

A REPORT ON BUSINESS IMMERSION

AT

LEONORA EXPRESS PACKERS

SUBMITTED TO R V INSTITUTE OF MANAGEMENT

(AUTONOMOUS INSTITUTION AFFILIATED TO BCU)

IN PARTIAL FULFILLMENT OF THE

REQUIREMENT FOR THE DEGREE OF

MASTER OF BUSINESS ADMINISTRATION

SUBMITTED BY

SANTHOSH J

REG NO: P18FW22M015003

Under the guidance of

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2023

DECLARATION BY THE STUDENT

I, hereby declare that the Report on Business Immersion at LEONORA EXPRESS PACKERS submitted in partial fulfillment of the requirement for the award of the degree of Master of Business Administration is my original work under the guidance and supervision of POOJA TAKALKAR Asst. Prof. RV Institute of Management **(Autonomous Institution Affiliated to BCU)**

This report has not been submitted to any other institution or university for the award of any other degree or diploma or any other similar titles.

Date:

SANTHOSH J

Place: Bangalore

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This is to certify that ...SANTHOSH J.....(Name of the student) bearing Register Number P18FW22MO15003 of RV Institute of Management, Bengaluru, (Autonomous Institution Affiliated to BCU) had undertaken a Business Immersion at our Organization from 26th June, 2023 to 9th August 2023.

He has completed the Immersion successfully and his conduct in the organization was good.

Place: Yashwanthpur, Bangalore

Signed by external mentor/ Hr/ Guide

Date: 17/08/2023

Seal





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GUIDE CERTIFICATE

This is to certify that SANTHOSH J bearing Register Number P18FW22M015003 student of II semester MBA Programme has satisfactorily completed the Business Immersion programme and prepared the Report under my guidance and supervision.

This Business Immersion Report has not been submitted to any other institution or university for the award of any other degree or diploma or any other similar titles.

Date:

POOJA TAKALKAR

Place: Bangalore

Asst. Professor



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This is to certify that Mr/Ms. **SANTHOSH J** bearing Register Number **P18FW22M015003** student of II semester MBA Programme, had undertaken an Business Immersion Programme at **Leonora packers and movers** under the guidance of **Prof. Pooja Takalkar**, Assistant Professor, RVIM.

This business Immersion Report has not been submitted to any other Institution or University for the award of any degree or diploma or any other similar titles.

Date: 26-08-2023

Place: Bangalore


Director

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Chapter1

About the company:



Leonora Express Packers and Movers company commenced its journey in 2008 with one branch and 2 employees by dynamic lady Miss. Veena Ugare in silicon city Bangalore with a vision of “Serve the best with utmost quality of service” the name “Leonora” inspired by Greek word, meaning light which the symbol of goodness, life or hope.

In 5 years Leonora was able to expand its business to another 2 cities New Delhi (NCR) and Chennai and increased employee strength from 2 to 35. Number of clients increased from 8 to 1500. Gradually spread their wings across India and globe with the help of business partners and collaboration. In 2017 company expanded business to Pune, Mumbai and Hyderabad.



Veena Ugare
Founder and Director

Experienced Director with a demonstrated history of working in the logistics and supply chain industry. Skilled in Online Marketing Analysis, Web Design, Management, Business Development, and Market Share Analysis. Strong professional with a Master of Business Administration (MBA) focused in Finance.

A Report on Business Immersion at Leonora Express Packers

Vision

“Vision is to be the best quick service provider by providing outstanding services that every customer smiles at.”

Mission

The Leonora Express is into packers and movers business and goal is to provide the highest level of services and customer satisfaction.

Objective

To offer professional packers and movers services for residential and commercial clients across India, focusing on hassle-free relocations and efficient logistics.

Values & milestone

It is a value-driven company. The values are excellent customer service doing “right” things respect for all people and building strong relationships. Teamwork (Together Everyone Achieves More), achieving more through excellence, and respecting all individuals.

Currently the company has 120 employees with 6 branches. In the past 15 years Leonora Company served more than 40000 customers, Transported 25000 cars and Bikes, 5000 Pet moving, stored 3000 household materials and 2000 international packing and moving.

Operations area and business



Packing & Moving



International Packing & Moving



Corporate/Office Shifting



Transportation



Warehouse/Storage



Car Carrier/ Bike Transport



Pet Moving



Logistics

Leonora Express specializes in offering comprehensive logistics solutions, including home shifting, office shifting, international packing and moving, transportation, bike and car transportation, pet moving, warehouse storage, and more. With well-equipped offices in major cities, the company covers a wide operational area across India and has developed expertise in managing various types of relocations and transportation needs.

Product and service Profile

Leonora Packers and Movers have got a dedicated team of certified working professionals who have delivered on-time goods with their excellent packing and moving skills

1. Packing and moving

Company has a history of successfully delivering more than 4000 immovables every year in the last decade.



2. International moving and packing

Leonora Packers and Movers have earned the great trust among customers including corporates and NRIs for the safe and stress-free delivery of amenities to their doorsteps.



3. Corporate office shifting

The certified professional team of more than 120 employees of Leonora Packers and Movers who work 24X7 has successfully moved the corporate offices at affordable prices.



4. Warehouse storage

The team has earned the trust in safe warehouse storage of consumable and non-consumable goods in the outskirts of a few metros.



5. Car carrier/ Bike transport

Leonora Packers and Movers are dedicated to lightweight vehicle transportation through their own carrier/transportation.



6. Pet moving

Company has a dedicated team of experts to manage and safely move loved pets from one global point taking care of the hygienic of your pets.



7. Logistics

Leonora is trusted logistics support throughout the country for committed, affordable, and safe logistical services in the recent past.



Best practices:

High quality packing materials: Bubble, stretch film, Tape, Cartoons, Cargo Sheets, Fabric sheets, Wooden Caret, Wooden plank

Our Own Resources & Infrastructure: company has more than 100+ vehicles. Warehouses in major cities like Bangalore, Hyderabad, Delhi, Gurgaon, Mumbai, Chennai, Pune Ahmedabad, Trivandrum, Kolkata, etc. and also have storage spaces for all types of goods. Company provides dedicated vehicles for customers.

GST-supported invoices: The Leonora Packers and Movers provide GST-supported invoices for all the transportation including corporate office shifting to support the customers right from packing, loading, transportation, and unloading of the amenities.

Help in Saving Time: Time is so precious that nobody can buy this at any cost. Leonora company makes your shifting experience a very pleasurable experience by completing a job within a short time. We deliver items on time to our destination. Unpacking and unloading is done within time without any delay.

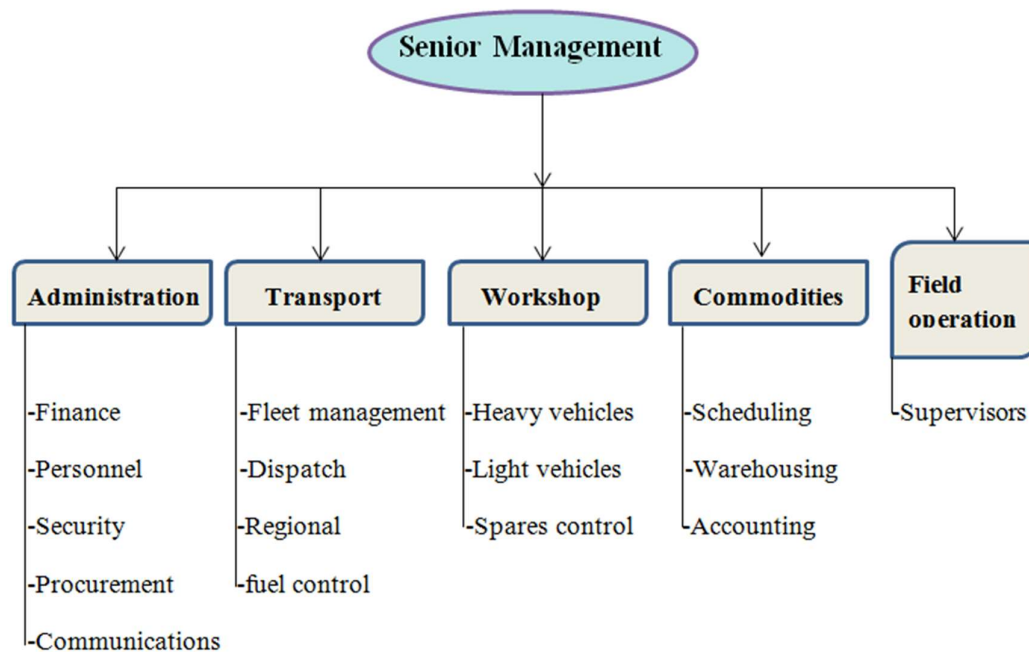
Insurance Coverage: company provides transit insurance for household goods, cars, bikes, etc. on demand of customers. This insurance assures you reimbursement for your damaged items during transportation.

Safety of Goods: Leonora Packer and Mover are totally dedicated to the safety of customers' goods and their valuable belongings. They dismantle electrical machinery (on demand) and wooden furniture at the source location and we assemble them again in the destination location. All artwork, crockery, and glass items are packed with the help of bubbles, and thermocol for very delicate items is packed using wooden caret (on demand), and books and clothes are packed in carton boxes with waterproof lamination. Car transportation is done using car carriers. We also use closed containers during the rainy season (on demand)

IBA Approved:

IBA-approved Lorry receipts for Bank customers and for machinery shifting (on Demand). Customers get surety from the bank on behalf of our company.

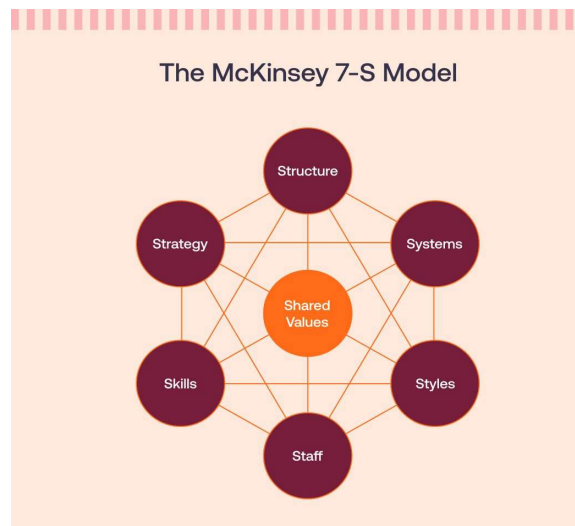
Organization Structure



Leonora Packers and Movers are operating in India for the last 15 years. The team has got more than 120 certified and skilled employees and owns more than 100 vehicles (trucks, goods carriers, vans). Leonora Packers and Movers have earned the trust of the stakeholders with more than 4000 safe and stress-free moving at affordable prices.

The company's organizational structure is designed to ensure efficient service delivery and customer satisfaction. The management team, led by Miss. Veena Ugare (CMD/CEO), consists of experienced professionals with a deep understanding of the logistics industry. The team collaboratively oversees operations, customer engagement, and strategic decision-making.

McKinsey 7s model



Strategy: To define a clear business strategy that outlines the company's target market, service offerings, pricing, geographic reach, and expansion plans. This strategy will guide all other elements of the organization.

Structure: Establishing an effective organizational structure that reflects the company's strategy. For example, determine the optimal division of labor, departmental structure, and decision-making processes.

Systems: Implementing efficient systems for tracking and managing the moving process, such as customer relationship management (CRM) software for managing client interactions, inventory management systems, and scheduling tools.

Shared Values: Cultivate a strong organizational culture centered on customer service, professionalism, reliability, and integrity. Ensure that all employees align with these core values.

Skills: Hiring and training employees with the necessary skills to excel in the moving industry. This includes hiring skilled movers, drivers, customer service representatives, and administrative staff.

Style: Adopting a leadership style that emphasizes open communication, collaboration, and employee empowerment. Encourage feedback from employees and foster a positive work environment.

Staff: Ensuring that the company has the right number of employees with the appropriate skills to handle its current workload and meet future growth demands. By aligning these seven elements, the packers and movers company can achieve improved efficiency, better customer service, enhanced employee morale, and overall business success.

SWOT



Strengths:

- **Experienced and Trained Workforce:** The Company benefits from an experienced and well-trained workforce that efficiently tackles diverse moving challenges.
- **Diverse Service Offerings:** With an extensive range of services, the company caters comprehensively to various relocation needs, ensuring client satisfaction.

- **Strong Network:** The Company's robust network facilitates smooth operations, enabling the provision of reliable services across multiple locations.
- **Modern Equipment:** Equipped with state-of-the-art tools, the company ensures operational efficiency, safety, and high-quality moving processes.

Weaknesses:

- **Dependence on Labor:** The Company's reliance on manual labor introduces potential resource limitations and the risk of service disruptions.
- **Insurance and Liability Risks:** Managing insurance and liability complexities can pose challenges and potentially affect customer confidence.
- **Limited Differentiation:** In a competitive market, standing out becomes challenging without distinctive features that set the company apart.

Opportunities:

Growing Market: The expanding relocation market offers the company opportunities to capture a wider customer base.

E-commerce Growth: The surge in online shopping opens doors for specialized services catering to e-commerce businesses.

Corporate Relocations: Evolving corporate activities provide avenues for growth by serving office relocations.

Online Marketing: Utilizing online platforms enhances the company's visibility, attracting a broader clientele effectively.

Threats:

Competition: Industry rivalry can exert pressure on the company's market share and profitability.

Economic Factors: Fluctuations in the economy could impact consumer spending and influence the demand for the company's services.

Changing Regulations: Evolving regulations may require adjustments in the company's operations and heightened compliance efforts.

Weather Disruptions: Unanticipated weather events have the potential to disrupt operations and lead to service delays.

Seasonal Demand: Variations in demand throughout the year might present challenges in resource allocation and operational planning.

Achievements and awards



- Leonora express packers pvt ltd is awarded as an emerging logistics company in India by the public relationship council of India (PRCI).
- RV INSTITUTE OF MANAGEMENT

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- The company holds ISO certification, showcasing its commitment to quality and process excellence.
- Numerous client testimonials and positive feedback are a testament to the exceptional services provided.
- Awards for excellent customer service, innovation, and contributions to the logistics industry.

Future plans

- **Geographical Expansion:** Leonora Express aims to broaden its presence, becoming a go-to choice for packers and movers in numerous cities, offering its quality services to a wider audience.
- **Diversified Service Offerings:** The Company envisions offering specialized logistics solutions, secure storage, and eco-conscious moving options to meet diverse relocation needs comprehensively.
- **Digital Transformation:** Embracing technology, the company plans to create digital platforms for seamless booking, real-time tracking, and efficient communication, enhancing the moving process.
- **Eco-Conscious Initiatives:** Sustainability matters; the company plans to use eco-friendly packaging materials, optimize routes, and adopt energy-efficient vehicles for reduced environmental impact.

Chapter 2

History of industry



The Indian logistics sector has advanced significantly from its labor-intensive state in the 1960s to its current, technology-driven structure, which offers a wide range of logistics services. In India, the idea of 3PL is a relatively new cultural phenomenon. In the past, manufacturing businesses in India handled their own internal logistics needs. The nation then gradually advanced from the point when Indian businesses outsourced their labour needs to avoid labor-related issues. Basic services like shipping and warehousing were subsequently delegated to other service providers known as (Second-Party Logistics) 2PL service providers.

As a result of the rising demand, service providers began offering integrated services alongside other value-added services, while businesses concentrated on their core strengths and improved their supply chains.

Over time, the logistics and transportation sector has undergone tremendous change and now plays a crucial role in international trade and business. Ancient civilizations where trade routes and modes of transportation were created to ease the flow of products are where organised logistics first emerged. However, the requirement for effective distribution of manufactured goods prompted the development of the modern logistics sector during the industrial revolution.

Industry structure

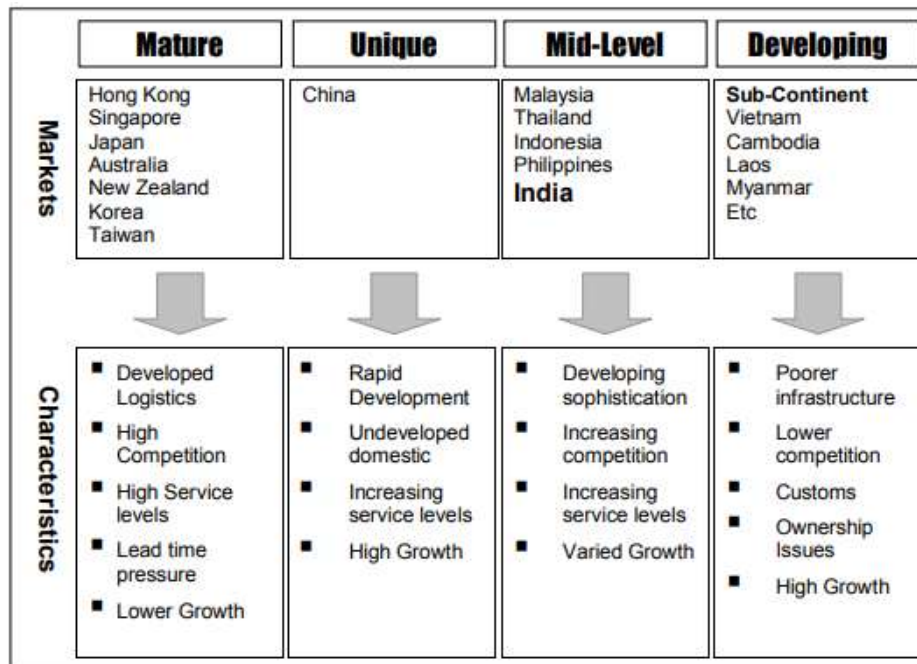


Figure 4.1: Asia-Pacific logistics overview
Source: *The rise of India in World Trade*, DHL

Activat

The logistics and transportation industry, including packers and movers, is a crucial part of global trade and commerce. It involves the movement, storage, and management of goods, raw materials, and finished products throughout the supply chain. The industry's structure can vary based on geographic regions, modes of transportation, and types of services provided. Here's an overview of the general industry structure:

Segments:

Freight Transportation: This segment includes various modes of transportation such as road (trucking), rail, air, sea, and intermodal (combination of multiple modes). Each mode specializes in transporting goods over specific distances and routes.

Warehousing and Distribution: Warehousing companies provide storage facilities for goods before they are transported to their final destinations. Distribution involves managing the movement of goods from warehouses to retailers or consumers.

Third-Party Logistics (3PL) and Fourth-Party Logistics (4PL): 3PL companies offer outsourced logistics and supply chain management services. 4PL organizations go a step further, acting as intermediaries that manage multiple 3PL providers to optimize supply chains.

Freight Forwarding: Freight forwarders coordinate and arrange shipments for businesses, managing transportation and documentation across various modes of transport.

Packers and Movers: These companies specialize in packing, moving, and unpacking goods for residential and commercial clients during relocations.

Supply Chain Management: Companies in this segment focus on end-to-end management of the supply chain, optimizing processes, reducing costs, and improving efficiency.

Key Players:

The industry includes a mix of small, medium, and large enterprises, ranging from local movers to multinational logistics giants. Prominent players include:

International Companies: DHL, FedEx, UPS, Maersk, C.H. Robinson

National and Regional Players: Local transportation and logistics companies that offer services within specific countries or regions.

E-commerce Giants: Companies like Amazon have developed their own logistics networks to support their e-commerce operations.

Trends and Challenges:

The logistics industry is influenced by various trends and challenges, including:

Technology Integration: Adoption of technologies like IoT, blockchain, and AI for real-time tracking, supply chain visibility, and process optimization.

E-commerce Growth: The rise of online shopping has led to increased demand for efficient last-mile delivery and distribution services.

Sustainability: Companies are focusing on eco-friendly practices to reduce carbon footprints, such as using electric vehicles and optimizing routes.

Regulations: Compliance with transportation regulations, customs, and border controls is critical in international logistics.

Labor and Talent: Finding and retaining skilled labor for tasks like driving, warehousing, and technology management is an ongoing challenge.

Industry volume, current scenario

Recently, 130 Indian businesses from a range of industries participated in a survey to learn more about the extent to which 3PL services are now used, the causes of outsourcing, and the effects of using 3PL services on business outcomes. The survey's findings show that 55% of businesses employ 3PL services, compared to 75% globally, and that these seem to be more commonplace transportation and warehousing-related tasks. Many businesses have little to no experience working with 3PL service providers and invest a small portion of their overall logistics budget to 3PL service activities. These are some of the factors that contribute to the fact that in this nation, the idea of outsourcing logistical functions is still in its infancy.

When asked why they chose to outsource, respondents' top responses were lower logistical costs (80.6%), a focus on core competencies (76%) and improved customer services (71.3%), as well as higher inventory turnover (60.6%) and productivity gains (56.6%). Few of them thought that capital investment diversion (24.5%) and expanding into untapped markets (24.9%) were the least significant reasons for outsourcing. The majority of respondents also said that using 3PL service providers had improved the performance of their logistics systems, customer happiness, and employee morale in achieving their company goals.

The logistics industry's volume is immense, with trillions of dollars' worth of goods being transported globally every year. The current scenario is marked by rapid globalization, e-commerce growth, and increasing consumer demands for efficient and reliable delivery services. The COVID-19 pandemic further highlighted the industry's importance in maintaining the flow of essential goods during lockdown

Porters Five Force Model

Threat of New Entrants:

In the packers and movers industry, the threat of new entrants can be moderate to high. While the initial investment in trucks, equipment, and personnel might deter some new entrants, it is relatively easy to start a small-scale moving business. However, established companies benefit from economies of scale, brand recognition, and established customer relationships, which can create barriers to entry for new players.

Bargaining Power of Suppliers:

The key suppliers in the packers and movers industry are typically related to equipment, packaging materials, and transportation. Depending on the market's size and the company's scale, the bargaining power of suppliers can vary. Larger moving companies may have more negotiation power and the ability to secure better terms and prices with their suppliers, whereas smaller companies may face less favorable conditions.

Bargaining Power of Customers:

The bargaining power of customers can be relatively high in the packers and movers industry. Customers often have access to various moving companies, making it easy for them to compare prices and services. Moreover, the switching costs for customers are relatively low, and customer loyalty might not be as strong as in other industries. Companies need to focus on service quality, competitive pricing, and value-added services to attract and retain customers.

Threat of Substitute Services:

The threat of substitutes can be moderate to high for packers and movers. Customers might consider alternative options, such as DIY moving, rental trucks, or hiring freelance movers. Companies need to differentiate themselves by offering specialized services, efficient transportation, and added convenience to mitigate the impact of substitutes.

Intensity of Competitive Rivalry:

The packers and movers industry is often highly competitive, especially in urban areas with numerous moving companies. Competitive rivalry can lead to price wars and lower profit margins. To stand out from competitors, companies should focus on building a strong brand reputation, offering excellent customer service, and leveraging technology to streamline operations.

Forecasting Industry Attractiveness:

- **Globalization:** As businesses expand their markets internationally, the need for efficient cross-border transportation and distribution will continue to rise.
- **E-commerce Growth:** The surge in online shopping drives demand for fast and reliable last-mile delivery services.
- **Technological Advancements:** Integration of IoT, blockchain, AI, and automation enhances efficiency and transparency across the supply chain.
- **Sustainability:** Increasing focus on eco-friendly practices and green logistics to reduce environmental impact.

- **Changing Consumer Behavior:** Growing demand for personalized services and faster deliveries increases the need for flexible and efficient logistics solutions.

Likewise China, experts believe many foreign companies will make India as the manufacturing center for their Asia or global market, therefore changing logistics demand and shipper characteristics dramatically. As such, India's potential growth cannot be ignored by global manufacturers and logistics players. As an impact, changes will be apparent in the India's logistics industry.

The growing technologies worldwide are expected to change the India logistics industry in future. At the time, the concept of e-commerce and open buying on the internet (OBI) are still in nascent stage in India due to the traditional mindset of the corporate and people, low awareness, absence of strong infrastructure and secure payment system and also due to the lack of privacy and safety on the net. However in the future, the growth of e-commerce and its logistics needs will become inevitable and India will overcome these barriers. The increasing online sales will force e-companies to forge strategic alliance with logistics service providers that can provide cost effective and seamless distribution solutions. As such, India can expect a shift in the retail logistics, B2B procurement practices and the way the distributions are handled. The adoption of new technologies such as GPS and RFID will take place rapidly in the future. The defense logistics will also emerge as an important area for new technologies in India

Chapter3

Functional areas

Operations Management: This includes planning and executing the process of packing, loading, transporting, unloading, and unpacking goods. It involves coordinating logistics, managing schedules, and ensuring the safe handling of items.

Supplier Management: Identifying, evaluating, and selecting suppliers/vendors who can provide the necessary materials, equipment, and services at competitive prices and with reliable quality.

Sending out RFQs to potential suppliers and negotiating favorable terms, prices, and payment terms to obtain the best value for the company. Preparing and issuing purchase orders to selected suppliers, specifying the details of the items to be purchased, quantities, agreed-upon prices, delivery timelines, and other terms and conditions.

Ensuring adequate stock levels of packing materials, boxes, tapes, and other supplies required for the moving operations. Implementing cost control measures to optimize expenses related to purchases, transportation, and storage of materials.

Marketing: This function involves generating leads, providing quotes to potential customers, advertising the company's services, and building relationships with clients. It involves:

- Chief Marketing Officer (CMO)/Marketing Director
- Brand Management Team
- Market Research Team
- Advertising and Promotions Team
- Digital Marketing Team
- Customer Engagement Team

Customer Service: Ensuring excellent customer service is crucial in this industry. Representatives need to address customer inquiries, handle complaints, and ensure overall customer satisfaction.

Human Resources:

HR is responsible for recruiting, training, and managing the workforce, which includes packers, movers, drivers, and support staff.

This department involves:

- Recruitment Team
- Training and Development Team
- Employee Relations Team
- Compensation and Benefits Team

Finance and Accounting:

This function handles financial matters such as budgeting, invoicing, payroll, and managing expenses.

The finance department in a packers and movers company, such as Leonora Packers and Movers, is responsible for managing the financial aspects of the business. Their key functions include:

Budgeting: Preparing and managing the company's budget to allocate resources effectively and ensure financial stability.

Financial Planning: Developing long-term financial plans and strategies to support the company's growth and expansion.

Accounting: Maintaining accurate and up-to-date financial records of income, expenses, assets, and liabilities.

Invoicing: Creating and sending invoices to clients for the services provided.

Payments and Receivables: Managing the payment process for suppliers and ensuring timely collection of payments from customers.

Payroll: Handling employee payroll, including salaries, benefits, and deductions.

Tax Compliance: Ensuring the company complies with all tax regulations and filing tax returns appropriately.

Financial Reporting: Preparing regular financial reports for management, shareholders, and other stakeholders.

Cost Analysis: Analyzing the costs associated with various operations and services to identify areas for cost optimization.

Financial Analysis:

Conducting financial analysis to assess the company's financial performance and make informed business decisions.

Cash Flow Management: Monitoring and managing the company's cash flow to ensure there are sufficient funds for day-to-day operations.

Risk Management: Identifying financial risks and implementing strategies to mitigate them.

Auditing: Coordinating with external auditors for the annual audit of financial statements.

Financial Compliance: Ensuring compliance with financial regulations and reporting requirements.

Capital Investment: Evaluating and recommending investment opportunities that align with the company's financial goals

Quality Control: Ensuring that all packing and moving processes are carried out with high quality and safety standards.

Fleet Management:

As the Leonora P&M Company has their own transportation fleet; this area oversees vehicle maintenance, fuel management, and compliance with regulations.

Warehousing and Storage: As the Leonora P&M Company offering storage facilities, managing inventory and storage spaces is a critical function.

Chapter 4

Financial Performance Analysis

Trend analysis of Balancesheet of Leonora Express Packers

Year	2020	2021	2022	2020	2021	2022
SOURCES OF FUNDS :						
Share Capital	5.41	5.41	5.41	100%	100%	100%
Reserves Total	28.93	29.02	31.99	100%	100%	111%
Equity Share Warrants	0	0	0	0%	0%	0%
Equity Application Money	0	0	0	0%	0%	0%
Total Shareholders Funds	34.34	34.43	37.4	100%	100%	109%
Secured Loans	5.56	11.56	8.76	100%	208%	158%
Unsecured Loans	6.64	6.4	9.68	100%	96%	146%
Total Debt	12.2	17.96	18.44	100%	147%	151%
Other Liabilities	3.98	2.42	2.23	100%	61%	56%
Total Liabilities	50.52	54.81	58.07	100%	108%	115%
APPLICATION OF FUNDS :						
Gross Block	17.68	18.04	13.4	100%	102%	76%
Less : Accumulated Depreciation	3.95	5.27	5.25	100%	133%	133%
Less:Impairment of Assets	0	0	0	0%	0%	0%
Net Block	13.73	12.77	8.15	100%	93%	59%
Lease Adjustment	0	0	0	0%	0%	0%
Asset Transferred	0	0	0	0%	0%	0%
Capital Work in Progress	0	0	0	0%	0%	0%
Producing Properties	0	0	0	0%	0%	0%
Investments	14.8	21.06	21.72	100%	142%	147%
Current Assets, Loans & Advances						
Inventories	0.44	0.69	0.86	100%	157%	195%
Sundry Debtors	36.32	51.04	31.45	100%	141%	87%
Cash and Bank	2.3	1.86	1.53	100%	81%	67%
Loans and Advances	23.16	17.91	21.59	100%	77%	93%
Total Current Assets	62.23	71.51	55.43	100%	115%	89%
Less : Current Liabilities and Provisions						
Current Liabilities	41.85	51.99	28.41	100%	124%	68%
Provisions	0.04	0.05	0.1	100%	125%	250%
Total Current Liabilities	41.89	52.04	28.51	100%	124%	68%
Net Current Assets	20.34	19.47	26.92	100%	96%	132%
Miscellaneous Expenses not written off	0	0	0	0	0	0
Deferred Tax Assets	0.52	0.48	0.43	100%	92%	83%
Deferred Tax Liability	1.12	1.31	1.24	100%	117%	111%
Net Deferred Tax	-0.6	-0.83	-0.81	100%	138%	135%
Other Assets	2.26	2.35	2.09	100%	104%	92%
Total Assets	50.53	54.81	58.08	100%	108%	115%
Contingent Liabilities	4.03	3.88	3.88	100%	96%	96%

Interpretations:

Shareholders' Funds: Share Capital has remained constant over the years at 5.41. Reserves have increased steadily from 24.02 in 2019 to 31.99 in 2022. Total Shareholders' Funds show a consistent growth trend, indicating the company's improved financial position due to increased reserves.

Debt: Secured Loans had fluctuations but decreased from 11.56 in 2021 to 8.76 in 2022. Unsecured Loans increased over the years, possibly indicating a need for additional financing. Total Debt increased slightly in 2022 compared to 2021, which could be due to the rise in unsecured loans.

Investments: Investments have consistently increased, indicating the company's strategy to allocate funds for potential returns.

Current Assets: Sundry Debtors decreased significantly from 51.04 in 2021 to 31.45 in 2022, which might indicate improved collections or changes in credit policies. Cash and Bank holdings remained relatively stable. Loans and Advances increased, potentially indicating extended credit to customers or higher prepayments.

Current Liabilities: Current Liabilities decreased notably from 51.99 in 2021 to 28.41 in 2022, potentially reflecting better management of payables or lower short-term obligations.

Net Current Assets: Net Current Assets have consistently increased, reflecting the company's ability to manage short-term obligations and maintain a healthy working capital position.

Deferred Tax: Both Deferred Tax Assets and Deferred Tax Liability have increased, with the net deferred tax remaining negative. This could be due to differences in accounting and tax treatments.

Other Assets show a slight increase over the years, which might indicate the company's investment in intangible assets or non-operating assets. Contingent

A Report on Business Immersion at Leonora Express Packers

Liabilities have remained relatively stable, with a slight decrease in recent years. This indicates consistent exposure to potential future obligations.

In summary, the trend analysis suggests that Leonora Express Packers Pvt Ltd has shown positive growth in its financial position over the analyzed years. The company has increased its reserves, managed its debt, maintained a healthy working capital position, and invested in both tangible and intangible assets.

Trend analysis for Profit and loss account of Leonora Express Packers

Year	2020	2021	2022	2020	2021	2022
INCOME :						
Sales Turnover	220.73	167.23	134.77	100%	76%	61%
Excise Duty	0	0	0	0%	0%	0%
Net Sales	220.73	167.23	134.77	100%	76%	61%
Other Income	0.61	0.84	0.7	100%	138%	115%
Stock Adjustments	-0.12	0.25	0.17	100%	-208%	-142%
Total Income	221.22	168.32	135.64	100%	76%	61%
EXPENDITURE :						
Raw Materials	52.18	36.99	50.9	100%	71%	98%
Power & Fuel Cost	0.31	0.16	0.34	100%	52%	110%
Employee Cost	8.06	7.68	7.62	100%	95%	95%
Other Manufacturing Expenses	139.03	111.43	65.26	100%	80%	47%
Selling and Administration Expenses	6.19	3.41	3.5	100%	55%	57%
Miscellaneous Expenses	6	1.71	1.9	100%	29%	32%
Less: Pre-operative Expenses Capitalised	0	0	0	0%	0%	0%
Total Expenditure	211.77	161.37	129.51	100%	76%	61%
Operating Profit	9.45	6.94	6.12	100%	73%	65%
Interest	4.06	2.5	2.21	100%	62%	54%
Gross Profit	5.39	4.44	3.91	100%	82%	73%
Depreciation	1.3	1.53	1.06	100%	118%	82%
Profit Before Tax	4.09	2.91	2.85	100%	71%	70%
Tax	0	0.21	0.15	0%	0%	0%
Fringe Benefit tax	0	0	0	0%	0%	0%
Deferred Tax	-0.17	0.23	-0.03	100%	-135%	18%
Reported Net Profit	4.27	2.47	2.73	100%	58%	64%
Extraordinary Items	0.02	0	-0.02	100%	0%	-100%
Adjusted Net Profit	4.25	2.47	2.75	100%	58%	65%
Adjst. below Net Profit	0	-3.25	0	0%	0%	0%
P & L Balance brought forward	-2.05	2.22	2.3	100%	-108%	-112%
Statutory Appropriations	0	0	0	0%	0%	0%
Appropriations	0	-0.87	-0.24	0%	0%	0%
P & L Balance carried down	2.22	2.3	5.27	100%	104%	237%
Dividend	0	0	0	0%	0%	0%
Preference Dividend	0	0	0	0%	0%	0%
Equity Dividend %	0	5	5	0%	0%	0%
Dividend Per Share(Rs)	0	0.5	0.5	0%	0%	0%
Earnings Per Share-Unit Curr	7.88	4.56	5.05	100%	58%	64%
Earnings Per Share(Adj)-Unit Curr	7.88	4.56	5.05	100%	58%	64%
Book Value-Unit Curr	63.46	63.61	69.1	100%	100%	109%
Book Value(Adj)-Unit Curr	63.46	63.61	69.1	100%	100%	109%
Dividend Per Share Adj.(Rs)	0	0.5	0.5	0%	0%	0%

Interpretation:

Sales and Revenue: The sales turnover has shown a decreasing trend over the years, dropping from 167.23 in 2021-2022 to 134.77 in 2022-2023. However, there was a significant increase in sales from 2019-2020 to 2020-2021.

Expenses: Raw materials costs have increased over the years, reaching 50.9 in 2022-2023 from 36.99 in 2021-2022. Other manufacturing expenses have fluctuated, with a substantial decrease in 2020-2021 followed by an increase in 2021-2022. Selling and administration expenses have remained relatively stable.

Profitability: Gross profit has fluctuated but remains relatively consistent, with a slight decrease in 2022-2023. Operating profit, although showing minor fluctuations, has remained relatively stable over the years.

Interest and Depreciation: Interest expenses have decreased over the years, indicating potential cost-saving measures in financing. Depreciation has varied, but there seems to be an upward trend, suggesting more assets in use or increased capital investment.

Net Profit: The reported net profit has varied across the years, with a drop in 2022-2023 compared to the previous year.

Earnings per Share (EPS): Earnings per share (unit currency) have generally followed the trend of net profit, with a decrease in 2022-2023 compared to 2021-2022.

Book Value: Book value per share has shown an increasing trend over the years, indicating potential growth in shareholder equity.

The decreasing trend in sales turnover and net profit in 2022-2023 could be a concern. It may indicate challenges in revenue generation, potentially due to market conditions or increased competition. The increase in raw material costs might be impacting profitability, highlighting the importance of cost management and efficient resource

allocation. Fluctuations in other manufacturing expenses and selling/administration expenses might indicate adjustments in operational strategies.

Overall, the analysis suggests that Leonora Express Packers Pvt Ltd has faced fluctuations in revenue, expenses, and profitability. A deeper examination would be required to understand the specific factors driving these trends and to formulate appropriate strategies for sustainable growth.

Comparative Balancesheet of Leonora Express Packers Pvt Ltd

	2022	2021	Variation	Percentage Variation
Sources of Funds				
Share Capital	5.41	5.41	0	0.00%
Reserves Total	31.99	29.02	2.97	10.25%
Total Shareholders' Funds	37.4	34.43	2.97	8.63%
Secured Loans	8.76	11.56	-2.8	-24.24%
Unsecured Loans	9.68	6.4	3.28	51.25%
Total Debt	18.44	17.96	0.48	2.68%
Other Liabilities	2.23	2.42	-0.19	-7.85%
Total Liabilities	58.07	54.81	3.26	5.94%
Application of Funds				
Gross Block	13.4	18.04	-4.64	-25.73%
Accumulated Depreciation	5.25	5.27	-0.02	-0.38%
Net Block	8.15	12.77	-4.62	-36.20%
Investments	21.72	21.06	0.66	3.14%
Inventories	0.86	0.69	0.17	24.64%
Sundry Debtors	31.45	51.04	-19.59	-38.36%
Cash and Bank	1.53	1.86	-0.33	-17.74%
Loans and Advances	21.59	17.91	3.68	20.56%
Total Current Assets	55.43	71.51	-16.08	-22.48%
Current Liabilities	28.41	51.99	-23.58	-45.37%
Provisions	0.1	0.05	0.05	100.00%
Total Current Liabilities	28.51	52.04	-23.53	-45.16%
Net Current Assets	26.92	19.47	7.45	38.28%
Deferred Tax Assets	0.43	0.48	-0.05	-10.42%
Deferred Tax Liability	1.24	1.31	-0.07	-5.34%
Net Deferred Tax	-0.81	-0.83	0.02	2.41%
Other Assets	2.09	2.35	-0.26	-11.06%
Total Assets	58.08	54.81	3.27	5.97%
Contingent Liabilities	3.88	3.88	0	0.00%

Interpretation:

Shareholders' Funds: Shareholders' funds have increased by 8.63%, primarily driven by an increase in reserves. This suggests improved profitability or retained earnings.

Debt: Total debt increased slightly (+2.68%) due to an increase in unsecured loans, which may have been acquired to finance operations or expansion.

Current Assets: Current assets decreased by 22.48%, mainly driven by a significant decrease in sundry debtors (-38.36%), indicating possible changes in sales or credit policies.

Current Liabilities: Current liabilities decreased significantly by 45.16%, mainly due to a decrease in current liabilities. This might be due to improved management of payables or lower short-term obligations.

Net Current Assets: The increase in net current assets (+38.28%) is a positive sign, indicating improved liquidity and potential financial stability.

Investments: Investments increased by 3.14%, suggesting the company's focus on growing its investment portfolio.

Deferred Tax: The net deferred tax increased slightly (+2.41%), indicating changes in tax liabilities. Other Assets: Other assets decreased by 11.06%, which might indicate adjustments in non-current or intangible assets.

Overall, the company has seen significant changes in its balance sheet elements. While there's been an increase in shareholders' funds and net current assets, there are notable decreases in current assets, current liabilities, and net block. The decrease in liabilities is particularly significant and could be a result of improved financial management.

Ratio analysis

Liquidity Ratios:

1. Current Ratio:

The current ratio is a measure of a company's ability to cover its short-term obligations with its short-term assets. It is calculated by dividing current assets by current liabilities. A higher current ratio indicates better short-term liquidity and the ability to meet immediate financial obligations.

$$\text{Current Ratio} = \text{Current Assets} / \text{Current Liabilities}$$

Year	2022	2021
Current assets	55.43	71.51
Current liabilities	28.51	52.04
Current ratio	1.94	1.37

2.Quick Ratio:

The quick ratio measures a company's ability to meet its short-term obligations using its most liquid assets, excluding inventory. It is calculated by subtracting inventory from current assets and then dividing by current liabilities. The quick ratio provides a more stringent assessment of liquidity, as it considers assets that can be quickly converted into cash to settle short-term liabilities.

$$\text{Quick Ratio} = \text{liquid assets} / \text{liquid liabilities}$$

Year	2022	2021
Liquid assets	54.57	70.82
liquid liabilities	28.51	52.04
Quick ratio	1.91	1.36

Both the current and quick ratios have shown an improving trend over the years. This indicates that the company's ability to cover short-term obligations has improved, which is a positive sign for its financial health.

Profitability Ratios:

1. Gross Profit Margin:

The gross profit margin indicates the proportion of revenue that exceeds the cost of goods sold (COGS). It is calculated by dividing gross profit by total revenue. A higher gross profit margin reflects a company's ability to generate profit after accounting for the direct costs of production.

$$\text{Gross Profit Margin} = (\text{Gross Profit} / \text{Net Sales}) * 100$$

Year	2022	2021
Gross profit	3.91	4.44
Net sales	134.77	167.23
Gross profit ratio	2.90%	2.65%

2. Net Profit Margin:

The net profit margin represents the portion of each dollar of revenue that remains as profit after all expenses, including taxes and interest, are deducted. It is calculated by dividing net profit by total revenue. A higher net profit margin indicates efficient cost management and strong overall profitability.

$$\text{Net Profit Margin} = (\text{Net Profit} / \text{Net Sales}) * 100$$

Year	2022	2021
Profit	2.75	2.47
Net Sales	134.77	167.23
Net Profit Ratio	2.04%	1.48%

The gross profit margin has remained relatively stable. The net profit margin has decreased over the years, indicating that the company's profitability in relation to its sales has decreased.

3. Return on Equity (ROE):

ROE measures the return generated for shareholders on their investment in the company. It is calculated by dividing net profit by shareholders' equity. ROE reflects a company's ability to use equity capital effectively to generate profits.

$$\text{ROE} = (\text{Net Profit} / \text{Shareholders' Equity}) * 100$$

Year	2022	2021
Net sales	2.75	2.47
Shareholder's equity	37.4	34.43
ROE	7.35%	7.17%

The return on equity (ROE) has also decreased, indicating that the company is generating less profit per unit of shareholder equity.

Solvency Ratios:

1. Debt-to-Equity Ratio:

The debt-to-equity ratio compares a company's total debt to its total equity. It indicates the proportion of financing provided by creditors (debt) compared to that provided by shareholders (equity). A lower ratio suggests lower financial risk and better solvency.

$$\text{Debt-to-Equity Ratio} = \text{Total Debt} / \text{Shareholders' Equity}$$

Year	2022	2021
Total debt	18.44	17.96
Share holders fund	37.4	34.43
Debt Equity Ratio	0.493	0.522

2. Total Debt Ratio:

The Total Debt Ratio, also known as the Debt Ratio or Debt-to-Asset Ratio, measures the proportion of a company's total assets that are financed by debt. It is calculated using the following formula:

$$\text{Total Debt Ratio} = \text{Total Debt} / \text{Total Assets}$$

Year	2022	2021
Total Debt	18.44	17.96
Total Assets	58.08	54.81
Total Debt Ratio	0.31	0.32

The debt-to-equity ratio has decreased, which means the company is relying less on debt for financing its operations. The total debt ratio has also decreased, indicating that the proportion of total assets financed by debt has decreased.

Turnover Ratios:

1. Inventory Turnover Ratio:

The inventory turnover ratio measures how efficiently a company manages its inventory by showing how many times inventory is sold and replaced within a specific period. It is calculated by dividing COGS by average inventory. A higher ratio implies effective inventory management.

$$\text{Inventory Turnover Ratio} = \text{Cost of Goods Sold} / \text{Average Inventory}$$

Year	2022	2021
Cost of goods sold	129.51	161.37
Average inventory	0.565	0.775
Inventory turnover ratio	300.81	188.21

2. Accounts Receivable Turnover Ratio:

Accounts Receivable Turnover Ratio: The accounts receivable turnover ratio evaluates how well a company collects payments from customers. It is calculated by dividing net credit sales by average accounts receivable. A higher ratio indicates efficient collection of accounts receivable.

Accounts Receivable Turnover Ratio = Net Sales / Average Accounts Receivable

Year	2022	2021
Net Sales	134.77	167.23
Average Accounts Receivable	41.245	43.68
Accounts Receivable Turnover Ratio	2.38	2.8

The inventory turnover ratio has decreased, indicating that the company is holding its inventory for a longer period before selling. The accounts receivable turnover ratio has also decreased, indicating that the company is taking more time to collect payments from customers.

Chapter5

Problem mapping and solving

Problem: Inadequate Feedback Collection and Utilization

Identification of a Problem:

The identification of problems within an organization is a critical step in the pursuit of continuous improvement and operational excellence. In the case of Leonora Express Packers and Movers, a thorough assessment revealed several areas of concern that require attention. One of the prominent issues is the ineffective management of customer feedback. Customer feedback serves as a valuable resource for understanding their needs, preferences, and areas of dissatisfaction. The inadequate collection and utilization of feedback prevent the company from fully harnessing this information to drive service enhancement and process optimization. Additionally, the lack of comprehensive feedback analysis and the absence of a structured approach to incorporating feedback into improvement initiatives hinder the company's ability to deliver exceptional customer experiences. Proper identification of this problem paves the way for the development and implementation of targeted solutions that can significantly impact customer satisfaction, service quality, and overall business success.

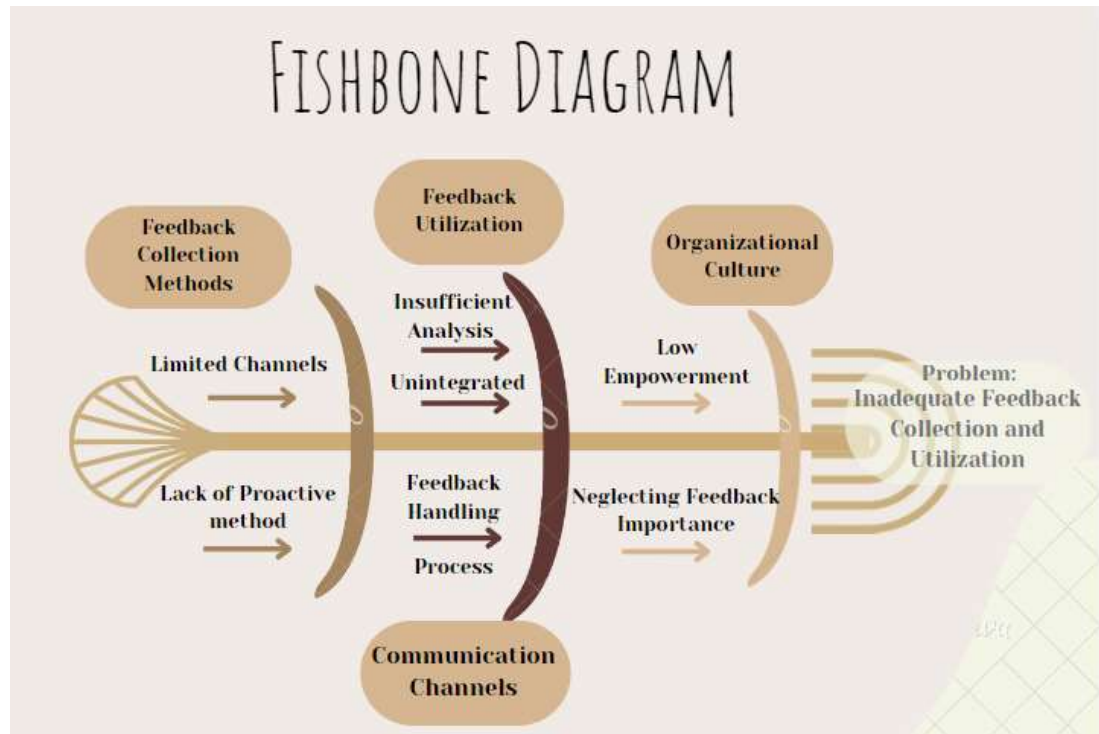
Data Gathering and Problem Mapping:

Data Gathered:

Review of the current feedback collection methods and channels used by Leonora Express Packers and Movers. Analysis of customer reviews and complaints to identify common themes and areas of improvement. Assessment of the company's existing feedback management process.

Application of the Right Tool to Analyze the Problem:

Fishbone Diagram:



Fishbone Analysis Interpretation:

- Feedback Collection Methods: Limited feedback collection channels and lack of proactive collection hinder obtaining comprehensive customer insights.
- Feedback Utilization: Inadequate analysis and action on collected feedback, as well as lack of integration into process improvement efforts.
- Communication: Ineffective communication of the company's feedback handling process to customers can lead to dissatisfaction.
- Organizational Culture: Organizational Culture Cause: A hierarchical culture may limit open communication and empowerment, hindering proactive customer feedback utilization.

Development & Deployment of the Solution:

Feedback Collection Methods:

- Diversify feedback collection channels to capture a broader range of customer opinions (e.g., online surveys, feedback forms, follow-up calls).
- Implement proactive feedback collection by initiating communication after each service is completed.

Feedback Utilization:

- Establish a dedicated team responsible for analyzing and categorizing feedback.
- Create a structured process to prioritize feedback based on severity and potential impact on customer satisfaction.
- Regularly review and discuss feedback insights with relevant departments to drive process improvement.

Communication Channels:

- Clearly communicate the feedback handling process to customers through multiple touchpoints (website, emails, and phone calls).
- Provide information on how customer feedback contributes to service enhancement and how their opinions are valued.

Organizational Culture:

- Low Empowerment: Frontline employees might lack the authority to act upon customer feedback, leading to a sense of futility.
- Neglecting Feedback Importance: A corporate culture that doesn't emphasize the significance of feedback could lead to indifference.

Conclusion:

Addressing the issue of inadequate feedback collection and utilization is vital for Leonora Express Packers and Movers to enhance customer satisfaction and drive continuous improvement. By expanding feedback collection methods, proactively engaging customers for input and implementing effective analysis and action plans for received feedback, the company can gain valuable insights into customer preferences,

pain points, and expectations. Furthermore, by improving communication regarding the feedback process, customers will feel heard and appreciated, leading to increased trust and loyalty. Ultimately, a well-structured feedback management system will enable the company to make informed decisions, deliver superior service, and establish a reputation for excellence in customer engagement and satisfaction.

Chapter 6

Major Findings:

- **Operational Complexity:** Packers and movers or logistics companies deal with a complex web of operations involving transportation, storage, and coordination. The intricacies of managing schedules, routes, and varying customer demands were discovered during the internship.
- **Customer-Centric Approach:** Successful companies prioritize customer satisfaction. Studying customer interactions highlighted the importance of clear communication, reliability, and addressing specific needs to build trust.
- **Importance of Technology:** Technology plays a pivotal role in streamlining operations, enhancing tracking, and improving customer experience. The integration of GPS systems, inventory management software, and online booking platforms was observed.
- **Supply Chain Management:** Understanding the logistics chain is crucial. It involves managing suppliers, transportation, warehouses, and distribution channels effectively to reduce costs and improve delivery timelines.
- **Risk Management:** The industry is vulnerable to factors like weather conditions, regulatory changes, and unforeseen events. The need for risk assessment and contingency planning was evident.

Feasible Suggestions:

- **Process Optimization:** Implement lean methodologies to minimize wastage, reduce delays, and enhance efficiency in packing, loading, and unloading processes.
- **Technology Adoption:** Invest in modern tracking and communication systems to provide real-time updates to customers and ensure transparency throughout the moving process.

- **Training and Skill Development:** Regularly train employees in customer service, handling delicate items, and utilizing technology effectively to improve their skills and provide top-notch service.
- **Sustainability Initiatives:** Explore eco-friendly packaging options and fuel-efficient vehicles to align with environmental concerns and improve the company's image.

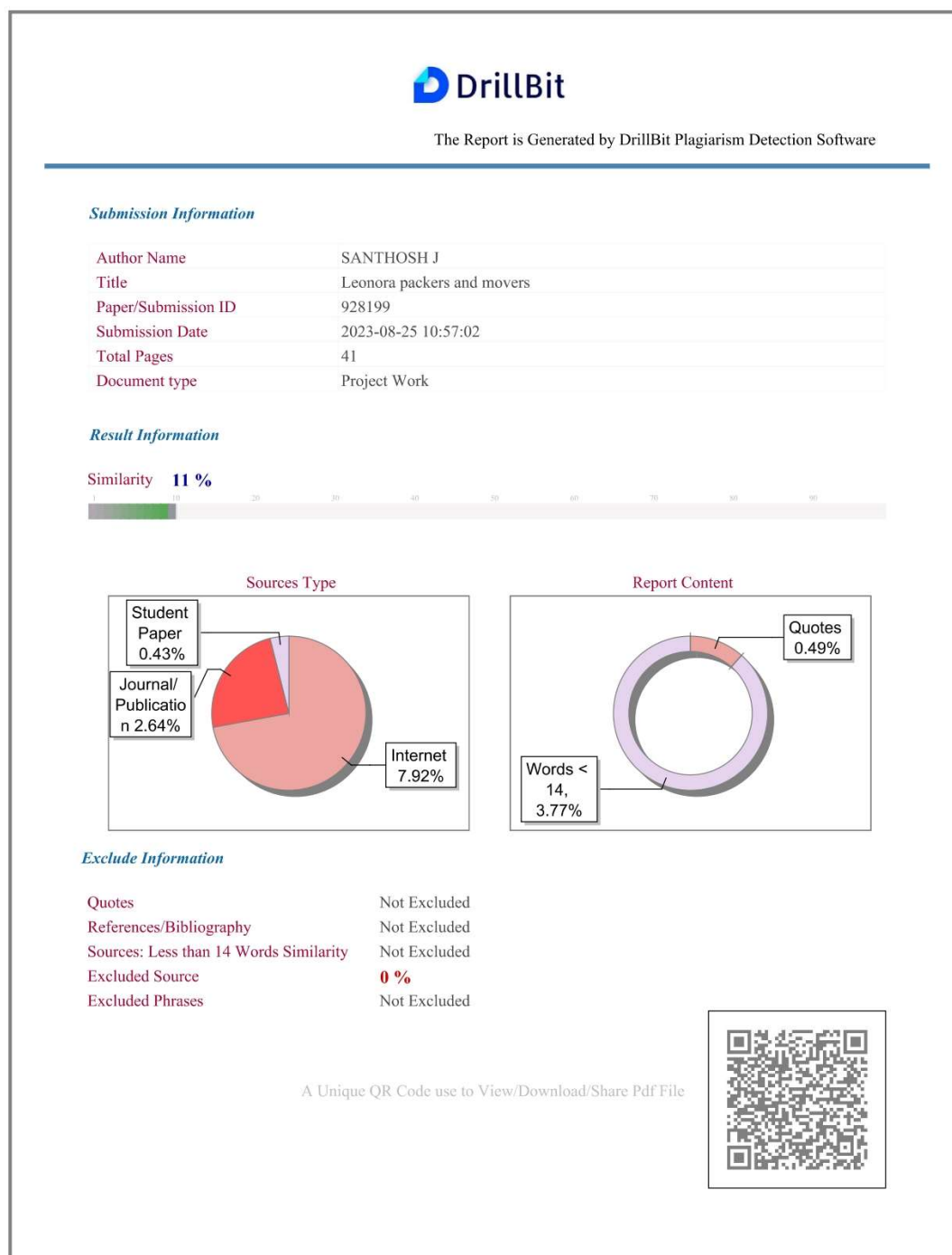
Learnings:

The hands-on experience gained through immersion in the Leonora Express Packers Company's business environment offered practical insights that extended beyond textbook learning, allowing for a comprehensive understanding of the industry. A notable takeaway was the significance of customer-centricity, underscoring the importance of comprehending customer needs and tailoring solutions for enduring relationships. The value of teamwork was evident, highlighting the necessity of effective communication and cooperation among team members for streamlined operations. From delving into financial management to grasping the intricacies of supply chain logistics, the internship provided a comprehensive exposure to the intricacies of successful business operations. Additionally, the interaction with industry professionals and stakeholders during the immersion not only facilitated networking opportunities but also enriched the experience by creating lasting connections. In summary, the immersion in Leonora Express Packers Company offered a multifaceted insight into real-world business dynamics, customer engagement, and operational challenges. This experience not only deepened knowledge but also fostered substantial personal and professional growth.

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- <https://www.linkedin.com/in/veenaugare/>
- <https://www.csa.iisc.ac.in/>
- <https://www.facebook.com/LeonoraPackersMovers/>

ANNEXURE



DrillBit			
DrillBit Similarity Report			
11	29	B	A-Satisfactory (0-10%) B-Upgrade (11-40%) C-Poor (41-60%) D-Unacceptable (61-100%)
SIMILARITY %	MATCHED SOURCES	GRADE	
LOCATION	MATCHED DOMAIN	%	SOURCE TYPE
1	www.business-to-you.com	1	Internet Data
2	pt.slideshare.net	1	Internet Data
3	www.deskera.com	1	Internet Data
4	Managing 3PL relationships by Sahay-2006	1	Publication
5	www.indianretailer.com	1	Internet Data
6	www.readbag.com	1	Internet Data
7	ANALYSIS OF FINANCIAL POSITION THROUGH WORKING CAPITAL MANAGEMEN By 16TD1E0010 - 2019, JNTUH	<1	Student Paper
8	Competition in Internet Retail Markets The Impact of Links on Web Site Traffic by Christin-2005	<1	Publication
9	www.heritagefoods.in	<1	Internet Data
10	www.indianretailer.com	<1	Internet Data
11	www.deskera.com	<1	Internet Data
12	www.linkedin.com	<1	Internet Data
13	www.scribd.com	<1	Internet Data

14	docplayer.net	<1	Internet Data
15	escholarship.org	<1	Publication
16	www.ceat.com	<1	Publication
17	apeda.gov.in	<1	Internet Data
18	Expanding Enrollments and Contracting State Budgets The Effect of th, by Barr, A. Turner, S- 2013	<1	Publication
19	Multiscale simulations of protein landscapes Using coarse-grained models as ref by Benjami-2010	<1	Publication
20	Thesis Submitted to Shodhganga Repository	<1	Publication
21	ir.mu.ac.ke 8080	<1	Publication
22	Thesis Submitted to Shodhganga, shodhganga.inflibnet.ac.in	<1	Publication
23	Thesis submitted to shodhganga - shodhganga.inflibnet.ac.in	<1	Publication
24	www.eia.gov	<1	Publication
25	erepository.uonbi.ac.ke	<1	Internet Data
26	pt.slideshare.net	<1	Internet Data
27	www.freepatentsonline.com	<1	Internet Data
28	www.iwoca.co.uk	<1	Internet Data
29	www.sap.com	<1	Internet Data

Weekly report

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BUSINESS IMMERSION PROGRAMME 2023

WEEKLY WORK DONE REPORT

Name of the student:	SANTHOSH. J
Register Number	P18FW22M015003
Internal Guide Name:	Pooja Takalkar
External Guide Name:	Veena Ugare
Name of the Organization	Leonora Express Packers Pvt. Ltd
Period of the weekly report:	26/06/23 to 1/07/23
Progress during the Current Week:	Understanding the brief history of the firm, vision, mission, values and understood about the flow of work within organisation
Proposed work to be Carried on during the following week:	Will be assigned to some project and need to work on that.

Signature of the Student

Signature of Guide with date

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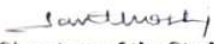
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BUSINESS IMMERSION PROGRAMME 2023

WEEKLY WORK DONE REPORT

Name of the student:	SANTHOSH. J
Register Number	PISFW22M015003
Internal Guide Name:	Pooja Takalkar
External Guide Name:	Veena Ugare
Name of the Organization	Leonora Express packers Pvt. Ltd
Period of the weekly report.	03/07/23 to 08/7/23
Progress during the Current Week:	Engaged with colleagues and understood the work process.
Proposed work to be Carried on during the following week:	Will collaborate with various departments and understand their basic work process.


Signature of the Student


Signature of Guide with date

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BUSINESS IMMERSION PROGRAMME 2023

WEEKLY WORK DONE REPORT

Name of the student:	SANTHOSH . J
Register Number	P18FW22M015003
Internal Guide Name:	Pooja Takalkar
External Guide Name:	Veena Ugare
Name of the Organization	Leonora Express packers Pvt.Ltd
Period of the weekly report:	10/07/23 to 14/07/23
Progress during the Current Week:	Interacted with different departments like marketing and finance departments, understood the work process and various strategies from the employees.
Proposed work to be Carried on during the following week:	Field visits and discussion of financial performance of the organisation.

Signature of the Student

Santhosh

Signature of Guide with date

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BUSINESS IMMERSION PROGRAMME 2023

WEEKLY WORK DONE REPORT

Name of the student:	SANTHOSH . J
Register Number	P18FW22M015003
Internal Guide Name:	Pooja Takalkar
External Guide Name:	Veena Ugare
Name of the Organization	Leonora Express packers Pvt. Ltd
Period of the weekly report:	17/07/23 to 22/07/23
Progress during the Current Week:	Did field visits and Interacted with clients and discussed about financial performance of the organisation.
Proposed work to be Carried on during the following week:	Field visits and to gather feed back from clients and work on it.

Signature of the Student

Santhosh J

Signature of Guide with date

PJ

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BUSINESS IMMERSION PROGRAMME 2023

WEEKLY WORK DONE REPORT

Name of the student:	SANTHOSH . J
Register Number	PISFWM015003
Internal Guide Name:	Pooja Takalkar
External Guide Name:	Veena Ugare
Name of the Organization	Leonora Express Packers Pvt. Ltd
Period of the weekly report:	24-07-2023 to 29-07-2023
Progress during the Current Week:	Understood the environment during regular meeting in organization between the employees and requested the financial details.
Proposed work to be Carried on during the following week:	To attend the business network meeting.

Signature of the Student

Santhosh

Signature of Guide with date

[Signature]

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BUSINESS IMMERSION PROGRAMME 2023

WEEKLY WORK DONE REPORT

Name of the student:	SANTHOSH . J
Register Number	P18FWM015003
Internal Guide Name:	Pooja Takalkar
External Guide Name:	Veena Ugase
Name of the Organization	Leonora Express Packers Pvt.Ltd
Period of the weekly report:	31-07-23 to 5-08-23
Progress during the Current Week:	Attended business community meeting understood how business build network and make use of the network.
Proposed work to be Carried on during the following week:	To work on a problem and report to Director of the company

Signature of the Student

Santhosh

Signature of Guide with date

Pooja Takalkar

Xii Format of the Attendance sheet (organisation)



RASHTREEYA SIKSHANA SAMITHI TRUST®
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BUSINESS IMMERSION PROGRAMME 2023
ATTENDANCE SHEET (Organisation)

NAME OF THE STUDENT: SANTHOSH . J

SL. No.	Date	Allotted work / remarks	Name & Signature of the External Mentor
1	17-7-23	Field visit of one of the project of packing and moving.	<i>Heene</i>
2	18-7-23	Met clients and customers of the project.	<i>Heene</i>
3	19-7-23	Took feedback from the clients about the work.	<i>Heene</i>
4	20-7-23	Organisation visit by guide	<i>Heene</i>
5	21-7-23	Discussed financial details of the organisation.	<i>Heene</i>

Seal of the organization

Leonora Express Packers Pvt.Ltd
 #C-108, 1st Floor, 2nd Stage, DDUTTL.,
 Yec 2.

Name and Signature of the External Mentor

Heene

Xii Format of the Attendance sheet (organisation)



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BUSINESS IMMERSION PROGRAMME 2023
ATTENDANCE SHEET (Organisation)

NAME OF THE STUDENT: SANTHOSH - J

SL. No.	Date	Allotted work / remarks	Name & Signature of the External Mentor
1	10-7-23	Understood different policies of organisation.	<i>Heens</i>
2	11-7-23	Discussed about various departments.	<i>Heens</i>
3	12-7-23	Interacted with marketing department.	<i>Heens</i>
4	13-7-23	Interacted with employee and discussed about strategies.	<i>Heens</i>
5	14-7-23	Met the employees of finance department.	<i>Heens</i>

Seal of the organization

Leonora Express Packers Pvt.Ltd
 #C-108, 1st Floor, 2nd Stage, DDUTTL.,
 Yeshwanthpur, Bangalore-560022.
 Mob : 9980304306 / 9880940606

Name and Signature of the External Mentor

Heens

Xii Format of the Attendance sheet (organisation)



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BUSINESS IMMERSION PROGRAMME 2023
ATTENDANCE SHEET (Organisation)

NAME OF THE STUDENT: SANTHOSH .J

SL. No.	Date	Allotted work / remarks	Name & Signature of the External Mentor
1	31-08-23	Attended a network community meeting	<i>Heene</i>
2	1-09-23	Interacted with different business entrepreneurs.	<i>Heene</i>
3	2-09-23	Supervised a home shifting.	<i>Heene</i>
4	3-09-23	Visited a client and took feedback from them.	<i>Heene</i>
5	4-09-23	Field visit of a on going packing	<i>Heene</i>

Seal of the organization

Name and Signature of the External Mentor
 Leonora Express Packers Pvt. Ltd
 #C-108, 1st Floor, 2nd Stage, DDH
 Yeshwanthpur, Bangalore-560022
 Mob : 9980304306 / 9880940606

XII Format of the Attendance sheet (organisation)



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BUSINESS IMMERSION PROGRAMME 2023
ATTENDANCE SHEET (Organisation)

NAME OF THE STUDENT: SANTHOSH . J

SL No.	Date	Allotted work / remarks	Name & Signature of the External Mentor
1	24-07-23	Field visit while packing	<i>Heens</i>
2	25-07-23	Attended company's meeting	<i>Heens</i>
3	26-07-23	Interacted with finance department	<i>Heens</i>
4	27-07-23	Understood the pre-discussion during purchasing.	<i>Heens</i>
5	28-07-23	Supervised the purchasing of packing materials.	<i>Heens</i>

Seal of the organization

Leonora Express Packers Pvt. Ltd
Leonora Express Packers Pvt. Ltd
#C-108, 1st Floor, 2nd Stage, DDUTTL,
Yeshwanthpur, Bangalore-560022.
Mob : 9980304306 / 9880940606

Name and Signature of the External Mentor

Heens

Balancesheet of the Company

Year	2022	2021	2020	2019
SOURCES OF FUNDS :				
Share Capital	5.41	5.41	5.41	5.41
Reserves Total	31.99	29.02	28.93	24.02
Equity Share Warrants	0	0	0	0
Equity Application Money	0	0	0	0
Total Shareholders Funds	37.4	34.43	34.34	29.43
Secured Loans	8.76	11.56	5.56	11.14
Unsecured Loans	9.68	6.4	6.64	6.23
Total Debt	18.44	17.96	12.2	17.37
Other Liabilities	2.23	2.42	3.98	3.01
Total Liabilities	58.07	54.81	50.52	49.81
APPLICATION OF FUNDS :				
Gross Block	13.4	18.04	17.68	15.18
Less : Accumulated Depreciation	5.25	5.27	3.95	2.94
Less:Impairment of Assets	0	0	0	0
Net Block	8.15	12.77	13.73	12.24
Lease Adjustment	0	0	0	0
Asset Transferred	0	0	0	0
Capital Work in Progress	0	0	0	0
Producing Properties	0	0	0	0
Investments	21.72	21.06	14.8	10.66
Current Assets, Loans & Advances				
Inventories	0.86	0.69	0.44	0.57
Sundry Debtors	31.45	51.04	36.32	37.83
Cash and Bank	1.53	1.86	2.3	2.59
Loans and Advances	21.59	17.91	23.16	15.7
Total Current Assets	55.43	71.51	62.23	56.69
Less : Current Liabilities and Provisions				
Current Liabilities	28.41	51.99	41.85	30.52
Provisions	0.1	0.05	0.04	0.04
Total Current Liabilities	28.51	52.04	41.89	30.56
Net Current Assets	26.92	19.47	20.34	26.13
Miscellaneous Expenses not written off	0	0	0	0
Deferred Tax Assets	0.43	0.48	0.52	0.47
Deferred Tax Liability	1.24	1.31	1.12	1.24
Net Deferred Tax	-0.81	-0.83	-0.6	-0.77
Other Assets	2.09	2.35	2.26	1.54
Total Assets	58.08	54.81	50.53	49.8
Contingent Liabilities	3.88	3.88	4.03	5.58

Profit and Loss Statement of the Company

Year	2022	2021	2020
INCOME :			
Sales Turnover	134.77	167.23	220.73
Excise Duty	0	0	0
Net Sales	134.77	167.23	220.73
Other Income	0.7	0.84	0.61
Stock Adjustments	0.17	0.25	-0.12
Total Income	135.64	168.32	221.22
EXPENDITURE :			
Raw Materials	50.9	36.99	52.18
Power & Fuel Cost	0.34	0.16	0.31
Employee Cost	7.62	7.68	8.06
Other Manufacturing Expenses	65.26	111.43	139.03
Selling and Administration Expenses	3.5	3.41	6.19
Miscellaneous Expenses	1.9	1.71	6
Less: Pre-operative Expenses Capitalised	0	0	0
Total Expenditure	129.51	161.37	211.77
Operating Profit	6.12	6.94	9.45
Interest	2.21	2.5	4.06
Gross Profit	3.91	4.44	5.39
Depreciation	1.06	1.53	1.3
Profit Before Tax	2.85	2.91	4.09
Tax	0.15	0.21	0
Fringe Benefit tax	0	0	0
Deferred Tax	-0.03	0.23	-0.17
Reported Net Profit	2.73	2.47	4.27
Extraordinary Items	-0.02	0	0.02
Adjusted Net Profit	2.75	2.47	4.25
Adjst. below Net Profit	0	-3.25	0
P & L Balance brought forward	2.3	2.22	-2.05
Statutory Appropriations	0	0	0
Appropriations	-0.24	-0.87	0
P & L Balance carried down	5.27	2.3	2.22
Dividend	0	0	0
Preference Dividend	0	0	0
Equity Dividend %	5	5	0
Dividend Per Share(Rs)	0.5	0.5	0
Earnings Per Share-Unit Curr	5.05	4.56	7.88
Earnings Per Share(Adj)-Unit Curr	5.05	4.56	7.88
Book Value-Unit Curr	69.1	63.61	63.46
Book Value(Adj)-Unit Curr	69.1	63.61	63.46
Dividend Per Share Adj.(Rs)	0.5	0.5	0