

**A PROJECT REPORT ON**  
**"STUDY ON FINANCIAL PERFORMANCE ANALYSIS AND CUSTOMER**  
**SATISFACTION IN PARVATHI PARAMESHWAR TRANS LOGISTIC PVT**  
**LTD.(BANGALORE)**

Submitted By

**Mr. SAGAR D**

**USN: 4AL19MBA63**

Submitted To



**VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELGAUM**

In partial fulfilment of the requirements for the award of the degree of  
**MASTER OF BUSINESS ADMINISTRATION**

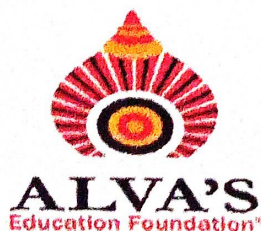
**Under the guidance of**

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Mrs. Priya Sequeria  
Assistant Professor  
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AIET,

**EXTERNAL GUIDE**

Mr Basavaraj  
Managing director of PPTL  
Bangalore



**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY**

**Batch 2020 – 2021**





CIN: U63030KA2017PTC108052  
GST No : 29AAJCP5378G1ZV

**PARVATHI PARAMESHWARA TRANSLOGISTICS PVT. LTD.**  
Your Navigator in The World Of Business

**CERTIFICATE**

This is to certify that **Mr. SAGAR D**, bearing USN : **4AL19MBA63**, 2<sup>nd</sup> year MBA student of **Alva's Institute of Engineering and Technology**, Shobavana Campus, Mijar has undertaken the project work entitled " **A Study on financial performance analysis and customer satisfaction in Parvathi Parameshwara Translogistics Pvt Ltd** " during 22-02-2021 to 03-04-2021 in **Parvathi Parameshwara Translogistics Pvt Ltd, Bangalore**. During his Project work in our company, we found his character and conduct is good.

This project on evaluation fulfills all the stated criteria and the students findings are his original work. We wish him all the best for his future endeavors.







## ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY

A Unit of Alva's Education Foundation (R)

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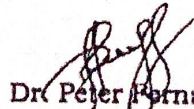
22 July 2021

### CERTIFICATE

This is to certify that **SAGAR D** bearing USN **4AL19MBA63**, is a bonafide student of PG Department of Business Administration of Alva's Institute of Engineering and Technology, Mijar, affiliated to Visvesvaraya Technological University, Belagavi. The project report titled "**A EMPIRICAL STUDY ON A FINANCIAL PERFORMANCE ANALYSIS AND CUSTOMER SATISFACTION IN PARVATHI PARAMESHWARA TRANS LOGISTICS COMPANY PVT LTD, BANGALORE**" is prepared by him under the guidance of Mrs. Priya Sequeira, Assistant Professor, PG Department of Business Administration in partial fulfillment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi, Karnataka.

  
Mrs. Priya Sequeira  
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Viva-Voce Examination

Date:

Signature of Internal Examiner  
Name & affiliation

Signature of External Examiner  
Name & affiliation

## DECLARATION

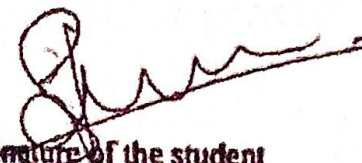
I, Mr. SAGAR D, Reg. No.(4AL19MBA63) hereby declare that the project report entitled "Study on Financial Performance Analysis and Customer Satisfaction with reference to PPTL Pvt Ltd, Bangalore" is prepared by me under the guidance of Miss Priya Sequeria, Assistant Professor PG Dept of Business Administration, Alva's Institute of Engineering and Technology, Mijar, Moodbidri.

I also declare that this summer project work is towards the partial fulfillment of the university regulations for award of degree of MASTER OF BUSINESS ADMINISTRATION by Visvesvaraya Technological University, Belgaum.

I have undergone summer project for a period of 45 Days. I further declare that this report is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University/Institution.

Date: 23/07/2021

Place: Mijar.

  
Signature of the student



## ACKNOWLEDGEMENT

I would like to extend our heartiest thanks with a deep sense of gratitude and respect to all those who provides me immense help and guidance during my training period.

I would like to thank my external guide **Mr Basavaraj Managing Director of PPTL LTD**, and the entire staff for their constant encouragement, suggestions and moral support throughout the duration of my project.

I express deep sense of gratitude to my internal guide **Miss Priya Sequeria, Assistant Professor** of Alva's Institute of Engineering and Technology, PG Department of Business Administration, Mijar, Moodbidri, for having shown interest at every aspect right from the beginning of the project.

I would like to thank our respected principal **DR. PETER FERNANDES** for his pillared support and encouragement under college management for providing the right atmosphere to carry out the Internship.

I would like to convey my heartfelt thanks to **DR. CLARET MENDOCA**, H.O.D of MBA Department for giving me the opportunity for her encouragement.

Finally, I would like to mention here that I am greatly indebted to each and everybody who has been associated with my project.

Date: 29/07/2021

Place: MOODBIDRI

SAGAR

4AL19MBA72

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## **EXECUTIVE SUMMARY**

The project report on "A STUDY ON FINANCIAL PERFORMANCE ANALYSIS AND CUSTOMER SATISFACTION" submitted in fractional implementation of the requirements for the award of Master of Business Administration (MBA). This project includes industry profile, company profile, statement of the problem, objectives of the project, methodology, analysis and interpretation, findings, suggestion and conclusion.

Customer satisfaction calculated on primary data (questionnaire) and financial analysis calculated on data provided by a company (ratio's) and it helps to understand the company's financial position

Finance is characterized as the arrangement of cash when it is required. Each undertaking, regardless of whether huge, medium, or little, necessities money to carry on its activities and to accomplish its objectives. Truth be told, finance is so fundamental today that it is properly supposed to be the soul of an undertaking. Without sufficient money, no endeavors can achieve its targets. Money alludes to the administration of stream of cash through an association.