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AVA Benelux B.V.

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Dani Hendrik

INTERNSHIP PROGRAM AND APPROVAL PAGES

Student's

Number : 201433040
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Institution's

Name, Mailing Address, Phone Number

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The Certifying Authority's

Title, Name, Surname

René Hendriks
Manager Purchasing

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René Hendriks

PREFACE

The automotive aftermarket is the secondary market of the automotive industry, concerned with the manufacturing, remanufacturing, distribution, retailing, and installation of all vehicle parts, chemicals, equipment, and accessories, after the sale of the automobile by the original equipment manufacturer (OEM) to the consumer. The parts, accessories, etc. for sale may or may not be manufactured by the OEM.

The aftermarket encompasses parts for replacement, collision, appearance, and performance, including electric propulsion. The aftermarket provides a wide variety of parts of varying qualities and prices for nearly all vehicle makes and models.

Consumers have the option of repairing their vehicles themselves (the "do-it-yourself" or "DIY" segment) or can take the vehicle to a professional repair facility (the "do-it-for me" or "DIFM" segment). The aftermarket helps keep vehicles on the road by providing consumers the choice of where they want their vehicles serviced, maintained, or customized.

AVA Benelux is mainly specialized and on the automotive both aftermarket and OEM for engine cooling and air conditioning. Today with nearly 5000 products they serve both aftermarket and OEM customers all around globe.

During my internship in Ava Benelux BV (Bestolen Venootschap) I had the opportunity to practice what I learned in my school life. During my internship, I learned how to apply the information I learned at school in business life.

Thanks to this internship I have seen a reflection of the future business environment. At the same time, thanks to the friendly and helpful staff, I have enjoyed during 20 working days and also improved my vocational knowledge.

Being an employee of Ava Benelux BV and benefiting from their knowledge and experience, professional development contributed.

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Rene Hendrickx

INTRODUCTION OF COMPANY

AVA Quality Cooling is a leading international distributor for Engine Cooling and Air-Conditioning parts operating within 5 European subsidiaries in Denmark, England, France, Austria and Italy.

AVA headquarter and central warehouse is in Hilvarenbeek, the Netherlands which serves the AVA Benelux and Export customers in the best possible way.

Since early 2017 AVA is part of the Enterex International Limited Group, company listed at Taiwan Stock Exchange Taipei and one of the world's largest manufacturer of Radiators and Condensers for the automotive after-market and OEM's with an annual capacity of 5 million units.

Enterex headquarter is in Taiwan with its own factories in China and Cambodia and it operates with its branches also in North America, with a sales and distribution center in Arlington, Texas and a research & design center in Westbrook, Connecticut. With a market share of over 30%, Enterex can be considered the market leader in the North American automotive after-market.

AVA, with more than 50 years experience in the market of engine cooling and air-conditioning, can offer the widest and most up-to-date range in the automotive after-market offering its customers a wide assortment able to guarantee total market coverage.

The AVA product management team, combined with the expertise of the Enterex factories, are a guarantee for the highest quality of its products thanks also to the continuous quality controls and testing facilities. The development of new references every month moreover can ensure AVA to offer always the most up to date product range.

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Reni Kerdub

1. INTRODUCTION

Trade is a basic economic concept involving the buying and selling of goods and services, with compensation paid by a buyer to a seller, or the exchange of goods or services between parties. In general, trade is divided into domestic trade and foreign trade. Foreign trade is realised in two ways as export and import.

Exports are the goods and services produced in one country and purchased by residents of another country. Import is a good or service brought into one country from another. The word "import" is derived from the word "port" since goods are often shipped via boat to foreign countries.

2. SPARE PARTS TRADES IN AUTOMATIVE INDUSTRY

According to Trade Map created by International Trade Centre, global sales from autoparts exports by country totaled US\$385.4 billion in 2017. Overall, the value of auto parts exports rose by an average 5.8% for all exporting countries since 2013 when auto parts shipments were valued at \$364.4 billion. The value of global automotive parts exports accelerated by 6.6% from 2016 to 2017. Among continents, European countries generated the highest dollar worth of automotive parts exports during 2017 with shipments valued at \$185.1 billion or 48% of the global total.

3. PRODUCT RANGE

As being one of the European based companies, currently Ava Benelux is one of the biggest suppliers of A/C (Air Conditioning) and engine cooling systems in Europe by market share of 52.7%. They have accomplished this achievement by finding the best quality products with the most affordable prices for their customers.

Air conditining parts they trade are:

- A/C Clutch
- A/C Compressor
- A/C Condenser
- A/C Kit
- A/C Valve
- A/C Expansion Valve

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Roni Mendel

- A/C Cooler
- A/C Evaporator

Engine cooling parts:

- A/C Evaporator
- Heater Cores
- Radiators
- Intercoolers
- Oil Coolers
- Cabin Heaters

4. DEPARTMENTS

AVA Benelux can be divided into 2 main divisions.

4.1. PURCHASING

Ava Benelux holds the stock contains nearly 150.000 items, all these products together, can allow AVA to be a leader distributor on the international and national market and serve its customers in the best possible way. This is where the purchasing division takes a tremendous and critical responsibility in this business; the division have to manage products, keep track of the future developments in the industry, manage and forecast stocks in various warehouses located in Netherlands, sample check and confirm the products came sent from producers, managing costs of logistics and stocks, creating and constantly updating the product catalogue and tracking the orders.

4.1.1 PRODUCT CONFIRMATION AND SAMPLE CHECK

In order to ensure quality for their customers, before placing any order Ava always asks samples from producers. When the sample arrived, a qualified expert takes new product and checks the various specifications of it. These specs can differ from one product to another but mainly; measures, boxing quality and metarial qualities are especially important for quality experts. When the product is confirmed and sample is qualified as ready to go, order can be placed but sample will be kept in order to avoid any future complications.

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4.1.2. PRODUCT MANAGEMENT AND CATALOGING

Automotive industry is one of the fastest growing markets of 21. century, so does the spare part market. Any new development made by the automotive producers have to constantly kept under track because when RnD teams developed a new part, spare part producers are changing or adding a new part to their production. This means the purchasing team always have to keep track of new products and update their catalogue in order to constantly informing their customers.

4.1.3. STOCK MANAGEMENT AND FORECASTING

As a stock keeping company Ava have to keep track of their current stocks and based on their previous sales with seasonality factor stock management becomes the most important division of the purchasing department. Computer based stock tracking program is used for the task. This program is developed in house and lets the managers track and their back orders, current orders, ingoing and ongoing orders, current available space etc. Seasonality is also another big factor on cooling systems, this leads to more sales on summer months.

4.1.4. ORDER TRACING AND LOGISTICS

Availability is secondary crucial part of the purchasing team. Customers expects the most affordable prices under their reach everytime, to keep them repetitive and loyal stocks have to be kept always up to date and sustainable. Purchasing department keeps track the orders and renew them on the fastest and shortest period of time.

4.2. SALES

In its narrowest form, a sales department advises the marketing department based on its feedback with customers and focuses on customer contact to drive sales. The sales divisions main course of action is building the bridge between Ava and customers. Main tasks of sales are; planning the sales while satisfying customers needs and wants, after sales services with warranty applications and customer relations.

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4.2.1. AFTER SALES SERVICES AND WARRANTY

When there is a complaint or problem with the product, sales department immediately takes the product back to run some performance tests, diagnostics and evaluation of damage. Transportation costs paid by Ava. During this procedure every step will be photographed with a detailed report. If the problem is caused by Ava, product would be replaced immediately and another error report will be sent to producer in order to alarm them.

4.2.2. CUSTOMER RELATIONS

To maintain its customer base, sales takes responsibility for making sure buyers are happy, as well as trying to upsell them. The division is proactive in contacting customers with surveys and special offers and is reactive in attempting to solve any problems that might cause the company to lose customers. Ava keeps in touch with every customer they have by visiting them in order to have a better relationship with them.

4.2.3. ONLINE SALES, PLANNING AND PRICING

Because sales managers spend much of their time talking directly to customers, they guide the development of products and services. They recommend modifying or dropping products or services or adding new ones to the company's mix, based on what customers want. A sales and marketing department has the responsibility for deciding where the company should sell and what its prices should be. This includes choosing which, if any, intermediaries the company will use, such as wholesalers, distributors or retailers. Ava handles sales by taking online orders from their website. Each customer has to be verified by Ava and every customer has a different profile within the system.

5. CONCLUSION

In my internship for 20 days, I was very fortunate in terms of opportunities and people I knew. On certain days, I also worked in different departments and helped to reduce the workload in the company. I had the opportunity to experiment with many subjects that I took theoretically. Employees from all departments guided me by sharing their experiences and knowledge.

In the course of the internship, I've learned how purchasing operations takes place in a company, how to forecast future transactions based on past experiences, which stages are

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followed during the warranty process, how the goods are purchased from different types of producers in different countries. I have started in sales department after 10 days I have continued my internship for 10 days at purchasing department and I have attended an exhibition with my colleagues. I had both field and office experience.

I can tell you that this internship program has taught a lot to me. This internship has enabled me to get an idea of the business life. It will serve as a stepping stone to shape my future plans and decide what I want and I do not want.

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1. DAVRANIŞ DEĞERLENDİRME VE DIŞ GÖRÜNÜŞ:

Evaluation of General Attitude and Appearance

		Çokiyi	iyi	Yeterli	Zayıf
		Outstanding	Good	Satisfactory	Poor
Kendine güven	Self Confidence	✓			
İnsiyatif	Initiativity	✓			
İşekarşılığı-Özveri	Interest, Attitude to work	✓			
Yaratıcılık	Creativity	✓			
Liderlik Vasıfları	Leadership ability	✓			
Giyim-Kuşam (temizlik)	Cleanliness	✓			

2. İLETİŞİM KABİLİYETLERİ

Communication Abilities

		Çokiyi	iyi	Yeterli	Zayıf
		Outstanding	Good	Satisfactory	Poor
Üstüiletişim	Communication. with superiors	✓			
İşarkadaşlarıiletişim	Comm. With Colleagues	✓			
Konukvemüşteriyletişim	Communication with others	✓			
Dinlemebecerisi	Listening Skills	✓			
Konuşmabecerisi	Speaking Skills	✓			
Yazıyazmabecerisi	Writing Skills	✓			

3. İŞ PERFORMANSI

Job Performance

		Çokiyi	iyi	Yeterli	Zayıf
		Outstanding	Good	Satisfactory	Poor
İşdevamdatitizlik	Punctuality	✓			
İşlemleribilme	Awaren. of procedures	✓			
Büromakinelerinikullanma	Use of office supplies	✓			
Sorumluluk Kabul etme	Taking responsibilities	✓			
Göreviniyerinegetirme	Fulfilling the duties	✓			
Kaynaklarıetkinkullanma	Effect. use of resources	✓			
Ofisteçizatı	(such as office supplies, equipments, utensils)	✓			

DiğerDüşünceler / Other Comments

Atif is a very good student who really showed interest in our products / company / structure of our market and business activities !! it is great working with him !!

4. GENEL DEĞERLENDİRME

General Evaluation

Çokiyi/ Outstanding	<input checked="" type="checkbox"/>
İyi/ Good	<input type="checkbox"/>
Yeterli/ Satisfactory	<input type="checkbox"/>
Zayıf/ Poor	<input type="checkbox"/>

Lütfeneleştirileriniz vestajyer öğrencinin gelişimi ile ilgili tavsiyelerinizi yazınız.

Please state your comments and suggestions on the progress of the trainee.

5. BU STAJYERİ TEKRAR ÇALIŞTIRMAYI DÜŞÜNÜRMÜSÜNÜZ?

Would you consider employing this trainee again?

Yes / Evet

No / Hayır

6. GELECEK YIL ÜNİVERSİTEMİZDEN BAŞKA STAJYER ÖĞRENCİLER DE ÇALIŞTIRMAK İSTERMİSİNİZ?

Would you consider employing another trainee from our university next year?

Yes / Evet

No / Hayır

Adı Soyadı:

Name

René Hendrickx

Ünvanı:

Job Title

İmza ve Mühür:

Signature and Seal

René Hendrickx

Tarih:

Date

00/00/20..

21/09/2018

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7. WORK DONE [To be filled by the Student, and approved by the Department Directors]

Day	Date	Department	Brief Description of Training in the Department	Name and Job Title of The Department Officer
1	27-08-2018	Sales	Evaluating firm Growth (Annually, Monthly, Quarterly)	Jan Meijer / Sales Man.
2	28-08	Sales	Visiting Customers Around Hilvarenbeek	Rene Hendrikx
3	29-08	Sales	Attending the Truck Fair (Transport Compleet)	Rene Hendrikx
4	30-08	Sales	Fair Evaluation	Rene Hendrikx
5	31-08	Sales	Creating current customer Survey	Rene Hendrikx

Student's Name and Surname **Arif Yetik**

Manager's Name and Surname

Student's Signature 

Manager's Signature and Stamp/Seal

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Day	Date	Department	Brief Description of Training in the Department	Name and Job Title of The Department Officer
6	03-09-	Aftersale	Learning warranty Procedures	Rene Hendriks
7	04-09	Aftersale	Tracing and accepting Products which come in warranty	Rene Hendriks
8	05-09	Aftersale	Testing the faulty Products and addressing the Problem	Rene Hendriks
9	06-09	Aftersale	Resending the products and informing the customer	Rene Hendriks
10	07-09	Product Management	Cataloging new Product	Rene Hendriks

Student's Name and Surname

Arif Yetim

Manager's Name and Surname

Student's Signature



Manager's Signature and Stamp/Seal

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Day	Date	Department	Brief Description of Training in the Department	Name and Job Title of The Department Officer
11	10-09	logistics	Learning online order Protocol	Pene Hendriks
12	11-09	Logistics	Visiting different warehouses	Pene Hendriks
13	12-09	logistics	Practicing with Stock Management Software	Pene Hendriks
14	13-09	logistics	Organizing orders with Forklifts	Pene Hendriks
15	14-09	logistics	Preparing Invoices for Customers	Pene Hendriks

Student's Name and Surname *And Kalk*

Manager's Name and Surname

Student's Signature 

Manager's Signature and Stamp/Seal

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Day	Date	Department	Brief Description of Training in the Department	Name and Job Title of The Department Officer
16	17-09	Purchasing	Market research for offloading	Rene Hendriks
17	18-09	Purchasing	Learning Pricing Strategies	Rene Hendriks
18	19-09	Purchasing	Quality check with samples	Rene Hendriks
19	20-09	Purchasing	Confirming orders and arranging transport	Rene Hendriks
20	21-09	Purchasing	Unloading trucks	Rene Hendriks
21				

Student's Name and Surname *Arif Yetti*

Student's Signature 

Manager's Name and Surname *Rene Hendriks*

Manager's Signature and Stamp/Seal

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BESTELADVIES : 06-09-2018

Menu, Print, Delete, New

Importeer, Huidig Aantal, Exporteer Min / Max

Sorteer op som periode

Dijger Schilder

Artikel nr.	Lev. code	I/C	Extern	land nummer	Valuta	Value	Korting	Inkoop	Eur prijs	Advies	Prijs	rest	Vrrd	Best.	O.S	Vrrd	Ink.prijs	Datum
RT2006	YETAN	NL	218201	45.39	EUR	0.00	45.39	0	5	90	48.11						44.88	04-09-18

Voorraad :	79	vrrd gewenst :	221	Advies vrrd :	-161	Group : ra													
Blokkade :		vrrd special :	221	Gem. jaar :	20	A vers. :	34	N vers. :	34	Atwijk :	14	Optimal tufmasi geder							
Bestelling :	182	Onderweg :	50	Gem. huidig :	50														
Backorder :	40	Nog niet bev. :	132																
Econ. vrrd :	221																		

IN	UIT	LEVBECODE	DATUM
46	BALANS	01-01-2017	131
3	04HAUA	03-01-2017	15
15	01MORG	02-01-2017	2
2	04PRAN	06-01-2017	1
1	04PRAN	06-01-2017	1
1	04PRAN	13-01-2017	6
6	01MORG1	13-01-2017	1
1	04HAUA	27-01-2017	2
2	INNRV	27-01-2017	50
50	YETAN	01-02-2017	40
40	YETAN	01-02-2017	15
15	01MORG	02-02-2017	2

IN	UIT	LEVBECODE	DATUM
5	BALANS	01-01-2016	5
5	04HAUA	09-01-2016	40
40	YETAN	25-01-2016	25
25	YETAN	28-01-2016	5
5	04HAUA	28-01-2016	6
6	04AVAA	28-01-2016	3
3	01MORG1	27-01-2016	3
3	01MORG1	27-01-2016	4
4	01MORG	29-01-2016	5
5	01MORG	29-01-2016	1
1	01MORG	29-01-2016	9

Art. nr.	Deb Code	Status	DC	Best	Gel.	B.O.	Order NR.	Pakbon NR.	Faktuur NR.
RT2006	01MORG	0	0	40	40	0	1090978		
RT2006	01MORG	0	0	20	20	0	1091261		
RT2006	01MORG	0	0	20	20	0	1091264		551731
RT2006	01MORG	F	5	5	5	0			

Magazijn	Q1	Q2	Q3	Q4
RT2006	79	221	221	221
BALANS	131			
48 Radiator R4 / R6 B				
01MORG	15			
48 Radiator R4 / R6 B				
04PRAB	2			
48 Radiator R4 / R6 B				
01MORG	15			
48 Radiator R4 / R6 B				
INNRV	4			
48 Radiator R4 / R6 B				
RHEHA	1			
48 Radiator R4 / R6 B				
AIRHE	1			
48 Radiator R4 / R6 B				

Back Order List
 Sim Stock aanvulling "gecomp. st.
 850 vrrd ver. puon.
 180.000 € program
 180.000

TRANSPORT
>>COMPLEET

Dhr. A Yetik
Bedrijfsleider/management
AVA Benelux B.V.

Transport Compleet GO 2018



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TRANSPORT
>>COMPLEET

Dhr. A Yetik
Bedrijfsleider/management
AVA Benelux B.V.

Transport Compleet GO 2018



71800002-3191443

u/vouwlij

Let op: dit is een persoonskaart met een foto

Meer info

data: 04-09-2018 14.00 - 22.00 uur
05-09-2018 14.00 - 22.00 uur
06-09-2018 14.00 - 22.00 uur

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Instructies

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