

Internship Report

Study On

Baking And Confectionery Products Of Well Food &
Beverage Limited

The logo for Well Group, featuring the words "WELL" and "GROUP" in a bold, blue, sans-serif font. The letters are arranged in two rows, with "WELL" on top and "GROUP" below it. The logo is set against a white background with a subtle green and blue pattern.



Daffodil
International
University

Submitted by

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Submitted to

Prof Dr. Md. Bellal Hossain

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Date of Submission: 22.12.2018

LETTER OF TRANSMITTAL

Date: 22th December 2018

Professor Dr. Md. Bellal Hossain
Head.

Department of Nutrition & Food Engineering
Daffodil International University

Subject: Submission of Internship report.

Dear Sir,

It is a great pleasure and honor for me to have the opportunity to submit Internship report on Baking And Confectionery Products Of Well Food & Beverage Limited as a part of the Nutrition & Food Engineering (NFE) program curriculum.

I have prepared this report based on the acquired knowledge during my internship period at **Well Food & Beverage Limited**. It is great achievement to work under your active supervision. This report is based the **Production and Quality control of Baked Products**. I have got the opportunity to work at period **Well Accessories Limited (Food Division)** for thirty seven days, under the supervision of Md. Kamal Pasha, General Manager of Food Division.

This is the first times this program gave me both academic and practical knowledge. First of all I have gained knowledge about the organizational culture of a prominent consumer product producing organization of the country. Secondly, gave me the opportunity to develop a network with the corporate environment.

I therefore, would like to place this report to your judgment and suggestion. Your kind advice will encourage me to perform better planning in future.

Thank you again for your support and patience.

Your obedient student,

MD RASHEDUL ISLAM

ID: 151-34-365

Department of Nutrition and Food Engineering
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CERTIFICATE OF APPROVAL

I am pleased to certify that the internship report on Baking And Confectionery Products Of Well Food & Beverage Limited, conducted by Md Rashedul Islam, bearing ID No: 151-34-365 of the department of Nutrition and Food Engineering has been approved for presentation and defense/viva-voice.

I am pleased to hereby certify that the data and findings presented in the report are the authentic work of Md Rashedul Islam. I strongly recommended the report presented by Md Rashedul Islam for further academic recommendations and defense/viva-voice.

Md Rashedul Islam bears a strong moral character and a very pleasant personality. It has indeed a great pleasure working with him. I wish him all success in life.

Supervisor

Prof. Dr. Ahmad Ismail Mustafa

Dean

Department of Nutrition and Food
Engineering

Faculty of Allied Health Science

Co-Supervisor

Ms. Nasima Akter

Lecturer

Department of Nutrition and Food
Engineering

Faculty of Allied Health Science

Acknowledgement

At First thanks to the almighty ALLAH .Who give me the strength for hard working, give me opportunity and responsibilities to complete my internship program without any disturbance and complete within time.

I am grateful to my parents without whom I cannot be here. Without the support of my father, I could not be able to achieve my objectives and goals.

I am deeply pleased to my Supervisor Sir, **Prof. Dr. Ahmad Ismail Mustafa**, (Dean, FASH), Daffodil International University; for his whole-hearted supervision during my organizational attachment period. I would like to give thanks my Co-supervisor, Ms. Nasima Akter Lecturer, Dept of NFE;

I want to also thanked to my all teachers of NFE department. Specially my teacher Effat ara jahan who made the opportunity to complete my internship program at well food & beverage limited.

My gratitude goes to entire NFE Department of Daffodil international University for arranging internship program that facilitates integration of theoretical knowledge with real life situation.

I would also like to thank my organizational supervisor **Mohammad Kamal pasha (AGM), Faridul Alam (PM) and Mohammad Xashim Uddin (Senior Officer QC)**. Without their direct help, suggestion, and assistance it would be impossible for me to complete this report.

I was fully supported by the Well Food Professional team members to prepare this report and I am indebted to them. They very patiently taught me a lot of things that will help me in my future career and treated me as one of them and helped me with every little thing. I would also like to thank the authority of **Well Accessories Limited** for giving me the opportunity to work in such wonderful working environment.

DECLARATION

This Dissertation entitled “Baking And Confectionery Products Of Well Food & Beverage Limited” is being submitted to the Department of Nutrition and Food Engineering, Faculty of Allied Health Sciences, Daffodil International University Dhaka-1207, Bangladesh as a part of partial fulfillment of the requirements for the degree of Bachelor of Science in Nutrition of Food Engineering. No part of this internship report has been submitted in support of an application for another degree or qualification of this or any other University or other Institute of learning.

Submitted by

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Department of Nutrition & food Engineering

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EXECUTIVE SUMMARY

Well Food & Beverage is an elite name for its baked products manufacturing abilities. Established under the group named “Well Group”, the organization, popularly known as Well Food, makes necessary efforts to fulfill the demand for unique baked products with better quality by importing its raw materials from abroad. First Well Food factory established in Chittagong. But now it spreading at big cities in our country. Except Chittagong the factory of Well Food is at Gazipur and Sylhet

They are importing their raw materials from Singapore, Malaysia to ensure and maintain the quality and taste of their goods. They are also using local raw materials but all of these from well established brand.

Well Food Division make sure about their products quality. Quality control officers test the raw materials as well as the finished goods. They also using metal detector and UV ray to ensure the better quality of the finished goods.

They produced various delicious foods under different brand name and sectors like Morning fresh, Arabian sweets, Multi, Novelty, Hot, Twingle, Sweets and Well. Their most popular products are Bela biscuit, Plain cake, Plain toast, Butter cookies, Bread, Noodles, Baby cake, Chili toast, Chanachur, Sweets, Yogurt, Bakharkhani, Semai.

This organization is also exporting their goods to different countries in all over the world including India, Bhutan, United Arab Emirates, United Kingdom and United states.

My report is based on the **Baking And Confectionery Products Of Well Food & Beverage Limited**. The first part of the report contains information of the organization itself. The second part of the report contains the production process of goods. The third part of the report contains the information about their quality control test. The last part contains the concluding part.

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Chapter One



1.1 INTRODUCTION

Well group found at 1973. Mr. Abdus Salam and late Prof. Nurul Bari Chowdhury founded the Bangladesh Textile Industries as the first company of Well Group in a small workshop in Chittagong. From the birth, today's Well Group, now a leading industrial group in Bangladesh.

Today Well Group employs over 18,000 people in its integrated production units, operating in an indoor facility spanning over 10,00,000 sqft.

Well Group is not only dedicated in its efforts in the textile sector but has also spread its wings into the Food, Hotel and Real Estate sectors in the recent past. Today, Well Group has fourteen production facilities that include a food court and a 3-star hotel among others, with a combined annual turnover of US\$ 100 million.

1.2 OBJECTIVE OF THE REPORT :

For my opinion The report objective can be divided in two forms:

- Specific Objective
- General Objective

1.2.1 Specific Objective:

This program gave me both academic and practical knowledge. First of all I have gained knowledge about the organizational culture of a prominent consumer product producing organization of the country. And also gave me the opportunity to develop a network with the corporate environment

1.2.2 General Objective:

For my education purpose I need to complete my project. And submit my project report that's why I make this report.

1.3 ORIGIN OF THE REPORT :

Internship Program of Daffodil International University is a Graduation requirement for the NFE students. This study is a partial requirement of the Internship program of NFE curriculum at the Daffodil International University. The main purpose of internship is to get the student exposed to the job world. Being an intern the main challenge was to translate the theoretical concepts into real life experience.

1.4 The internship program and the study have following purposes :

- To have an idea of activities of the Well Food Unit ;
- To view the processing of Food products in the plant;
- To know the factories rules and regulation;
- To know the factories Worker union;

1.5 ABOUT WELL FOOD

Well Group operate the largest food chain in Chittagong under the banner of Well Food. Our mission is to provide global quality food in a very hospitable environment. Entertaining our customers in a very friendly atmosphere with efficient service is the key to our success.

Well Food represent Baskin-Robbins, one of the worldwide market leaders and the home of delicious and innovative ice cream treats. In addition to the usual collection of ice cream, Baskin-Robbins features a delicious selection of frozen drinks.

Sugar Bun has become one of the leading and most innovative Quick Service Restaurants. Not limiting themselves to breasted chicken and hamburgers Sugar Bun has stepped forward to offer mouthwatering Asian Cuisine, Patisseries, Café Bar Beverages and Western Cuisine to a great variety of taste.

Policy

At Well Group, quality, price and service work together. The purpose of Well Group is to produce high quality products at competitive prices, and to provide customer service that is unmatched in the industry.

Vision

Well Group aims to have a wide market network, connecting with developed and developing markets alike, adding strengthened values to run our business with excellence, adapt to the innovations in the industry, stay in pace with change and creating new standards. We aspire to contribute broadly to the society and to grow as a leading industrial group.



Board of directors :

The director board consists seven members.

Abdus Salam, Founder Chairman

Syed Nazrul Islam,
Director

Syed Nurul Islam, Chairman and CEO

Syed Shahidul Islam,
Director

Syed Sirajul Islam, Managing Director

Syed Tariqul Islam,
Director

Md. Asif Hasan, Director

Company head quarter:

RAOWA Complex, VIP Road, Mohakhali, Dhaka 1206, Bangladesh

Company establishment:

Company turnover:

80 crore taka annually.

1.6 Products of Well Food And Beverage:

Well Accessories limited Are Divided their production in two groups:

- Well food
- Morning fresh

Well food product are created with some section with their products. Name of the section and products are given below table:

Name	Section	Products
		Different types of laddu
		Mawar balushai
		Kacha golla
		Kaju borfi
		Kalo jam
		Khir toast
		Lal mohan
	Sweets	Rosh golla
		Sp.chomchom
Well food		Aflatun halua
		Sondesh
		Dodhi
		Son papri
		Well toffy
	*****	*****
		Baklava
		Lebanese sweets
		Pistachio roll
	Arabian sweets	Golagista
		Profiteroles
		Apple pie
		Cherry croissant
	*****	*****
Well food		Beef roll
		Chicken bread roll
		Chicken patties
	Snacks / Hot items	Chicken puff roll
		Chicken dry samosa
		Chicken sandwich
		Chicken burger
		Chicken porata
		Chicken shawrma
		Vegetable treat
		Quick lunch
		Chicken cheese bun
		Singara
	*****	*****

		Well bread
		Brown bread
		Marble bread
		Sandwich bread
Well food	Bread & Buns	Sugar free bread
		Horlicks bread
		Honey bread
		Jelly bread
		Coconut bread
		Burger bun
		Cream bun
		Lemon bun
		Long bun
		Vanilla bun
		Custard bun

		Butter bun
		Sandwich cake
	Bread & Buns	Shiffon cake
		Butter nun
		Bakarkhani
		Doughnut
	*****	*****
		Chocolate chips cake
		Chocolate cake
		Fruit cake
Well food		Horlicks nut cake
		Ovaltine cake
		Plain cake
		Chocolate chips moist cake
		Custard cup cake
	*****	*****
		Black forest
		Chocolate
		White forest
	Pastries	Vanilla
		Trio
		Red vel vet
		Mango
		Kiwi
		Chocolate tart
		Chocolate truffle
	Pastries	Cheese red velvet
		Chocolate roll
		Jam roll
Well food		Swiss roll

		Vanilla roll
		France mouse
		Chocolate muffin
		Black plum
	*****	*****
		Well sugar free biscuits
		Dry cake premium
		Mixed cookies
Well food	Dry food items	Well bela
		Sp well chanachur
		Sp mini chanachur
		Well mixed fruit flattened rice
		Well mixed fried pulse
		Well puffed rice
		Lachcha semai
		Well noodles
	*****	*****
		Butter cookies
		Butter salt cookies
		Chocolate chips cookies
		Horlicks cookies
		Milk salt cookies
Morning fresh	Dry food items	Ovaltine cookies
		Sp coconut cookies
		Sugar free cookies
		Horli plus cookies
		Oval plus cookies
		Brazil cookies
		Dry cake
		Oats biscuits
		Oats raisins biscuits
		Oats almond biscuits
	Dry food items	Butter toast
		Coconut toast
		Garlic toast
		Mint leaf toast
		Plain toast
		Sugar free toast
Morning fresh	Dry food items	Plain chanachur
		Wow noodles
*****	*****	*****

Chapter Two



2.1 Products manufacturing process:

Multi types of food product are manufacture here.All products manufacturing process aren't possible to include in my report.Because its huge list of food products.So I would like to include some categories food product manufacturing process.

Noodles :

It is one kind of dry foods.In many cultures noodles are a staple food.Noodles are made from a stretch dough. Extruded or rolled give them variety of shape. There four types of noodles produced by Well Accessories Ltd (Food Division) those are Multi,Novelti,Well egg noodles, and Wow noodles

Ingredients:

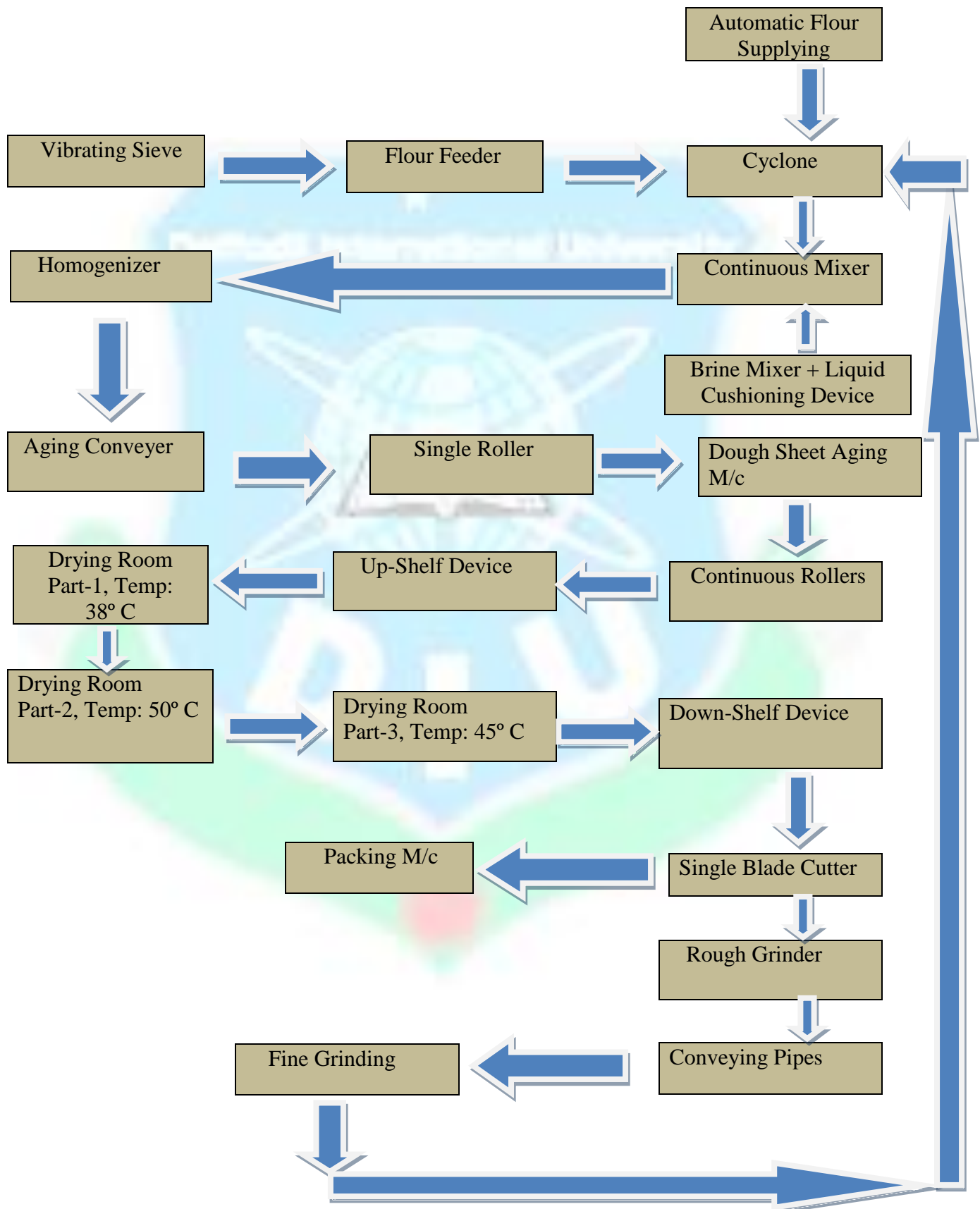
1. Flour
2. CMC
3. Vit-B1
4. Salt
5. Water

Machinery

- Measuring balance
- Siever
- Feeder
- Homogeniger
- Roller
- Dough Sheeter
- Drying room
- Cutter
- Conveyer
- Packaging Machine



NOODLES PRODUCTION FLOW CHART



Biscuits:

Biscuits is flour based baked food product.Its also a kind of dry food.

Many types of biscuits are manufacture. Some are Oats biscuit,Horlicks biscuit,Chocolate chips biscuit,Sugar free biscuit,Ovaltine biscuit, ETC.

Ingredients:

1. Flour
2. Salt
3. Iceing Sugar
4. Dalda
5. Water
6. Pum oil
7. Baking Powder & Baking Soda
8. Flavour
9. Coco powder
10. Horlicks Powder For Horlicks Biscuit
11. Chocolate chips For Chocolate Chips Biscuit
12. Ovaltine Powder For Ovaltine Biscuit

Machinery

- Siever
- Weighing
- Mixer
- Dropper
- Oven
- Metal Detector
- Conveyer
- Packaging Machine



Biscuits Manufacturing Process Flow Chart



Pound Cake:

Pound cake are very delicious. Well food and beverage are produce multi type of pound cake with rich quality. A delectable treat is pound cake which pairs with many different toppings like Fresh fruits, Chocolate, whipped cream.

Ingredients:

1. Butter
2. Margarine
3. Milk Powder
4. Condense Milk
5. Ghee
6. Sugar
7. Flavor
8. Baking powder
9. Margarine pulpy
10. Egg

Machinery

- Siever
- Weighing Machine
- Mixer
- Dropper
- Oven
- Metal Detector
- Conveyer
- Packaging Machine



Pound Cake Manufacturing Process Flow Chart



Chanachur:

Chanachur is essentially a mixture of two or more components. The most common components are pulse flour (BASON), Flour chips of different size and Shapes, Fried and puffed dhals condiments are used as to flavor the mixture. It's a similar product to "Bombay Mix".

The combination of ingredients varies considerably depending on price and market.

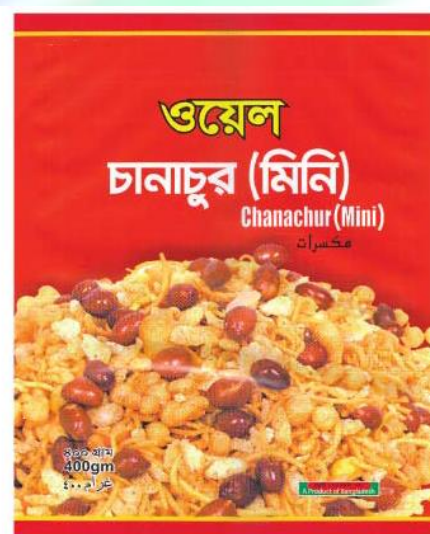
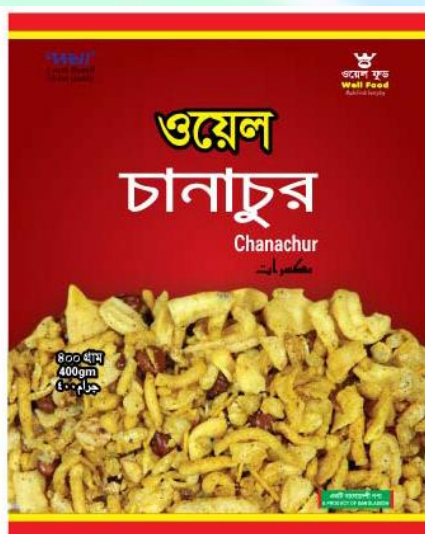
Chanachur is a popular snack food item in Bangladesh. It's available in almost all shops.

Ingredients:

1. Black gram
2. Pea
3. Chick pea
4. Peanut
5. Rolled rice
6. Black gram flour
7. Dhal flour

Machinery

- Siever
- Weighing
- Shemai maker
- Centrifuging machine
- Mixer
- Fry Pan
- Metal Detector
- Conveyer
- Packaging Machine



Chanachur Manufacturing Process Flow Chart



Bread and Bun:

Bread made from water and a flour dough usually by baking. Which is wonderful staple food. Commercial bread added colour, flavor, some chemical are use for nutrition, texture and longer shelf life. its manufacturing process is very simple.

Bun is a small bread. it have many shape and size. Bun is normally made from dough that has been enrich with sugar butter, some buns are filled with various meats.

Ingredients:

1. Flour
2. Sugar
3. Salt
4. Yeast
5. Milk powder
6. Wheat flour
7. Margarine palpy
8. Minara margarine
9. Egg
10. Water
11. Ice
12. Ovaltin flavour

Machinery

- Siever
- Weighing
- Mixer
- Dough maker
- Proofing room
- Oven
- Metal Detector
- Conveyer
- Packaging Machine



Flow diagram of Bread and Bun



Toast:

Toast is one kind of sliced bread which made by double baked. Toast is common in breakfast food. commonly eaten with butter, jam or jelly.

Ingredients:

1. Flour
2. Sugar
3. Salt
4. Soya lecithin
5. Water
6. Ice
7. Yeast
8. Pum oil

Machinery

- Siever
- Weighing
- Mixer
- Dough maker
- Proofing room
- Oven
- Cutter
- Metal Detector
- Conveyer
- Packaging Machine



Flow diagram of Toast



Chapter Three



3.1 Quality Control Test For Products:

3.1.1 Quality Assurance & Quality Control department:

Quality control is a system which set the standard for manufacturing products. And maintaining quality standard for manufacturing products, Also testing raw materials for production process.

Quality assurance is a systematic activities to ensure that products are produce with standard quality and fulfill its requirements.

3.1.2 Responsibility of QA & QC:

- QC test the raw materials and approved that it is appropriate for use.
- QC inspection the area are clean and maintain hygiene.
- QC finding defact and focus on in specific deliverables.
- QA ensure that the production process are appropriate.

3.1.3 Measurement of Gluten test :

Apparatus: Flour, cup , water, measuring balance.

Procedure:

Take 20 g of flour with sufficient water into a cup. Developed a dough. And let the dough into water at room temperature for 30-40 minutes. Washing may become easier with increased soaking time. Soft wheat flour are easier to wash if soaking time does not exceed 20 min.

Gradually wash dough and all soluble particle are removed. the dough become draker when much starch has been removed.

When all soluble particle are removed. press continuously dry as possible.

After that take weight as moist gluten.

Result:

Hard flours with high protein contents 14% protein.

3.1.4 Quality Test For Milk :

Clot on boiling (COB)

Apparatus: Test tube, Pipette, Test tube holder, Spirit lamp

Procedure: Take 5ml of milk in test tube, heat test tube in spirit lamp 2-3 minutes

Results: If milk is clotting it is rejected.

3.1.5 Lactometer test :

Apparatus: Lactometer. 200 ml measuring cylinder.

Procedure: At first ensure milk is at room temperature. Milk gently pour into 200ml measuring cylinder. carefully lactometer dip into measuring cylinder. It will sink a little amount then stop. Now take lactometer reading just above surface of the milk.

3.1.6 Determination of P^H :

Apparatus: P^H Meter, thermometer, beaker and etc.

Procedure: Milk was collected from and into a beaker then electrode of P^H Meter put into the beaker. Observed the reading until it became stable.

Result:The P^H was 6.7

3.1.7 Brix test :

Apparatus: Refract meter, dropper and etc.

Procedure:Two drops of milk had been poured into refract meter then adjust focus. The degree of the reading was observed.

Result:The brix was 9.5 degree

3.1.8 Determination of Acidity :

Apparatus: Burette, conical flask, 0.1N NaOH and indicator.

Method:

Burette is fill up by 0.1N NaOH. Take 10 ml sample with 2 drop indicator into conical flask.

Burette is run and observe carefully until color isn't change. When color isn't change stop burette and take reading.

After that calculation and take out result.

3.1.9 Adulteration test for milk :

Formalin test :

Apparatus: Sulfuric Acid, Test tube, pipette

Method: Take 10 ml milk in test tube. Add 5 ml concentrate sulfuric acid on side of the test tube with out shaking.

Result: If violet or blue appears it indicate formalin present.

3.1.10 Ghee test :

Fat test:

Apparatus: Sulfuric Acid, Amyl alcohol, pipette, measuring cylinder. Butyrometer ,Centrifugal machine.

Method: Take 5gm ghee,10ml sulfuric acid,1ml amyl alcohol into butyrometer and shake well.

Then kept butyrometer in the centrifugal machine for 6 min.After that read lowest point fat column.and read the fat percentage.

Table-1: QC test Parameter

Physical parameter for QC

Name of Test	Method/ Instrument
Sample Temperature.	Thermometers
Organoleptic test .	organoleptic
Date and Packaging .	organoleptic
Specific Gravity.	Hydrometer

Chemical Parameter of QC

Brix	Refract meter
pH	pH Meter
Acidity test	Titration
Fat test	Centrifugal
Hardness of water	Titration

3.2 Utilities:

Cleaning process: Well food and beverage for their cleaning process follow CIP method which means clean-in-place. The cleaning unit use hot water, cold water, caustic soap and chemical as a cleaning reagent for cleaning process surface area, pipe interior surface equipment, vessels, associated fittings and filter without disassembly.

A industry needed high levels of hygiene for that CIP is required. Bakery products, sweet products dairy all are requires high levels of hygiene.

ETP

There ETP plant is under R&D. They use filter prior discharge of wastage, they discharge the wastage in a dust bin which is developed by the company.

Water Treatment

Water must be treated before use to consume. That's why they established a water treatment plant. Two types of treatment are used in the plant. For reducing hardness they using raisin and UV is used for destruction of microorganisms.

Chapter Four



4.1 SWOT analysis:

During two months of my internship program. I observed everything's in this company and acme up with a different thoughts.

And prepared a SWOT analysis about its strength, opportunity, weakness and threats which are given below.

4.1.1 Strengths:

The company strength are:

- Experienced & skilled people.
- Reasonable price & its products quality.
- Strong market position.
- Sister concern group.

4.1.2 Weakness:

- Research and development unit is not strong.
- Fewer Researcher.
- Insufficient program for developing worker.
- Financial disability compared to other copnanies.

4.1.3 Opportunity:

- Low worker cost.
- High opportunity to export their products in many countries.
- Useful Resource.
- Potential customers are increased .

4.1.4 Threats:

- High cost of modern technologies.
- Raw materials cost are increased day by day.
- High cost of latest equipment.
- Day by day increasing competitors.

The logo of Daffodil International University is a shield-shaped emblem. At the top, it features a blue banner with the university's name in Bengali. Below this is a white circular emblem containing a stylized sun or flower. The letters 'DIU' are prominently displayed in the center of the shield. The shield is set against a green base that resembles a ribbon or a stylized flower, with a small red circle at the bottom center.

Conclusion

Well Food And Beverage Limited. is one of the pioneers in Food manufacturer in Bangladesh. I feel proud for that I have got an opportunity to train myself in this company. Trainers who are responsible for the company are very sincere to us. They have given us enough time to try to give ideas about each section of the engineering department completely. Hope this experience will be useful in my real life.