



Internship Report

On

**My internship experience as a Junior Executive at FREIGHTFIRM
BD LIMITED**

Submitted by

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This Report is prepared for partial fulfillment of the requirement for

B.A. in English

Under the supervision of

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Declaration Of The Intern

I, Ferdoush Ahmed Fardin, hereby solemnly declare that the internship report entitled “My Internship Experience as a Junior Executive at FREIGHTFIRM BD LIMITED”, submitted to Daffodil International University, is an outcome of my own independent and original work, completed solely for the purpose of fulfilling the requirements of my academic degree. I further affirm that this report fully adheres to accepted ethical principles, maintains academic integrity, and contains no plagiarized or improperly used material. All forms of assistance, contributions, data sources, and references from individuals, institutions, or published materials have been duly acknowledged with honesty and transparency. I also confirm that the preparation of this report involves no conflict of interest and has not been submitted, in whole or in part, to any other academic or professional institution for assessment or recognition.



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Certificate of Supervisor

It is my pleasure to certify that this project paper, “My internship experience as a Junior executive at FREIGHTFIRM BD LIMITED” has been submitted to the Department of English at Daffodil International University, conducted by Ferdoush Ahmed Fardin , and bearing ID:221-10-899. He has successfully completed his internship at FREIGHTFIRM BD LIMITED a global logistics company as a Junior Executive under my supervision for completing his course entitled: "Project Paper with Internship" (Course Code-ENG431) in the program B.A. in English.



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First of all, I am grateful to my Almighty, who has given me the courage and strength to prepare this report titled “My internship experience as a Junior Executive at FREIGHTFIRM BD LIMITED” which aims to select the primary and specific objectives through study and experience. I am grateful to the authorities of FREIGHTFIRM BD LIMITED for allowing me to do an internship in Logitech Industry as an internship student and for helping and assisting me by giving me information about their office, field and working methods. I would like to thank my esteemed supervisor Mr. Mahmudul Hasan, Lecturer (Daffodil International University) for providing me with very helpful guidance and an exceptionally well-organized schedule to complete my report. I would like to thank my family who directly or indirectly supported me in this regard and were always there to help me whenever I needed it. Finally, I am grateful to all those who directly or indirectly helped me complete this internship program.

Executive Summary

This internship report describes my experience as a Junior Executive (Intern) in the Air Shipment Department at **Freightfirm BD Limited**, a leading logistics and freight forwarding company in Bangladesh. The internship gave me practical exposure to the main functions of international air freight operations and helped me understand how logistics works in a global trade environment.

During the internship, I worked on several important tasks in air shipment operations. These included preparing shipment documents, coordinating with airlines and clients, tracking cargo movement, and ensuring timely delivery. I learned how import and export processes are handled through documents such as Air Waybills (AWB), invoices, and packing lists. I also assisted in communicating with customs officials and freight agents to ensure smooth clearance and on-time shipment handling.

This internship was a valuable opportunity to connect my academic knowledge with real industry practices. It improved my understanding of how the air shipment department plays an important role in the global supply chain. My experience at **Freightfirm BD Limited** strengthened my technical and organizational skills and increased my confidence to build a career in logistics and supply chain management.

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Chapter1. Introduction

1:1 Introduction

The internship program is a very necessary component of the under-graduate curriculum, which is intended to assist the students in realising the relationship between academic study and the real world. This report was conducted as a 3-credit project paper course (ENG431) project, which was an internship program at Frightfirm BD Limited, a major logistics firm in Bangladesh. The internship also allowed me to learn about the real-world operation of a logistics firm and how communication, coordination, and time management are critical towards facilitating the seamless operation of shipments. It also enabled me to have a touch of the working conditions of a dynamic industry where precision, collaboration and performance are of paramount essences

1:2 Objectives of the Internship

The primary objective of the internship was to have personal experience at a working environment and practice what I studied at my academic subjects. To be more precisely, it was aimed at achieving the following objectives:

Instantiate a practical knowledge on logistics and supply chain operations;

Enhance my communication, documentation and reporting

Develop soft skills that include: teamwork, adaptability and time management;

I need to be ready to take up the professional challenges in the future, and this can be achieved through observation of business practices in the real world.

1.3 Scope of the Study

The report is about the activities I carried out and experienced in the Air Shipment Department of Freightfirm BD Limited. It discusses the key areas of activity of the department, such as documentation, coordination, and client service. The report describes my work as a Junior Executive Intern, the tasks performed, and the professional skills that I gained during the internship. The situation presented in the report is restricted to my internship experience and the work that I did in the Air Shipment Department. It gives a good picture of the internal and external operations of the air shipment activities in the company

Chapter 2: Background and Significance of the Project

2.1 Industry Context

Members of the Air Shipment Department crew were critical in helping me to develop my practical knowledge on the operations of logistics. Their duty was to book shipments, deal directly with the clients and to liaise with airlines and customs. Having observed and assisted them, I was able to gain insight into the working process of global logistics within a practical context.

They supported me in the preparation of shipment documents, cargo tracking, record keeping and communication with different stakeholders. The cooperation and readiness to clarify each step facilitated my ability to relate theoretical information to the real practice in the industry. Their close cooperation also allowed me to appreciate the relevance of effective collaboration, a timely interaction, and accuracy in delivering smooth and efficient shipment operations. Transportation expenses, time conservation, and enhancement of the dependability of trade which is part of the overall economic development. Due to the globalization process and the development of e-commerce, the need in the efficient logistics services becomes steadily increasing, which is why this sphere is both very dynamic and challenging.

2.2 Organizational and Personal Relationship to the Organisation and My Role.

Freightfirm BD Limited is among the top logistics firms in Bangladesh which offers air, sea and land shipment services. Being a Junior Executive Intern at the Air Shipment Department has provided me with the opportunity to learn about the way, in which a professional logistics company functions internally.

Tasks, that I worked on during my internship, included preparing shipment documents, communication with airlines, and communication with clients. These roles made me realize the role of a team, communication and organization skills in ensuring the smooth and efficient functioning of the organization. Through these activities, I could assist the company in its workflow as well as I could learn how day-to-day activities in a working environment are conducted.

This experience allowed me to relate my academic knowledge to real life logistics operations and provided a better picture of the way the industry works.

Chapter 3:Methodology

Methodology

The chapter describes the process of the choice of the institution where the internship was implemented as well as the project work. It outlines how I joined Frightfirm BD Limited, how I gathered information and the general means employed in the process of my internship. To make a better understanding, the methodology has been separated into three main parts. It was chosen that the organization was selected because it is one of the organizations that have desirable features.

3.1 Selection of the Organization

I had a purposeful and practical process of choosing Frightfirm BD Limited as my internship. I have heard of the company due to online research and also through an individual I personally know, who had previous experience with the organization. Since I am interested in the field of logistics and freight forwarding, Frightfirm BD Limited was the ideal choice as it would provide me with the opportunity to experience a professional corporate setting.

Having got to know more about the company, personally I visited their office to ask about intern potentials. I engaged the interested staff members and mentioned my desire to work as an intern. I sent my CV and required information on their recommendation. I was later on boarded as a Junior Executive Intern following a letter of commitment issued by my Department to the company. This was a very keen choice that made the internship align with my academic objectives and professional interests.

3.2 Data Collection Method

In order to come up with this project report, the data used was gathered using both primary and secondary sources. This analysis was made to be accurate as well as comprehensive through several methods.

Primary Data

Primary data were gathered by being present in the organization as an intern. I gathered information through observing the day-to-day operations within the organization, being able to work in the departments and in close contact with the workforce in the company. My supervisor Mr. K. M. Mehedy Fuadh discussed the workflow of aviation department with me regularly. Moreover, I talked to the Managing Director Mr. Masud Ahmed Sabuj,

where I gained a lot of knowledge about the strategic choices of the company, leadership style and structure of the services. The informal discussions with the team members also assisted me in knowing how they perceived the workplace, departmental issues and organizational activities.

Secondary Data

In the collection of secondary data, some trusted online and published materials were used. This also covered the official site of Frightfirm BD Limited, news on the logistics industry, market reports and other documents on freight forwarding and supply chain management in Bangladesh that were available on the internet. When reading these materials, I managed to obtain a holistic perspective of the history, services of the company, and its competitive environment within the logistics industry.

3.3 Conduction of the Project Work

Once in the Air Shipment Department, I began serving under the seniors and I was directly involved in various activities in the department. I was also assigned to work on shipment paperwork, communication with clients, and monitoring of coordination process with airlines in my daily tasks. I also had frequent meetings with my supervisor to get feedbacks and guidance during the internship period.

The project work was carried out in the form of constant observation, taking of notes and recording my day to day experiences. Feedback and weekly reflections allowed me to learn how the company managed to stay efficient in its work and what the difficulties were. This methodological approach made sure that my project report reflects well my internship experience and professional practices as witnessed in the organization.

Chapter 4:Details of the Organization.

4.1 Origin and Early Development

The origin and early history of humankind can be traced to the origin of the homo sapiens in the Caucasus, the present-day Caucasus region of central Asia Minor.

Frightfirm BD Limited is a popular freight forwarding and logistics firm located in Dhaka, Bangladesh. It was initiated with an objective of offering quick, dependable and comprehensive logistics services to both local and international customers. Its head office is House No. 05 (3rd Floor), Road 11, Sector 01, Uttara, Dhaka-1230, and has also a branch at Agrabad Commercial Area, Chattogram to serve major business areas in the country.

The company was only registered as Frightfirm BD Limited a few years back, though it has its origin in previous logistics operations by its related firm Meghla Enterprise, which was founded in 2004. This experience over the years made the company have good professional networks, understanding of the industry and reputation within the growing Bangladesh logistics industry. At its inception, the company had dwelt on a professional approach, punctuality, and customer satisfaction.

4.2 Chronological Progress

Frightfirm BD Limited has been able to grow steadily since its inception and increase its services. Initially the company was dealing in freight forwarding and customs clearance. As time went on, it included additional services to its early ones including air freight, ocean freight, and road transport services which enabled it to serve more customers and industries.

Other specialized services provided by the company include project cargo services, temperature controlled goods, and heavy or oversized cargo services. These services demonstrate that the firm is able to deal with various needs of the clients and change with the market dynamics. Frightfirm BD Limited is a reliable logistics company in Bangladesh due to enhanced operations and development of competent employees. It also collaborates with domestic and global airlines, shipping lines, and freight networks as a way of enhancing its services.

4.3 Existing Activities and Services.

In the current day, Frightfirm BD Limited offers an extensive variety of logistics to both importers and exporters as well as companies that require local transportation. Its main services include:

Customs Clearance: The import and export documents and customs regulations.

Air Freight Services: Organizing of air transportation of the goods, tracing of the packages and handling contacts with airlines and customers.

Ocean Freight Services: Providing full-container (FCL) and partial-container (LCL) shipment.

Road Transport: Domestic and cross border trucking including refrigerated trucks and heavy cargo trucks.

Specialized Logistics: Pharmaceuticals, electronics, heavy machinery and frozen goods services.

Chapter 5: Internship Activity

Internship Activity

My case was that during the internship period in Frightfirm BD Limited, I was engaged in the Air Shipment Department as a Junior Executive Intern. In this section, I have described my day to day activities, skill building and learning analytical experiences and my personal learning in the course of the internship.

5.1 Organizational Skills and Work Environment.

I was working under my Supervisor, Mr. K. M. Mehedy Fuadh who gave me directions in all the departmental activities. The Air Shipment department was made up of senior executives and support staffs that were involved in many logistics activities, including, but not limited to, preparing shipment documents, liaising with airlines, interacting with the clients, and doing compliance check to customs regulations.

Supervisor: My supervisor was critical towards setting the general direction and standard of my internship experience. He also gave systematic guidance concerning the day-to-day operation activities and made sure that I knew the process of every assignment. The supervision involved him going through the documents I created, correcting any wrongs, and assisting me in my ability to be keen to detail.

Besides technical advice, he gave me tips on how I should apply to the profession, communication, and compliance with organizational policies. His feedback sustained enabled me to get a better perspective of the daily workflow in the logistics department and what a person is expected to do as a Junior Executive Intern. His assistance provided me with a lot of professional development and assisted me in performing my duties with certainty and precision.

Team Members: Team members of the Air Shipment Department were an important role in ensuring that I enriched my practical knowledge of logistics operations. They were looking after the shipment bookings, communicating with clients, liaising with airlines and customs authorities. The support and observation of them allowed me to comprehend the workflow of international logistics in a real-life scenario.

They assisted me in preparing shipment records, monitoring cargo position, records keeping, and communicating with different stakeholders. Their collaboration and readiness to clarify on all aspects made me relate the theoretical and industry practical aspects. My close collaboration with them also taught me the value of team work, timely communication and accuracy in the process of ensuring that shipment is handled smoothly and efficiently.

5.2 Employment and Development of Professional Skills.

Through the internship, I have gained and enhanced a number of professional skills that are valued in the workplace setup:

Documentation and Reporting: Learned to prepare proper and full shipment papers in air transportation including airway bills and custom papers.

Communication Skills: Enhanced my professional skills in communicating with clients, colleagues and supervisors either verbally or in writing.

Teamwork and Collaboration: Learned how to collaborate with other team members, coordinate work, and make sure that the shipments are completed successfully.

Time Management: Handled various assignments, such as paperwork, phone calls, and work with airlines, under strict deadlines.

Computer and Technical Skills: Obtained practical skills in the use of logistics software in shipment tracking, records maintenance, and document management.

5.3 Experience in Analytics and Problem-Solving.

At the internship, I was presented with the following scenarios that involved critical thought and decision making:

Problems with shipment documentation: Part of the client documents was missing or contained some mistakes. I have learned to recognize such problems, how to address clients in order to rectify such problems and make sure that shipments were within the airline and customs regulations.

Coordination problems: Sometimes, the flight schedule delays or a change of shipment plans demanded fast coordination. I helped the team to re-arrange the orders, inform the clients, and make orders on time.

Enhancing the operational efficiency: I noticed certain points of operation to be improved to enhance the efficiency of the workflow processes, which might include enhanced tracking and records of shipment documents that could help eliminate errors and delays.

5.4 Learning and Personal Development.

Freightfarm BD Limited offered a broad spectrum of learning during the internship:

Developed real experience in air freight operations, documentation and coordination of supply chain.

Pragmatic academic knowledge like business communication, teamwork and process management in practical work environments.

Developed trust in the professional communication with clients, colleagues and senior management.

Knowledge on the organizational culture, discipline and ethics in the workplace, a key to being in a corporate world environment.

Knowledge of application of theoretical logistics and supply chain principles to real business Operations.

5.5 The Blue Ocean Strategy and Application using ERRC Framework.

Blue Ocean Strategy is a strategy made by W. Chan Kim and Renee Mauborgne, which aims at establishing a new market space rather than struggling to survive in a saturated market where competition does not matter any more. It also stimulates the businesses to be innovative and seek new value propositions that make them stand out of the crowd.

Through my internship at Freightfarm BD Limited, I observed that the same idea is applied in the management and service delivery of the company. Unlike pricing or conventional logistics approaches, Freightfarm BD Limited is concentrating on client satisfaction, reliability of the services, and the value based on relationships, which reflects the main principles of Blue Ocean Strategy.

5.5.1 Blue Ocean Strategy in Freightfarm BD Limited.

The freightfarm BD Limited is in a very competitive market of logistics in Bangladesh. A lot of logistics companies are competing to be of the same services at cheap prices, which forms a red sea of competition. But Freightfarm BD Limited concentrates on the quality, sensitivity and individual service to stand out.

The company strives to provide a blue sea by establishing its own unique niche in the market by the following efforts:

Client-centric service:

The company values the need to have close and trusted relations with the clients. They guarantee the continuity of communication and offer a proper logistic solution based on the requirements of the client.

Reliability and timeliness:

The firm has a high level of punctuality and correctness of shipment. These attributes will appeal to new customers who will be interested in the reliability and not the low prices.

Competent and collaborative employees:

There is effective coordination between the staff headed by divisional executives such as the Managing Director, Mr. Masud Ahmed Sabuj and the K. M. Mehedy Fuadh. Such a teaming is a guarantee of professionalism and service.

Focus on digital adaptation:

Although the vast majority of local logistics companies continue to operate using pure manual platforms, Freightfarm BD Limited is slowly shifting to using digital solutions in shipment tracking and documentation management, which is enhancing both transparency and efficiency.

5.5.2 Application of the ERRC (Eliminate–Reduce–Raise–Create) Framework

The **ERRC Framework** is a practical tool within the Blue Ocean Strategy that helps organizations identify which factors to eliminate, reduce, raise, or create to achieve differentiation and cost efficiency.

ERRC Element	Explanation	Application in Frightfirm BD Limited
Eliminate	Identify and remove outdated or redundant practices that reduce efficiency.	- Eliminated unnecessary delays in document approval. - Reduced dependency on lengthy manual processes and redundant paperwork. - Avoided miscommunication between departments, through structured reporting.
Reduce	Lower or minimize activities that do not add significant value.	- Reduced operational errors by introducing verification steps. - Lowered unnecessary client follow-ups by providing accurate, updated information. - Reduced reliance on physical documentation by digitizing files.
Raise	Improve or enhance existing factors to achieve higher standards of quality and value.	- Raised employee accountability and professional discipline. - Enhanced client satisfaction through responsive service and timely updates. - Increased focus on staff training and communication clarity.
Create	Develop new factors that add value for customers or employees.	- Created a customer-focused logistics model emphasizing reliability and transparency. - Introduced better coordination systems between departments for smooth workflow. - Promoted a learning-oriented work culture for interns and junior staff.

Chapter 6: Limitations of the Study

Limitations of the Study

There are several constraints that are present in every internship project and they impact on the depth of the report. Though the work experience in Frightfirm BD Limited as an intern was a learning process, there were a few challenges that limited my potential to discover more about the company. These restrictions were primarily time and experience-based as well as data-based. They can be characterized in the following points.

6.1 Time Constraints

The internship was short, and it was one of the primary limitations. The time of the internship was too short, and I was not able to observe every department of Frightfirm BD Limited. The majority of my work was related to Air Shipment Department which is concerned with air freight documentation, airline coordination, and communication with clients. Due to the time factor, I failed to acquire first hand knowledge of other significant departments such as Sea Freight, Transportation and Customs Clearance.

In the event that the internship had been extended, I would have gained more insight into the general operation of the company and how various departments interact to achieve logistics process.

6.2 Insufficient Work experience.

Being a student intern, I did not have much practical experience in the field of logistics and supply chain activity. I had gained some elementary theories, and this is what my academic background helped me to comprehend, and sometimes I had a hard time putting those theories into practice within a real business scenario. A lot of work in the company, including processing documents of customs, airway bill preparation, and communication with clients demanded excellent technical and professional skills. I was only learning and my senior colleagues had to supervise and assist me in some of my tasks. This experience deficit also restricted my capacity to work in complex situations in isolation and give a detailed report of certain business processes.

6.3 Restricted Access to Confidential Information

As an intern, I did not have an opportunity to work with confidential information, including, internal financial reports, business strategies, or client agreements. The company has got very strict policies of confidentiality which is entirely understandable. Nevertheless, such restricted access did not allow me to examine the overall financial performance and marketing strategies of the company, as well as, long-term planning.

Consequently, the bulk of the information I employed in my report was secondary, which included online company profiles and interviews with my colleagues, as well as guidance on the part of my supervisor, rather than the actual internal documents.

6.4 Scope of the responsibilities is limited.

Interns do not get leadership roles but rather supportive or assistant-level work. Likewise, my assignments were primarily associated with shipment documentation preparation, file updating, communications with clients, and support of the team in its day-to-day activities.

Although these activities made me realize how logistics are applied in the real world, they did not provide me with the opportunity to participate in the process of making higher-level decisions and plans. Thus, my review in this document is primarily operational oriented and does not concentrate on management or policy level orientation.

6.5 External and Operational Challenges.

My internship experience was also relevant in some aspects which were external and operational. In this case, clients and airlines would encounter some confusion in day-to-day operations as an example, airline delays, change of shipment schedule, and lack of communication between the clients and the airlines.

Also, workload was high and little time available to note down details observations or reflections that could be included in the report especially when there was a lot of work. These minor obstacles sometimes held my learning process back and decreased the data I could gather in details.

Chapter 7: Observations

Observations

As an intern in Frightfirm BD Limited, I was able to experience an introduction to the organization and the daily activities, working process and culture of the professionals. Working within Air Shipment Department provided me with a practical learning experience of the operations of a business logistics and freight forwarding company.

The things that were observed in this period encompassed different areas which included the organizational behavior, coordination of different departments, communication to clients, the documentation procedures, and the general discipline of work.

7.1 Organization Structure and Work Environment.

Organizational set up at Frightfirm BD Limited is a defined structure with flow of authority and communication being very clear. The main company personnel are the Managing Director that is Mr. Masud Ahmed Sabuj and the departmental supervisors such as Mr. K. M. Mehady Fuadh who supervised my work in the Air Shipment Division.

The workplace is official but warm enough so that there is ease in communication between the supervisors and junior staff. I noted that there is open and transparent communication which allows fast decision-making and there is low chances of confusion particularly when there is high pressure in operation.

7.2 Departmental Coordination

The Air Shipment Department liaises closely with the other departments like the Sea Freight, Customer Service and the Accounts. I observed that there should be excellent coordination among these departments in order to achieve accuracy and timeliness in shipments delivery. Open communication and information flow across departments will assist in avoiding mistakes and time wastage in documentation especially in the process of exporting and clearance at the customs.

7.3 Task and Daily Operations Management.

My daily activities included helping to prepare Airway Bills (AWB), verifying shipment documents, monitoring the movement of cargo and notifying clients regarding the shipment status. It is based on these experiences that I observed that accuracy and

attention to detail are very essential in logistics operations. Such a minor error in a paperwork or a schedule may ruin the whole process of shipment.

The department has an organized workflow system that facilitates an inbound and outbound shipment to be properly handled and there is a clear accountability among the employees.

7.4 Communication with Clients and Conduct.

One of the strengths of the company is communication with the clients. Through email, phone, and instant messages, the employees have professional and respectful relationships with customers. I noted that there is a timely and open communication. Clients are informed on a regular basis as to the status of shipment, clearance by the custom and the time frame in which they are expected to receive shipments.

Such good working discipline has assisted the company to establish lasting personalities with the clients and build its image in the market.

7.5 Documentation Process

Documentation forms the backbone of logistics operations. I observed that Frightfirm BD Limited manages both manual and digital documentation systems for recordkeeping and verification. Each shipment file is carefully reviewed before submission to ensure compliance with customs and airline regulations.

Although manual paperwork remains common practice, the company is gradually shifting toward digital processes to save time and reduce the risk of errors. This hybrid system offers flexibility but also indicates the need for further technological integration.

7.6 Use of Technology

Frightfirm BD Limited utilizes software applications for booking, shipment tracking, and communication purposes. However, I noticed that certain data entry and verification tasks are still performed manually. This dual approach ensures reliability but sometimes reduces operational speed.

Despite these minor limitations, employees showed a positive attitude toward adopting new technologies, indicating the company's commitment to continuous improvement and modernization.

Chapter 8: Findings

Findings

This part outlines the major discoveries of my internship experience at Frightfirm BD Limited, which is founded on the knowledge and experiences I gained working at the Air Shipment Department. The findings sum up my knowledge regarding the activities of the organization and also review my personal development as a part of self-assessment.

8.1. Overview of Findings

My internship experience gave me an insight into the work of the company daily and witnessed the logistics and freight forwarding process. I was engaged in Airway Bill preparation (AWB), shipment document verification, contacting with clients, and coordination with airlines.

These activities helped me to recognize that success in air shipment requires team work, accuracy and timely interdepartmental coordination. The academic experience gave me an opportunity to put practical learning to practical use, and test my personal potential at work.

8.2. Self-Assessment

The internship also provided me with the chance to evaluate my individual professional performance and improvement. I have understood that I have some strengths in the form of communication skills, punctuality and adaptability. I also noted several of my weaknesses, especially in such areas as multitasking and software operation, which I will be able to address through lifelong learning.

8.3 SWOT Analysis (Self-Assessment)

Category	Detailed Description
Strengths	• Developed strong communication and interpersonal skills through client interaction and teamwork. • Demonstrated quick adaptability to new work environments and operational procedures. • Acquired practical knowledge of air shipment documentation, airway bills, and export–import coordination. • Maintained high standards of punctuality, discipline, and accuracy in assigned tasks.
Weaknesses	• Limited technical expertise in advanced logistics and documentation software. • Initial dependence on supervisors for verification and decision-making. • Need to enhance multitasking ability and independent problem-solving under strict deadlines. • Lack of direct exposure to strategic or managerial responsibilities.
Opportunities	• Expanding logistics and freight forwarding sector in Bangladesh offers strong career prospects. • Scope for professional certifications in logistics, supply chain, and digital freight management. • Opportunity to use internship experience in future leadership or operations roles. • Growth of global trade and e-commerce presents emerging employment opportunities.
Threats	• High competition in the logistics job market among new graduates. • Continuous technological advancement demands regular upskilling and software training. • Economic fluctuations may impact shipping volumes. • Possible workload pressure during peak shipping seasons can affect performance balance.

Chapter 9: Recommendation

Recommendations

One of the main reasons that drove me to define the recommendations is the internship experience, observations, and findings during my work at Frightfirm BD Limited which showed that the company could use several recommendations to improve the efficiency of its operations, the performance of its employees, and the quality of the services provided. The recommendations are founded on my first-hand involvement in the Air Shipment Department of the organization and they are aimed at driving the company to its ongoing betterment and success in the long term.

9.1 Improve Digitalization and Automation.

Some of the documentation and record keeping is manually done in Frightfirm BD Limited. In order to become more accurate and efficient, the company needs to aim to introduce digital automation of shipment tracking, documentation, and internal reporting.

The implementation of an in-house logistics management system or cloud-based program would decrease the number of manual errors, paperwork, and short speed of the data processing. Real-time coordination of the departments would also be made possible through automation thereby enhancing the operations flow and decision making.

9.2 Implement Periodical Training and Development.

Life long learning is an essential part of professional development. Thus, it is advisable that the company should hold regular training and workshops on employees. The programs may incorporate issues concerning digital logistic systems, communication skills, customer relationship management, and advanced documentation techniques.

Training is also known to improve the competence level of employees as well as their level of motivation, productivity, and the overall organizational performance.

9.3 Increase Inter-Departmental Co-ordination.

The collaboration between departments is good, but it is possible to enhance the interaction between different departments like Air Freight, Sea Freight, and Accounts. To

do this, the company might organize weekly coordination meetings or install a centralized communication system through which they can update them in real-time.

A more efficient organization will aid in minimizing workflow bottlenecks, duplication, and the shipments can be processed effectively and efficiently.

9.4 Magnify Customer Relationship Management (CRM) Practices.

Long-term business success flexibility is based on customer satisfaction. Thus, the company should be recommended to implement the Customer Relationship Management (CRM) system. The software would aid in monitoring the interaction with clients, the follow-ups, as well as keeping a record of the feedback of the services.

9.5 Utilize Data Analytics for Strategic Decision-Making

The data-driven decision-making is an essential part of the logistics business in the modern world. Data analytics can enable Frightfirm BD Limited to enhance its competitiveness by studying the shipment performance, client trends, and costs efficiency.

This knowledge would assist the management to discover new market opportunities, resource optimization, and enhance business forecasting values.

9.6 Cultivate Environmentally Conscious and Green operations.

The increase in environmental awareness on the global level can positively influence the company corporate image and its sustainability in the long-run, provided that sustainable logistics practices are adopted. Some of the measures that the company can implement to decrease the use of fuel include reducing the amount of paper used, promoting the use of digital invoicing, and ensuring that transportation routes are optimized.

Such practices are environmentally friendly not only to protect the environment, but also to boost the brand of the organization as a responsible corporate entity.

Chapter 10: Conclusion

10.1 Conclusion

The internship experience in Frightfirm BD Limited has been a great experience in both professional and personal growth. My experience in the Air Shipment Department enabled me to have direct exposure to the operations of logistics, shipment documentation and communication with clients. This exposure has assisted me to realize how theoretical concepts I received in my academic studies are practically applied in the real world.

During internship, I gained a hands-on knowledge of air freight process, i.e., preparation of airway bills and checking of shipping documents, planning of work with clients and their timely delivery of goods. I also got to know how different departments in the organization like the Accounts, Sea Freight and Customer Service, work in cooperation to bring about efficiency in operations and customer satisfaction.

The internship experience has contributed greatly to my communication, analytical and organization skills and has also helped me in the aspect of working under pressure and deadlines. It also made me more professionally responsible. The deep mentoring and observation of my seniors particularly Mr. K. M. Mehady Fuadh and Mr. Masud Ahmed Sabuj helped me gain some important understanding about team work, leadership and making decisions within company environment.

To sum up, this internship has been a very fulfilling learning process that helped remove the gap between theory and practice. It has helped me to be more confident, flexible, and competent in venturing into the professional world. My work experience at Frightfirm BD Limited has not only expanded my horizons in terms of knowledge in logistics management but the company has also made me motivated to work and succeed in the dynamic and changing field.

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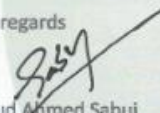
Date: 4th December 2025

TO WHOM IT MAY CONCERN

This is to certify that Mr. Ferdoush Ahmed Fardin, ID number 221-10-899 from Daffodil International University has successfully completed two months internship in FreightFirm BD Limited under direct supervision of K.M.Mehedy Fuadh, Executive Director, from 5th October 2025 to 4th December 2025. During his internship, he worked as a Jr. Executive and was found dedicated, attentiveness and very eager to learn.

We wish his every success in life.

Best regards


Masud Ahmed Sabuj
Managing Director
FreightFirm BD Limited



Contact With Us

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 www.freightfirm.com.bd

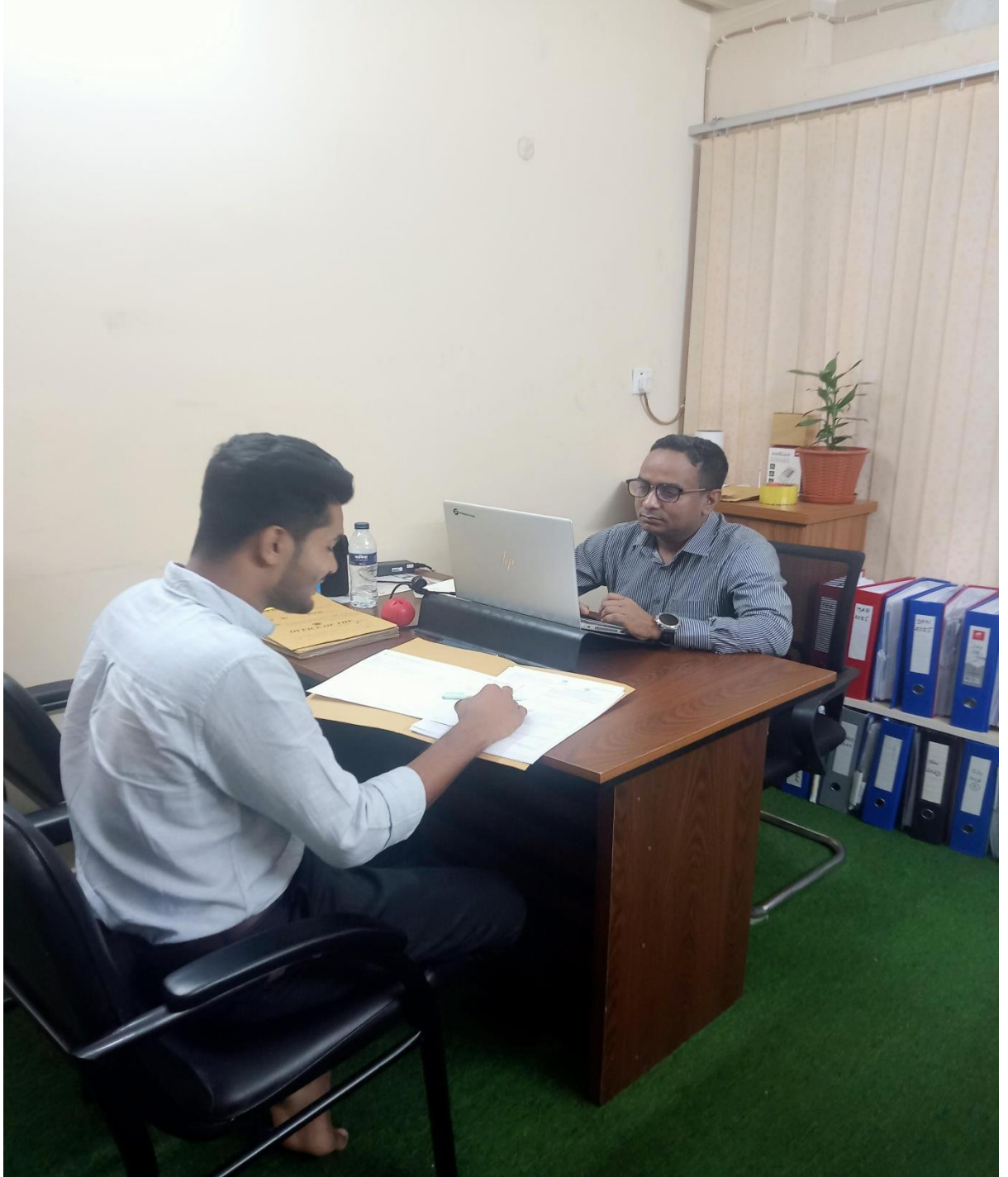
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Working Time







**FREIGHTFIRM****FreightFirm BD Limited**

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Web: www.freightfirm.com.bd

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Document No. : INVFF2503254

Issue Date : 13-NOV-2025

Version : 0

Shipment Mode : AIR (EXPORT)

Applicable Currency : BDT - BANGLADESHI TAKA

SL	CHARGE HEAD	CUR	RATE	UNIT	CHARGE	ROE	AMOUNT	VAT	TOTAL
1	AIR FREIGHT	USD	2.05	118.00 KG	241.90	122.56	29,647.26	-	29,647.26
2	AWB + AMS CHARGE	USD	30.00	1.00 HAWB	30.00	122.56	3,676.80	-	3,676.80
TOTAL AMOUNT							BDT 33,324.06	0.00	33,324.06

TOTAL IN WORDS : THIRTY-THREE THOUSAND THREE HUNDRED AND TWENTY-FOUR TAKA AND SIX PAISA ONLY.

SL	H/AWBL / M/AWBL	Shipper / Consignee	Commercial Ref.	POL / POD	ETD/ETA	PKG/CBM	Weight
1	FFBA2511109 131-3565 6401	DESIGNTEX KNITWEAR LTD CROSS PLUS INC.	0#DKL-5794CROS0125-04 EXP#2150-007724-2025 L/C NO#S-224-2007313 DATE: 05-Mar-25	Hazrat Shahjalal Intl Airport (DAC) Nagoya (NGO)	11-Nov-25 14-Nov-25	8 0.71	GW 69.00 CW 118.00

Remarks : N/A

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INVOICE

INVFF2503254

**FREIGHTFIRM****FreightFirm BD Limited**
(Global Logistics Partner)**TO WHOM IT MAY CONCERN****FREIGHT CERTIFICATE**

DATED: 26-11-2025

This is to certify that Freight of following Consignment is as follows:

HAWB No. : FFBA2511109/DT: 10-NOV-2025
MAWB No. : 131-3565 6401/DT: 10-NOV-2025
Shipment/Flight Date : 11-NOV-2025
Airline's Name : JAL CARGO
Forwarder Name : FREIGHTFIRM BD LIMITED
Forwarders License No : 101-23-3-1121
Shipper : DESIGNTEX KNITWEAR LTD
Consignee : MUFG BANK, LTD
Notify Party : CROSS PLUS INC
Commodity : LADIES PULLOVER
Quantity : 8 CARTONS
Weight/CBM : 69.00 KG / 0.71 CBM (CHARGEABLE WT.: 118.00 KG)
Flight No : BS217
Inv. No. : DKL-5794CROS0125-04 DATE :09-NOV-2025
L/C or TT No. : S-224-2007313 DATE :05-MAR-2025
Port of Loading : HAZRAT SHAHJALAL INTL AIRPORT (DAC)
Port of Destination : NAGOYA (NGO), JAPAN
Total Freight Amount : US DOLLAR 232.46 (TAKA 28,490.30) ONLY

FOR FREIGHTFIRM BD LIMITED
K.M. MEHEDI FUADH

Contact With Us

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