they helped you track vehicles, with the route and cost as well as reporting the delivery issues to make sure goods reach their customers in time and at a reasonable cost. I had also started calling drivers, updating customers and sitting in meetings with officers and other departments which helped my communication process. Excel, Google Sheets, Word² were of great help; they allow me to have all data well-organized for decision-making processes and reports. In conclusion, this internship taught me that proper communication, clean data and team coordination can make the entire supply chain flow seamlessly, and nip the issues in the bud.

Major skills acquired:

- Communicate with drivers, customers and senior officer
- Tracking: Excel, Google Sheets, and Word for report writing
- Presentation and meeting skills
- Communicate chain with other employees and departments
- Vehicle and delivery basic troubleshooting

Chapter-6

Observation & Findings

7.1 Observations

As a Transport Officer during my internship, the logistics department worked hard to ensure timely delivery by addressing communication issues and planning. There was frequent contact among the officers, drivers, and the head of the department, thereby facilitating the optimization of routes, vehicle maintenance, and the timely dispatch of goods. The department head's friendly attitude and leadership also ensured that everything proceeded according to schedule on a day-to-day basis.

I also observed that police constables always spoke to drivers, providing guidance on routes, safety measures, and delivery schedules. Such a practice aligns with the main goal of avoiding work disruptions through effective communication and vehicle monitoring. However, the process of spreading information about last-minute schedule or route changes did not reach drivers consistently; as a result, it caused confusion and delays. Similar communication failures were revealed in cases where port activities were delayed or paperwork stood in the way of loading and unloading. Such results indicate that the department needs stronger, better-placed communication and better cooperation with external teams to achieve maximum order and the objectives of seamless shipment and quick assistance.

7.2 Findings

As my general experience did, I came to find that successful communication is the backbone of transport management. An exchange of updates, made with clarity and in due time among the officers, drivers, and the head of the department, facilitates the smooth operation of the vehicles, the timely delivery of goods to customers, and the resolution of problems at an early stage. On the contrary, the inability to update drivers on route or schedule changes leads to confusion, with some drivers waiting for vague orders, resulting in late deliveries. This goes against the goal of rapid, hassle-free delivery that is supported by effective communication.

I also learned that regular maintenance of vehicles and efficient monitoring of data is central to the attainment of the mentioned goals. During my internship, I regularly tracked vehicle status, costs,

and vehicle documentation in Excel and Google Sheets. However, problems with servicing and manual work sometimes hindered transport efficiency. The observations suggest that the company might advance to higher levels to help achieve its main goals by introducing state-of-the-art real-time location-tracking tools, enhancing cooperation with the port authorities, and continuing to provide regular training for officers and drivers on communication and stress management. These would help the organisation achieve its goals of quick delivery, fast response times, and smooth interdepartmental cooperation more productively.

7.3 SWOT Analysis of Primatek Group

Strengths:

- They have a very systematic department with procedures in place for transportation and logistics. On-time deliveries are a major focus area where the team excels at balancing transport schedules.
- High-level leadership and support from the departmental head. His department head is approachable and ensures that a teammate has everything they need to succeed.
- Well-maintained vehicles and equipment. The team does a thorough job and has ensured that every vehicle is serviced regularly and is ready to go, with minimal breakdowns.
- Experienced and skilled drivers. The transport team consists of professional drivers with extensive experience in safe driving and vehicle management.

Weaknesses:

- Communication gap: Sometimes, transport officers fail to inform their drivers in time, which can cause a delay of a few seconds during a last-minute schedule change.
- Route Planning and Maintenance Scheduling are done manually. In contrast, there might be more effective technological solutions for route management and real-time vehicle condition tracking.
- Another factor to consider is that port operations might be slow at times, which will affect logistics timelines by causing delays in loading and unloading.

Opportunities:

- People are seeking more intelligent tracking and vehicle fleet management systems that provide a clearer picture of vehicle location, scheduling, and maintenance requirements.
- Fleet expansion—if the existing fleet might not be sufficient to accommodate future growth. An increasing number of vehicles, in turn, could expand the met department's coverage area and the weather services it can provide.
- Transport team members can be trained to avoid mistakes in the first place and improve their performance when required to operate under pressure. This may present a great opportunity for the department to provide training in stress management and customer service.

Threats:

- Competition in logistics may affect the department's ability to deliver on time at competitive prices. Potential customers could reach companies providing transportation solutions more quickly or at a lower price.
- Fuel price fluctuations could impact transportation costs. If oil continues to climb, that might prove extremely difficult for that department's overall finances.
- Driver fatigue and safety concerns. Drivers were also likely to experience stress or burnout from working long hours and tight schedules, leading to safety accidents or transportation errors.

Chapter-7

Limitations

Here are some limitations I have faced during my internship:

- **Working Time Clash with the Classes:** My working hours are from 10 AM to 7 PM, and I had to miss most of my varsity classes due to this time clash; thus, I was unable to fulfill my academic commitments.
- **Specialized Experience:** As a relatively new Transport Officer, I have had limited exposure to the entire logistics and distribution network.
- **Dependent on Senior Staff:** Because I was an intern, I was much more reliant on senior staff to move things along, so I never learned to be independent.
- **Extended Office Hours:** Working long hours, even on Saturdays, made it impossible to maintain a work-life balance.
- **Limited Control in Decision-Making:** As an intern, I had no decision-making authority, which sometimes prevented me from implementing my ideas or improvements.
- **Repetitiveness in the Job:** Certain tasks I performed were repetitive and did not offer opportunities to learn new skills or gain insight into more complex logistics processes.

Chapter-8

Recommendations

Here are some recommendations:

- Communication between drivers and officers, as well as other departments, should be concise and flow as necessary to prevent confusion from unscheduled changes in routes or times.
- The plans and unexpected modifications must be relayed through a formal communication structure so that everyone is on the same page at the right time.
- Maintaining records of regular mileage, service, and monitoring various performance indicators would increase vehicle tracking, allowing potential health problems to be identified at an early stage.
- A modern digital system, such as an Excel sheet, should be implemented to facilitate computer computation and data monitoring, making it suitable for the reporting officer's functions.
- Communication is required to bridge the transport team with port staff, as well as those at storage warehouses, for a seamless loading and unloading, as well as mobilization of shipments.
- Daily or weekly team are necessary meetings to help coordinate plans, expedite issue solving, and keep a team of people working closely together.
- Officers and drivers should be trained in relational skills, such as communication with the public, as well as somatic skills, such as stress-reduction techniques.
- A sense of being a team player should be created, and employees should feel comfortable about complaining or suggesting ways to make it work more effectively.

Chapter-9

Conclusion

In conclusion, my internship experience at Primatek Group was a very valuable for me. Through the placement, I had the opportunity to develop both personally and academically. I also enhanced the most vital competencies, which included good communication, a high level of mastery in the use of Microsoft Office, presentation, and smooth synchronization with the rest of the team and drivers. These achievements were achieved through addressing real-life tasks, working with colleagues, and taking ownership in a fast-paced working environment.

I have also learned a lot of opportunities to implement the theory and concepts that I learned at my university, particularly communication and organizational behaviour. Trying to apply my academic background to real-life working situations made me even more confident and helped me understand how I can implement these skills in my future position.

Altogether, this internship has furnished me with enough skills and competencies to pursue my career path. The lessons, experience, and difficulties which I gained at Primatek Group will be very useful for my future career.

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Chapter-10

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Appendices



Primitex Industries



A concern of

Primitex Group

Ref: PG/HR/Internship-CFT/2025/05

Date: December 14, 2025

To Whom It May Concern

This is to certify that **Mr. Md. Ashraful Kabir Rifat**, son of Mr. Md. Kabir Hossain & Ms. Runa Kabir, successfully served as an Intern in our organization from **October 11, 2025 to December 11, 2025**.

During his internship, He gained exposure to the various activities within the Logistics and Distribution Department.

We found him highly inquisitive, dedicated, and hardworking. He showed great enthusiasm for learning the basic functional skills and consistently demonstrated a strong commitment to deepening his understanding of the assigned tasks.

His contribution during the internship was valuable, and his association with us was truly rewarding. We wish him continued success in all his future endeavors.

For and on behalf of Primitex Group.

Md. Shamin Hossain
Manager, HR & Admin
Primitex Group



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