

INTERNSHIP REPORT ON JUBILANT FOODWORKS LTD

Submitted by

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Submitted to

Visvesvaraya Technological University

**In partial fulfilment of the requirements for the award of the
degree of**

MASTER OF BUSINESS ADMINISTRATION



Under the guidance of

INTERNAL GUIDE

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**PG DEPARTMENT OF BUSINESS ADMINISTRATION
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TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. HARSHAKUMAR H S (4AL21BA033) MBA Student of "ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY", has done the internship of Organisation Study in "Jubilant Foodworks Ltd" from 21th October 2022 to 19th November 2022. During the above period Mr. HARSHAKUMAR H S was highly committed and dedicated. his performance has been good throughout the internship. We wish him all the best in his future endeavors.

For Jubilant FoodWorks Ltd



Kevin John Xavier
Sr. Manager - Human Resource

A Jubilant Bhartia Company

Jubilant FoodWorks Limited

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Master Franchisee of Domino's Pizza
International Inc., U.S.A.
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ALVA'S INSTITUTE OF ENGINEERING & TECHNOLOGY

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Accredited by NBA (CSE & ECE)

DATE: 30/01/2023

CERTIFICATE

This is to certify that **HARSHAKUMAR H S** bearing USN **4AL21BA033**, is a bonafide student of Master of Business Administration program of the Institute (2021-23) affiliated to Visvesvaraya Technological University, Belagavi.

The Internship report on "**JUBILIENT FOODWORKS COMPANY, BANGALORE**" is prepared by him under the guidance of **Mrs. Priya Sequeira**, HOD, Sr. Assistant Professor, PG Department of Business Administration in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.

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DECLARATION

I HARSHAKUMAR HS hereby declare that the internship report entitled "ORGANIZATION STUDY AT JUBILANT FOODWORKS LTD" prepared by me under the guidance of PROF, PRIYA SEQUIERA, HOD, PG Department of Business Administration, Alva's Institute of Engineering & Technology and external guide Mr. Padmanaba, HR Manager,

I also declare that this study is towards the partial fulfillment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University (VTU).

I have undergone an internship and organization study for a period of 4 weeks. I further declare that this report is based on the original study undertaken by me.

Place: BENGALURU

HARSHAKUMAR HS

USN: 4AL21BA033

ACKNOWLEDGEMENT

It was my privilege to undergo the organizational study at **Jubilant food works ltd.** There are many people who have helped me to complete this study successfully. It is with gratitude that I acknowledge the help which guided my efforts with success.

It is my foremost duty to express my wholehearted thanks to my guide PROF. PRIYA SEQUIERA, HOD, PG Department of Business Administration for the valuable guidance, support and motivation during the course of this study. The inspiration provided by my guide at every stage of my work has helped me immensely in the completion of this organization study and the preparation of this report.

My profound thanks to Mr. Padmanaba who took interest in explaining concepts and imparting necessary inputs pertaining to the organization study, without which it would not have been possible for me to complete this work. I am also very thankful to the other executives and staff of the company for their co-operation.

Place: Bengaluru

Harshakumar hs

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Executive summary:

The internship study carried out at Jubilant foodworks ltd Bengaluru. It provides Domino's pizza facility to people it also has strong presence in Domino's pizza business across India. The study is based on both primary and secondary data. The primary data is collected through employees, Secondary data is collected through business website of Jubilant foodworks.

The internship basically includes study of different departments, their functioning and what are the strategies applied by the business for its effective performance. This internship study also covers the Organization profile, Background of company, vision mission, quality policy, nature of business, workflow model, product/service profile, ownership pattern. The third chapter is McKinney's 7's framework which uses structure, system, strategies used for implication in business for competitive advantage.

The fourth- and fifth-chapter was SWOT Analysis and the financial statement of the business to analyses the strength and financial position of business.

The final chapter includes learning experience in the business. Which I learned during the one-month internship to understand and to know more different aspects of the business from both internal and external of the business

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CHAPTER – 1

INTRODUCTION ABOUT THE INTERNSHIP AND INDUSTRY

1.1 Introduction about the Internship

An internship is a part of the student's educational curriculum activity of VTU MBA. The students will get opportunity in an organization for a short period of time. Here the students will get an experience of work which is offered by an employer in a specific field of study. Internships will help to connect directly to the people and understand their job or working atmosphere.

Here employers will give assignments to a student and they should work on the given assignments. There by a student can understand and gain practical knowledge. Internships gives a chance to the students to improve the skills and if he or she performance well they can convert their internship opportunity to career development.

Organization study refers to the study of an organization as a whole and getting relevant knowledge with various departments in the organization, Study of an organization functioning in an important factor for any organization to achieve its objectives. The objectives are set up and when the organization is started. The objectives are to be clear, candid and well defined and should be provision for future expansion. The activities and the functions which are followed by the employees in the organization have to be in defined procedures.

INTRODUCTION

Company Overview The organization was initially started their franchise in Delhi on 1997.16-03 as a fast-food industry restricted organization is named as Domino's Pizza. This one changed over to an open constrained organization name was additionally changed in the name of JUBILANT FOODWORKS LIMITED. JUBILANT FOODWORKS LIMITED is a part of Jubilant Bhatia Group of industry and one of the India's largest fast food service firms. The firm holds franchise honesties for a two international brand called as Domino's pizza, this brand has various cuisine for marketing sectors. The company also launched its first home-

grown brand in Chinese cuisine within limited ingredient named as Hong's kitchen. At present company runs more than 1,200 outlets for all their brand Dunkin' Donuts Domino's pizza,

Hong's kitchen and all of this in marketing leader with pizza sectors. To deliver value to customer and gain their trust company has more than 30,000 brand ambassadors. It is a public company, founded 24 years ago on the date 16th March 1995 JUBILANT FOODWORKS LIMITED is a restaurant-based industry.

The company headquarters are located at Noida, Uttar Pradesh, in India, the firm served area are India, Nepal, and Bangladesh. The chairman of Jubilant Foodworks Ltd is a Shyam S. Bhartia and Pratik Pota is an CEO

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- The company headquarters are located at Noida, Uttar Pradesh, in India.
- The firm served area are India, Nepal, and Bangladesh.
- The chairman of Jubilant Food works Ltd is a Shyam S. Bhartia.
- Pratik Pota is the CEO.
- Former name in India was Domino's Pizza India Ltd. Industry- Restaurants, Food and Beverages.
- Founded on 16th March 1995; 25 years ago.
- Number of locations in India are 1,232 outlets.
- Number of employees are 31,514.
- Brands are Domino's Pizza and Dunkin' Donuts.
- Subsidiaries are Jubilant Food Works Lanka Pvt Ltd & Jubilant Golden Harvest Ltd

CHAPTER-2

ORGANIZATION PROFILE

INDUSTRY PROFILE AND COMPANY PROFILE

2.1 INDUSTRY PROFILE

The food industry has a variety type of fast-food stores in a food and beverage establishments serving businesses. The fast-food industry is the fastest growing industry now a days in India and world, in India for Quick Service Restaurants there is market up to 10000 crores and still its growing gradually.

DEMOGRAPHICS

Food franchises industry is popular industry because it's served tasty food and people enjoy eating out. According to National Restaurant Association report 90% people are going to enjoyed restaurant and 50% of people say that restaurants are essential part of their presence. 80% of consumers cut out with the family and an impressive at a friend's house eating, they prefer fast food while they are in work and their leisure time more efficiently. Since the food industry so saturated the demand is fierce competition. According to Indian statistical data there is a 34.52 percentage of people uses fast food.

GROWTH

The food industry is a lucrative restaurant franchise chain has been successful in channeling the power of the Entrepreneur magazine Franchise 500 strong franchise 2015 500 104-quick service restaurants, and across all industry sectors in this group, the most financially sound franchises list when combined with the largest industrial segments in the list and a list of retail accounts for 3% of the full-service restaurant food sales, 1.8% more than 25 per cent of the food 500 franchise.

Food institute says that every year they'll be spending \$6 billion more eating out than older generation and franchises that serve a natural, healthy and unprocessed option is likely to append to millennial.

Add an element to the success of the right position of the food contract. Some of the U S site Nerd Wallet currency awarded 2015 report affording advice to the city for the

new dining rooms in high demand. Nerd wallet identified the best place to start your business in the below City's,

1. Cedar Park in Texas
2. Franklin in Tennessee
3. Smyrna in Georgia
4. Round Rock in Texas
5. Frisco in Texas
6. Bangalore in India etc...

INDUSTRY CHARACTERISTICS

According to the National Restaurant Association says this a total of \$783 billion sales in the fast-food restaurant industry in 2016 and it accounts an of 47 percent of total food industry, 4% even for the restaurant is supported by the continued success of the Restaurant Association, according to the food industry is US gross domestic product at 14.4 million people in this particular industry. The Indian food industry is also had highest market share for fast foods and according to the recent study in India we come to know that 34.52 percent of Indian people using Fast Food in India.

BENEFITS

The food industry there are many benefits to owning a franchise is one of the biggest benefits to reduce the risk of food franchise.

- It Saves time
- It Offers tasty and healthy options for the peoples
- Increases job opportunities for the people
- Causes overweightness
- Persuaded to labor issues

2.2 COMPANY PROFILE

Jubilant Foodworks (JBL) is the Indian company grounded in Noida city Uttar Pradesh, which is holding Master Franchise for Domino's Pizza in the 4 Asian countries like India, Srilanka, Nepal and Bangladesh, and also Jubilant Foodworks holds the Master Franchise of Dunkin' Donuts only in India.

The Domino's Pizza made the company as a market leader in the segment of Pizza with the network of 1167 Pizza Restaurants around 269 cities in the India as per the new 2018 data.

This Jubilant Foodworks is the part of Jubilant Bhartia Group (JBG).

JUBILANT BHARTIA

Jubilant life sciences

Jubilant Industries

Jubilant Foodworks

Jubilant Energy

Jubilant Nepro

Jubilant Motor works

The Jubilant Foodworks Limited Formerly known as Domino's Pizza Limited and it has changed its name in 2009.

In Bangalore Jubilant Foodworks set up its Regional south office where it operates and control all the stores in south India which consists of Karnataka, Andhra Pradesh, Telangana, Tamil Nadu, Kerala from one location and also if any employee has to join Domino's for Bangalore Location, then they have to come for interview in regional office and have to attend the training in the same location.

2.3 BACK GROUND

The Domino's Pizza Indian Private Ltd was established on 26 March 1995 and began its operations in 1996. Domino's Pizza India Private Ltd., change its name in 2009 as jubilant Foodworks Limited.

The company established its first restaurant in January 1996 at New Delhi, India and it is the first Domino's Pizza outlet. And on 24 February 2011, jubilant Foodworks also got the brand American coffee house chain Dunkin' Donuts in the United States to operate the master franchise of it in India with the agreement. Jubilant Foodworks in Connaught place in April 2012, New Delhi, India opened the first Dunkin' Donuts stores. And in addition, jubilant Foodworks is the "emerging food group of the year", in economic times by 2012.

2.4 NATURE OF BUSSINESS

Jubilant food works company based in Noida city Uttar Pradesh, India which is holds a main Franchise meant for Domino's Pizza in the 4 Asian countries like India, Srilanka, Nepal and Bangladesh and also for Dunkin Donuts Jubilant Food works Ltd holds the master franchise only in India. The Domino's Pizza has 1200 Pizza restaurant across 269 cities in India as per the new 2018 data it is a market leader for all the Pizza companies. Jubilant Food Works Company is a part of Jubilant Bhartia group.

In the past the Jubilant Food works Limited known as Domino's Pizza Limited and they changethe name in 2009.

DOMINO'S

In 1960, Tom Monaghan and his brother, James, took over the operation of Dominick's, an existing location of a small pizza restaurant chain that had been owned by Dominick DeVarti, at 507 Cross Street in Ypsilanti, Michigan, near Eastern Michigan University. The deal was secured by a \$500 down payment, then the brothers borrowed \$900 to pay for the store. The brothers planned to split the work hours evenly, but James did not want to quit his job as a full-time postman to keep up with the demands of the new business. Within eight months, James traded his half of the business to Tom for the Volkswagen Beetle they used for pizza deliveries.

GROWTH

In 1996 Opened initial Domino's Pizza outlet at New Delhi, India. In 2001 Reached its target of opening 100 outlets over the Country.

In 2009 The Domino's Pizza Indian Private, the company changed its name to JubilantFoodworks limited. In 2010 Company got listed in Indian stock exchange. [NSE code: JUBLFOOD] [BSCcode:533155] In 2012 Reached 500 outlets across the country. In 2014 Domino's India became the largest business outside USA for Domino's. In 2016 Opened 1000 outlets across the country.

PROMOTERS

- Jubilant Consumer Private Limited
- Hari Shankar Bhartia
- Shyam Sunder Bhartia
- Kavita Bhartia
- Jubilant Securities Private Limited
- Jubilant Capital Private Limited
- Shobhana Bhartia
- JE Energy Ventures Private Limited

2.5 VISION, MISSION, QUALITY POLICY THE VISION

To create sustainable value in social environmental spheres and enhance relationships with the community, customers, employees and all other stakeholders.

THE MISSION

- ✓ To maintain the high standards in international chain of pizza delivery and to provide the experience of an outstanding products with excellent customer service.
- ✓ Serving People, the best and best pizza in the world.

QUALITY PROFILE

- The Domino's maintains a quality management team and the team makes sure to full fill basic set for the operations of Domino's.
- The Domino's also having a relationship with some of the scientific communities to provide best and safe food among the people.
- The HACCP (Hazard analysis and critical control point) is the system applied to use for the Domino's and this system ensures that the people are getting good food items with high nutrition's.
- Dominos has introduced Antibiotic policy for all chicken and its products.
- And for the first time they are coming with the new technique for maintain the quality of the pizzas i.e., they are introducing a smart camera to ensure the quality of the pizzas, the system tells us the pizza is high quality or low so by using this system they are trying to introduce the automated quality control system.

Present scenario of Domino's: -

Analysts expect Domino's to report sales growth of about 9% in its fiscal third quarter. That boost will include the company's 42nd consecutive quarter of same-store sales growth in its core India market -- a streak that peers like McDonald match. The chain might have updates on its market-share battles that include the home delivery space and, increasingly, drive-thru pickups. Domino's sees drive-thru as a major growth opportunity in late 2021 and beyond, but that push will put it in more direct competition with McDonald's and other established fast-food giants. Domino's is responsible for about 15% of all carry-out pizza sales, which include car-side delivery, in the India today.

Cost issues

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Looking ahead

The chain doesn't issue short-term guidance, but Wall Street is currently looking for sales to rise about 9% in fiscal 2021 to mark a modest slowdown from last year's 10.4% growth. Profits are on a similar trajectory and should rise roughly 10% to \$13.69 per share.

Notching steady sales and earnings growth through the pandemic and its immediate aftermath is a win for the company and a testament to Domino's efficient operating model.

Sure, the company faces new challenges as it looks out to 2022, including a mature India store footprint and rising competition around home delivery. But Domino's has navigated tough issues like these over the past decade while still steadily gaining market share.

2.6 WORK FLOW MODEL

OPEN KITCHEN: This is one of main infrastructure facility in the domino's restaurants and this gives lot of benefits to both the company and the customers and those benefits are,

- By its Theatrics' view customers can see the making pizzas in the restaurants.
- Confidence in hygiene and sanitations, i.e customers gets the confidence on the Domino's by seeing how they are hygiene in the work and the brand value of the company also increases.

FLEXIBLE SEATING: This is another infrastructure facility provided by the dominos to its customers who visits to the restaurant.

- 1) High stools for the youngsters.

- 2) Soft sitting for seniors.
- 3) Long table for families.

HERITAGE WALL: The walls in the stores are painted with attractive colours and also those walls indicate more than 60 years old brand.

2.7 PRODUCT/SERVICE PROFILE PRODUCTS AND SERVICES






Products Veg Pizza: An enchantment for those people who loves veg can make a choice from broad range of delectable vegetarian pizzas, it is loaded with cheese and soft, crusty onions, crisp capsicum, juicy tomatoes and jalapeno with a liberal smattering of exotic Mexican herbs.

- Pizza Mania
- Pizza Add-Ons
- Make it a meal
- Farm house
- Margherita
- Deluxe veg
- Veg extravaganza

Non-Veg Pizza:

- Dining
- Special chicken
- Golden delight
- Non veg supreme
- Chicken dominator
- Chicken fiesta





PRODUCT OFFERINGS @ DOMINOS

	Pizzas
	Pastas
	Breadsticks
	Cheese Dips
	Coca Cola Beverages (tie-up with Coca Cola)
	Chocó Lava Cake
	Chicken Wings

SERVICES

Fastest Home Delivery

Domino's pizza comes home within 30 minutes of order if they fail to deliver the pizza within 30 minutes the pizza will be free if the cost is less than 300 only if it is more than 4 pizzas guarantee does not apply. By this unique facility Domino's enjoys its competitive advantage over other competitors and customer also happy with this offer. This 30-minute delivery is based on following (Heightened Time Awareness --HTA)

-  Order Taking - 1 minute
-  Pizza making - 1 minute
-  Oven Baking- 6 minutes
-  Pizza Cutting-15 seconds

Total = 8 minutes 15 second

Therefore, it takes 10 minutes to prepare the pizza and 20 minutes to deliver the pizza to customer so totally 30 minutes to deliver the pizza at the customer's residency. For Safe Delivery Person the allowed driving speed is 40km p/h.

COMPETITORS

Pizza Hut:

This is the most considerable opponent of Domino's Pizza around the world. Pizza hut directly competes with Domino's brand in the fast-food industry. Even Pizza Hut has the facility of delivering the Pizza to the customer's location. They make same type of product which is prepared by Domino's Pizza so they are the direct competitors. In the world Pizza hut was ranked as the leading Pizza outlet in the year 2016. So, there is the cut-throat competition between Pizza hut and Domino's Pizza.


MC Donald's:

The second largest competitor of Domino's Pizza is M C Donald's. In 1940 it started. It was established by two brothers and they opened the first barbeque food outlet in California, US. The annual earnings of M C Donald's is 7.8 billion dollars annually and it has become household name in the for the most part of the cities across the world and. They have the marketshare of fastfood industry is 18 Percent.

2.8 OWNERSHIP PATTERN

Leadership Pattern

BOARD OF DIRECTORS MANAGEMENT

 <p>Mr. Shyam S Bhartia Chairman & Director</p>	 <p>Mr. Hari S Bhartia Co-chairman & Director</p>
 <p>Ms. Aashti Bhartia Non- Executive</p>	 <p>Mr. Abhay Prabhakar Havalda MinooDesai Independent Director</p>
 <p>Mr. Ashwani Windlass Independent director</p>	 <p>Mr. Berjis Independent Director</p>
 <p>Ms. Deepa Misra Harris Bhartia Independent Director</p>	 <p>Mr. Pratik Pota CEO and Whole Time Director</p>

 <p>Mr. Shamit Non-Executive</p>	 <p>Mr. Vikram Singh Mehta Independent Director President & Chief Whole Time Director</p>
 <p>Mr. Pratik Pota Chief Executive Officer</p>	 <p>Mr. Ashish Goenka Executive Vice Financial officer</p>

2.9 ACHIEVEMENT AND AWARDS

Jubilant Food Works Limited has won the 'Recognition for Customer Centricity' - (Service), (Large Business Organization) award based on the assessment outcome of the 'CII Awards for Customer Obsession - 2016'

JFL has won the 3rd Edition of "Indian Risk Management Award" by CNBCTV-18

JFL has won CSR Initiative of the year Award in 2016 at Annual Indian Retail Awards

JFL has won 7 CII Awards for Food Safety - 2016

Outstanding Performance, Significant Achievement, Strong Commitment, Letter of Appreciation in Food Safety in the Category of 'Small & Medium Food Service: Rising Star: QSR'

JFL has been certified as Great Place to Work for building a high trust & performance culture in 2017

JFL has won the Golden Peacock award in FY16 for National Quality Award, National Training Award and Risk Management

Star Retailer of the Year Award

Domino's won Star Retailer of the Year Award at Franchisee India Awards

Coca Cola Golden Spoon Award

Most Admired Food Service Chain of the Year - QSR Foreign Origin

National Award - Excellence in Customer Service

Domino's Pizza won the National Award - Excellence in Customer Service, organized by World HRD Congress

Food Service Retailer of the Year

Most Admired Food Service Retailer of the Year - Retail Expansion

2.10 FUTURE GROWTH AND PROSPECTS

- a. Dominos is planning to open more than 150 outlets around Asia pacific region which is including more than 15 outlets in Malaysia at the year end.
- b. Company is also planning for acquiring master franchise to open up its food chain business in Hongkong, Sri Lanka and Bangladesh where it has still not yet had its presence.
- c. The company also planning to use a Remote-control helicopter, the DomiCopter to deliver Pizza. This Dom Copters are set to take the pizza delivery system to another level and hits the world by storm.
- d. For the first time they are coming with the new technique for maintain the quality of the pizzas i.e they are introducing a smart camera to ensure the quality of the pizzas, the system tells us the pizza is high quality or low so by using this system they are trying to introduce the automated quality control system.
- e. The organization is planning to decrease the timing of delivery from 30 minutes to 20 minutes and by this service differentiation strategy the company is going to achieve more revenue and profit.

CHAPTER-3

MCKINSEY'S 7S FRAMEWORK AND PORTER'S FIVE FORCE MODEL

The 7 elements identified in the McKinsey 7s model can be categorized as being hard or soft in nature. They are identified as:

Hard Elements	Soft Elements
Strategy	Shared Values
Structure	Skills
Systems	Style
	Staff

Hard and Soft elements of the McKinsey 7S

Model

Domino's Pizza makes use of the McKinsey 7s model to regularly enhance its performance, and implement successful change management processes. Domino's Pizza focuses on the 7 elements identified in the model to ensure that its performance levels are consistently maintained, and improved for the offerings.

Hard elements

The hard elements of the McKinsey 7s model comprise of strategy, structure and systems. The hard elements of the model are easier to identify, more tangible in nature, and directly controlled and influenced by the leadership and management of the organization. Scale Your Grade Expectation Bar HIGH! Our perfectly written content guarantees exceptional academic performance. You can prepare your own version without putting any extra effort at all.

An important aspect of the strategy at Domino's Pizza is that it takes into constant consideration the changing consumer trends and demands, as well as the evolving consumer market patterns and consumption behavior. This is an important part of the

strategic direction at Domino's Pizza as it allows the company to remain competitive and relevant to its target consumer groups, as well as allows the company to identify demand gaps in the consumer market

The company then strategically addresses these gaps through product offerings and marketing activities which give the company successful and leading-edge over other patterns in the market.

Strategy

Functional strategy

In Domino's they follow functional strategy. From top to bottom they have very linear Structure of strategy that brings more easier way to perform in the organization, they arrange work that reach customer in very quick manner it also reduces the Borden on employees of the organization.

Corporate strategy

Domino's Pizza has implemented several cooperative strategies over the years, but one of their most notable cooperative strategies is their franchise business model.

Under this model, Domino's Pizza operates as a franchisor and partners with independent business owners (franchisees) to operate individual Domino's Pizza stores. Franchisees pay an initial franchise fee and ongoing royalties in exchange for the right to use the Domino's brand, proprietary technology, and operational systems.

Business strategy

Domino's Pizza's business strategy is centered around their mission to "make and deliver great pizza with high-quality ingredients from a thriving supply chain." Their strategy is focused on providing a great customer experience, leveraging technology to improve operations and efficiency, and expanding their reach through international expansion and partnerships.

Operative strategy

Domino's Pizza's business strategy is centered around their mission to "make and deliver great pizza with high-quality ingredients from a thriving supply chain." Their strategy is focused on providing a great customer experience, leveraging technology to improve operations and efficiency, and expanding their reach through international expansion and partnerships.

Guiding behavior for goal attainment

The strategic direction for Domino's Pizza is also important in helping the business guide

employee, staff, and stakeholder behavior towards the attainment and achievement of goals. SMART Goals are set with short- and long-term deadlines in accordance with the business strategy. The business strategy helps employees decide tactics and behaviors for attaining these goals and targets to help the business grow.

Competitive pressures

Dominos Pizza's strategy also takes into consideration the competitive pressures and activities of competitors. The strategy addresses these competitive pressures through suggestive measures and actions to address competition via strategic tactics and activities that ensure sustainability to Domino's Pizza via adapting to market changes, and evolving consumer trends and demands.

Structure

What type of organizational structure best describes Domino's currently used design?

Functional structure

Dominos operates in a functional organizational structure and their business segments were divided into Domestic Company-Owned stores, domestic franchise, domestic franchise, domestic supply chain and international stores.

Organizational hierarchy Domino's Pizza has a flatter organizational hierarchy that is supported by learning and progressive organizations. With lesser managerial levels in between and more access to the senior management and leadership, the employees feel more secure and confident and also have higher access to information. Moreover, the flatter hierarchy also allows quicker decision-making processes for Dominos Pizza and increases organizational commitment in the employees.

Inter-Departmental coordination Domino's Pizza has high coordination between different departments. The company's departments often form inter-department teams for projects and tasks that require multiple expertise. All coordination between different departments is effective and organized. Domino's Pizza has a systematic process for initiating and monitoring coordination between departments to ensure smooth work operations and processes and goal attainment.

Internal team dynamics {department specific}

Domino's Pizza encourages teamwork and team-oriented tasks. Where jobs require individual attention and scope, the company who assigns individual responsibilities and

job tasks. However, all employees at Domino's Pizza are expected to be team players who can work well with and through other members, and who get along well with other people.

Centralization vs decentralization

Domino's Pizza has a hybrid structure between centralization and decentralization. Like many progressive organizations, Domino's Pizza largely supports decentralized decision-making. Job roles at Domino's Pizza are designed to be carried out with responsibility, and employees often set their goals with mutual coordination and understanding with the supervisors. However, Domino's Pizza is also centralized in making sure that supervisors oversee and approve of the various efforts, and tactics that employees choose to ensure that they are aligned with the organizational strategy and values.

Communication

Domino's Pizza has a developed and intricate system for ensuring communication between employees, and different managerial levels. The communication systems at Domino's Pizza enhance the overall organizational structure. The systematic, defined, and organized communication allows an easy flow of information and ensures that no organizational tasks and goals are compromised because of a lack of communication, or misunderstandings. Looking for help with Essay on McKinsey 7s Framework of Domino's Pizza?

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Systems

Organizational systems in place

Domino's Pizza has defined and well demarcated systems in place to ensure that the business operations are managed effectively and that there are no conflicts or disputes. The systems at Domino's Pizza are largely departmental in nature and include, for example:

- Human resource management
- Finance
- Marketing

- Operations
- Sales
- Supply chain management
- Public Relation Management
- Strategic leadership

Defined controls for systems

Each of the defined and demarcated systems at Domino's Pizza has especially designed tools and methods as controls for evaluating performance and goal attainment. These controls and measures are designed specifically in different departments based on the nature of their tasks and responsibilities. Moreover, each department also designs specific controls for members for performance evaluation, as well as for inter-departmental tasks and responsibilities.

Monitoring and evaluating controls

Domino's Pizza continually evaluates its systems through the designed controls. This monitoring of the performance is continual and ongoing. This is largely done through heads is informally given regularly as and when is required. Formal evaluation of observation and informal discussions. Feedback to employees and overall department performance is also conducted semiannually-or quarterly, depending on the need and the urgency of the projects and assigned tasks. This is a formal process that is undertaken by supervisors and managers to ensure the identification of performance lags, and suggestive means of improvement.

Internal processes for organizational alignment

Domino's Pizza also has special processes and methods for ensuring that all departments and systems within the organization are aligned and working in harmony towards the greater business goals and targets. This is made possible through ensuring that all systems are redesigning and working towards goals and targets specific to their expertise under the broader business vision and strategy. Moreover, the strategic leadership at Domino's Pizza also ensures that all systems are allocated with resources, and set specific targets to achieve similar business goals in any specific period.

Soft elements

The soft elements of the McKinsey 7s model, in turn, include shared values, staff, skills, and strategy. These elements are less tangible in nature and are more influenced by the organizational culture. As such, the management does not have direct influence or control over them. These elements are also harder to describe and directly identify but are equally important for an organization's success and improved performance.

Shared values

Core values

The core values at Domino's Pizza are defined and communicated to foster a creative and supportive organizational structure that will allow employees to perform optimally and enhance their motivation and organizational commitment. The core values at Domino's Pizza include, but are not limited to:

- Creativity
- Honesty
- Transparency
- Accountability
- Trust
- Quality
- Heritage

The Domino's Pizza business also ensures that all its activities and operations are conducted with high ethical and moral standards that redefined and benchmarked against international criteria.

Corporate culture

Domino's Pizza has an inclusive culture that celebrates diversity. The company has an international presence, and production units that are spread across different countries, as such, Domino's Pizza ensure that its organizational culture is of diversity, and has internal policies to reduce incidences of discrimination.

The corporate culture at Domino's Pizza also encourages innovation and creativity by

allowing independence for growth to individuals and teams-thus helping them refine their careers as well as personalities. Lastly, the corporate culture at Domino's Pizza also has a supportive leadership which works towards increasing employee motivation and job satisfaction by giving way to visibility and accessibility.

Task alignment with values

Domino's Pizza ensures that all its job tasks and roles are aligned with the core values that the company propagates. This means that all activities, tactics, and strategic tactics employed by Domino's Pizza will reflect its core values, and will not deviate away from these. This is to ensure a consistent, and reliable brand image, as well as an honest organizational culture. In the event of organizational change, the company will continue to ensure that all change management processes and methods incorporate the core values so that the organizational culture is consistently maintained, and systematically changed if need be.

Style

Autocratic leadership

Domino's Pizza has a participative leadership style. Through a participative leadership style, Domino's Pizza is able to engage and involve its employees in decision-making processes and managerial decisions. This also allows the leadership to regularly interact with the employees and different managerial groups to identify any potential conflicts for resolution, as well as for feedback regarding strategic tactics and operations. Through its participative leadership, Domino's Pizza is able to enhance employee motivation, and increase organizational commitment and ownership amongst employees as well as other stakeholders.

Staff

Employee skill level vs business goals

Domino's Pizza has a sufficient number of employees employed across its global operations. Employees for different job roles and positions are hired internally as well as externally- depending on the urgency and the skill levels required. Based on this, It is seen that Domino's Pizza has employees who are skilled as per the requirements of their job roles and positions. All employees are given in house training to familiarize themselves with the company and its values. External training along with in-house

training is provided for skill level enhancement. All job roles and positions are designed to facilitate the achievement of business goals. and as such, employee skill level at Dominos Pizza is sufficient to achieve the business goals of the company.

Number of employees

Domino's Pizza has employed a large number of employees. Now 365000 employees are working in Domino's in India. The number of employees varies from country to country as per the requirements and needs of the business and operations. The global team of Domino's Pizza is an inclusive one that accepts and encourages diversity and works in synchronization with members to ensure attainment of business goals. The team members and employees are the most important part of business success for Dominos Pizza.

Gaps in required capabilities and capacities

Domino's Pizza has a well-defined system for identifying potential needs of capabilities and capacities for the organization. The human resource function of the business has a systematic process that aligns all other departments to identify potential vacancies or skill gaps. Based on the nature of the need, the human resource department arranges for recruitments which may be permanent or contractual in nature, as well as arranges training sessions, if need for the current workforce.

Skills Employee skills

Domino's Pizza has a commendable workforce, with high skills and capacities. All employees are recruited based on their merit and qualifications. Domino's Pizza prides itself on hiring the best professionals and grooming them further to facilitate growth and development.

Employee skills vs task requirements

Domino's Pizza has defined tasks and job roles and hires and trains employees for skill levels accordingly with respect to those. The company ensures that all its job requirements are met and that employees have the sufficient skills to perform their respective jobs in accordance with the values and culture as well as the business goals and strategy of Domino's Pizza. Domino's Pizza pays particular attention to enhancing the skills and capacities of its employees. It arranges regular training and workshops internally as well as externally managed to provide growth and development opportunities for its employees.

PORTER FIVE FORCE MODEL

What is Porter Five (5) Forces

In this revolutionary article-"Five Forces that Shape Strategy". Michael Porter observed five forces that have significant impact on a firm's profitability in its industry. These five forces analysis today in business world is also known as -Porter Five Forces Analysis. The Porter Five

(5) Forces are

- Threats of New Entrants
- Bargaining Power of Suppliers
- Bargaining Power of Buyers
- Threat from Substitute Products
- Rivalry among the existing players.

Porter Five Forces is a holistic strategy framework that took strategic decision away from just analyzing the present competition. Porter Five Forces themes on-how Domino's Pizza, Inc. can build a sustainable competitive advantage in Restaurants industry. Managers at Domino's Pizza, Inc. can not only use Porter Five Forces to develop a strategic position within Restaurants industry but also can explore profitable opportunities in whole services Service sector.

Domino's Pizza, Porter Five (5) Forces Analysis for Services Industry

Threats of New Entrants

As a well-established brand, Domino's Pizza can be seen as a barrier to entry for new companies in the pizza industry. The company's strong brand recognition, extensive network of locations, and established customer base give it a competitive advantage in the market that can be difficult for new entrants to overcome.

New entrants in Restaurants bring innovation, new ways of doing things and put pressure on Domino's Pizza, Inc. through lower pricing strategy, reducing costs, and providing new value propositions to the customers, Domino's Pizza, Inc. has to manage all these challenges and build effective barriers to safeguard its competitive edge.

How Domino's Pizza, Inc. can tackle the Threats of New Entrants

- By innovating new products and services. New products not only bring new customers to the fold but also give old customers a reason to buy Domino's Pizza, Inc.'s products.
- By building economies of scale so that it can lower the fixed cost per unit.
- Building capacities and spending money on research and development. New entrants are less likely to enter a dynamic industry where the established players such as Domino's Pizza, Inc. keep defining the standards regularly. It significantly reduces the window of extraordinary profits for the new firms thus discouraging new players in the industry.

Bargaining Power of Suppliers

Yes, Domino's Pizza, as a large multinational chain with a significant market share in the pizza industry, likely has some bargaining power over its suppliers. The company has the ability to negotiate favorable terms and prices with suppliers due to its size and purchasing power.

However, the bargaining power of suppliers is also influenced by factors such as the availability of substitute suppliers, the level of differentiation in the products or services provided, and the relative size and bargaining power of the buyer and the supplier. So, while Domino's has some bargaining power, it is likely that some suppliers may have bargaining power as well, particularly if they provide unique or essential products or services that are difficult to replace.

All most all the companies in the Restaurants industry buy their raw material from numerous suppliers. Suppliers in dominant position can decrease the margins Domino's Pizza, Inc. can earn in the market. Powerful suppliers in Services sector use their negotiating power to extract higher prices from the firms in Restaurants field. The overall impact of higher supplier bargaining power is that it lowers the overall profitability of Restaurants.

Bargaining power of suppliers will be high for Dominos Pizza if:

- Suppliers have concentrated into a specific region, and their concentration is higher than their buyers.
- This force is particularly strong when the cost to switch from one supplier to other is high for buyers (for example, due to contractual relationships).
- When suppliers are few and demand for their offered product is high, it strengthens the suppliers' position against Dominos Pizza

- Suppliers' forward integration weakens the Dominos Pizza's position as they also become the competitors in that area.

third party manufacturers whose business solely depends on them thus creating a scenario where these third-party manufacturers have significantly less bargaining power compare to Wal-Mart and Nike.

Bargaining Power of Buyers

No, as Domino's is well brand Product buyers have no option to bargain. They have to purchase whatever price they offer. As Domino's is well established company they want to offer at a fixed price. Here buyer did not have option to enjoy bargaining power they have to stick to price mentioned by Domino's.

Buyers are often a demanding lot. They want to buy the best offerings available by paying the minimum price as possible. This put pressure on Domino's Pizza, Inc. profitability in the long run. The smaller and more powerful the customer base is of Domino's Pizza, Inc. the higher the bargaining power of the customers and higher their ability to seek increasing discounts and offers.

There are some factors that increase the bargaining power of buyers:

- A more concentrated customer base increases their bargaining power against Dominos Pizza
- Buyer power will also be high if there are few in number whereas a number of sellers (business organisations) are too many.
- Low switching costs (economic and psychological) also increase the buyers' bargaining power.
- In case of corporate customers, their ability to do backward integration strengthen their position in the market. Backward integration shows the buyers' ability to produce the products themselves instead of purchasing them from Dominos Pizza
- Consumers' price sensitivity, high market knowledge and purchasing standardised products in large volumes also increase the buyers' bargaining power.

Threats of Substitute Products or Services

There are several substitutes or alternatives to Domino's Pizza that can pose a threat to the company. Some of the most significant threats of substitutes include: Other pizza chains like pizza chains, such as Papa John's, Pizza Hut, and Little Caesars, offer similar products and services to Domino's and can be considered as substitutes. KFC also give substitute product threat to Domino's pizza. However, it didn't have given straight threat but it gives indirectly. When a new product or service meets a similar customer need in different ways, industry profitability suffers. For example, services like Dropbox and Google Drive are substitute to storage hardware drives. The threat of a substitute product or service is high if it offers a valueproposition that is uniquely different from present offerings of the industry.

- There is no substitute product for Domino's pizza, because pizza is different from other
- Products like KFC pizza have maintained that standards that no other product is able substitute.

Rivalry among the Existing Competitors

The rivalry among existing competitors in the pizza industry, including Domino's Pizza, can be intense. The pizza industry is a highly competitive market with several well-established players, including Papa John's, Pizza Hut, and Little Caesars, KFC, all vying for market share and customer loyalty. Overall, the level of rivalry among existing competitors in the pizza industry is high, and companies, including Domino's, need to stay ahead of the curve by continuously adapting and improving to remain competitive and successful in the market.

If the rivalry among the existing players in an industry is intense then it will drive down prices and decrease the overall profitability of the industry. Domino's Pizza, Inc. operates in a very competitive Restaurants industry. This competition does take toll on the overall long-term profitability of the organization.

How Domino's Pizza can tackle Intense Rivalry among the Existing Competitors in Restaurants industry

- By building a sustainable differentiation
- By building scale so that it can compete better
- Collaborating with competitors to increase the market size rather than just competing for small market.

CHAPTER – 4

SWOT ANALYSIS

<u>Strengths</u> Characteristics of a business which give it advantages over its competitors	<u>Weaknesses</u> Characteristics of a business which make it disadvantageous relative to competitors
<u>Opportunities</u> Elements in a company's external environment that allow it to formulate and implement strategies to increase profitability	<u>Threats</u> Elements in the external environment that could endanger the integrity and profitability of the business

SWOT ANALYSIS

STRENGTHS:

1.BRAND RECOLLECTION:

The brand has gained the loyal customer by fulfilling customer demand their aggressive nature to fulfil demand of customer as made them recollection showcasing their durability to customers.

2.FANTASTIC CHANNEL NETWORK:

By this 1200 franchise plus association possessed channels Domino's consumes wide ranging structure skewered all over the world increasingly has increased.

3.QUICK SERVICE & DEEP MENU:

Domino's pizza services are quick within 30 minutes u have Pizza on your table. It is one of the that food industry and the menu list lot more verity food is found.

4.LOW-COST ALTERNATIVE:

They need bother with high class climate or beguilement in the shop so the foundation cost is low for vendors and the cost of pizza is truly sensible for the clients.

5.HEALTHIER ALTERNATIVES

To warfare well-being awareness among commers, dominos changed their dough by having the healthier fats, which is finished by joining all the more entire wheat into crusts. The pizza parishes are additionally turning out to be healthier and some pizza see bringing plates of mixedgreens into their menu.

6.EFFICIENT SUPPLY CHAIN

Because of its proficient inventory network domino's has made it workable for speedier help so they don't need to hang tight for long. The inclination of domino's is on the grounds that theclients can have home delivery within a short time make a little breakfast or home itself takes 15 munities.

WEAKNESSES:

1. OPERATIONS:

Huge number of franchised outlets brings about challenges in taking care of activities.Quality control excessively become testing.

2. DECREASING SALES IN MATURE MARKETS:

Because of ascend in the wellbeing cognizant populace there is decline in income affectingthe organizations all in all.

3. LOW STAFF RETENTION:

High whittling down because of the non-appearances of appropriate preparing and improvement is a significant test for domino's plus, the labor engaged likewise incompetent sothey rapidly change the employment when they cannot acclimate to the furious condition.

4 LESSER NUMBER OF EATERIES:

Dominos has more conveyance outlets at that point eating joints which is an issue particularly in places like shopping center and different areas where obviously client need a sitting spot.

OPPORTUNITIES:

1. MARKET EXPANSION:

Dominos has to expand the market and develop their market it may help to gain more profit as far as pizza production as considered. Target has to be Develop financial prudence must be next step should be organization policy.

2. PENETRATION:

Promoting system utilized by organizations to pull in customer to another item or administration by offering a lower cost during its underlying contribution. The low cost attracts the customer to buy another item. In this way penetration creates opportunities for the organization.

3. HEALTH-CONSCIOUS EATABLES:

For the health-conscious low fat, low calories, food are available it's not only taste food but also health to consume. The health-conscious eatables can enjoy the food.

4. RESTAURANT

By introducing special exclusive Domino's pizza in a restaurant in an eatable rush area will help the brand to be recognized and increases sales Margin and help to getting customer who are diehard fan of pizza Pushes them to check in restaurant.

THREATS:

1. DIRECT AND INDIRECT COMPETITION

The company has to know the market incentive competition they have to study the market local as well as brand ex, KFC, Burger King, McDonald's etc. what kind of new product they are launching in the market.

2. COST:

As raw material cost rises as veggies and meat. The pizza chain and the maintains of raw material rises, plus potatoes cost also effect the company lowermost line. The cost of the company or the flow cash will become difficult to handle.

3. CUSTOMER CHANGING EATING HABITS:

The customer taste changes day by day customer don't want to repeat again and again same cuisine. The organization try to add new flavors some time it's very difficult to understand the taste of the customers.

CHAPTER-5

FINANCIAL ANALYSIS

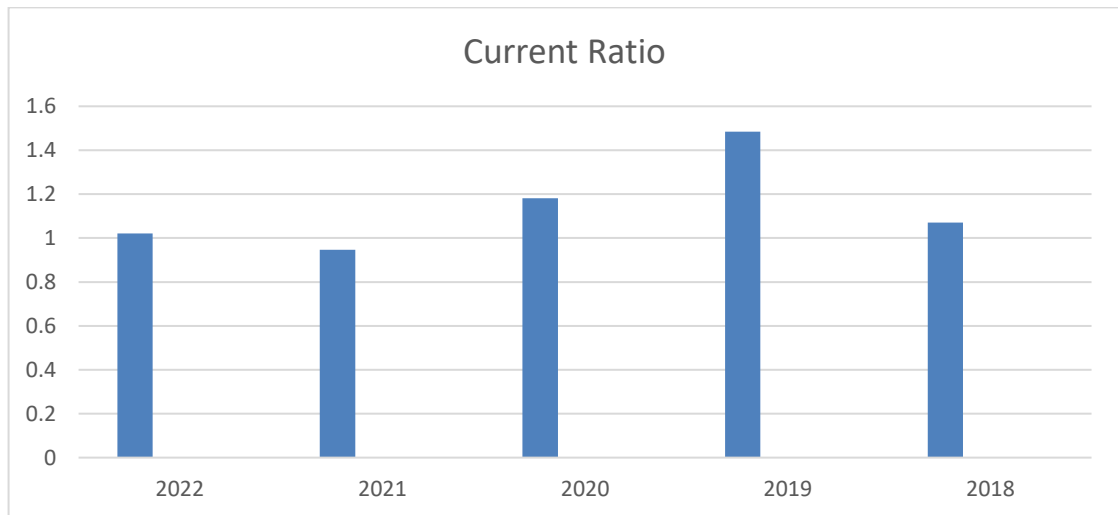
RATIO ANALYSIS

The analysis of financial statements with the help of Ratio's is called as Ratio analysis. This analysis tool is widely used tool for financial analysis of the data. This analysis provides overall information about financial stability of the company.

Current Ratio: This Ratio measures the short-term financial position or in other words we can say it measures the companies short term solvency. The formula to calculate Current Ratio is

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

Year	Current Liabilities	Current Assets	Ratios
2022	919.11	938.59	1.0212
2021	861.26	815.06	0.9464
2020	711.95	840.75	1.1809
2019	543.05	806.41	1.4850
2018	468.55	501.31	1.0699



Interpretation: - The ratio shown in the table is the Current Ratio, which is a measure of a company's ability to pay its short-term obligations with its current assets. The Current Ratio is calculated by dividing the Current Liabilities by the Current Assets. A higher Current Ratio indicates a stronger ability to pay short-term obligations, while a lower Current Ratio indicates a weaker ability to pay short-term obligations.

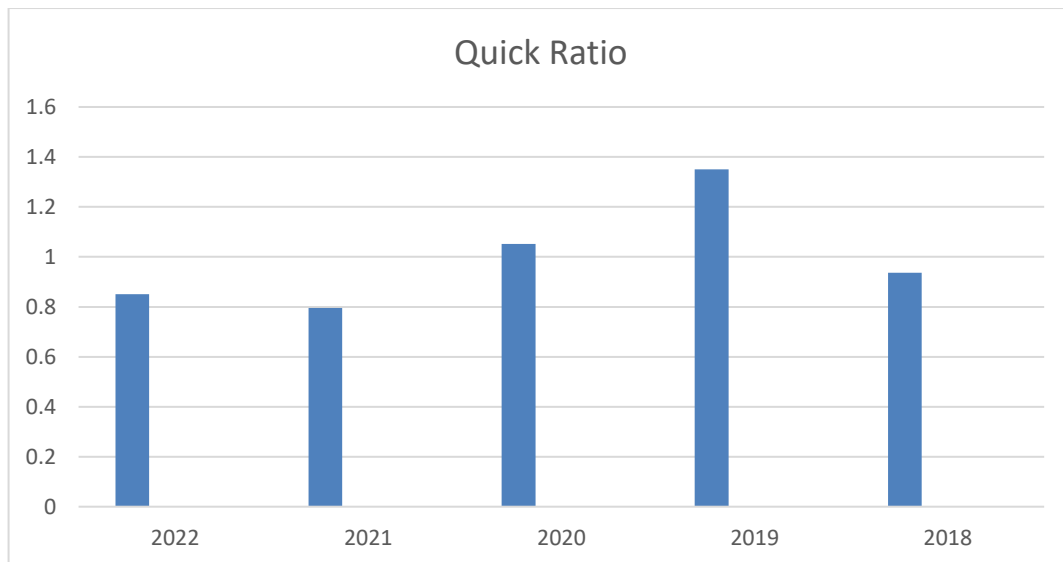
For example, in 2022, the Current Ratio was 1.0212, meaning the company had slightly more Current Assets than Current Liabilities. In 2021, the Current Ratio was 0.9464, meaning the company had slightly fewer Current Assets than Current Liabilities. The Current Ratio increased from 2018 to 2019, indicating the company's improvement in its ability to pay its short-term obligations with its current assets

Quick Ratio: The quick ratio is an indicator of a company's short- term liquidity position and measures a company's ability to meet its short- term obligations with its most liquid assets.

Quick Ratio Formula,

$$\text{Quick Ratio} = \frac{\text{Current Assets} - \text{Inventory}}{\text{Current Liabilities}}$$

Year	Current Assets- Inventory	Current Liabilities	Ratios
2022	938.59- 157.05=781.54	919.11	0.8503
2021	815.06- 130.47=684.59	861.26	0.7949
2020	840.75- 92.19=748.56	711.95	1.0514
2019	806.41- 73.15=733.26	543.05	1.3502
2018	501.31- 62.59=438.72	468.55	0.9363



Interpretations: The table shows the calculation of the Quick Ratio, which is a measure of a company's ability to pay its short-term obligations with its most liquid assets (current assets excluding inventory). The Quick Ratio is calculated by dividing Current Assets excluding Inventory by Current Liabilities.

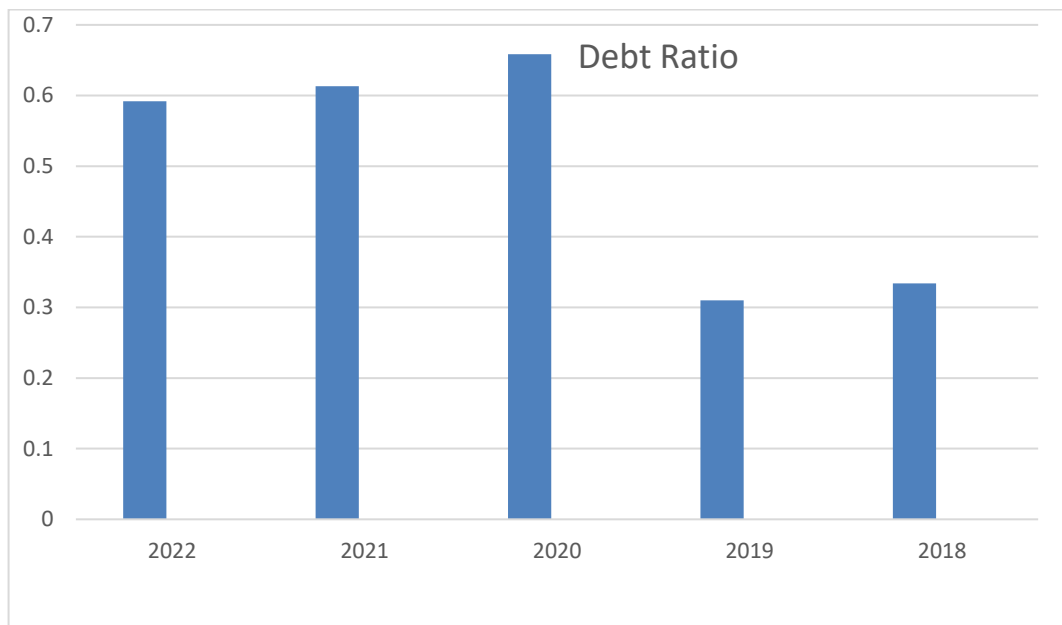
A higher Quick Ratio indicates a stronger ability to pay short-term obligations with liquid assets, while a lower Quick Ratio indicates a weaker ability to pay short-term obligations with liquid assets. For example, in 2020, the Quick Ratio was 1.0514, meaning the company had Rs85 in liquid assets for every Rs80 in short-term obligations. In 2019, the Quick Ratio was 1.3502, indicating the company had a stronger ability to pay its short-term obligations with its liquid assets compared to 2020.

Debt Ratio: The term debt ratio refers to a financial ratio that measures the extent of a company's leverage. The debt ratio is defined as the ratio of total debt to total assets, expressed as a decimal or percentage. It can be interpreted as the proportion of a company's assets that are financed by debt.

Formula for Debt Ratio,

$$\text{Debt ratio} = \frac{\text{Total Debts}}{\text{Total Assets}}$$

Year	Total Debts	Total Assets	Ratios
2022	2826.59	4,775.38	0.5919
2021	2330.56	3,801.53	0.6130
2020	2238.01	3,398.93	0.6584
2019	593.53	1,913.82	0.3101
2018	524.03	1,567.94	0.3342



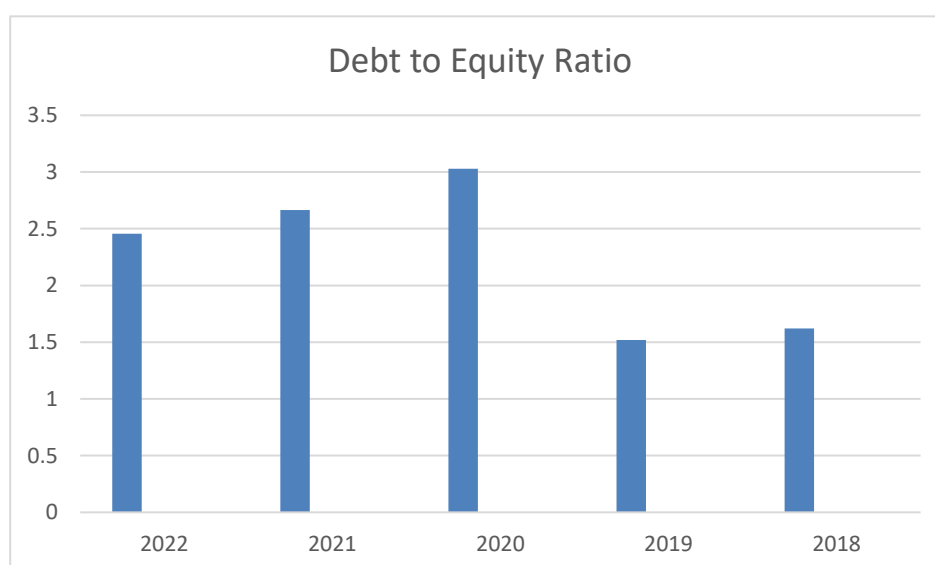
Interpretations: The table shows the calculation of the Debt-to-Asset Ratio, which measures the proportion of a company's financing that comes from debt compared to assets. The Debt-to-Asset Ratio is calculated by dividing Total Debts by Total Assets. A higher Debt-to-Asset Ratio indicates that a larger proportion of the company's

financing is from debt, while a lower Debt-to-Asset Ratio indicates that a larger proportion of the company's financing is from assets. For example, in 2020, the Debt-to-Asset Ratio was 0.6584, meaning 65.84% of the company's financing came from debt and 34.16% came from assets. In 2019, the Debt-to-Asset Ratio was 0.3101, indicating that a smaller proportion of the company's financing came from debt compared to 2020.

Debt to equity ratio: The Debt-to-equity ratio is calculated by dividing a company's total liabilities with the shareholders equity. These values are obtained from the balance sheet of the company financial statements.

$$\text{Debt to Equity ratio} = \frac{\text{Total liabilities}}{\text{Shareholders fund}}$$

Year	Total liabilities	Shareholders Fund	Ratio
2022	4,775.38	1,944.97	2.4552
2021	3,801.53	1,426.83	2.6643
2020	3,398.93	1,122.03	3.0292
2019	1,913.82	1,259.64	1.5193
2018	1,567.94	967.73	1.6202

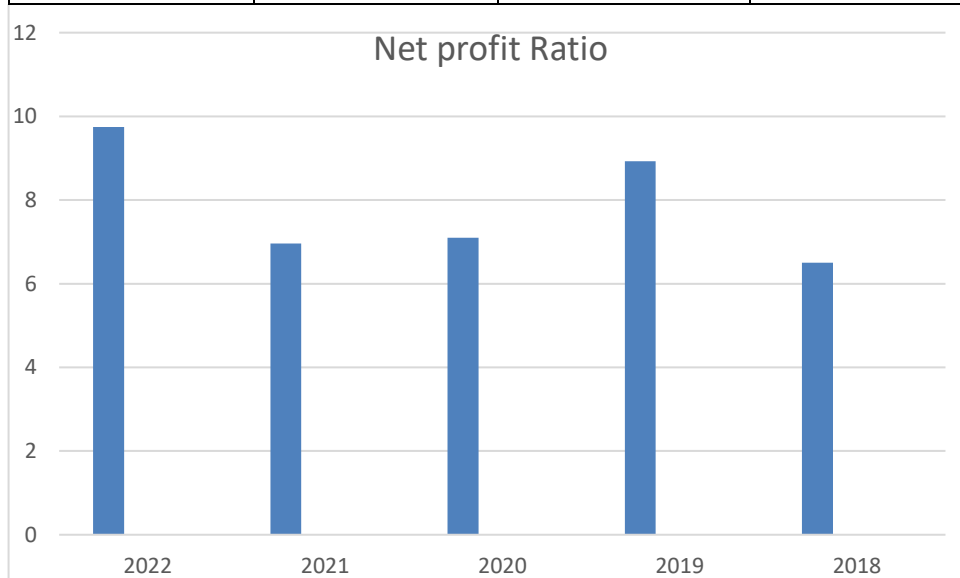


Interpretation: - The table shows the Total Liabilities and Shareholder's Fund for the years 2018 to 2022, and the ratio of Total Liabilities to Shareholders Fund for each year. The ratio measures the amount of liabilities for every rupee of Shareholders Fund. A higher ratio indicates higher financial risk for the company.

Net Profit Ratio: Net profit ratio is a financial ratio used to measure the profitability of a business by calculating the net profit as a percentage of its total revenue. It shows the percentage of profit earned by the business from each unit of sales made.

$$\text{Net Profit Ratio} = \frac{\text{Net Profit}}{\text{Net Sales}} \times 100$$

YEAR	Net profit	Net sales	Ratio
2022	428.49	4,396.12	9.7470
2021	230.52	3,311.87	6.9604
2020	278.80	3,927.27	7.0990
2019	317.98	3,563.14	8.9242
2018	196.23	3,018.40	6.5011

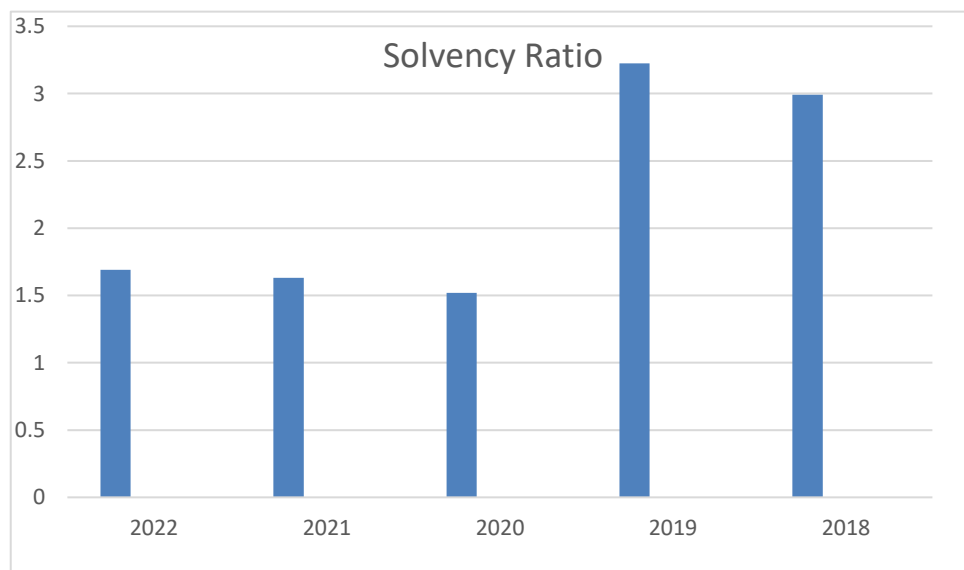


Interpretation: - The net profit ratios show how much profit the company generates from its net sales. As we can see, the net profit ratio has increased over the years, which indicates that the company's profitability has improved. In 2022, the net profit ratio is the highest, which is a positive sign for the company.

Solvency Ratio: - The solvency ratio is a financial ratio that measures a company's ability to meet its long-term obligations. It compares a company's total assets to its total liabilities and gives an indication of whether a company can repay its debts in the long term.

$$\text{Solvency Ratio} = \frac{\text{Total Assets}}{\text{Total Liabilities}}$$

Year	Total Assets	Total Liabilities	Ratio
2022	4,775.38	2826.59	1.6894
2021	3,801.53	2330.56	1.6312
2020	3,398.93	2238.01	1.5187
2019	1,913.82	593.53	3.2245
2018	1,567.94	524.03	2.9921

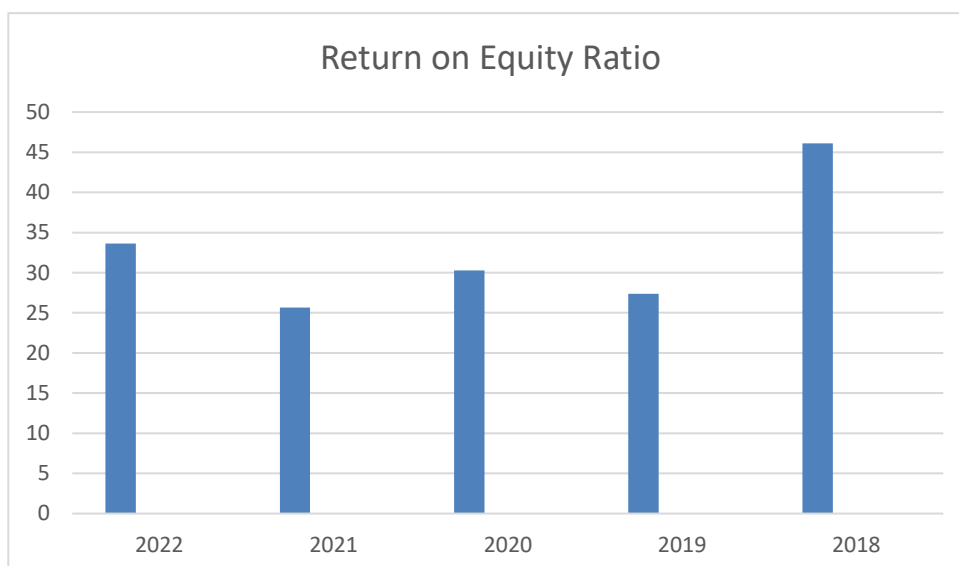


Interpretation: - The solvency ratio has increased over the past five years, indicating that the company's financial position has strengthened over time. In 2018, the solvency ratio was 2.9921, indicating that the company had more than twice as many assets as liabilities. In 2022, the solvency ratio increased to 1.6894, which is still considered a strong financial position.

Return on Equity Ratio: - Return on equity (ROE) is a financial ratio that measures a company's profitability in relation to the amount of shareholder equity invested in the business.

$$\text{Return on Equity Ratio} = \frac{\text{Net Income}}{\text{Shareholders fund}}$$

Year	Net Income	Shareholders' Equity	Ratio
2022	4437.48	131.97	33.6249
2021	3,384.95	131.97	25.6494
2020	3996.89	131.97	30.2864
2019	3610.51	131.97	27.3585
2018	3041.48	65.98	46.0969



Interpretation: - Based on the information provided, it appears that the company's return on equity (ROE) ratio has been fluctuating over the past five years. In 2018, the ROE ratio was very high at 46.0969, which indicates that the company generated significant profits relative to the amount of equity invested in the business. However, it is important to note that the equity invested in the business was relatively low in that year, which may have contributed to the high ROE ratio. In the following years, the ROE ratio declined but remained relatively stable between 25.6494 and 30.2864. In 2022, the ROE ratio increased significantly to 33.6249, which indicates that the company generated more profits for its shareholders relative to the amount of equity invested in the business.

ANNUAL REPORT

Profit and loss account

Consolidated	March 2022	March 2021	March 2020	March 2019	March 2018
INCOME					
Revenue From Operations [Gross]		3,295.89	3,912.12	3,557.08	3,017. 74
Revenue From Operations [Net]	4,378.73	3,295.89	3,912.12	3,557.08	3,017. 74
Other Operating Revenues	17.40	15.98	15.15	6.06	0.66
Total Operating Revenues	4,396.12	3,311.87	3,927.27	3,563.14	3,018. 40
Other Income	41.35	73.08	69.62	47.36	23.08
Total Revenue	4437.48	3,384.95	3996.89	3610.51	3041.4 8
EXPENSES					
Cost Of Materials Consumed	934.60	680.72	914.08	794.38	673.61
Purchase Of Stock-In Trade	59.05	46.86	70.42	90.93	93.82
\Changes In Inventories Of FG, WIP And Stock- In Trade	-3.75	-1.34	-1.03	0.80	-1.47
Employee Benefit Expenses	768.38	746.88	796.44	681.82	613.97
Finance Costs	176.09	162.70	165.24	0.00	0.00
Depreciation And Amortization Expenses	393.05	375.40	352.28	157.45	160.11
Other Expenses	1,529.07	1,067.56	1,271.77	1,395.46	1,198. 37

Total Expenses	3856.49	3,078.77	3,569.19	3120.83	2738.42
Profit/Loss Before Exceptional, Extraordinary Items and Tax	580.99	306.17	427.70	489.67	303.06
Exceptional Items	-7.33	0.00	-24.91	0.00	0.00
Profit/Loss Before Tax	573.66	306.17	402.79	489.67	303.06
Tax Expenses- Continued Operations					
Current Tax	144.92	93.13	119.64	174.75	122.14
Deferred Tax	0.00	-17.48	4.35	-3.05	-15.31
Tax For Earlier Years	0.25	0.00	0.00	0.00	0.00
Total Tax Expenses	145.17	75.65	123.99	171.69	106.83
Profit/Loss After Tax and Before Extraordinary Items	428.49	230.52	278.80	317.98	196.23
Profit/Loss from Continuing Operations	428.49	230.52	278.80	317.98	196.23
Profit/loss for the period	428.49	230.52	278.80	317.98	196.23
Minority Interest	2.30	1.14	1.18	1.81	0.00
Share Of Profit/Loss of Associates	10.40	0.00	0.00	0.00	0.00
Consolidated Profit/Loss After MI And Associates	420.39	231.67	279.98	319.79	196.23
OTHER ADDITIONAL INFORMATIO N					

EARNINGS PER SHARE					
Basic EPS (Rs.)	32.00	18.00	21.00	24.00	30.00
Diluted EPS (Rs.)	32.00	18.00	21.00	24.00	30.00
DIVIDEND AND DIVIDEND PERCENTAGE					
Equity Share Dividend	79.18	0.00	145.17	32.99	16.50
Tax On Dividend	0.00	0.00	29.84	6.78	

Interpretation

This is a consolidated profit and loss account for the year ending March 2022, compared to the previous 4 years. The total revenue for March 2022 was 4,437.48, and the total expenses were 3,856.49, resulting in a profit/loss before tax of 573.66. After tax expenses of 145.17, the profit/loss after tax and before extraordinary items was 428.49. This result was impacted by various factors such as revenue from operations, employee benefit expenses, finance costs, and other expenses. The basic and diluted earnings per share were both 32.00. The company declared an equity share dividend of 79.18, with a tax on dividends of 0.00.

BALANCE SHEET

Standalone Balance Sheet in Rs. Crores

Particulars	March 2022	March 2021	March 2020	March 2019	March 2018
Equities and liabilities					
Shareholders					
Equity Share Capital	131.97	131.97	131.97	131.97	65.98
TOTAL SHARE CAPITAL	131.97	131.97	131.97	131.97	65.98
Reserves and Surplus	1,813.00	1,294.86	990.06	1,127.67	901.75
TOTAL RESERVES AND SURPLUS	1,813.00	1,294.86	990.06	1,127.67	901.75
TOTAL SHAREHOLDERS FUNDS	1,944.97	1,426.83	1,122.03	1,259.64	967.73
Minority Interest	10.11	9.39	10.69	2.58	0.00
NON-CURRENT LIABILITIES					
Long Term Borrowings	119.83	0.00	0.00	0.00	0.00
Deferred Tax Liabilities [Net]	0.00	0.00	0.84	49.98	54.98
Other Long-Term Liabilities	1,787.65	1,469.30	1,525.22	0.50	0.50
Long Term Provisions	0.00	0.00	0.00	0.00	0.00
TOTAL NON- CURRENT LIABILITIES	1,907.48	1,469.30	1,526.06	50.48	55.48

CURRENT LIABILITIES					
Short Term Borrowings	0.00	0.000	0.00	0.00	0.00
Trade Payables	542.78	537.83	451.71	424.96	388.98
Other Current Liabilities	335.24	281.18	232.31	93.62	68.14
Short Term Provisions	41.09	42.25	27.93	24.47	16.41
TOTAL CURRENT LIABILITIES	919.11	861.26	711.95	543.05	468.55
TOTAL CAPITAL AND LIABILITIES	4,775.38	3,801.53	3,398.93	1,913.82	1,567.94
ASSETS AND NON-CURRENT ASSETS					
Tangible Assets	2,630.00	2,067.96	2,112.04	748.91	732.04
Intangible Assets	52.81	35.40	36.68	36.47	35.86
Capital Work-In-Progress	38.84	24.45	38.94	14.44	10.93
OTHER ASSETS	0.03	0.03	0.03	0.03	0.03
FIXED ASSETS	2,728.55	2,130.15	2,188.19	800.36	780.68
Non-Current Investments	854.74	532.43	83.39	88.73	82.17
Deferred Tax Assets [Net]	57.08	88.37	80.99	0.00	0.00
Long Term Loans and Advances	0.00	0.00	0.00	0.00	16.93
Other Non-Current Assets	196.43	235.52	205.61	218.33	186.85
TOTAL NON-CURRENT ASSETS	3,836.79	2,986.47	2,558.18	1,107.41	1,066.63

CURRENT ASSETS					
Current Investments	99.68	81.45	51.18	180.80	263.10
Inventories	157.05	130.47	92.19	73.15	62.59
Trade Receivables	26.75	17.92	19.29	32.68	15.08
Cash And Cash Equivalents	539.99	517.46	639.22	489.06	128.53
Short Term Loans and Advances	41.33	1.40	0.00	0.00	0.00
Other Current Assets	73.79	66.35	38.87	30.72	32.01
TOTAL CURRENT ASSETS	938.59	815.06	840.75	806.41	50 1.3 1
TOTAL ASSETS	4,775.38	3,801.53	3,398.93	1,913.82	1,567.9 4

Interpretation

The data provided is a balance sheet of a company for the months of March of the years 2018-2022. It shows the company's assets, liabilities and shareholders' equity.

Assets: The company's assets include tangible assets (2,630.00), intangible assets (52.81), capital work-in-progress (38.84), non-current investments (854.74), deferred tax assets (57.08), long term loans and advances (0.00), other non-current assets (196.43), current investments (99.68), inventories (157.05), trade receivables (26.75), cash and cash equivalents (539.99), short term loans and advances (41.33) and other current assets (73.79). Liabilities and Shareholders' Equity: The company's liabilities include equity share capital (131.97), reserves and surplus (1,813.00), minority interest (10.11), long term borrowings (119.83), deferred tax liabilities (0.00), other long-term liabilities (1,787.65), long-term provisions (0.00), short term borrowings (0.00), trade payables (542.78), other current liabilities (335.24), short-term provisions (41.09). The total shareholders' equity is 1,944.97. Overall, the total assets and total liabilities and shareholders' equity are equal, totaling 4,775.38.

CHAPTER: -6

LEARNING EXPERIENCE

This internship has been a very useful experience for me. I can safely say that my understanding of the job environment has increased greatly. The two main things that I learned after my experience in this firm are the importance of time management and being self-motivated. Having carried out the organizational study in JUBILANT FOODWORKS Pvt Ltd helped me in understanding and learning many things like gain knowledge and how the organization function.

Organization study gave a very good opportunity to understand about organizational structure, formation and its working. All the staff will be of great benefit with regard to future aspects. The internship was a good exposure for me to the number the working condition of the organization. Another important aspect noticed in the company was regarding the discipline followed in the premises. The whole process helps an MBA student build his skill to the next level because understanding the Enterprises function is the basic necessity for an employee when he join's any organization in his carrier.

Financial analysis of the Enterprises helped me to understand the financial ratios and analyzing the financial statements provided by the Enterprises.

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