

SUMMER INTERNSHIP PROJECT REPORT

"A STUDY ON QUALITY ASSURANCE MANAGEMENT"

AT

CRAFTEX INDIA

Submitted in partial fulfilment of the requirement for BBA degree

of

BACHELOR OF BUSINESS ADMINISTRATION

By

Shubham Jain

2016BBA018



Under the Supervision of

Dr. Richa Mishra
(Faculty Guide)

Mr. Ankit Jangir
(Industry Guide)

Institute of Management
JK LAKSHMIPAT UNIVERSITY

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Craftex India

Manufacturers • Exporters • Importers

18 KM, Bahadurgarh-Jhajjar Road (Opp. JIMS University)

V.P.O. Kablana, Distt. Jhajjar 124104, HARYANA (INDIA)

Tel. : +91-1251-271 600 Fax : +91-1251-271 610

E-mail : info@craftex.in

Endorsement Letter Of Internship

This is to certify that Mr. Shubham Jain, student of BBA 2nd Year, at JK Lakshmipat University, Jaipur has undertaken summer training in our organization from 11th June 2018 to 11th July 2018 on the Project titled " A Study Of Quality Assurance Management" under my guidance. To the best of my knowledge, the study undertaken by him is original and is not replicated in any research paper, report or literature.

I wish him all success in life.

For CRAFTEX INDIA

Bharat Singh Rathore

Proprietor

Bharat Singh Rathore

Date: 11th July 2018

Certificate

This is to certify that Shubham Jain, student of BBA, Institute of Management, JK Lakshmipat University has undertaken his Summer Internship at Craftex India. The topic "A study of Quality Assurance Management" his summer internship report is original piece of work out by the candidate under my guidance.

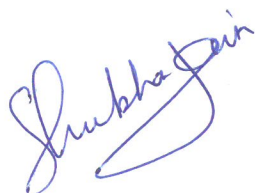


Dr. Richa Mishra

(Faculty Guide)

Declaration

I hereby certify that Summer Internship report on topic "A STUDY OF QUALITY ASSURANCE MANAGEMENT" from Craftex India submitted in partial fulfilment of BBA is an authentic record of the work carried out by me.



Signature of the student

(SHUBHAM JAIN)

Acknowledgement

The internship opportunity I had with Craftex India was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I am thankful to Mr. Ankit Jangir for providing me with an opportunity conducting this project me with an opportunity conducting this project to hone my skill at undergoing management training at Craftex India.

I also take this opportunity to thank my Prof. Dr. Richa Mishra for her valuable guidance, support and continuous direction throughout the training and report.

At last I would like to express my heartily thanks to Mr. Bharat Singh Rathore (Proprietor) and to the entire staff member at Craftex India who provide me opportunity to associate with the company and for giving me guidance in my project study.

Executive Summary

In a piece of research done at Craftex India, Haryana emphasized on the topic "A STUDY OF QUALITY ASSURANCE MANAGEMENT". The purpose of this study was to identify the defects and check the quality of the product.

First of all, a brief introduction of the Craftex India is given followed by the company overview. A short description of quality assurance management.

Second, it consists of objective of quality assurance management.

Third, describes the whole quality assurance process at the different stages of the products life cycle.

Fourth, the company follow First In First Out Inventory System

Fifth, describes the research methodology where the type of study is descriptive.

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Introduction

Quality Assurance or QA is the main pillar of any business. Being an entrepreneur, one should never ever compromise with the quality aspect. The popularity of product or service will enhance, only if you provide quality. Low price is also another way to increase sales but, if your product does not have standard quality, then a customer will never use it in future, even it is having lowest price. Thus, you have to assure the quality of the product by conducting some scientific measures.

It is the process of verifying or determining whether product meet or exceed the customer expectation. A process of driven approach with specific steps to help define and attain goals. This process considers design, development, production and services.

Craftex India – A name that has been serving the International Home Furnishing Textile requirement for years. We are known for our Quality, Design, Commitment, Timely Delivery and Customer Delight.

At Craftex India, we have a dynamic team of creative professional who understand the market trends and offer brilliant design to cater to international market. We manufacture & and export wide range of home furnishing textile that includes BATH MATS, BATH RUGS, FLOOR RUGS, CARPETS & CUSHIONS.

Our product ranges from welcome mats on the doorway of your home to the carpets at your drawing room. You can also find the Soft Bath Mats nears your spas, Play Mats for kids in their rooms. Runners in your staircase, Area Rugs in your living room are just some of the elegance which our products add to your environment.

CRAFTEX MATS

Craftex mats are of high quality, selected cotton and have been timelessly beautiful for years and in up-to-date colours. Both side are usable, washable up to a high degree of colour-fastener. We offer a range of design and colours. In our current catalogue you will certainly find your favourite.

CRAFTEX RUGS

Craftex has been defining contemporary style rugs with passion for over 20 years. We offer a unique quality, trend setting design, vibrant, colours and the latest designs that has been embraced by many across the world. We manage the quality control and send to you through total supply chain management. We are producing rugs for bed-side & floor designs.

CRAFTEX CARPETS

Craftex carpets are hand-woven, modern, fascinating and each one is an original masterpiece. Thanks to the great quality, setting on them is absolutely permissible. We design and create carpets to meet all the sort of demands individually.

A dream that started small, and grew on the wings of an abiding passion... A passion to Grow, to lead, to show the world what it means to smarten a home. We are having our in-house manufacturing & exporting units with all the nuts and bolts of the Home Furnishing Industry. Our state of art dying unit, transportation system etc. outshine the delivery & quality standard as per international markets.

Company Profile

Company Name	Craftex India
Year of Establishment	1984
Nature of Business	Exporter and Manufacture
Industry	Furniture & Furnishings and Household Products
Product/Service Range	Bath Rugs and Floor Rugs; Floor Mats, Bath Mats, Outdoor Mats and Kitchen Mats; Cushions; Carpets
Annual Turnover	US\$ 1,000,000 – US\$ 5,000,000
Major Markets	Australia, Central & South America, Eastern Europe, Japan, Korea, North America, Other Asian Countries, Western Europe, Worldwide
Brand Name	Rathore Home Fashion

	Factory 1	Factory 2
Location	Mirzapur (U.P.)	Sitapur (U.P.)
Floor Space	8100 m ²	12000 m ²
No. of workers/Weavers	1450	5580
Current production (40ft. container/month)	5 to 6	12 to 14
Maximum Capacity (40ft. container/month)	9	18
Annual Production Last Year ((40ft. container)	60	144

	Warehouse
Location	New Delhi
Floor Space	16000m ²
No. of workers/Weavers	220
Maximum Capacity (40ft. container/month)	30

Quality Assurance Process

The product quality assurance process is a series of steps taken at the different stages of the products life cycle i.e. from the products concepts to the launch of the product to its obsolescence.

STEP I : Identifying the defects in the products

At the process called quality assurance. At key points in the manufacturing process sample are taken and tested for the qualities they should meet. If everything is good the process is continuing, if not changes are made. There are enormous numbers of defects in our products and that are:

- **Defects in Floor Mats, Bath Mats, Outdoor Mats and Kitchen Mats**

1. Holes
2. Gafness
3. Miss Line
4. Pip Pin Opening
5. Lining
6. Weaving Wrong
7. Design Size Uneven
8. Selvedge Bowing
9. Uneven Pile Heights
10. Broken Line
11. Chhabka (Mending)
12. Loose Selvedge
13. Seam Open
14. Miss Tufting
15. Double Line
16. Selvedge Broke

- **Defects in Bath Rugs, Floor Rugs and Carpets**

1. Loose or Uncut Thread
2. Stain or Bold
3. Colour Variations
4. Crooked Wavy Stitching
5. Mismatched Striped
6. Open Seam or Open Stitching
7. Wrong Design
8. Insecured Label Stitching
9. Broken Thread Ends
10. Damage or Stain on Carton Box

If the defects are worth to repair, then the products are sending to repairing and if not then the products get rejected.

STEP II : Repairing defective Goods

The primary method for fixing a defect or fault is repair. If repairing is impossible or would cause unreasonable costs, the item can be replaced with a faultless one.

Methods that are used to repair the small defects

1. Spraying of Solvent
2. Colouring using Crayon and Lead Colours
3. Washing with Soda Water

After repairing, all the products are again checked for the surety.

After identifying, rejecting and repairing the products are categorised in three parts:

<i>Passed Goods</i>	<i>Green Basket</i>
<i>Repaired Goods</i>	<i>Yellow Basket</i>
<i>Rejects Goods</i>	<i>Red Basket</i>

STEP III : Product Labelling

Labels are a key feature of most products. They help to market the product, allow customers to tell it apart from the competition, and give important messages including ingredients, instructions and uses.

- **Pre-packaged products labelling**

The requirement of Pre-packaged products labelling is:

1. The position, size and format of measurement information.
2. The name and address of the packer.

- **Country of origin labelling**

Country of origin labelling is a notice or label on products to let your customers know what country a product came from.

1. Misleading country of origin labelling is prohibited.
2. Certain products must have country of origin labelling.

Some care instructions that are mentioned in the label:

1. Cold Machine Wash
2. Wash Deep colours separately
3. Use mild detergents
4. Do not Bleach and Dry Clean
5. Do not Iron
6. Flat Dry in shade

Some pictograms that are mentioned in the label:

1. Washing
2. Bleaching
3. Drying
4. Ironing
5. Professional Cleaning
6. Wet Cleaning

STEP IV : Finishing

It is the process in which final touch is given to the product and this process is done here. Generally speaking this is not a technique you can do yourself, but instead requires that you have a professional do the work with specialty machines.

The techniques for finishing edges with each of the three methods are described below.

- **Binding**

Binding is typically the easiest and least expensive method of finishing edge. Binding the edge involves wrapping a strip of fabric (which is generally made from either polyester or cotton) around the edge of the surface and stitching it in place. This is done by a carpet binding machine.

A contrasting colour could be also chosen to create an accept. This is the least expensive method for finished the edges of a pieces.

- **Serging**

Serging or *overlock stitching* the edge of the carpet pieces produces a look that seems hand-sewn, although it is most often done by machine. When finished, a serged edge looks as though a thick fibre has been wrapped around the edge of the carpet continuously.

It is also available in a wide array of colours, although many places may have fewer choices in serging colours than in binding colours. This is almost always more expensive than binding.

- **Fringing**

Fringing is a common and somewhat iconic finishing treatment for area rugs. This is a look that is often seen: long fringed tassels, usually a white or off-white colour. In hand-knotted rugs, the fringe is necessary, as it is the edge of the “backbone” fibres of the products. This is usually more expensive than either binding or serging.

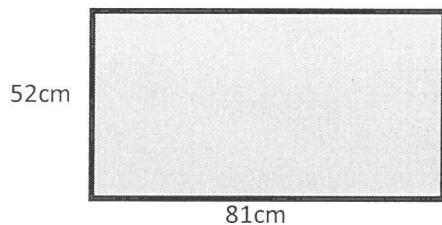
Types of finishing done in finishing areas

1. Dagi
2. Stain
3. Miss prints in label
4. Latex Knotting
5. Poor Finishing
6. Label Open
7. Selvedge Open
8. Seam Open

STEP VI: Quality Measuring

Quality measurement is a type of evaluation that is used in many industries.

How to measure the quality of any Piece



$$\text{Area Measure} = \frac{52\text{cm} \times 81\text{cm}}{10000} = 0.4212 \text{ sq. cm}$$

Then **Weight the Piece** = 796 gm (Assume)

$$\text{Gram Square Meter Quality (GSMQ)} = \frac{\text{Weight of Piece}}{\text{AreaMeasure}}$$

$$\begin{aligned}\text{Gram Square Meter Quality (GSMQ)} &= \frac{796 \text{ gm}}{0.4212 \text{ sq. cm}} \\ &= 1889.83 \text{ gm sq. cm}\end{aligned}$$

$$\text{Gram Square Feet Quality (GSFQ)} = \frac{\text{GSMQ}}{10.76}$$

$$\text{Gram Square Feet Quality (GSFQ)} = \frac{1889.83 \text{ gm sq. cm}}{10.76}$$

$$= 175.634 \text{ gm sq. cm}$$

Standard Quality of Bathmat according to its Area is between 170 gm sq. cm to 178 gm sq. cm. If the value of Bathmat lies in between the Standard Value, then it is a Quality Product

Standard Quality is depending upon the type of material and the size of the piece used to making the mats, rugs and carpets.

Company used seven types of yarn such as

1. Cotton
2. Polyester
3. PVC
4. Wool
5. Chenille
6. Jute
7. Silk.

Before packaging, the product undergoes through **NEEDEL DETECTOR MACHINE.**

The needle detector machine is used for the purpose of detecting metal chips inside sewing and fabrics. It detects needle or metal chips with the cycled magnetic sensors. The accuracy level is high. It has a touch screen panel and a light indicator. The machine is highly efficient as it saves a lot of money, manpower and time. Our priority being the quality we manufacture these using only high-quality raw materials.

Accept Quality Level Chart (AQL Chart)

Lot Size	Sample Size	Accept	
		Minor (4.0)	Major (2.5)
2 to 8	2	0	0
9 to 15	3	0	0
16 to 25	5	1	0
26 to 50	8	1	1
51 to 90	13	1	1
91 to 150	20	2	1
151 to 280	32	3	2
281 to 500	50	5	3
501 to 1200	80	7	5
1201 to 3200	125	10	7
3201 to 10000	200	14	10
10001 to 35000	315	21	14
35001 to 150000	500	21	21
150001 to 500000	500	21	21
500001 to Over	1250	21	21

STEP V: Packaging

Packaging also refers to the process of designing, evaluating and producing packages. Packaging can be describing as a coordinated system of preparing goods for transport, warehousing, logistics, sale and end use.

Material that are required for packaging

1. Wash Care Label
2. Size Tag
3. U-Card and Triangle Card
4. Polybag
5. Tag Pin
6. Carton Box
7. Pilot
8. Bamboo Roll

Inventory system followed by the company:

First In First Out (FIFO) System

1. All the materials are accepted by Challan.
2. Every raw material identified lot number or received date.
3. Received date written on all the bags.
4. Different date receiving all material placed in different place with a sufficient place.
5. Which materials received first goes to first (Used First)
6. FIFO System traceability from received register.
7. Which materials come on last so goes to last (Used in last) so it is called Last In Last Out (LILO).
8. Store incharge responsibility for this.

Research Methodology

Area of Work : Process and Assurance

Place of Company : Jhajjar, Haryana

Type of Study : Descriptive Study

Source of Data : The data was collected by observing the process.

Findings

Based on the analysis of the data collected, and revelation from interaction with the employees in the cause of research, the following finding emerged:

- The study revealed that quality is regarded as a way of life, hence everyone in the company is quality conscious.
- The study also revealed that the company based in the high level of productivity.
- The company maintains its quality and gives the level of satisfaction to its customers.
- The study revealed that there are ample opportunities for training of staffs on quality assurance management.

Recommendations and Suggestions

- The company should manufacture their product in India also.
- The company should focus on technology.
- The company should improve competence in all aspects of marketing such as product attribute and price promotion.
- By providing regular training programmes for the staffs as this will help increase their knowledge, skills, and prepare them for the future challenges.
- By providing designers to design the products in new way so that it feels different from another.

Conclusion

In evaluating data gathered and systematic analysis of the report in the course of the study regarding the impact of QUALITY ASSURANCE MANAGEMENT on corporate performance and productivity in the Craftex India in Jhajjar, Haryana, the following conclusion can be drawn:

- There are the signs that QUALITY ASSURANCE MANAGEMENT concept improves the performance of the organization in terms of
 - Increase in performance and productivity
 - Increase in profitability
 - Increase in competitiveness
 - Increase in customer satisfaction
- Making the customer delight as well as staff in achieving corporate goals and objectives.

Quality is therefore the best and the important path to sustained company growth and earning. Involvement of all the member of the company in the system is crucial if the improvement in the performance and productivity is ever to be achieved with the adoption of QUALITY ASSURANCE MANAGEMENT.

In addition, there must be consistency in the system, as this can help change the entire process and maintain the competitive edge which the company seek to attend.

References

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Personal Company Manuals

Book 2