



IISWBM

INDIAN INSTITUTE OF
SOCIAL WELFARE AND
BUSINESS MANAGEMENT

INDUSTRIAL VISIT REPORT

HINDUSTAN UNILEVER LIMITED (HUL)

Date: 13th July, 2026

Organised by: Indian Institute of Social Welfare and Business Management (IISWBM)

Location: Hindustan Unilever Limited, Kidderpore Factory

The MBA (Day) 2026–2028 batch of the **Indian Institute of Social Welfare and Business Management (IISWBM)** visited **Hindustan Unilever Limited (HUL)** on 13 July 2026 to gain practical exposure to tea manufacturing, quality assurance, and industrial operations. The visit was organized under the guidance of **Professor Dr. Krishna Murari Agrawal, Director, IISWBM Kolkata**, and **Professor Dr. Tanim Ray, Head, MBA Department, IISWBM Kolkata**.

The students were accompanied by the Faculty Coordinators, **Dr. Joy Chakraborty** and **Mrs. Swati Chatterjee (MBA Office)**, with the support of the Student Coordinators, **Ratul Bhattacharya** and **Megha Dey**.

The visit commenced with an interaction on the best practices followed at HUL's state-of-the-art **Kharagpur Factory (KPF)** and **Tea Excellence Centre**. The session was led by **Mr. Sanjay Sequeira**, **Mr. Biswajit Kundu (Unit HR Manager – KPF & Tea Excellence Centre)**, and **Ms. Monika Agarwal (Senior Unit HR, HUL Kolkata)**, who shared valuable insights into quality standards, operational excellence, innovation, human resource practices, and HUL's commitment to sustainable manufacturing.

To facilitate an engaging learning experience, the students were divided into two groups. One group visited the tea factory, where they observed tea processing, blending, packaging, storage, and quality control. The second group visited the **Tea Excellence Centre**, where experts demonstrated the scientific and sensory evaluation of tea based on parameters such as dry leaf appearance, aroma, liquor colour, flavour, strength, and overall quality. Students also learned how these evaluations determine tea grading, pricing, and bidding before market release.

Overall, the industrial visit successfully bridged theoretical concepts with practical industry practices, enhancing students' understanding of production management, quality assurance, supply chain operations, and the best practices followed by one of India's leading FMCG companies.



Group photograph of the MBA (Day) 2026–2028 students, faculty members of IISWBM, and the HUL team during the industrial visit.



Faculty members of IISWBM with the HR Head, In-House Doctor and senior representatives of Hindustan Unilever Limited during the industrial visit.