



Industry Visit Report

ITC Ltd. Foods Division,

Conducted on 13th Sept 2025

MBA-HRM (2024 - 2026)

IISWBM, Kolkata







Introduction



ITC Limited is one India's leading conglomerates, founded in **1910.** with a diversified presence across FMCG. Hotels. **Paperboards** Agribusiness, Packaging, IT. Known and for commitment to quality, sustainability, and innovation, ITC has established itself as a household name through like brands Aashirvaad. Sunfeast, Bingo, and Yippee.

This report summarizes the **learnings and experiences** from the industrial visit to **ITC Foods Division**, **Uluberia Plant (ICMF)** conducted for the students, providing valuable exposure to the company's processes, standards, and work culture.

Objectives of the Industrial Visit

- To gain **practical exposure** to the manufacturing processes at the ITC Foods Division plants.
- To observe the company's focus on quality, safety, compliance, and workplace standards.
- To interact with industry professionals and learn about workforce management practices.





Analysis of the visit

The visit began with an introductory session by **Mr. Vivek Singh (Sr. Manager, HR),** who interacted with students about their internship experiences and shared insights into **ITC's growth, business verticals, and market presence.**

A lively quiz session followed, engaging students with ITC's diverse product portfolio. The visit emphasized ITC's strong focus on quality, safety, compliance, and workplace standards, driven by the Japanese 5S principles, which ensure operational discipline. excellence, workplace and high-quality standards. Scoreboards were observed with quality benchmarks, and performance indicators, reflecting ITC's commitment to continuous improvement.

Visit to Biscuits & Atta Plant



Biscuit Plant

- Raw materials received, stored, mixed into dough, shaped, and baked under strict quality standards.
- Biscuits cooled, packed in multiple stages, and dispatched for distribution.



Atta Plant

- Raw wheat received, quality checked, and cleaned in multiple stages to remove impurities.
- Cleaned wheat milled into high-quality flour using automated systems.
- Flour packed under hygienic conditions and dispatched for distribution.



Conclusion

The industrial visit to ITC Foods Division, Uluberia offered deep insights into the company's manufacturing processes, quality standards, workforce practices, and operational discipline.

We extend our gratitude to **Mr. Avik Sanyal, Mr. Vivek Singh and Ms. Rumki Pachal** for facilitating this enriching experience. A special thanks to **Mr. Arindam Mukherjee,** our Training and Placement Officer, IISWBM for coordinating with the ITC team and making this visit possible, giving students valuable exposure to the functioning of one of India's leading FMCG companies.

