

## **2014 Operations Internship Outline**

**Location: Fastenal Northeast Distribution Center: Jessup, PA**

**Duration: 12 – 15 Weeks**

**Availability: 2 Positions per Semester**

**Internship Title: Operations Intern**

**Internship Schedule: Monday – Friday varying hours**

**Internship Contact: Kyra Davey (kdavey@fastenal.com or 570-307-0992 x150)**

**Goal of Internship:** To provide a well rounded business experience that will expose the intern to all of the complexities of a distribution center. The intern will be expected to contribute their own perspective throughout the process on all challenges they are presented with.

### **1. Department Rotation Schedule**

- a. Receiving (2 Week)
- b. Material Handling (2 Weeks)
- c. Picking (2 Weeks)
- d. Sortation (2 Weeks)
- e. Shipping (1 Week)
- f. Quality Control / Inventory (1 Week)
- g. FastSolutions (1/2 Week)
- h. Safety (1/2 Week)
- i. Traffic/3PL (2 Weeks)

During the internship the student will follow the flow of product throughout the warehouse. The student will gain an understanding of the individual importance of each department within the warehouse as well as how each department interacts with others to achieve company wide goals. By the completion of their rotation the student will have a full understanding of the building operations as well as some of the necessary support functions that are in place. After the 12 week rotation is completed (if time allows) the intern may choose a department of interest to return to and complete their internship with. The decision as to which department is up to the intern, but the decision must be stated in writing as to why that department was their choice. During their rotation it is expected that the intern will take a strong interest and play an active role in each department. This includes interactions with managers, leads, and part time employees as well as participating in any assigned tasks or projects decided by the department.

### **2. During the Operations Internship the student will also meet with the following people:**

- a. Marcelo Desousa: NE Operations Manager
- b. Chris Hamilton: Outbound Area Manager
- c. Tom White: Traffic Manager

These meetings are designed to expose the student to all levels of management and the corresponding challenges faced at each level. A list of 10 or more questions will be developed by the student prior to the interview for review. These questions should reflect the intern's general business interests and curiosities. The meeting should be used as an opportunity to explore the varying viewpoints of these senior level managers.

Interns are required to submit a short reflection essay following each interview and rotation in a department. These reflection essays should be compiled and integrated into the intern's final presentation. The intern will be assigned a project to complete during each two week period that will be designed to test their skills, thought process, analytical

ability and management potential. The internship program will culminate with a final presentation including projects from each department and reflections on the thought process used.

### **Expectations of Intern**

- Arrive on time and come prepared properly for the assigned department. This includes proper attire and safety equipment as required. Any issues regarding schedule should be discussed with the department manager and internship coordinator.
- Take a hands-on approach to everything. Due to the nature of the work this will likely manual labor including lifting/pushing/pulling/etc.
- Contribute to all department meetings; organized as well as impromptu.
- Write reflection papers after each rotation/interview and turn in to internship coordinator.
- Submit performance reviews after each department rotation is completed.
- Ask questions; the goal of this internship is to provide hands on experience allowing the intern to gain knowledge they could not within a classroom. The more the intern explores curiosities the more they can learn.
- Conduct themselves in a professional manner at all times. Any conflicts should be addressed immediately with the internship coordinator and resolved quickly.
- Bring all issues and concerns to the attention of the internship coordinator.
- View the internship program as a potential to opening career opportunities in the future.
- Any deviation from above expectations and/or other violations may result in the intern being dismissed from their position.

### **Expectations of Managers**

- Introduce the intern to all managers and leads within the department. Serve as an ambassador to the part time employees explaining the role of the intern and working them into the department's daily operation.
- Walk the intern through the entire department process, explaining the work flow, procedures, tasks, etc.
- Pair intern with part-time personnel to learn the departments functions (< 50% of time in department)
- Show intern the management side of the departments day-to-day operations (>50% of time in department). The intern should be included in all department meetings, excluding those of sensitive nature.
- The intern should not function as additional help or be relied on to get the department through the work day.
- Ensure the intern has a full working understanding of the department's operations and how they relate to the other internal departments, as well as the company outside of the distribution center.
- Provide the necessary support for the intern to complete and make a meaningful contribution to a project. The project should be related to the most relevant issues in the department at that time.
- Management should take the approach that the intern may have the potential to be an addition to the management team.
- Each Department Manager will be required to submit a performance review of the intern at the end of their two week rotation.