

## **Executive Summary**

DBH is a leading player in bakery industry in the Ragama area which sells and distribute bakery products to Colombo and suburb areas. The company mainly caters to individual sales agents and retail shops while rendering a small part of business to end consumers. The company directly provide employment to male and female workers. Company employed neighborhood women for product packaging to reduce the dependency over male workers.

For any company it is very much important to improve its processes and performance to become successful in future. Therefore it is utmost important to challenge existing procedures of company and identify ways to implement new systems and procedures that would yield efficiencies in processes and cost reductions. The project concentrates in components such as process improvement, standardizing operating procedures, layout changes, ABC costing and enhanced human resource practices. Since the company has a huge product portfolio, Prato analysis was conducted to identify the most selling and revenue generated products.

Process improvements for stock maintenance, sales, machine maintenance and delivery was another milestone for this project. recipe document preparation and standard operating procedure preparation for stock maintenance, sales, delivery to maintain the standard of work were happened on process standardization. Other than that layout changes, delivery route mapping and HR policies were prepared to streamline the business. ABC costing was successfully prepared for identified products it opens the eyes of entrepreneur by identifying the actual profit margins of the products. These savings and process efficiencies are expected to continue into the future.

Finally this project helped the organization to have a smooth uninterrupted workflow through layout design, to reduce wastages of products and wrappers by process improvement, SOP preparation and training given. And also company was able to reduce the machine breakdowns and breakdown time through proper maintenance systems.

The author has utilized this project to comprehend the MBA knowledge further, expose and utilize learnings to put to practice, whilst sharing this knowledge with project team and transmitting it to the organization. This has unable author to achieve the project objective fruitfully and sustainably.