

# **Management Information Systems Support and Practices in Arbab Group**

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This Report Presented in Partial Fulfillment of the Requirements for the Degree  
of MSc in Management Information System

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Daffodil International University

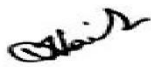
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## Approval

This Thesis titled **Management Information Systems Support and Practices in Arbab Group** submitted by Pronab Howlader, ID: 241-17-004 to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of Master of Science in Management Information System and approved as to its style and contents. The presentation has been held on 23 May, 2025.

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## Declaration

I hereby declare that the internship report entitled “**Management Information Systems Support and Practices in Arbab Group**” Submitted to the Daffodil International University, is a record of original work done by me. Except as acknowledged in the text and that the material has not been submitted, either in whole or in part for a degree at this or any other university.

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## **Acknowledgement**

First and foremost, I am profoundly grateful to the Almighty God, the Most Gracious and Merciful, for granting me the strength, wisdom, and perseverance to transform my dreams into reality and successfully complete this report.

I would like to express my deepest appreciation and sincere thanks to my honorable supervisor, **Dr. Arif Mahmud**, Associate Professor and Associate Head, Department of Computer Science and Engineering, Daffodil International University. His continuous guidance, thoughtful feedback, and unwavering support were invaluable throughout the preparation of this report.

I am also truly thankful to the management and staff of **Arbab Group**, for their kind cooperation and assistance. I am especially grateful to my senior colleagues, whose encouragement, shared knowledge, and practical insights helped me accomplish this work effectively.

Finally, I would like to extend my heartfelt thanks to my friends, family members, and well-wishers for their constant support, motivation, and encouragement throughout this journey. Their contribution played a significant role in the successful completion of this report.

## **Abstract**

The purpose of my internship was to provide hardware and software maintenance support. This report outlines the roles, responsibilities, and key learnings I acquired during my internship at Arbab Group, under the title “**Management Information Systems Support and Practices in Arbab Group**”.

Throughout my internship, I was entrusted with various technical responsibilities, including ERP Management, device setup, installation of different versions of Microsoft Office, operating systems, and application software, as well as troubleshooting, networking, and basic internet support. My primary focus was on hardware maintenance.

In this report, I have highlighted how I handled these tasks, assessed my effectiveness during the internship, and evaluated the overall success of the experience. Additionally, I addressed the real-world challenges I encountered and how I approached solving them. This report captures the comprehensive knowledge and practical insights I gained throughout my internship period.

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# **Chapter-01**

## **Introduction**

### **1.1 Introduction**

In today's fast-paced business environment, Management Information Systems (MIS) play a critical role in improving organizational efficiency, decision-making, and overall performance. MIS integrates technology with business processes to support operations, management, and strategic initiatives. As organizations increasingly rely on data and digital tools, understanding and implementing effective MIS support and practices have become essential for maintaining competitiveness and achieving business goals.

This report focuses on the MIS support and practices within **Arbab Group**, a growing organization engaged in packaging business. During my internship at Arbab Group, I had the opportunity to work closely with the IT and MIS departments, where I was actively involved in various aspects of system support, hardware and software maintenance, troubleshooting, network configuration, and day-to-day technical assistance.

The objective of this report is to document the roles and responsibilities I undertook, the challenges I faced, and the knowledge I gained during my internship. It also evaluates how effectively MIS is implemented within the organization and how it contributes to operational success. This experience has provided me with valuable insights into real-world MIS practices and helped me bridge the gap between academic learning and practical application.

### **1.2 Origin of the Study**

This report is based on my job experience at Arbab Group specifically in the IT and Management Information Systems (MIS) Department, and is submitted as a partial requirement for the completion of the MS in Management Information System at the Department of Computer Science and Engineering, Daffodil International University (DIU). As part of the twelve-credit internship course, this report reflects the practical knowledge and insights gained during my tenure. It has been prepared under the direct supervision of Dr. Arif Mahmud, Associate Professor and Associate Head whose guidance and support were instrumental throughout the process.

### **1.3 Objectives of the Study**

The objectives of the study are the following:

1. Analyze the effectiveness of the mis system of the arbab group.
2. Identify the gaps in effective use of mis technologies.
3. Recommend appropriate measures to derive optimum benefits from investments in information systems.

### **1.4 Scope of the Study**

The scope of this study covers the practical application and support practices of Management Information Systems (MIS) within Arbab Group. It focuses on how MIS is implemented, maintained, and utilized to support the organization's day-to-day operations, decision-making processes, and strategic objectives. This study provides insights into the real-world functions of the MIS department, emphasizing both hardware and software support, network infrastructure, data management, and system troubleshooting.

The study is primarily based on my internship experience in the MIS department of Arbab Group, where I was involved in various technical and administrative tasks. These included device setups, software installation, operating system configuration, network troubleshooting, and assisting with user support. The report highlights how these practices contribute to the efficiency and productivity of the organization.

This study is limited to the internal MIS operations of Arbab Group and does not cover broader organizational or interdepartmental strategies outside of MIS-related functions. It aims to bridge the gap between academic concepts and practical workplace applications, providing a clear understanding of the role MIS plays in a corporate environment.

### **1.5 Methodology of the Study**

This report is based on the knowledge and experience I gained while working closely with the ICT Division and other departments of the organization. The research follows a descriptive design, intended to provide a clear and structured understanding of Management Information Systems (MIS) support and practices within Arbab Group.

To ensure the accuracy and relevance of the findings, a self-administered questionnaire was used as the primary research instrument. Additionally, data collection involved multiple qualitative and observational methods to support the analysis.

## **Data Collection Methods**

The following sources and methods were used to gather data:

- Study of various organizational functions
- Structured interviews with stakeholders and employees
- Committee reports, internal memos, and official documents
- Information from the company's website
- Reports and feedback from previous team members
- Direct observation of day-to-day MIS operations
- Interaction with IT department officials
- Review of related books, journals, blogs, articles, meeting minutes, and annual reports

## **Data Sources**

The report is based on both primary and secondary data:

- **Primary Data:** Collected through direct observation, interviews, and self-administered questionnaires provided to relevant officials, as well as insights gathered from different departments during my internship.
- **Secondary Data:** Sourced from company reports, internal documents, published materials, online resources, and related academic and professional literature. These secondary sources helped support and validate the findings from primary research.

## **1.7 Limitations of the Study**

While I have conducted this study with sincerity, professionalism, and independent analysis, I did encounter several limitations during the research process. These limitations did not diminish my enthusiasm or commitment to completing the report but did present certain challenges, as outlined below:

- It was difficult to collect sufficient and fully accurate data from the assigned organization due to limited access and confidentiality concerns.
- I had limited prior experience in the field of IT and Management Information Systems (MIS), which posed challenges in understanding complex technical processes.
- I was unable to gain in-depth knowledge of the specific activities carried out by various departments within the organization.

- A clear and effective understanding of the support and administrative functions across departments was hindered by a lack of proper coordination and integration among those units.
- There was a shortage of readily available books, publications, and journals related to MIS, which limited the scope of secondary research.

## **Chapter-02**

### **Background**

#### **2.1 About Arbab Group**

Arbab Group is a diversified business conglomerate based in Bangladesh, with interests spanning across various industries. While specific details can sometimes vary, here's an overview based on common information available:

##### **Key Areas of Operation:**

1. **Plastic Manufacturing:** Arbab Group is involved in the production of plastic products through subsidiaries like ZK Plastic Ltd.
2. **Packaging:** The group is also involved in the packaging industry, including flexible packaging and paper converting.
3. **Trading:** The company has a significant presence in the import and distribution of raw materials, including plastics, resins, and additives.
4. **Engineering & Construction:** The group sometimes extends its activities to include engineering, construction, and real estate ventures.

#### **2.2 Sister Concerns**

##### **Arbab Pack Ltd.**

Arbab Pack Ltd. is one of the leading manufacturers of paper converting and flexible packaging materials in Bangladesh. Since beginning its journey in 1988, the company has steadily evolved and established itself as a prominent name in the industry, known for its quality, reliability, and innovation.

Over the years, Arbab Pack Ltd. has consistently adapted to market demands and technological advancements, positioning itself as a trusted partner in the packaging sector. The company is driven by a strong belief in its readiness and confidence to face any challenge, anytime.

To maintain this resilience, Arbab Pack Ltd. emphasizes active and ongoing communication with its customers. By combining mutual knowledge and experience, the company strives to stay prepared for sudden market changes and respond swiftly with effective solutions. This customer-centric approach, along with its commitment to excellence, continues to fuel the growth and success of Arbab Pack Ltd. in both local and international markets.

## Working Process

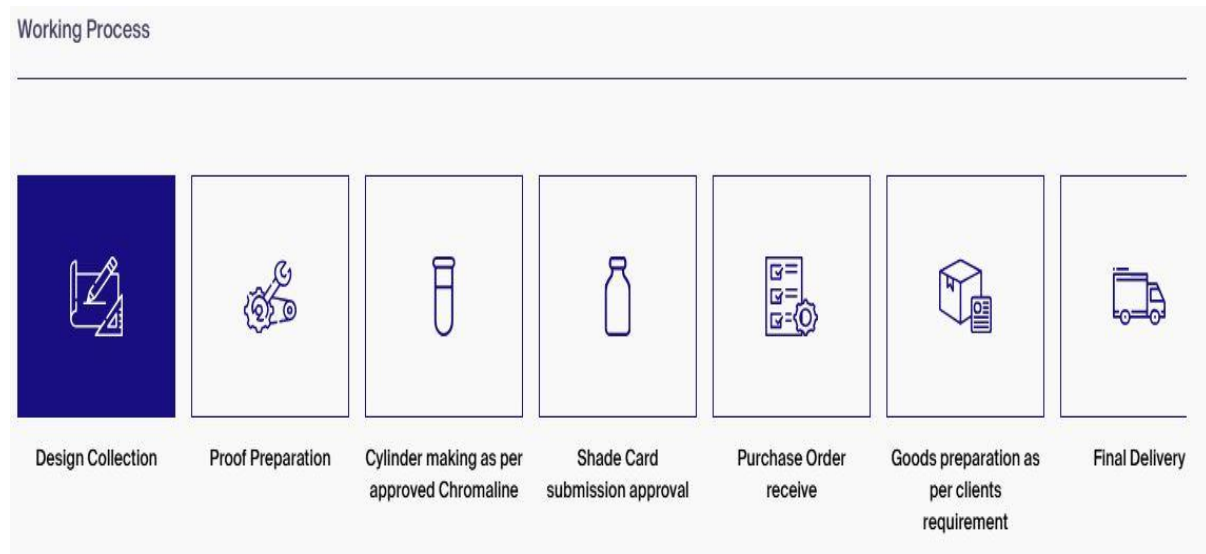


Figure-01: Working Process of Arbab Pack Ltd.

### Design Collection

Our journey begins with the Design Collection phase—an essential and creative exploration where ideas transform into tangible concepts. This initial stage lays the foundation for the entire production process, as our team works closely to conceptualize innovative designs that reflect the unique vision and requirements of each client.

We place a strong emphasis on collaboration and creativity, ensuring that every design aligns with the client's brand identity, functionality, and market needs. Designs are received and developed based on detailed customer specifications, allowing us to deliver customized and impactful packaging solutions that meet the highest standards of quality and aesthetics.

### Proof Preparation

Following the design phase, we move into the Proof Preparation stage—an essential step where precision and attention to detail take center stage. During this phase, every element of the design is carefully reviewed, refined, and finalized to ensure it aligns perfectly with client expectations and production requirements.

A critical part of this process involves preparing and sending the Chromalin proof to the customer for approval. This high-quality color proof allows clients to visualize the final output and request any necessary adjustments before full-scale production begins. Our commitment to accuracy and quality at this early stage ensures a seamless transition into production and helps maintain the exceptional standards that define our finished products.

### **Cylinder Making (As per Approved Chromalin)**

Once the Chromalin proof is approved by the customer, we proceed to the Cylinder Making phase—an essential part of the printing process where accuracy and consistency are paramount. In this stage, the approved Chromalin is sent to a specialized cylinder-making company for the production of printing cylinders.

These cylinders serve as the blueprint for the final print, and their precise creation ensures that every detail of the approved design is faithfully reproduced. By strictly adhering to the Chromalin standards, we maintain the visual integrity and quality of the original concept throughout the printing process. This careful attention to detail guarantees a flawless transition from design to production, setting the stage for high-quality output.

### **Shade Card Submission & Approval**

The refinement process continues with the Shade Card Submission & Approval stage, where color accuracy and visual consistency are carefully reviewed and perfected. In this phase, we prepare and submit the shade card—a detailed representation of the finalized color scheme and textures—to the customer for approval.

This step is vital in ensuring that the colors used in production align precisely with the client's brand identity and expectations. The customer's approval of the shade card marks a key milestone in the production workflow, confirming that the aesthetic and visual appeal of the final product has been successfully achieved. Our commitment to excellence in this stage helps guarantee consistency, quality, and customer satisfaction in the end result.

### **Purchase Order Receive**

After finalizing the creative and technical aspects, we transition seamlessly to the Purchase Order Receive stage. This phase involves the formal receipt and processing of the client's purchase order, signaling the beginning of the goods preparation phase.

At this stage, we meticulously review the details of the order to ensure all specifications align with the previously approved designs, shade cards, and production requirements. Our commitment to client satisfaction is at the forefront as we begin to bring their vision to life, preparing for the next steps in production with precision and care.

### **Goods Preparation as per Client's Requirement**

Once the purchase orders are received, we move into the Goods Preparation phase, where our production plant comes into action. During this stage, our dedicated team focuses on tailoring products with the utmost precision, ensuring that each item adheres strictly to the specific requirements outlined by the client.

This phase involves meticulous attention to detail, as we aim to deliver not just standard products, but expertly crafted solutions that align perfectly with our clients' expectations. Our commitment to quality and customization in the goods preparation process ensures that every product is a reflection of our dedication to client satisfaction and excellence.

### **Final Delivery**

The journey culminates in the Final Delivery phase, where our comprehensive process ensures that each product is the result of a meticulous journey from concept to completion. With unwavering attention to detail, precision, and a strong focus on client satisfaction, Arbab Pack Ltd. takes pride in delivering not just products, but a seamless experience of quality and excellence at every step.

Each item undergoes a final quality check before being carefully packaged and delivered, ensuring that it meets the highest standards of craftsmanship and performance. Our commitment to excellence ensures that the client receives the product in perfect condition, on time, and in full alignment with their expectations.

### **Innovative Packaging Solutions: Elevating Standards through Customer Collaboration**

At Arbab Pack Ltd., we are specialists in various packaging sectors, targeting specific markets and products to provide high-quality solutions tailored to the unique needs of our customers. Our goal is to continuously expand our product offerings and collaborate with clients to develop innovative packaging solutions that go beyond meeting expectations and set new benchmarks for the industry.

Our approach is always customer-centric. We value the synergy between our expertise and the insights from our clients, working together to create packaging solutions that align with market trends while also raising standards in quality, functionality, and consumer satisfaction.

### **Food Packaging**

With a team of experienced professionals and state-of-the-art machinery, Arbab Pack Ltd. is proud to produce top-quality Food Packaging solutions. Serving both local and multinational

clients in Bangladesh, we cater to a variety of product specifications. Our commitment to excellence has established us as a recognized leader in flexible packaging for the food industry.

### **Pharmaceutical Packaging**

Arbab Pack Ltd. excels in Pharmaceutical Packaging, offering tailored solutions for capsules, pills, liquids, and powders. Our diverse portfolio includes aluminum blister foils, cold-form materials, child-resistant foils, laminates, and finished pouches. Operating in ISO 9001 certified facilities, we adhere to the latest industry standards. With a focus on precision and safety, we ensure that pharmaceutical products are packaged to the highest quality and reliability standards.

### **Agro-Based Packaging**

Our team at Arbab Pack Ltd. brings expertise and advanced technology to the Agro-Based Packaging sector. We deliver superior packaging solutions using top-quality materials, serving both local and international clients in Bangladesh. As a rapidly recognized leader in flexible packaging for the agro sector, we are committed to providing innovative and reliable packaging that meets diverse specifications.

### **Cosmetics and Toiletries Packaging**

We specialize in Cosmetics and Toiletries Packaging, offering a wide range of high-quality solutions. Using advanced machinery and premium materials, we produce packaging that is highly praised by both local and multinational clients. Arbab Pack Ltd. has earned a strong reputation as a leading provider of flexible packaging for cosmetics and toiletries in Bangladesh.

### **Oil Wrapper Packaging**

In the Oil Wrapper Packaging sector, Arbab Pack Ltd. is known for producing durable and efficient packaging solutions. Our experienced staff and cutting-edge technology ensure that each product meets the highest standards of quality. We cater to both local and international clients, helping them with diverse product specifications and offering solutions that are trusted across the industry.

## **Drinks and Beverages Packaging**

Arbab Pack Ltd. is a trusted name in Drinks and Beverages Packaging. We produce high-quality packaging solutions using advanced machinery and top-grade materials. Our team ensures that each product is crafted to meet the specific requirements of our clients, both local and multinational. With a strong track record in the flexible packaging industry, we continue to set the standard for packaging excellence in the beverages sector.

### **Products of Arbab Pack Ltd.**

Single-Layer Shrink Films are made from materials like polyethylene and are designed to shrink tightly around products when exposed to heat. This provides an efficient, cost-effective, and transparent packaging solution for a wide range of applications across industries such as food, beverages, and cosmetics.

- PVC Shrink Film 40 $\mu$
- LLDPE Shrink Film 30 $\mu$
- Blister Foil 25 Micron
- HDPE 60 Micron
- PEARL BOPP 40 $\mu$
- Heat Sealable BOPP 40 Micron
- 5-Layer Ultraclear BOPP
- Transparent BOPP 40 $\mu$

### **Technology of Arbab Pack Ltd.**

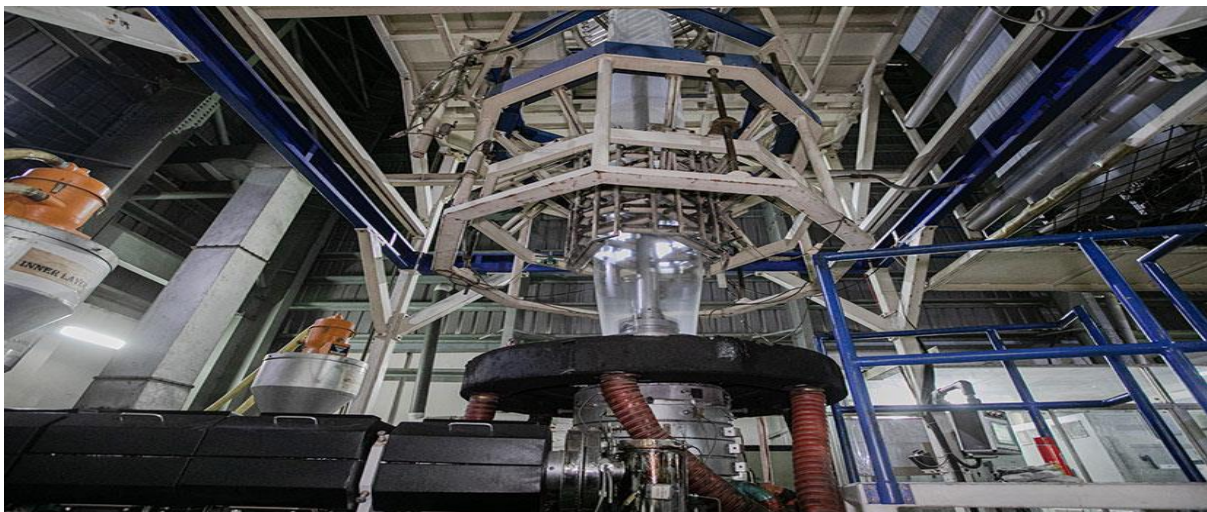


Figure-02: Technology used in Arbab Pack Ltd.

## Co-Extrusion

Co-extrusion is a process where one or more layers of molten resins are applied through a die onto a substrate material. This technique allows for the creation of multi-layered composites without the need for adhesives. In extrusion coating, multiple layers are applied to a substrate material to enhance properties such as durability, barrier resistance, and protection.

Similarly, in extrusion laminating, two separate webs of film are bonded together using molten resins, resulting in a strong, multi-layered structure that provides superior performance for various applications.

This method enables the production of complex materials with tailored properties, ideal for a wide range of packaging solutions.



Figure-03: Co-extrusion process of Arbab Pack Ltd.

## Lamination

Lamination is the process of creating multi-layered composites by bonding two or more base materials, such as aluminum, paper, or plastic, using various types of adhesives. This method combines the distinct properties of different materials to meet the most demanding specifications for a variety of packaging applications.

Lamination enhances the strength, durability, and barrier properties of packaging, offering improved protection against moisture, light, and other external factors. It is widely used to produce packaging solutions that require high-performance qualities, such as extended shelf life, product safety, and enhanced aesthetic appeal.

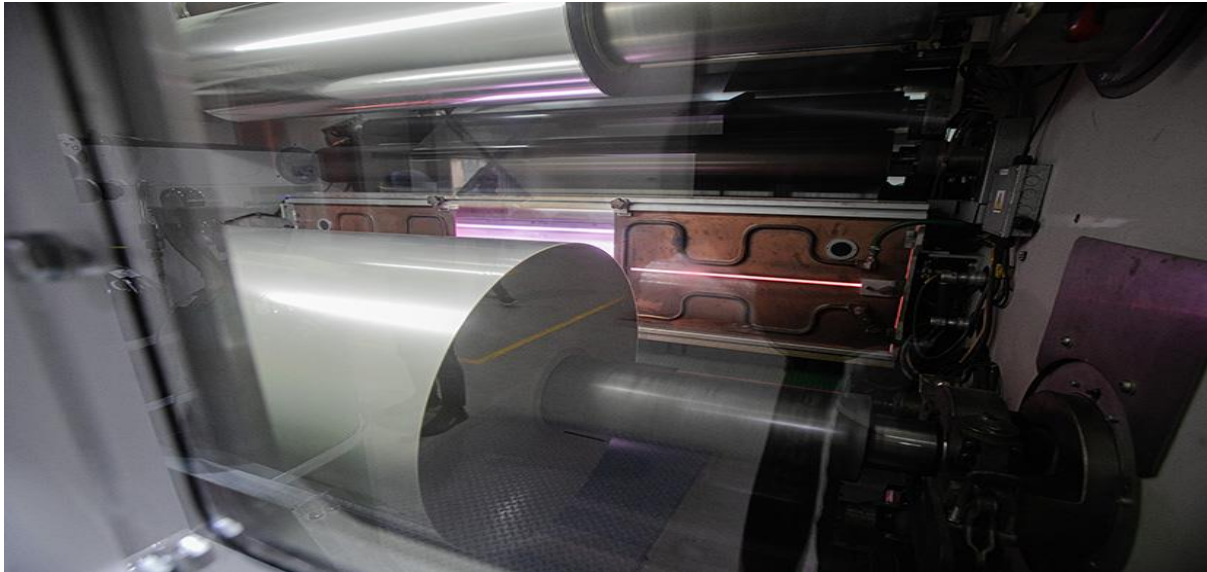


Figure-04: Lamination machine of Arbab Pack Ltd.

### **Metalized**

At Arbab Pack Ltd., we utilize advanced metalizing technology equipped with state-of-the-art features such as Plasma Alubond, Alox, Online Hawkeye, and an inspection system. Our metalized machine is designed to deliver a wide range of optical density, ensuring high-quality, consistent results.

The metalizing process enhances the visual appeal and barrier properties of packaging materials by applying a thin layer of metal, typically aluminum, to films. This not only improves the packaging's appearance but also offers superior protection against light, moisture, and oxygen, making it an ideal choice for high-performance applications in industries such as food, beverages, and pharmaceuticals.



Figure-05: Metalized Technology of Arbab Pack Ltd.

## **Rotogravure Printing**

Rotogravure printing guarantees exceptional print quality by applying the design onto a printing form. In this process, the image is engraved or etched onto the surface of a cylinder—one cylinder for each color. Our state-of-the-art rotogravure printing machines are capable of printing up to 9 colors, ensuring an outstanding and precise reproduction of the design.

With 100% print control, we achieve superior print clarity and consistency, making this method ideal for high-quality packaging that requires vibrant colors and intricate detail. The advanced technology used in our rotogravure printing ensures that every product meets the highest standards of accuracy and durability.

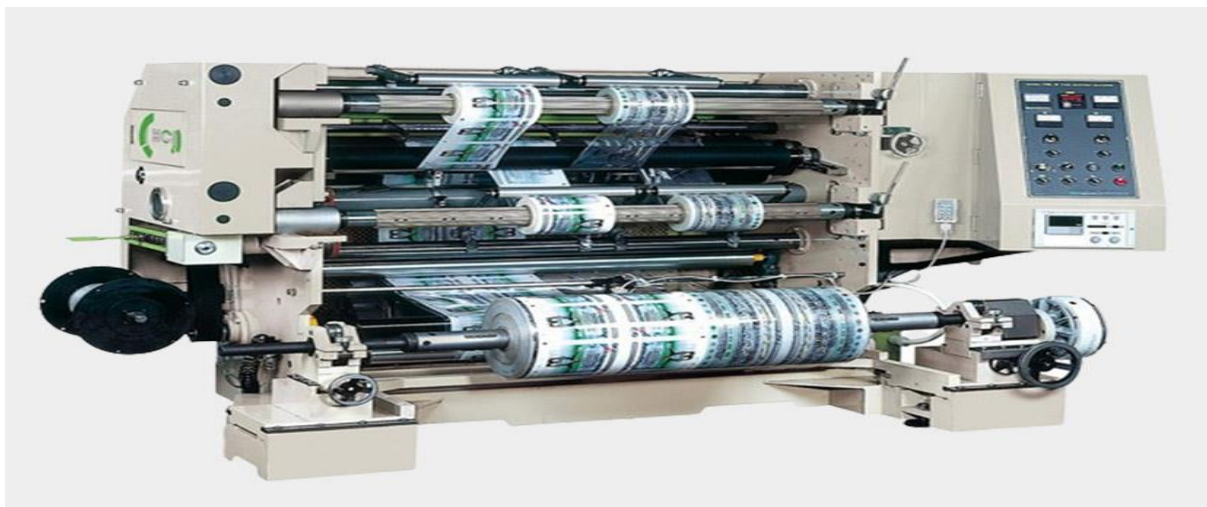


Figure-06: Rotogravure Printing of Arbab Pack Ltd.

## **Slitting**

Our high-precision slitting machines offer the flexibility to adjust the width of materials according to the specific requirements of our customers. This ensures that the final product is perfectly tailored to fit any packaging line and accommodates a variety of packaging formats. By maintaining strict control over the slitting process, we guarantee accurate and consistent results, allowing us to deliver packaging materials that meet the exact dimensions needed for optimal performance in diverse applications.



Figure-07: Slitting Machine of Arbab Pack Ltd.

### **Pouching**

Our advanced pouching technology allows us to create lids and pouches in various shapes and dimensions that perfectly match our customers' specific requirements. We offer a diverse range of standard shapes and sizes within our portfolio, but we also work closely with clients to develop customized tools for manufacturing tailor-made shapes and dimensions that align with their product designs.

This flexibility ensures that we can meet the unique needs of each customer, delivering packaging solutions that provide both functionality and aesthetic appeal.



Figure-08: Pouching Machine of Arbab Pack Ltd.

## **Security Heat Transfer**

Heat transfer refers to the movement of thermal energy (heat) from one location to another due to temperature differences. This process plays a critical role in various industries, including packaging, where it is essential for ensuring the integrity and security of the product.

The study of heat transfer involves understanding the mechanisms of conduction, convection, and radiation, all of which contribute to the exchange of momentum, energy, and mass. In the context of packaging, security heat transfer techniques are used to apply heat-sensitive labels, tamper-evident seals, and other protective measures that help safeguard the product and prevent tampering.

Through careful management of heat transfer processes, we can ensure that security features are applied effectively, enhancing product protection and consumer confidence.

## **About ZK Plastic Ltd.**

ZK Plastic Ltd. is a manufacturing company based in Bangladesh, specializing in the production of plastic products. It operates as a sister concern of Arbab Group, a diversified conglomerate. The company's facility is located on Demra Road in Shimrail, Siddhirganj, Narayanganj.

## **Operations and Products**

ZK Plastic Ltd. is involved in the import and processing of various plastic materials. Trade data indicates that the company imports significant quantities of PVC resin, impact modifiers, and masterbatches from international suppliers, including Formosa Plastics Corporation (Taiwan), Mitsui Co. Malaysia, and Alok Masterbatches Ltd. (India). These materials are essential for producing a range of plastic products. For instance, in August 2024, the company imported 120,000 kg of PVC resin from Formosa Plastics Corporation.

## **About Ink Ltd.**

ZK Ink & Chemical Limited part of the forward-thinking Arbab Group, specializes in developing high performance ink and specialty chemicals that serve industry ranging from printing to packaging. Our extensive product line includes eco-friendly ink, coating and advanced chemical solutions designed to enhance operational efficiency and Environmental sustainability.

ZKICL upholds Arbab Group's commitment to innovation and sustainability by offering products that meet global standard and minimize environmental impact. Through continuous research and development, we create solutions that drive progress and contribute to building a greener more efficient industry. Our expertise supports diverse markets, enabling our partners to achieve superior outcomes.

### **AANT Cosmetics Limited**

At AANT Cosmetics Limited, our mission is to empower individuals by providing premium cosmetic solutions that not only enhance beauty but also prioritize quality and sustainability. Through innovation and ethical practices, we deliver products that cater to diverse needs, ensuring a flawless and enriching beauty experience for everyone. We focus on delivering cosmetics that are not only effective but also safe, environmentally friendly, and socially responsible.

#### **Our Vision:**

We envision a world where beauty is more than just skin deep. At AANT Cosmetics, we strive to be a leader in the cosmetic industry by creating products that blend the latest in beauty science with sustainability. Our vision is to make high-quality, ethical, and inclusive beauty accessible to all, setting new standards for excellence and responsibility in the cosmetic market.

#### **Core Values:**

**Innovation:** Continuously advancing in research and technology to bring the best and most effective cosmetic solutions.

**Quality:** Commitment to superior ingredients and formulations that prioritize safety and effectiveness.

**Sustainability:** Promoting eco-friendly practices in product development, packaging, and operations.

**Inclusivity:** Developing products that cater to a diverse range of skin tones, types, and individual needs.

**Ethics:** Operating with integrity, responsibility, and transparency in every aspect of our business.

## **RePro Limited**

RePro Limited, an innovative initiative by Arbab Group, is redefining the way we approach plastic waste, particularly single-use sachets. Founded by Zakir Hossain Nezum, RePro specializes in upcycling un-recyclable plastic sachets, transforming them into valuable and sustainable resources. This bold move aligns with Arbab Group's commitment to environmental responsibility and excellence.

Unlike traditional recycling methods that often fail to address sachets' environmental hazards, RePro focuses on a more effective approach: shredding and repurposing these challenging plastics. By doing so, RePro helps eliminate the common disposal methods of landfilling and incineration, both of which contribute significantly to environmental degradation.

RePro's innovation not only addresses a key environmental challenge but also paves the way for a circular economy where plastic waste is not seen as a burden, but as a resource. With this breakthrough, RePro Limited is taking a giant leap forward in reducing the environmental impact of plastic waste, while promoting sustainability in line with the global mission to protect our planet.

Through these efforts, RePro Limited stands at the forefront of sustainable waste management, offering a promising solution that could inspire the industry to rethink plastic waste disposal and resource utilization.

## **2.3 Case Study: Management Information Systems (MIS) Support and Practices in Arbab Group**

### **i. Problem Statement**

Before integrating robust MIS support, Arbab Group faced several operational issues:

- Fragmented data across departments
- Inefficient reporting and manual data entry
- Difficulty in tracking project progress in real-time
- Lack of coordination between procurement, finance, and operations
- Limited access to real-time KPIs and business intelligence

### **ii. Implementation of MIS Solutions**

The company adopted an enterprise-wide MIS strategy, including:

**a. ERP Integration**

Deployed SAP Business One for managing finance, HR, procurement, and supply chain. Real-time dashboards provided decision-makers with updated financial data.

**b. Project Management Software**

Introduced Primavera P6 for project scheduling and tracking in the construction division. Enhanced visibility over project timelines, resource allocation, and cost tracking.

**c. CRM System**

Implemented Zoho CRM for the trading division to manage customer relationships and sales pipelines.

**d. Data Warehouse & BI Tools**

Developed a centralized data warehouse and implemented Power BI for analytics. Enabled drill-down reports on business performance across regions and sectors.

**e. Cloud Storage & Collaboration Tools**

Adopted Microsoft 365 and SharePoint for document sharing and team collaboration.

**iii. Benefits Realized**

<b>Area</b>	<b>Before MIS</b>	<b>After MIS Implementation</b>
<b>Decision Making</b>	Based on assumptions or delayed reports	Real-time dashboards and analytics
<b>Operational Efficiency</b>	Manual processes, delays, errors	Automated workflows, faster approvals
<b>Project Management</b>	Poor tracking of costs & delays	Enhanced project monitoring
<b>Customer Management</b>	Disconnected communication	Centralized CRM with history tracking
<b>Data Accuracy</b>	High error rate in reports	Single source of truth, accurate KPIs

#### iv. Objectives of Implementing MIS

- **Real-Time Data Accessibility**

To enable managers to access real-time data from different departments and locations.

- **Performance Monitoring**

To track KPIs across departments like procurement, finance, project management, and HR.

- **Process Automation**

Reduce manual processes, increase efficiency, and minimize errors in financial reporting and supply chain management.

- **Strategic Decision-Making**

Provide upper management with dashboards and reports for faster and more accurate decisions.

#### v. MIS Architecture and Tools Used

- **ERP Integration:** Arbab Group implemented SAP S/4HANA as its core ERP platform, integrating finance, HR, inventory, and procurement systems.
- **Data Warehousing:** All operational data is funneled into a central data warehouse built on Microsoft SQL Server.
- **BI Tools:** Power BI and Tableau are used to generate visual analytics, executive dashboards, and departmental reports.
- **Cloud Infrastructure:** Shifted major parts of infrastructure to Microsoft Azure for scalability and security.

#### vi. Support Structure for MIS

##### 1. Internal IT Department

- Responsible for system maintenance, upgrades, and user support.
- Regular training and onboarding for new software or updates.

##### 2. MIS Governance Committee

- Includes senior managers from IT, Finance, Operations, and HR.
- Oversees the strategic direction of MIS investments and priorities.

### 3. Helpdesk System

- A ticketing system is in place to log, track, and resolve user issues related to MIS tools.

## vii. Use Cases and Practices

### 1. Procurement and Inventory Management

- Real-time stock level monitoring and automatic reordering through SAP.
- Vendor performance analytics based on lead time and cost.

### 2. Project Management in Construction Division

- Integrated Gantt chart tools linked with budget and time tracking.
- Real-time resource allocation and expense monitoring.

### 3. Financial Reporting

- Monthly automated financial statements with drill-down capabilities.
- Scenario analysis tools for budgeting and forecasting.

### 4. Human Resources

- Attendance systems integrated with payroll.
- Skill gap analysis for workforce development.

## viii. Challenges Faced

- **User Resistance:** Initial pushback from staff unfamiliar with digital tools.
- **Data Silos:** Legacy systems had to be integrated gradually.
- **Customization Issues:** Balancing between off-the-shelf features and the need for custom workflows.

## ix. Outcomes

- **Increased Operational Efficiency:** 25% reduction in procurement cycle time.
- **Cost Savings:** Identified and eliminated redundant processes saving ~\$500,000 annually.
- **Better Decision-Making:** Improved executive visibility leading to faster investment decisions.

#### x. **Future Plans**

- **AI Integration:** Arbab Group is exploring predictive analytics to forecast sales and project risks.
- **Mobile MIS Access:** Developing mobile applications for on-site project managers and remote employees.
- **Enhanced Cybersecurity:** Upgrading identity management and access control systems.

## **2.4 Case Analysis: Problems and Solutions in ERP Implementation at Arbab Group**

### **Background:**

Arbab Group undertook the implementation of an ERP system (e.g., SAP Business One) to unify its business operations, enhance data accuracy, and enable informed decision-making. However, like many organizations transitioning from traditional systems to ERP, Arbab Group faced significant challenges during the implementation phase.

### **1. Resistance to Change**

#### **Problem:**

Employees, especially those accustomed to legacy systems or manual workflows, resisted the new ERP system. There was fear of job redundancy and discomfort with new technology.

#### **Solution:**

- **Change Management Strategy:** Conduct regular workshops and Q&A sessions to explain the benefits.
- **Employee Involvement:** Involve users in the selection and customization process.
- **Incentives & Recognition:** Reward early adopters and department champions.

### **2. Inadequate Training**

#### **Problem:**

Users were not adequately trained to use the ERP system, resulting in data entry errors, slow operations, and underutilization of features.

**Solution:**

- **Structured Training Program:** Provide hands-on training by ERP vendors or certified consultants.
- **Role-based Modules:** Tailor training based on department-specific functions (e.g., finance, logistics, HR).
- **Ongoing Support:** Set up a helpdesk or internal MIS support team for troubleshooting.

**3. Data Migration Issues****Problem:**

Migrating data from legacy systems into the ERP led to data loss, duplication, and inconsistencies.

**Solution:**

- **Data Audit:** Clean and validate data before migration.
- **Pilot Testing:** Run test migrations in a sandbox environment to identify potential issues.
- **Backup Protocols:** Maintain backups of original data to avoid permanent loss.

**4. Customization Complexity****Problem:**

ERP customization to fit unique business processes became complex and expensive, delaying the project.

**Solution:**

- **Process Reengineering:** Align internal processes with standard ERP workflows where possible.
- **Minimal Viable Customization:** Customize only where absolutely necessary.
- **Phased Rollout:** Implement features in phases rather than all at once.

**5. Integration Challenges****Problem:**

Integrating the ERP system with existing tools (like payroll, CRM, or project management software) led to compatibility issues.

**Solution:**

- **API and Middleware:** Use middleware tools or APIs to ensure smooth integration.
- **Vendor Coordination:** Work closely with software vendors to handle technical compatibility.
- **Integration Testing:** Perform rigorous testing before going live.

**6. Cost Overruns****Problem:**

Initial budget estimates were exceeded due to unforeseen technical requirements, delays, and training needs.

**Solution:**

- **Contingency Budget:** Allocate 10–15% of the ERP budget for unexpected costs.
- **Vendor Comparison:** Choose vendors based on long-term value, not just cost.
- **Project Milestones:** Track costs closely using a project management tool with financial tracking.

**7. Delayed Implementation****Problem:**

The ERP implementation took longer than planned, disrupting daily operations.

**Solution:**

- **Clear Timeline:** Establish realistic, phased milestones.
- **Dedicated Project Team:** Assign a cross-functional project team with a project manager.
- **Agile Methodology:** Use agile practices to adapt and resolve issues as they arise.

**8. Poor Integration of Legacy Systems****Description:**

Old systems for HR, procurement, and finance were not initially compatible with the new ERP and MIS tools.

**Impact:**

- Data silos
- Duplicated efforts and records
- Reporting delays

**Solution:**

- Implement middleware integration tools (e.g., Microsoft Power Automate, MuleSoft).
- Gradually phase out legacy systems with a clear migration timeline.
- Use data cleansing and mapping techniques to standardize inputs before integration.

**9. Inaccurate or Incomplete Data Entry****Description:**

Frontline staff, under pressure or untrained, often input incorrect or incomplete data.

**Impact:**

- Misleading dashboards
- Faulty forecasting
- Operational errors (e.g., over-ordering stock)

**Solution:**

- Introduce form validation rules and error-checking in data entry fields.
- Use automated data capture tools (e.g., barcode scanners for inventory).
- Conduct monthly audits to identify and correct data entry issues.

**10. Insufficient Technical Support****Description:**

The internal IT support team was often overwhelmed, resulting in delayed ticket resolution and poor user satisfaction.

**Impact:**

- Low system reliability perception
- Prolonged downtimes
- Reduced employee trust in the system

**Solution:**

- Expand the IT support team or outsource to an MIS service provider.
- Set up a tiered support system (L1 for common issues, L2 for advanced problems).
- Launch a self-service knowledge base and FAQs for common user issues.

## **11. Lack of Real-Time Reporting and Dashboards**

### **Description:**

Senior management complained about delays in performance reports and lack of real-time visibility.

### **Impact:**

- Delayed decisions
- Missed opportunities
- Weak performance tracking

### **Solution:**

- Use BI tools like Power BI or Tableau to create live dashboards.
- Ensure real-time data sync from source systems using APIs or direct connections.
- Train management on customizing their own dashboards for better independence.

## **12. Cybersecurity and Data Privacy Risks**

### **Description:**

With cloud-based MIS tools, the risk of unauthorized access and data breaches increased.

### **Impact:**

- Data loss or leaks
- Regulatory penalties
- Reputational damage

### **Solution:**

- Implement multi-factor authentication (MFA) and role-based access controls.
- Conduct regular penetration testing and system audits.
- Create a data privacy policy and train employees on cybersecurity best practices.

## Chapter-03

### Analysis Part

#### 3.1 IT & MIS Department

The IT & MIS Department of Arbab Group plays a pivotal role in driving the company's digital transformation and operational efficiency. As a diversified conglomerate with interests in packaging, pharmaceuticals, and flexible materials, Arbab Group leverages technology to maintain its competitive edge in both local and international markets.

##### Core Functions

- **Enterprise Resource Planning (ERP):** The department manages and optimizes ERP systems to streamline business processes across manufacturing, procurement, inventory, and finance.
- **Data Management & Reporting:** It ensures accurate data collection, analysis, and reporting, facilitating informed decision-making and compliance with industry standards.
- **Infrastructure & Network Support:** The team maintains robust IT infrastructure, ensuring seamless connectivity and system reliability across multiple facilities.
- **Cybersecurity & Compliance:** Implementing security protocols to safeguard sensitive business information and ensure compliance with regulatory requirements.
- **Software Development & Integration:** Developing and integrating custom software solutions to meet the unique needs of various business units within the group.

##### Information Technology Infrastructure – Arbab Group

The IT division of Arbab Group is highly advanced and deeply integrated into all operational frameworks. The automation of administrative processes has significantly reduced manual work, with all functions now carried out through computer systems. Data transmission between various apparel units and factories is managed through Wide Area Networking (WAN). Within this WAN framework, switches are utilized to replicate data and transmit it across departments. These switches also have the capability to update information on the main server in real time.

##### Arbab Group operates three main servers:

Online Server: Handles active operations and real-time data processing.

Standby Server: Functions as a backup to ensure continuity in case of failure.

Replication Server: Synchronizes and mirrors data to enhance reliability and data integrity.

The entire manufacturing process is traceable via the internal computer network, and customers can conveniently track their order status through the internet. Arbab Group operates at a near Dot-Com level of IT integration, making the role of technology indispensable in its daily operations. Most departments have been computerized, with the exception of the Finance Department, which is in the process of transitioning.

### **Software Solutions in Use at Arbab Group**

- Inventory Management System
- HR and Payroll Software
- Production Management Software
- Accounting Information System (AIS)
- Employee Attendance Software

### **IT Security and User Access**

Every employee is provided with individual login credentials, and users have the option to change their passwords for personal security. There are three main types of access provided:

#### **Home Directory:**

Users can create folders and files. Each user is responsible for organizing and securing their own data.

#### **Department Share:**

Enables departments to share files and collaborate on data.

#### **Care Drive:**

Read-only access is granted to ensure sensitive information remains secure. Write access is restricted for data protection purposes.

### Local Area Network (LAN)

Arbab Group's Apparel Division has approximately 180 interconnected computers via a Local Area Network (LAN). This network enables rapid data transfer and supports intranet functionality, fostering internal communication and data sharing across departments.

### Company Website

Arbab Group maintains an official website:

- This site provides comprehensive details including:
- Company history and profile
- Manufacturing capabilities
- Workforce information
- Job opportunities
- Order tracking system for customers
- Daily updates on company news and developments

### 3.2 Types of MIS

With the rapid advancement of Information Technology (IT), the evolution and dynamic nature of Management Information Systems (MIS) have progressed significantly in response to the growing needs of organizations. As a result, several specialized types of information systems have emerged,

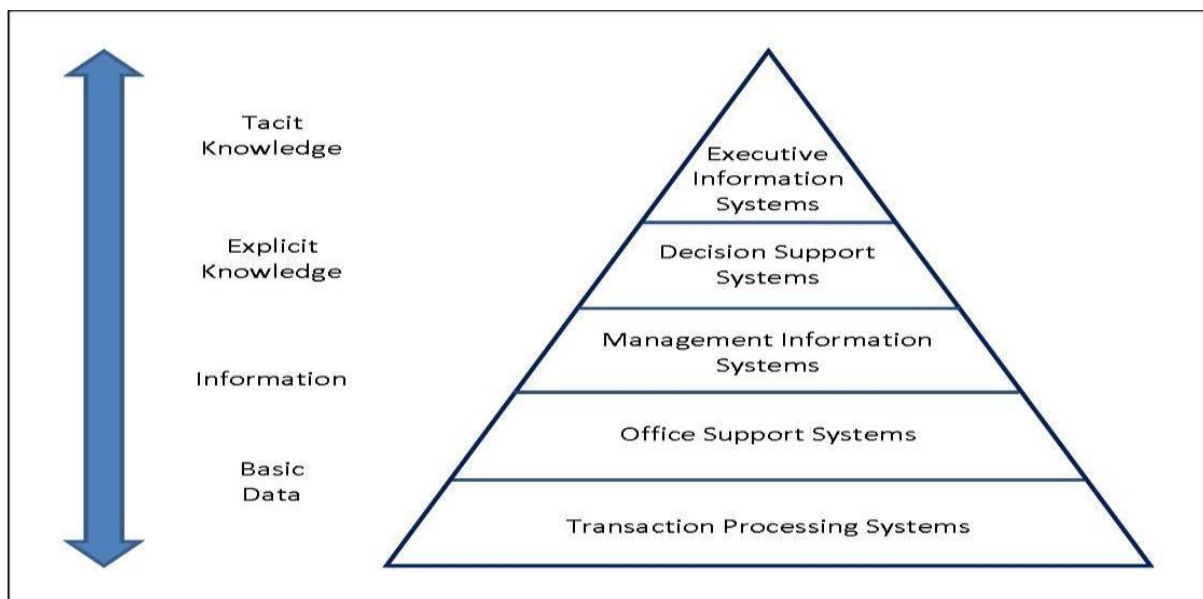


Figure 09: Types of MIS

## **1. Transaction Processing Systems (TPS)**

A Transaction Processing System provides a basic yet essential way to collect, process, store, display, update, or delete transactional data. These systems are designed to handle multiple transactions simultaneously and efficiently. The information collected is typically stored in databases and is used to generate routine reports such as billing invoices, payroll records, inventory summaries, shipping schedules, and check registers.

## **2. Management Information Systems (MIS)**

A Management Information System uses data collected by transaction processing systems to generate structured reports that assist managers in making routine business decisions. These systems produce various types of reports, including graphical summaries, exception reports, and ad-hoc reports. The primary goal is to improve managerial efficiency and decision-making capabilities.

## **3. Decision Support Systems (DSS)**

Decision Support Systems are designed to support complex decision-making and problem-solving. These systems analyze large volumes of data to generate statistical forecasts, trends, and models. Rather than replacing managerial judgment, DSS enhances decision quality by offering data-driven insights and projections. They often incorporate external data sources to tackle specific, non-routine business problems.

## **4. Expert Systems and Neural Networks**

Expert Systems, also known as knowledge-based systems, are automated systems designed to simulate human reasoning by analyzing data and offering recommendations, diagnostics, or decisions.

Neural Networks are a form of artificial intelligence that mimics the way the human brain processes information. They learn from data patterns, adapt over time, and are particularly useful in areas such as pattern recognition, machine learning, and decision automation.

## **5. Specialized Information Systems in Organizations**

These systems collect, store, and process data to deliver accurate, real-time, and actionable insights across an organization. They involve gathering information from both people and machines and managing the processes that transmit, receive, and interpret data. These

systems are designed to support organizational objectives by ensuring timely and efficient data handling across departments.

### 3.3 Work Process of Management Information Systems

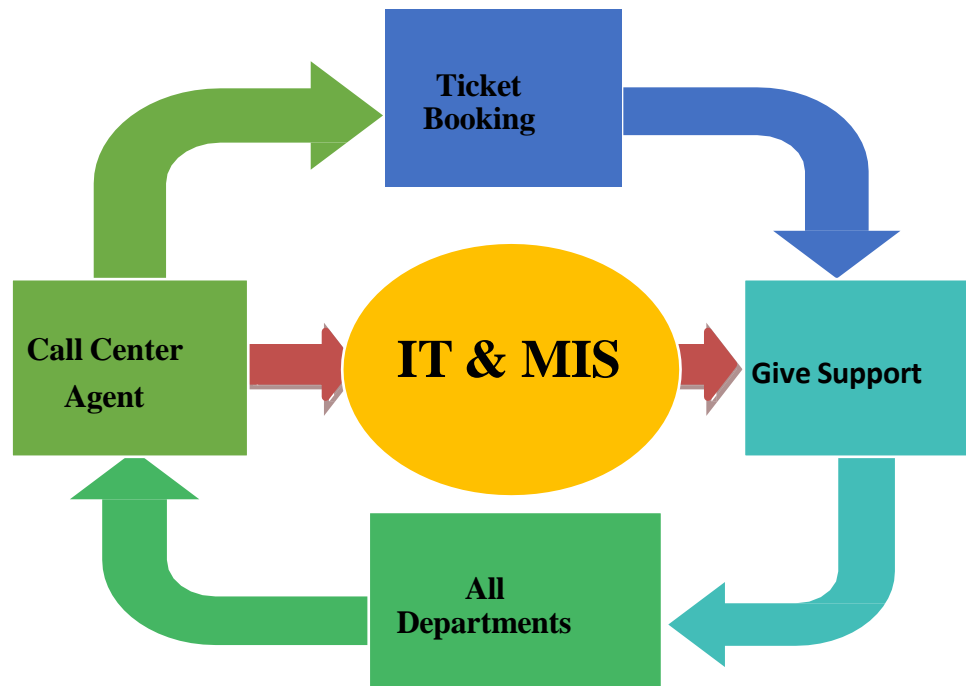


Figure 3.3 Work Process of Management Information Systems

The IT team at Arbab Group is responsible for continuously monitoring and managing all servers, software, and IT equipment. If any issues arise, the team promptly identifies and resolves them to ensure smooth operations. If no problems are detected, the team continues with routine tasks, and all departments proceed with their regular work activities.

When any department or client requires technical support, the process follows these steps:

#### 1. **Support Request Initiation:**

The concerned user contacts the call center for assistance. The call center representative logs the request and forwards the issue to the IT department by creating a support ticket.

#### 2. **Issue Assignment and Resolution:**

Based on the details provided, a designated member of the IT or MIS team is assigned to address the problem. The issue is resolved as quickly as possible, either remotely or on-site, depending on the nature of the problem.

- Remote support is used for software or system-related issues.
- On-site (physical) support is required for hardware or network-related problems.

### **3. Ticket Closure and Confirmation:**

Once the issue is resolved, the IT team closes the support ticket and sends a confirmation to the call center. The call center, in turn, verifies that the assistance was completed and communicates this to the user.

## **3.4 Importance of MIS**

The Management Information System (MIS) is established by the Standing Panel on ICT within the department, with the primary goal of providing executive-level information to support decision-making processes of the advisory committee. To achieve this objective, the MIS performs the following key functions:

### **1. Information Capturing:**

MIS captures data from a variety of internal and external sources relevant to the Standing Committee. This data can be collected either manually, via computer terminals, or through technologies such as Bangla OCR (Optical Character Recognition). End users typically document information related to procedures and decisions either on physical media like paper forms or by entering it directly into a computing system.

### **2. Data Processing:**

Once captured, the data is processed and categorized according to pre-defined plans and decision-making requirements. Processing activities include analyzing, organizing, categorizing, and summarizing the data to transform it into useful managerial information.

### **3. Information Storage:**

The MIS stores both processed and raw data for future use. Information that is not immediately required is archived as part of the organization's records. Data is maintained in a structured format, organized into fields, records, files, and databases for efficient retrieval and use.

#### **4. Information Retrieval:**

MIS retrieves relevant information from its storage as needed by various users, including members of the Standing Committee. Depending on the specific requirements, the retrieved data may be shared directly or further processed to suit the particular needs of the committee members.

#### **5. Dissemination of Information:**

Finalized, decision-oriented information is distributed to users within the Parliamentary Standing Committee and other stakeholders. This dissemination can occur periodically through reports or in real-time via computer or workstation terminals, depending on user requirements.

### **3.5 Steps of Management Information System Design**

In developing a viable Management Information System (MIS) for the Standing Panel on the ICT Division, the conceptual design is not the final stage of the development process. Rather, it serves as the foundation for detailed system design. The performance requirements identified during the conceptual phase are carried forward and refined during the detailed design phase, ultimately forming the complete system specifications.

The primary objective of detailed system design is to create a blueprint that fully satisfies the needs of the Standing Panel on the ICT Division. This stage builds upon the conceptual design to ensure that all components of the MIS are clearly defined, practical, and ready for implementation.

Key Stages in MIS System Design:

- **Project Planning and Control** – Establishing a clear roadmap, timeline, and monitoring mechanisms to ensure the project stays on track.
- **User Involvement** – Engaging users throughout the process to ensure the system reflects their real-world needs and expectations.
- **Defining Detailed Subsystems** – Breaking down the system into functional units for better manageability and clarity.

- **Input/output Design** – Designing effective data entry methods and output formats to support decision-making.
- **User Feedback Integration** – Collecting and applying user feedback to improve system functionality and usability.
- **Database Design** – Structuring data storage in a logical, secure, and efficient manner to support system performance and scalability.
- **Procedure Design** – Defining the processes and workflows the system will follow to meet organizational goals.
- **Documentation of Design** – Creating comprehensive documentation to support system development, deployment, maintenance, and future enhancements.

## **Chapter-04**

### **Activities of Internship**

#### **4.1 Commencement**

I began my career at Arbab Group as an Executive (IT & MIS) on a 90-working-day probation period, during which I was rotated across various responsibilities within the IT & MIS Department. After successfully completing the probation period, I was confirmed as a permanent employee, and I have continued to serve in this role to date.

#### **Initial Onboarding:**

Upon joining, I was warmly welcomed by the HR department and introduced to the General Manager (GM), Executive Director (ED), and other staff. The IT Manager provided a detailed orientation about the company's operations and my expected duties. I was also introduced to a fellow executive in our department, and we worked closely together, focusing on support for accessories, dyes, and chemicals.

#### **Daily Responsibilities:**

My official working hours are 9:00 AM to 6:00 PM, during which I perform a wide range of IT and MIS-related tasks. My key responsibilities include:

##### **1. Server Management:**

- Monitoring and maintaining all critical servers, including Windows Server, Mail/Exchange Server, DNS Server, Antivirus Server, and systems supporting HR, Accounts, Production Payroll, and ERP software.

##### **2. Reporting & Communication:**

- Downloading and sending daily attendance reports via email.
- Maintaining regular communication with corporate clients to support their IT requirements.

##### **3. Issue Resolution & Support:**

- Analyzing previous day's activities to identify any errors and resolving them with guidance from senior IT engineers.
- Providing technical support to Assurance Corporate Project Company as needed.
- Troubleshooting and resolving hardware issues within the company.

#### **4. Documentation & Collaboration:**

- Creating and maintaining IT system support documentation.
- Collaborating closely with senior IT engineers when challenges arise, without hesitation, to ensure timely resolution.

## **4.2 Activities of Management Information System**

The Internship Program provides students with a guaranteed internship placement in the field of event planning. This comprehensive placement process is supported by an Internship Coordinator, who assists students with resume editing and arranges interviews with our extensive network of event planning organizations.

To begin the placement process, applicants must first apply to and be accepted into a specific program and city location.

### **Internship Experience:**

An Event Planning Internship offers hands-on experience across a wide range of responsibilities. Interns support various aspects of event planning, including parties, ceremonies, competitions, and corporate events—catering to both large-scale and smaller client needs. The knowledge and skills gained from this internship are as diverse as the events themselves, providing valuable real-world exposure in the event management industry.

### **Project Experience with Event Planning IT Setup:**

During a project involving the setup of IT accessories for event support, my manager guided me through the process, and I contributed by outlining and implementing the steps necessary to complete the task. Below is the structured process we followed:

#### **IT Infrastructure Setup Process:**

**Step 01:** Create the Network Diagram

**Step 02:** Procure the Required IT Products

**Step 03:** Assemble All Hardware Components

**Step 04:** Set Up Operating Systems & Install Necessary Software

**Step 05:** Transport Products to the Project Site

**Step 06:** Set Up All Devices at the Workstations

**Step 07:** Install Cabling and Channeling for Network Connectivity

**Step 08:** Configure the Router (WAN & LAN Settings)

**Step 09:** Enable Printer Sharing Across the Network

**Step 10:** Final Review and Handover of the Completed Project

### **4.3 My Job Responsibilities and Duties**

As an Executive (IT & MIS), my role requires a structured and proactive approach to ensure uninterrupted server-to-client PC connectivity and overall IT operations. I am responsible for managing a wide range of IT infrastructure, systems, and support functions that contribute to the smooth daily operations of the organization.

#### **Key Responsibilities:**

##### **1. Server & Network Monitoring:**

- Begin each day by checking the status of all servers, network links, and critical software to ensure everything is active.
- Take immediate action to resolve any issues that arise, maintaining system uptime and performance.

##### **2. Email & Communication Handling:**

- Check and respond to official emails, letters, and internal communications daily.
- Prioritize and reply to correspondence promptly, ensuring effective communication.

##### **3. Attendance Management:**

- Download attendance data from the time management software in text format.
- Process it through the payroll system and generate reports such as:
  - Daily Attendance
  - Absentees
  - Leave status
  - Missed Punches
  - Early Exits

##### **4. Employee Data Handling:**

- Monitor daily attendance, overtime, and leave records.
- Manage ID cards for newly appointed staff and update/remove entries for resigned employees.

### **5. Vendor & Supplier Communication:**

- Regularly communicate with vendors and suppliers via email, phone, or in-person meetings.
- Collect updates on product availability, pricing, quality, and technical specifications.

### **6. Client & Internal IT Support:**

- Provide IT support to internal departments and external clients as required, both remotely and on-site.
- Address all hardware and software issues promptly and efficiently.

### **7. Operating System & Software Installation:**

- Install and maintain a variety of operating systems (Windows XP, 7, 8, 10).
- Set up necessary software based on department or user needs.

### **8. Hardware Assembly & Maintenance:**

- Assemble new PCs and troubleshoot or replace faulty hardware (e.g., PCs, UPS units, printers, servers).

### **9. IT Budgeting & Procurement:**

- Prepare monthly IT budgets for departmental needs.
- Create purchase orders and procure IT equipment as per planned requirements.

### **10. Documentation & Record Keeping:**

- Maintain organized records for all IT-related documentation, including purchase invoices, IT policies, bills, and other documents.

### **11. Printing & Scanning Tasks:**

- Scan and print daily reports and share them with the respective stakeholders or departments.

### **12. Software Data Updates:**

- Regularly update data in enterprise software platforms, including HR, finance, and supply chain modules.

### **13. Security System Monitoring:**

- Install, monitor, and maintain various security systems such as:
  - CCTV, IP Cameras, Fingerprint Machines
  - Public Address (PA) Systems, PABX, IP Phones
  - Access Control, Door Locks, NVR & DVR Systems
- Utilize CMS software for remote monitoring and configuration.

#### **14. Daily Data Backup:**

- Perform daily backups of critical data from servers, including:
  - HR, Payroll, Production, and accounting systems
- Maintain secure backups to ensure data recovery in case of loss.

#### **15. End-of-Day Reporting:**

- Provide daily status reports to the IT Manager detailing department activities, incidents, and completed tasks.

#### **Professional Learning & Growth:**

I successfully completed my probation period at Arbab Packaging Ltd. during which I gained extensive practical experience and observed how the IT & MIS department operates under the supervision of the IT Manager. This real-world exposure enhanced my understanding of managing IT systems in a corporate environment and prepared me for future roles in this field. It was a valuable opportunity to bridge theoretical knowledge with hands-on technical skills.

### **4.3 Challenges and Observations in the IT & MIS Department**

#### **1) Inefficient Data Updates:**

Updating information into systems is time-consuming and often not done in an organized or standardized manner.

#### **2) Financial Constraints:**

The Accounts Department faces budget limitations, which restrict timely procurement of necessary IT resources.

#### **3) Communication Gaps:**

There are frequent internal communication issues between departments, leading to delays and misunderstandings.

#### **4) Slow Information Flow from Factory:**

The factory provides critical information at a very slow pace, which hampers decision-making and operational planning.

#### **5) Insufficient Hardware Resources:**

The IT Department lacks essential hardware resources, affecting maintenance and support efficiency.

**6) Vendor Dependency:**

Most permissions and control of network devices and software are held by external vendors, limiting our internal control and flexibility.

**7) Delayed Purchases Due to Budget Approval:**

Urgent IT products cannot be purchased on time due to delays in fund availability and approval processes.

**8) Vendor Response Delays:**

In cases of server downtime, vendors often fail to provide prompt service, increasing system downtime and risk.

**9) Unstable Work Hours:**

Duty hours are not consistently defined, which affects work-life balance and planning.

**10) Lack of Client Information:**

When providing support, clients often do not provide complete or accurate information, making troubleshooting difficult.

## Chapter-05

### **Findings, Recommendations and Conclusion**

#### **5.1 Findings of the Study**

The Management Information System (MIS) plays a vital role in enhancing an organization's internal understanding and communication. MIS begins with the structured definition of information, its content, and characteristics. It employs a data/decision dictionary, along with well-defined entities and attributes, to standardize information generation across the organization.

Because all information systems draw from this shared dictionary, there is a common understanding of terms and concepts, leading to clearer communication and a unified interpretation of events within the organization.

During my tenure in the MIS Department at Arbab Group, I observed several notable improvements:

**1) Simplified Maintenance:**

System maintenance has become more manageable and efficient.

**2) Improved Usability:**

Efforts are being made to reduce complexity and make systems more user-friendly.

**3) Digital Documentation:**

Transition from manual to digital recordkeeping has been implemented, enhancing data accessibility and reducing paper use.

**4) Systematic Archiving:**

Organized data archiving ensures that information is stored securely and can be easily retrieved when needed.

**5) Improved Communication:**

MIS has helped minimize communication gaps between departments and users by creating a shared understanding of data and systems.

**6) Training Initiatives:**

Adequate training reduces employee resistance to new technologies and improves user adaptability.

**7) Quick Information Retrieval:**

Enhanced system structure allows users to access necessary information quickly and efficiently.

### **8) Cost Considerations:**

High development and implementation costs are being evaluated carefully during planning and upgrades.

### **9) Security Enhancements:**

Greater focus is being placed on addressing security issues and preventing identity theft to protect organizational data.

## **5.2 Recommendations**

Arbab Group already holds a strong brand presence in the industry. After completing this project, I have identified several key recommendations to further improve the organization's IT and MIS capabilities:

### **1) Establish a Modern IT Infrastructure:**

Upgrade the entire IT & MIS department with advanced and scalable technologies to support current and future business needs.

### **2) Develop a User-Friendly MIS Interface:**

Design an intuitive MIS system interface to enhance usability and reduce user resistance across departments.

### **3) Implement MIS-Integrated Processes for Strategic Decision-Making:**

Develop and align MIS processes to support data-driven decisions, especially for management and committee-level functions.

### **4) Deploy MIS Across All Relevant Departments:**

Roll out MIS modules tailored to the specific needs of each department to ensure effective and integrated operations.

### **5) Maintain LAN and Support Teams for Continuous Connectivity:**

Ensure that the LAN team or support personnel are always available to keep all network nodes active and responsive.

### **6) Ensure Information Security & Data Privacy:**

Implement robust security measures to protect sensitive data and maintain privacy in line with organizational policies and compliance standards.

### **7) Conduct Post-Implementation Maintenance:**

Apply the System Development Life Cycle (SDLC) approach, including a structured post-implementation maintenance phase, to ensure continuous system performance and improvement.

### **8) Allocate Strategic Budgets:**

Set and manage monthly, quarterly, half-yearly, and annual budgets to support IT initiatives and organizational goals.

### **9) Generate Timely Reports for Decision-Making & Audits:**

Produce daily, monthly, half-yearly, and yearly reports to support strategic decision-making and meet audit requirements.

## **5.3 Conclusion**

At the end of my industrial training, I am proud to state that I have successfully completed my training at Arbab Group. This experience has been an important step in my professional development. I firmly believe that every operations student should approach their training with full attention and regularity, as it plays a critical role in bridging the gap between theoretical education and practical application.

During my training, I gained valuable hands-on knowledge in several key areas, including the towel manufacturing process, machinery maintenance, industrial management, and the workplace environment. These insights have significantly enhanced my understanding of real-world industrial operations and will undoubtedly support my future career development. Of particular importance was the knowledge I gained about the IT & MIS department and its role in supporting business functions. The exposure to IT infrastructure, system maintenance, and information flow within the organization has given me a solid foundation in this critical area.

I am deeply grateful to the entire team at Arbab Group for their guidance, cooperation, and continuous support throughout the training period.

The overall evaluation of the company shows that its growth and success are largely the result of the dedication and hard work of its employees, coupled with the vision and effectiveness of its leadership. Management's ability to recognize opportunities and navigate changing economic conditions has been critical to the organization's continuous improvement.

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