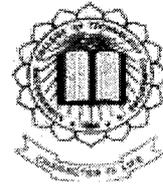


P-3204



**A STUDY ON IMPROVING THE EFFECTIVENESS OF  
CANTEEN IN PEPSICO PLANT WITH PARTICULAR  
REFERENCE TO NELMANGLA IN BENGALURU**

by

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Reg.No.0820400041

of

DEPARTMENT OF MANAGEMENT STUDIES  
KUMARAGURU COLLEGE OF TECHNOLOGY  
COIMBATORE-641006

A Project Report  
Submitted to the

**FACULTY OF MANAGEMENT STUDIES**

In partial fulfillment of the requirements of  
Anna University Coimbatore for the award of the  
degree of

**MASTER OF BUSINESS ADMINISTRATION**

June 2010

*CERTIFICATE*

---



**KUMARAGURU COLLEGE OF TECHNOLOGY**

**(An ISO 9001:2000 Certified Institution)**

**Coimbatore-641006**

**BONAFIDE CERTIFICATE**

Certified that this project titled "A STUDY ON IMPROVING THE EFFECTIVENESS OF CANTEEN IN PEPSICO PLANT WITH PARTICULAR REFERENCE TO NELMANGLA IN BENGALURU" is the bonafide work of Ms. SABA .K.S who carried out this project under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

**MR C.G. GANESHMOORTHY**

**Faculty Guide**

**PROF S.V.DEVANATHAN**

**Director**

Evaluated and viva-voce conducted on ..... 14/06/2010.....

**Examiner I**

**Examiner II**

## CERTIFICATE

This is to certify that **Miss. Saba.K.S, Roll No 08 MBA 41**, a student of KCT Business School, Kumaraguru College of Technology, Coimbatore, had undergone a project entitled "**To Improve the effectiveness of Canteen**" between 10/03/10 to 3/06/10 in M/s. **Pepsico India Holdings Pvt. Ltd** Nelamangala.

Organizational Guide's: Jaspreet Singh  
Name and Designation: HR Manager  
Postal address: No 34<sup>th</sup> Km stone,  
Village Teppada Begur,  
NH-4, Nelamangala,  
Bangalore-562123

During the tenure her performance was good.

We wish all the best in all her future endeavors.

**For Pepsico India Holdings Pvt. Ltd.**



**Jaspreet Singh**  
Manager HR

Place: Nelamangala  
Date: 03/06/2010

*DECLARATION*

---

## DECLARATION

I, hereby declare that this project report entitled as "**A study on improving the effectiveness of canteen in PepsiCo plant with particular reference in Nelmangla, Bengaluru**", has been undertaken for academic purpose submitted to Anna University in partial fulfillment of requirement for the award of the degree of Master of Business Administration. The project report is the record of the original work done by me under the guidance of **Mr.C.Ganeshmoorthy** during the academic year 2010.

I, also declare hereby, that the information given in this report is correct to best of my knowledge and belief

Place: Coimbatore

Date: 14.06.10



**(K.S.Saba)**

## *EXECUTIVE SUMMARY*

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## **EXECUTIVE SUMMARY**

The main objective of this research is to study the means and ways of improving the effectiveness of the canteen in PepsiCo plant with particular reference to Nelmangla in Bengaluru. A sample of 50 has been taken for research; convenience sampling technique has been used for surveying to enable the researcher to collect data without any constraints.

The researcher suggests ways of improving the effectiveness of the canteen by understanding the expectations of the employee and providing feasible options to the company .Thus solving the problems of the employees'.

## *ACKNOWLEDGEMENT*

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## ACKNOWLEDGEMENT

My sincere gratitude to our beloved Chairman **Arutchelvar Dr. N .Mahalingam**, the prime guiding spirit of Kumaraguru College of Technology.

Our beloved Co-chairman **Dr.B.K.Krishnaraj Vanavarayar**, B.Com, B.L, the prime guiding spirit of Kumaraguru College of Technology and sincere gratitude to our beloved correspondent **Mr.M.Balasubramaniam**, M.Com, MBA (U.S.A), the prime guiding spirit of Kumaraguru College of Technology.

I express my sincere gratitude to our beloved Principal in-charge **Dr S. Ramachandran** the prime guiding spirit of Kumaraguru College of Technology.

I wish to express my sincere thanks to **Prof. Dr.S.V.Devanathan**, Ph.D, Director, KCT Business School, for his continuous encouragement throughout my project.

I am very thankful to my guide **Mr.C.Ganeshmoorthy** for his valuable guidance. I would like to thank all the staff members of the Department of Management Studies for their help and support.

I also express my sincere thanks to **Mr.Jaspreet Singh**, Human Resource Manager, and PepsiCo, Nelmangla- Bengaluru for granting permission to do my project work.

Finally, I thank my friends and parents for their continuous support and encouragement without which the project could not be a successful.

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# *INTRODUCTION*

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## CHAPTER 1

### 1. INTRODUCTION

Factory canteens are where workers have their meals and relax. Having a tidy and hygienic canteen is important for worker health, which demonstrates to workers that their management cares about them. Providing a quality canteen can help workplace cooperation.

In order to have industrial peace and harmony in the company it is necessary to fan out the minor issues/disputes arising in the company. The complaints and inconvenience of the employee must be addressed as early as possible so that in future such a problem does not persist.

The project is about improving the effectiveness of canteen. The problem has arisen and therefore corrective actions and steps are to be taken so that the problem does not persist. The employees' want variety in the food offered and frequency of change in menu is the expectation of the employees'.

#### 1.1 Background of the study:

The study helps the researcher understand the expectations of the employees' and labourers. Moreover, it widens the horizon and gives a better understanding of the facilities available in the canteen and those that are very essential but are not prevalent. Thus, through the research work the researcher is able to give suggestions which strike a balance between the actual and expected.

#### 1.2 REVIEW OF LITERATURE

##### **Worksite Health Promotion Programs with Environmental Changes: A Systematic Review**

Luuk H. Engbers, MSc, Mireille N.M. van Poppel, PhD, Marijke J.M. Chin A Paw, PhD, Willem van Mechelen, MD, PhD; Volume 29, Issue 1, Pages 61-70 (July 2005)

It is now widely believed that health promotion strategies should go beyond education or communication to achieve significant behavioral changes among the target population. Environmental modifications are thought to be an important addition to a worksite health promotion program (WHPP). This review aimed to systematically assess the effectiveness of WHPPs with environmental modifications, on physical activity, dietary intake, and health risk indicators.

### **Disparities and access to healthy food in the United States: A review of food deserts literature**

Renee E. Walkera, b, , , Christopher R. Keanea and Jessica G. Burkea

Department of Behavioral and Community Health Sciences, University of Pittsburgh Graduate School of Public Health, 130 DeSoto Street, Pittsburgh, PA 15261, USA

Department of Society, Human Development, and Health Harvard School of Public Health, 401 Park Drive 4th Floor West, Boston, MA 02215, USA, 21 April 2010.

Increasingly, studies are focusing on the role the local food environment plays in residents' ability to purchase affordable, healthy and nutritious foods. In a food desert, an area devoid of a supermarket, access to healthy food is limited. We conducted a systematic review of studies that focused on food access and food desert research in the United States. The 31 studies identified utilized 9 measures to assess food access. Results from these studies can be summarized primarily into four major statements. Findings from other countries offer insight into ways, in which future research, policy development and program implementation in the U.S. may continue to be explored.

## **Getting employees to eat more fruit and vegetables**

Cécile Knai, , Joceline Pomerleau, Karen Lock and Martin McKee

European Centre on Health of Societies in Transition, London School of Hygiene and Tropical Medicine, Keppel Street, London WC1E 7HT, UK December 2005.

A systematic review of published and unpublished studies was carried out by searching 14 publication databases and contacting experts in the fields. All papers in eight languages were considered if they described individual- and population-based interventions and promotion programmes that encouraged the consumption of a diet relatively higher in fruit and/or vegetables in free-living, not acutely ill children of both genders, with follow-up periods of at least 3 months, measurement of change in intake and a control group.

## **The opportunities and effectiveness of the health promoting primary school in improving child health**

H. St Leger, Faculty of Health and Behavioral Sciences, Deakin University, Melbourne, Victoria 3125, Australia. Health Education Research, Vol. 14, No. 1, 51-69, February 1999

School health programs have been part of schooling for most of this century. The health promoting school is a recently developed concept which seeks to provide a multifaceted approach to school health. This paper examines the development of the health promoting school and identifies its structural components. It reviews the claims and evidence which have emerged from the school health research literature which focus on primary schools. Findings indicate health gains for primary school students are difficult to assess, and will most likely occur if a well-designed program is implemented which links the curriculum with other health promoting school actions, contains substantial professional development for teachers and is underpinned by a theoretical model. The paper concludes by discussing how improvements can be made in more accurately assessing the effectiveness of the health promoting primary school in improving school health.

## **1.3 OBJECTIVES OF THE STUDY**

### **PRIMARY OBJECTIVES**

To study the expectations and preference of the employees vis-à-vis the prevalent conditions of the amenities.

### **SECONDARY OBJECTIVES**

To study the various factors that is responsible for the ineffective functioning of the canteen.

## **1.4 STATEMENT OF THE PROBLEM**

The employees' want variety in the food offered and frequency of change in menu is the expectation of the employees'. Moreover the waiting time in the queue is more during peak hours.

## **1.5 SCOPE OF THE STUDY**

1. The study will help us understand the individual perception about canteen
2. The study will help us to understand the reason why employees' do not prefer canteen food

## **1.6 RESEARCH METHODOLOGY**

### **1.6.1 TYPE OF STUDY**

Descriptive research design is chosen to study the ways of improving the effectiveness of canteen .The researcher has no control over the variables and they are independent of the state of affairs.

## **1.6.2 SAMPLING DESIGN**

### **PROBABILITY SAMPLING**

When the elements in the population have a known chance of being chosen as subjects, we resort to a probability sampling design. Probability sampling can be either restricted or unrestricted in nature.

## **1.6.3 METHOD OF DATA COLLECTION**

### **PRIMARY DATA COLLECTION**

As the research study is on improving the effectiveness of canteen, data is collected from the employees' by interview method using structured questionnaire. The secondary data was collected from websites, books and the project done by research scholars.

Sample size: 50 employees

Location: Bengaluru

Type of sampling: Random sampling

## **1.6.4 TOOLS FOR ANALYSIS**

Percentage analysis

Correlation

## **1.7 LIMITATIONS**

1. The research methodology is based on statistical operations, the conclusions arrived may not be accurate.

2. The study is limited to PepsiCo plant in Bengaluru, so the result may have limited applicability in other centers.

3. The study has been conducted within a stipulated period.

4. There is a possibility of the (researcher's) student's bias.

# *ORGANIZATIONAL PROFILE*

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## CHAPTER 2

### 2. ORGANISATION PROFILE

#### **PepsiCo In India**

**In everything we do, we strive for honesty, fairness and integrity**

PepsiCo India is striding ahead rapidly towards enabling the global vision to be the world's premier consumer products company focused on convenience foods and beverages. PepsiCo India seeks to produce healthy financial rewards for investors as it provide opportunities of growth and enrichment to its employees, business partners and the communities in which it operates.



Establishment



Investment



Employment

#### **PepsiCo Boilerplate**

PepsiCo offers the world's largest portfolio of billion-dollar food and beverage brands, including 18 different product lines each generating more than \$1 billion in annual retail sales. Our main businesses – Frito-Lay, Quaker, Pepsi-Cola, Tropicana and Gatorade – also make hundreds of other nourishing, tasty foods and drinks that bring joy to our consumers in over 200 countries. With more than \$43 billion in 2008 revenues, PepsiCo employs 285,000 people who are united by our unique commitment to sustainable growth, called Performance with Purpose. By dedicating ourselves to offering a broad array of choices for healthy, convenient and fun nourishment, reducing our environmental impact, and fostering a diverse and inclusive workplace culture, PepsiCo balances strong financial returns with giving back to our communities worldwide.

## **PEPSICO's People Anatomy**

### **Anatomy of a PepsiCo Employee**

#### **Planning**

We need people who can think...sharp, straight and quick. We need people who can devise strategies - long-term...short-term...for the moment. We want someone with a keen eye for details, and who also have an idea of the big picture. Given our pace of work, we are constantly innovating products and solutions. We work with fresh perspectives and breakthrough ideas all the time.

#### **Execution**

On a typical day, a PepsiCo employee needs to do several things. We need people who can bring a method to the madness – establish priorities and always remain focused on the results. Having an insatiable appetite for challenge definitely helps!

#### **Courageous-Leadership**

Our people champion great ideas and take well-reasoned risks. They show courage and optimism in times when it's difficult to have either. We look for people who do not shy away from resolving tough issues. Should PepsiCo revive a flagging product or should it explore a new category? Should it initiate a move that looks promising but difficult? Or should we play it safe for the next few months? Our people are 'doers' - the PepsiCo leader leads by example.

#### **People-Development**

PepsiCo is not the place for solo acts. We work and win as a team. We look for people who can partner with others and support them; people who promote inclusion and fairness. At PepsiCo, great ideas take precedence over the ranks they originate from.

## **Savvy-Communication**

PepsiCo looks for people who can communicate clearly, simply and persuasively. They communicate to win support and keep people informed. Of course, this often means walking the tightrope of being direct and forceful or tactful.

## **Operational-Excellence**

We help our people master the details of the marketplace. The PepsiCo employee understands customers, consumers, competitors, costs, and people. And they get to be such experts because they are passionate about understanding the business, both now and for the future.

## **Integrity**

The important trait PepsiCo looks for in the people they take in. Integrity. PepsiCo looks for people who inspire trust, both up and down the organization. They must make decisions based on what is best for the company, rather than personal gain. We take in people who act consistently with their words. If they tell us they're 'going to do something', we'll consider it done. Business is as much about doing things right as it is about doing the right thing, Always.

## **HR CULTURE AT PEPSICO**

We believe in respecting and encouraging diversity and make it a point to encourage the intake of people with diverse backgrounds, not only at the headquarter office but also at our plants and territories. *We firmly believe that encouraging diversity means encouraging policies and systems that respect their special needs.*

Approximately 10% of our associate strength at plants is comprised of specially-abled people. Therefore, we provide training on general discipline and safety requirements, training on the job and also sensitize existing employees on inclusive behavior.

However, our effort towards encouraging diversity is not limited to internal initiatives. A recent tie up with Job Street has allowed us to move into a completely new arena: we offer, on this site, jobs that we feel women would be better equipped to handle! It reaches out to career women who have taken a break in their careers and provides us access to talent that is currently not there in an active workforce. The initiative has not only worked well but has also helped us win the confidence of potential female talent that would add to the richness of our diverse work culture.

To support such diversity, we also offer special provisions like sabbaticals, flexible timing and other support to women with young children or responsibility of the family.

At PepsiCo we value special people and understand that their special needs are ours to manage!

**We believe in driving diversity and inclusion inside and outside our business; from our Global Chief Executive through to our supply chain partners.**

#### **Rewarding Diversity and Inclusion at PepsiCo - The Harvey C Russell Inclusion Award**

We think that providing incentives to promote diversity and inclusion can help drive these values in our business. This is why we've established the Harvey C. Russell Inclusion Award to reward outstanding accomplishments in promoting diversity and inclusion within the company.

Harvey Russell was PepsiCo's first African-American Vice President when he was appointed in 1962. He was also the first African-American in such a position at a major international corporation at the time.

And to encourage diversity and inclusion in our suppliers, we've extended the award to our external partners.

**We believe in happy workers. We want to empower our employees to choose how to fit their work around their life, and grow our employees to fulfill their potential.**

**Flexible working**

We know the important role that flexible working can play in striking a positive lifestyle balance. Our forward thinking 'Flexible Working Scheme' embraces the different needs and situations of all employees by enabling them to choose the hours they work.

**Helping families and new parents**

Many of our employees are parents and we're dedicated to working with them to help meet their and their children's needs. We try and make flexible working options available across our business.

We also give special consideration to women coming back from maternity leave, with the opportunity to phase in their working hours.

**Health and safety**

Our record on health and safety is second to none, with accident rates low and falling.

## 2.1 HISTORY OF THE ORGANISATION

PepsiCo is a world leader in convenient snacks, foods and beverages with revenues of more than \$43 billion and over 198,000 employees.

- PepsiCo established its business operations in India in the year 1989
- It is now the 3th largest consumer products company in India
- PepsiCo has invested more than USD 1 billion in India since its establishment
- PepsiCo has a diverse range of products from Tasty Treats to Healthy Eats
- It provides direct and indirect employment to 150,000 people in India
- It has 42 bottling plants in India, of which 13 are company owned and 29 are franchisee owned. It has 3 state-of-the-art food plants in Punjab, Maharashtra and West Bengal



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## **2.2 MANAGEMENT**

### **Mission**

"To be the world's premier consumer products company focused on convenience food and beverages. We seek to produce healthy financial rewards to investors as we provide opportunities for growth and enrichment to our employees, our business partners and the communities in which we operate. And in everything we do, we strive for honesty, fairness and integrity."

### **Vision**

"To build India's leading total beverage company, delighting consumers by best meeting their everyday beverage needs, and stakeholders, by delivering performance with purpose, through our talented people."

### **PepsiCo Sustainability Vision**

"PepsiCo's responsibility is to continually improve all aspects of the world in which we operate – environment, social, economic – creating a better tomorrow than today"

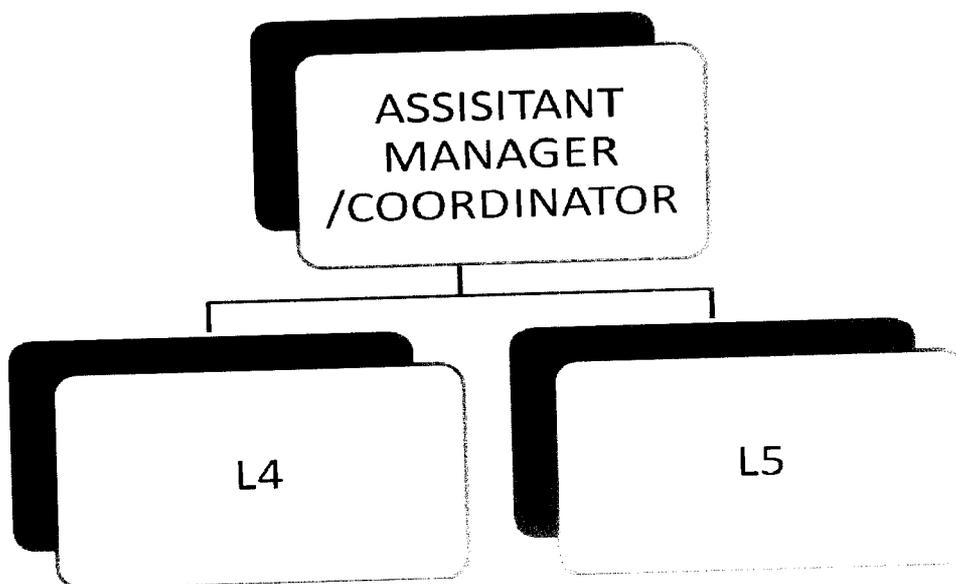
**Tomorrow better than Today**

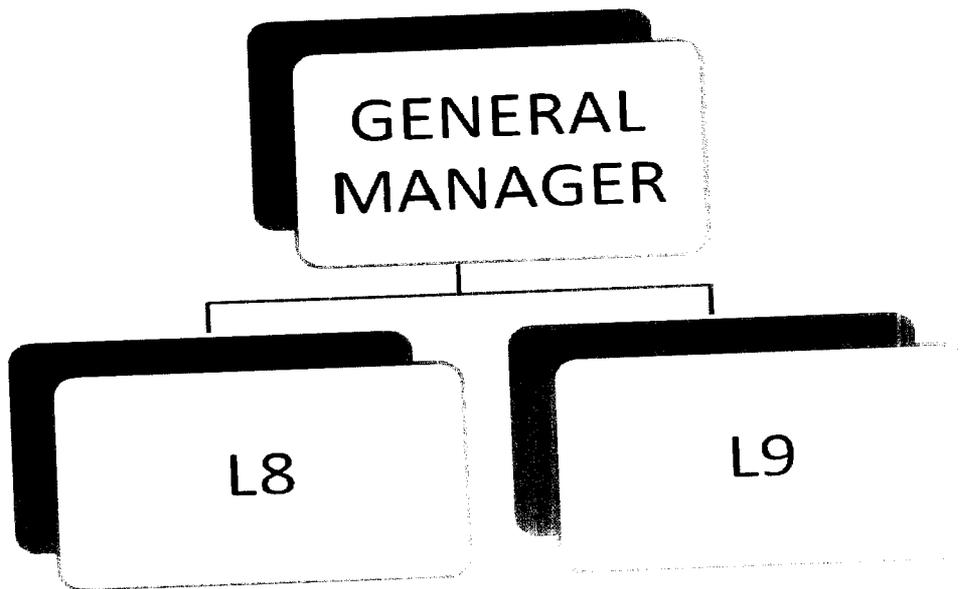
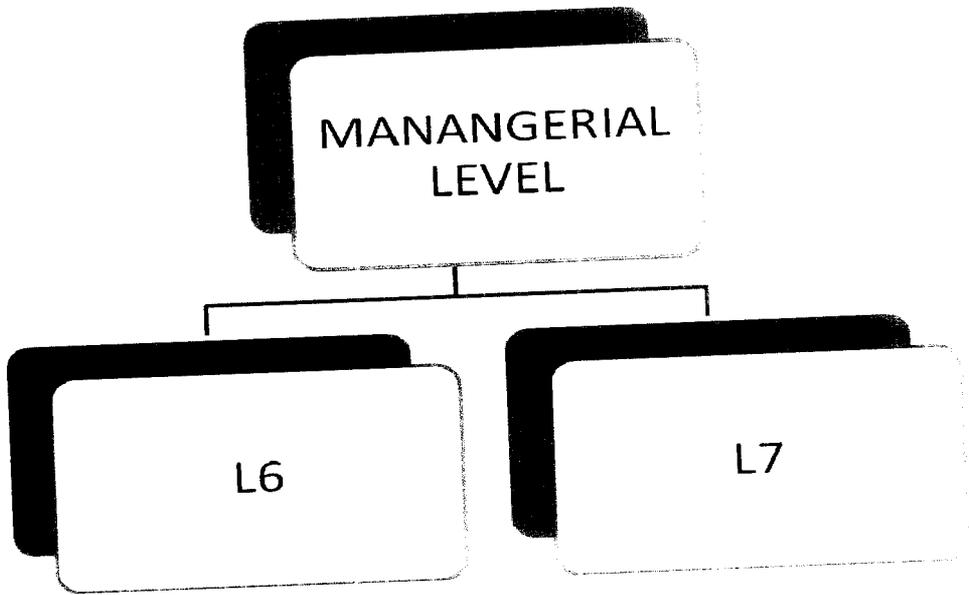
## 2.3 ORGANIZATION STRUCTURE

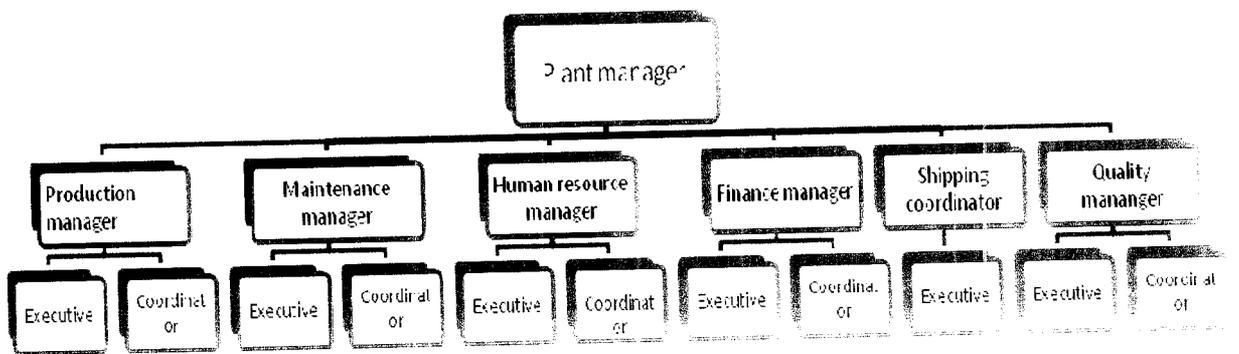
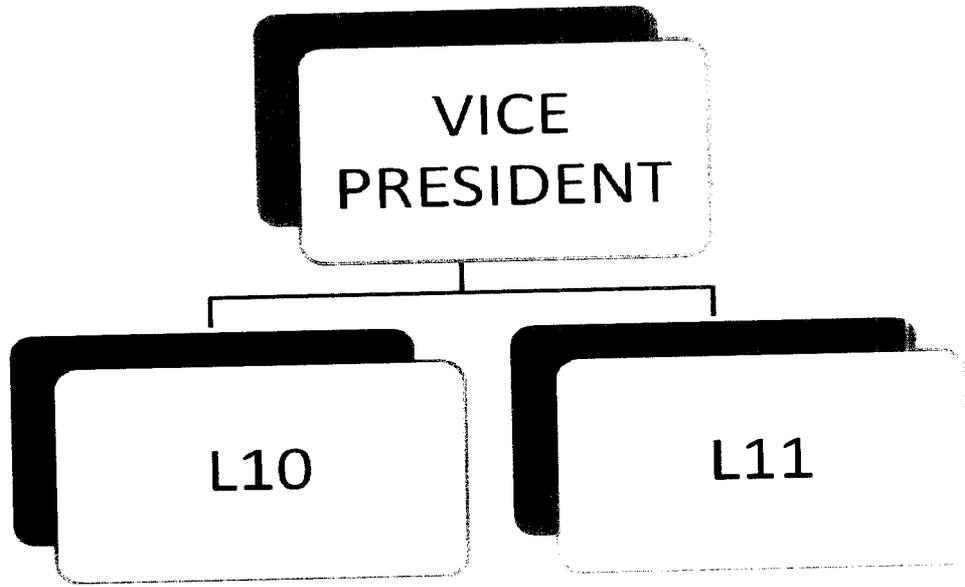
### The PepsiCo Plant in Nelmangla

There are 6 departments namely Shipping, Production, Maintenance, HR, Finance and Quality.

The executive levels are from L1 to L11







## PRODUCTION

### PREPARATION OF THE BOTTLE

The pre-form is kept in a SBO'4 cavity. Each section different is blown at different temperatures and the product is obtained (Pepsi, Seven-up, Miranda, Lehar)

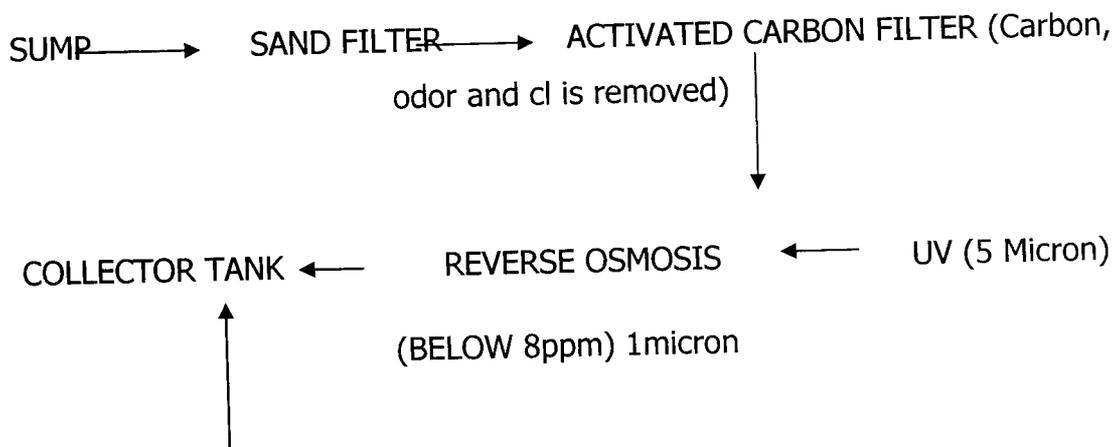
Production capacity of SBO'4:5,600/b.p.hr

The torr at which it is blown is 25 torr

THERE ARE 4 PRODUCTION LINES:

1. Aquafina
2. PET (Pepsi, Miranda, Seven-up)
3. Kettner(GRB-Glass Returnable Bottle)
4. Slice

### AQUAFINA:



OZONE IS INJECTED

Thus water is filled in the bottles through gravity filling

Filler: 193 b.p.m

Labeling: 300 b.p.m (Mechanical vacuum & Ink jet)

Case packer: 240 b.p.m. 1 head carries 12 bottles and tapping of the box is done automatically. Once in 72 hours greasing and lubricating is done.

**PET LINE:**

The line has two ends. One end is where the bottle is prepared and in the other end the flow mix is prepared

## 1. BOTTLE PREPARATION:

SBO'10 cavity is used to blow the pre-form. Pre-blowing pressure is 7 bar. A HP of 37.2bar (fluctuating) approximately 38 bar is used to blow the bottles.

Molder: 18,000b.p.hr

## UNSCRAMBLER:

Once the bottles are blown it is collected in the unscrambler. The bottles are unscrambled are sent in proper order to the area where the bottle is to be filled

Unscrambler: 300 ppm

## 2. PREPARATION OF FLOW MIX:

DUMPING → DILUTING → FILTERED →

SYRUP+GLYCOL IS PASSED THROUGH PHE.

## INTERMIX:

Syrup+ Water + co2 → BEVERAGE

## DE-AIRATION:

From water, atmospheric air is removed and co2 is injected in water

Pepsi, Seven-up, Mountain dew: 1:5(1l syrup to 5l water)

## Miranda: 1:4

Through air conveyor sugar is carried inside from the area where it is dumped. A circulation pump is used to circulate the sugar. High flow/diametric earth cake a chemical is added to remove molasses and to increase the purity of sugar (30 icuma-Pepsi metric standard )

## SUGAR TREATMENTS:

### 2 raw syrup tanks

Special grade of sugar is used for the making of the Syrup. Ordinary sugar if used will result in black syrup.

Sugar is heated at 80 c and carbon is used to adsorb color. Finally, it is filtered using a 30 micron plate

### FLOW MIX:

Syrup +H<sub>2</sub>O +co<sub>2</sub> (co<sub>2</sub> gets activated only when it is cold. This is done with the help of ammonia.)

Depending on the beverage to be prepared the syrup is added .The beverage is kept cold with the help of NH<sub>3</sub>.

Water and syrup ratio is adjusted using a micrometer reading.NH<sub>3</sub> is initially in gaseous state after heat exchange with the beverage it is converted into liquid and the beverage is cooled.

### Rinser:

The blown bottle is rinsed and then it is filled with the cold beverage

Initially co<sub>2</sub> enters the bottle so that there is no air in the bottle and then is filled with the beverage.co<sub>2</sub> makes the bottle bulge and makes the level head to be more.

### Snifting process:

Atmospheric pressure =bottle pressure

Filler capacity : 300 ppm

Vent tube: Once the vent touches the beverage the vent will close automatically

Carbonization tank:5 kg pressure

Filler pressure: 4 kg

High pressure will lead to low fill .And when the pressure change is high the inlet valve of co<sub>2</sub> has to be closed.

### Warmer:

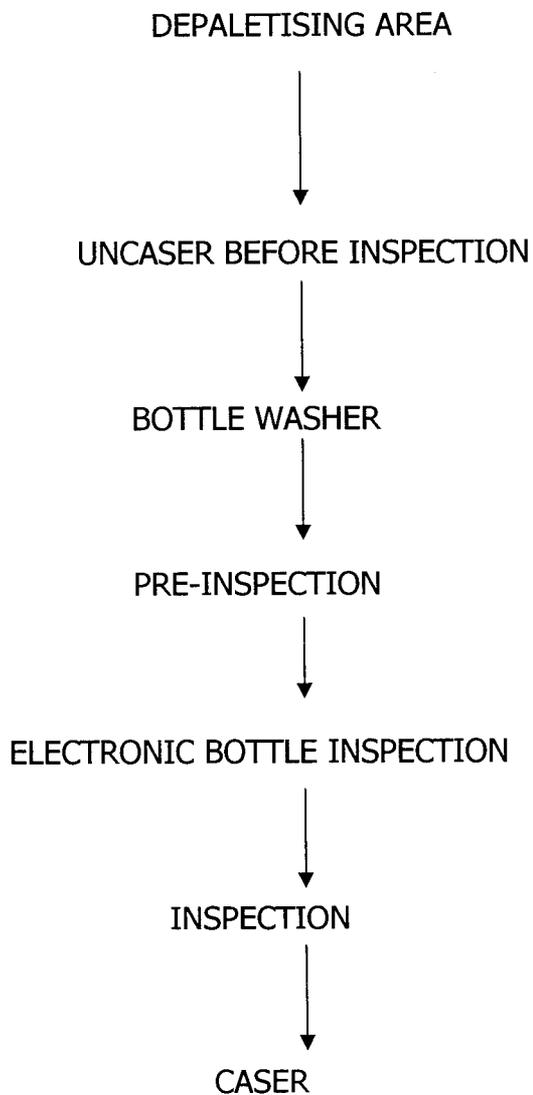
In order to label the bottle it has to pass through this phase. The bottles are jetted with warm water thereby the moisture is removed from the bottle. Before this process the temperature is 2-4c and later it is 18-20c

**BLOWER:**

Here the water gets dried and facilitates proper labeling. Or else the cartons will be damaged and proper labeling will not be possible.

After labeling it is sent for pelletizing and it is tagged by the security person and is sent to the warehouse.

Caser capacity: 450 b.p.m

**KETTNER LINE:**

UNCASING: 700 ppm

KETTNER FILLER CAPACITY: 600 ppm

CASE PACK : 750 ppm

BOTTLE WASHER: 600 ppm

Soak 1 = 50 c = NaOH

Soak 2 = 70-80c

7 compartments:

1. Pre-rinse
2. Soak -1 (1.5-2%) NaOH , temperature (50-55)-no jetting
3. Pre -wash jetting
4. Soak -2 (2.5-3%) NaOH, temperature (75-80)(SU-260 reagent to remove mold)
5. Hydro wash ,HP-water jetting
6. Pre-final -Divole and Ai reagents (Fe, Mn and Ag are heavy metals and if found in beverage, the company will face serious consequences). These reagents bond with the metal thereby making it invisible.
7. Final ( soft water 1-2 ppm cl is added as disinfectant)  
Soft water hardness should be < 10 ppm

Two test are performed

1. Methylene blue test -mold and pad
  2. Caustic carry over test  
5 micron cartridge filter is used for the 2 tests
- BOTTLE WASHER: 500 B.P.M

CASE PACK KETTNER: 750 ppm

**SLICE LINE:**

Syrup (finished pulp line) → Buffer tank → PHE (Plate heat exchanger)

On one line steam is passed and the other line carries pulp.

Pasteurization takes place. Heating the pulp at high temperature to kill micro-organisms

Filler capacity: 220 ppm

**MAINTENANCE:**

DG-5DG=20, 000 KVI

TOTAL DGS:

1000KVA=2NOS

500KVA=2NOS

250KVA-1NO

TOTAL POWER=2, 100 KVA

COMPRESSORS: CFM-cubic feet meter

HP COMPRESSOR 1=350CFM

HP COMPRESSOR 2=750CFM

HP COMPRESSOR 3=286CFM

HP COMPRESSOR 4=196CFM

HP AIR IS REQUIRED FOR BLOW MOULDERS .MAXIMUM PRESSURE=38 BAR

LP COMPRESSORS:

LP G=220CFM

LP 2=200CFM

LP 3=200CFM

LP 4=200 CFM

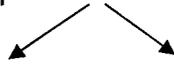
There are separate cooling towers for the compressors.

## HUMAN RESOURCE:

Training of the executives:

Portals with key no//id is given where the executives have to keep checking and updating if there are any training .Moreover training is usually given during off season

Key performance indicators:



Business bucket People bucket

Performance Appraisal: is done by setting target initially in the beginning of the year and a mid review in the end of the year.

Recruitment: Internal job posting usually takes place

Mode of communication: Interactive communication/festival's are also celebrated

They feed the data pertaining to payroll; the attendance of employees' and it is forwarded.

If there is any shortage of human resource then it is provided by them. They also take care of the house keeping. The attendance records are maintained here.

## STORES:

They receive materials against the purchase order using SAP. The individual departments send the purchase requisition (PO'S)

1. Check the PO'S in SAP
2. Receive the material
3. Quality approval
4. Unloading
5. Transporter's copy =Acknowledgement

GRN=goods received note

GOODS RECEIPT PURCHASE ORDER:

1. Delivery note-invoice no
2. Gate entry no
3. Quantity received

Hard copy of the invoice is given: payment made against GRN

Issue material against GRN

1. GRN saved in main stock
2. Issuing from main to production
3. Production location- confirmation

### **EFFLUENT TREATMENT PLANT: WASTE WATER**

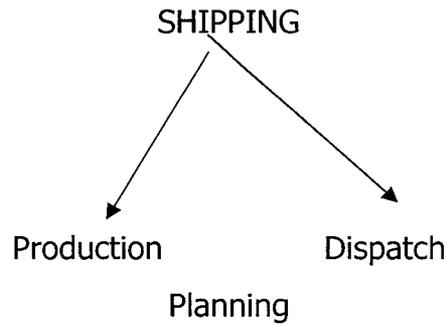
Treating fluids containing higher organic chemical compounds and high BOD and high suspended solid.

- $P^H$  - power of hydrozone
- TDS-total dissolved solids
- Hardness of water
- Alkaline
- Cl
- COD
- Dissolved oxygen
- TSS-total suspended solids
- Mixed liquor suspended solids

Waste water is collected the inlet tank and from there it is passed to the Barscreen chamber where the suspended solids are separated .This helps in the separation of oil and grease. In the neutralization tank the  $P^H$  is neutralized with Hcl. From there the water is carried over to the Equilisation tank. It is passed over to the USAB (upflow anaerobic slurg blanket) in the absence of air the process is carried out and methane is produced. The slurg is then carried to the aeration tank. After this process it is passed through a secondary clarifier, then passed through the sand filter and then through the carbon. Thus the hardness of water is reduced to  $25m^3$ .Then it is passed through the final tank and the water is used for the agricultural purpose. The carbon formed during the treatment is separated and collected in a particular area.

During the season = 300kl to 400kl

**SHIPPING:**



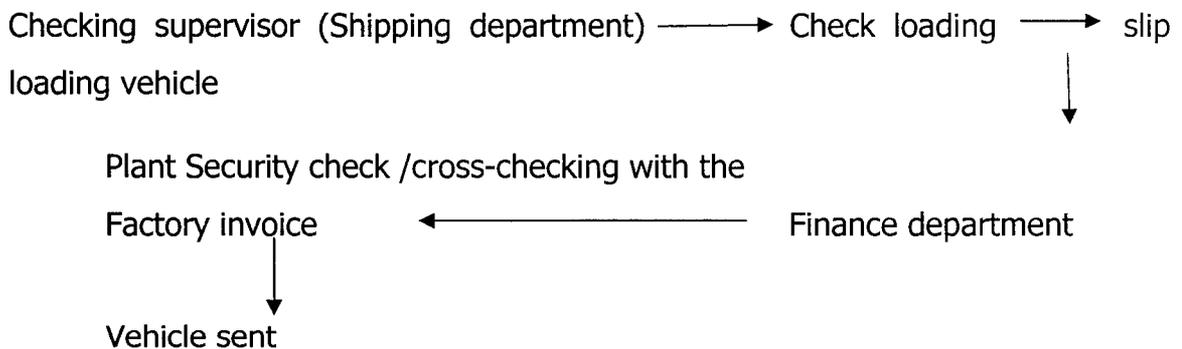
Production planning helps us determine the market demand. Before 3 months the purchase dept and QC estimate the demand.

Sales volume: Trend analysis (eg: X amount is produced in 09, then X+25 % more has to be produced in '10)

Bottles



Sales Distribution Plant .If the cases are loaded above the carrying capacity, the vehicle will face RTO problems.



**ORDER SERVICE TIME:**

When a distributor places an order, within 8 hours the company has to generate an invoice. And within 1 1/2 hours vehicle has to leave the plant .After the vehicle has delivered the goods, the vehicle should reach the plant within 24 hours(1day)

### DISTRIBUTION (4 territories in Karnataka):

1. KRM
2. YPR
3. VPC
4. GB

Vehicles have the capacity of loading 35, 000 cases. When the demand is more, more vehicles are hired. PepsiCo pays same amount for its vehicles and hired vehicles. It is the transporters head-ache to pay extra to hire vehicles.

Product availability coordinator takes care of vehicle placement and production order. Accounting is made through TAG control-SAP entry. Sales inventory of 6 days is maintained.

### SALES RUN RATE:

For eg: 1-19/19(calc)

`Thus 1 day requirement is found. Sales can't be given above 60%.A match has to be striked between book store and physical store.

### STOCK KEEPING UNIT-FIFO:

GLASS RETURNABLE BOTTLES: 6 MONTHS

PET: 30 DAYS

AQUAFINA: 9 MONTHS

BIB- (USED IN VENDING MACHINES IN THEATRES/CINEMA HALLS) SHELF LIFE: 90 DAYS

PEPSI DIET: 70 DAYS

AS SUGAR CONTENT IS LESS, PRODUCT EXPIRES SOON. SUGAR-ORGANIC CHEMICAL

SLOW MOVING PRODUCT: Mountain dew, Pepsi diet.

FIFO: GOBY (green, orange, blue, yellow) colors are attached to the product and in this order they are dispatched.

Executive: 6 members who are employed by the company.

Loader: 100 members (NPCI)

Any product which is manufactured has an excise duty.

LOADING SLIP CONTAINS THE FOLLOWING:

Distributor's name

Truck type and tonnage (capacity)

2 way basis:

Finished goods are delivered to the distributors' and the empty bottles are collected back from the distributor.

1palette- 60 cases

1 vehicle: same members are used for loading and unloading the vehicle.(  
4 members)

Three signatures are required:

Security signature

Driver signature

Shipment signature

Warehouse capacity:  $2^{1/2}$  lakh cases

But the current quantity that is to be stored is:  $3^{1/2}$  lakh cases

The seven-up bottle is green in color because if it is white in color the taste will change if subjected to sunlight.

## 2.4 PRODUCT PROFILE AND MARKET POTENTIAL

### Brand Facts

PepsiCo nourishes consumers with a range of products from tasty treats to healthy eats that deliver enjoyment, nutrition, convenience as well as affordability

The group has built an expansive beverage and foods business. To support its operations, PepsiCo has 42 bottling plants in India, of which 13 are company owned and 29 are franchisee owned. In addition to this, PepsiCo's Frito Lay division has 3 state-of-the-art plants. PepsiCo's business is based on its sustainability vision of making tomorrow better than today. PepsiCo's commitment to living by this vision every day is visible in its contribution to the country, consumers and farmers.

### Beverages



PepsiCo India's expansive portfolio includes iconic refreshment beverages Pepsi, 7 UP, Nimbooz, Mirinda and Mountain Dew, in addition to low calorie options such as Diet Pepsi, hydrating and nutritional beverages such as Aquafina drinking water, isotonic sports drinks - Gatorade, Tropicana 100% fruit juices, and juice based drinks – Tropicana Nectars, Tropicana Twister and Slice. Local brands – Lehar Evervess Soda, Dukes Lemonade and Mangola add to the diverse range of brands.

## Foods



PepsiCo's food division, Frito-Lay, is the leader in the branded salty snack market and all Frito Lay products are free of trans-fat and MSG. It manufactures Lay's Potato Chips; Cheetos extruded snacks, Uncle Chips and traditional snacks under the Kurkure and Lehar brands. The company's high fibre breakfast cereal, Quaker Oats, and low fat and roasted snack options enhance the healthful choices available to consumers. Frito Lay's core products, Lay's, Kurkure, Uncle Chips and Cheetos are cooked in Rice Bran Oil to significantly reduce saturated fats and all of its products contain voluntary nutritional labeling on their packets.

### Food Division

PepsiCo's food division Frito-Lay is the leader in the branded salty snack market and all Frito-Lay's products are free of trans-fat and MSG. It manufactures Lay's Potato Chips; Cheetos extruded snacks, Uncle Chipps and traditional snacks under the Kurkure and Lehar brands. The company s high fibre breakfast cereal, Quaker Oats and low fat and roasted snack options like Aliva enhance the healthful choices available to consumers.

### Beverages Division

PepsiCo India's expansive portfolio includes iconic refreshment beverages Pepsi, 7UP, Nimbooz, Mirinda, Slice and Mountain Dew; in addition to low calorie options such as Diet Pepsi, hydrating and nutritional beverages such as Aquafina drinking water, isotonic sports drinks - Gatorade, Tropicana 100%, Tropicana Twister fruit juices.

## **2.5 COMPETITIVE STRENGTH OF THE COMPANY**

### **Few Salient policies at Pepsi Co**

PepsiCo expects its employees, contractors, subcontractors, agents and their employees to promptly report on a confidential and/or anonymous basis any conduct or situation that she/he believes conflicts with PepsiCo's Code of Conduct or violates a local, state or federal law to their immediate supervisor, PepsiCo's General Counsel or General Auditor or through the PepsiCo Speak Up hotline. The number of this line is communicated within PepsiCo.

PepsiCo is committed to reviewing any such report in a prompt manner and taking remedial action when appropriate, and every affected employee is required to fully cooperate with any inquiry that results from any reported conduct or situation.

### **Non-Retaliation**

PepsiCo is committed to protecting the rights of those individuals who report these issues to PepsiCo. Any PepsiCo officer or employee who is found to have engaged in retaliation against any employee who has exercised his/her rights under PepsiCo's Code of Conduct or under applicable laws will be subject to appropriate remedial action. In addition, those individuals who violate applicable law may also be subject to civil and criminal penalties. Further, any contractor, subcontractor or agent who is found to have engaged in retaliation against any PepsiCo employee will be subject to appropriate action.

*DATA ANALYSIS & INTERPRETATION*

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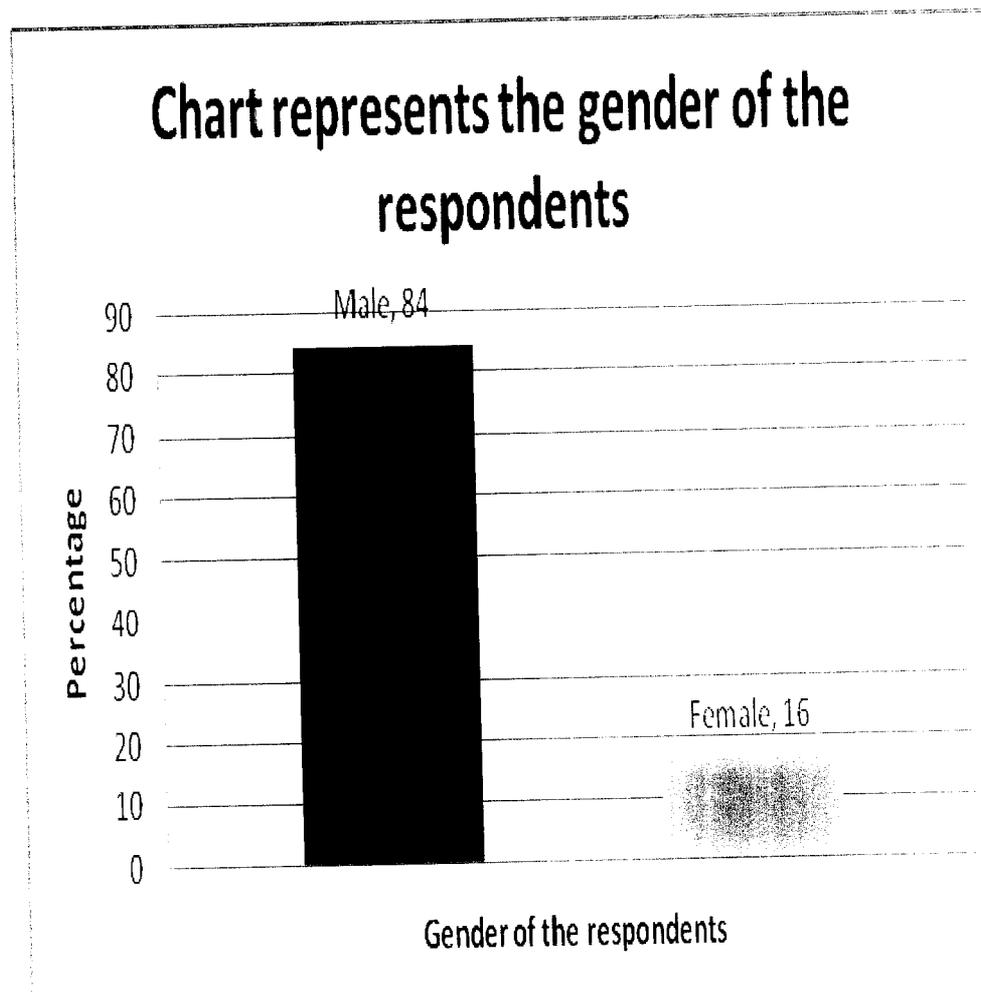
**CHAPTER 3****3. DATA ANALYSIS AND INTERPRETATION**

3. a Table represents the gender of the respondents

Gender	No of respondents	Percent (%)
Male	42	84.0
Female	8	16.0
Total	50	100.0

**INTERPRETATION:**

84 percent of the respondents are males and 16 percent of the respondents are females.



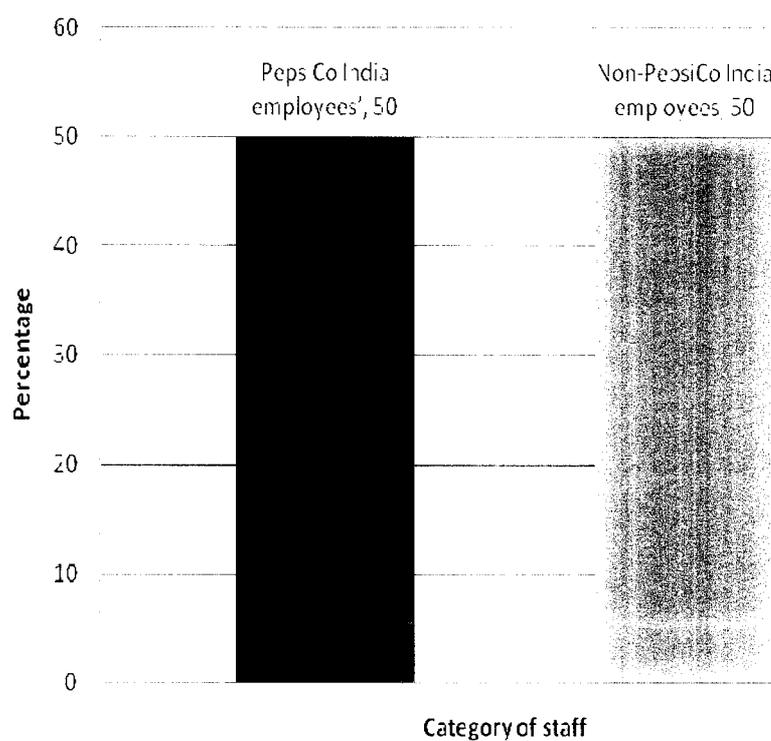
3. b Table represents the category of staff

Category of staff	No of respondents	Percent (%)
PepsiCo India employees'	25	50.0
Non-PepsiCo India employees'	25	50.0
Total	50	100.0

INTERPRETATION:

50 percent of the respondents are PCI employees' and 50 percent of the respondents are NPCI employees'.

Chart represents the category of staff



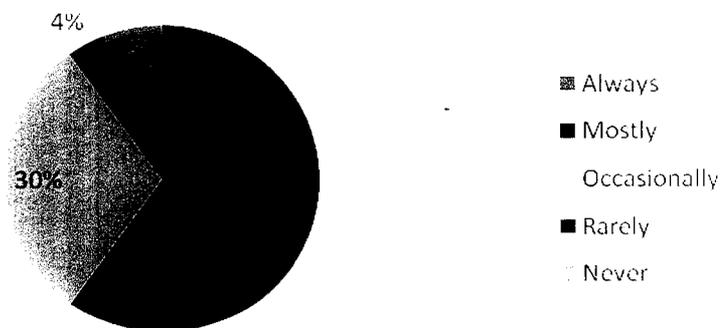
3.1 Table represents the frequency of dining in the canteen by the employees

Frequency of dining in canteen	No of respondents	Percent (%)
Always	17	34.0
Mostly	13	26.0
Occasionally	15	30.0
Rarely	2	4.0
Never	3	6.0
Total	50	100.0

**INTERPRETATION:**

36 percent of the respondents always have food in the canteen ,30 percent of the respondents occasionally dine in the canteen , 24 percent of the respondents mostly have food in the canteen,6 percent of the respondents never have food in the canteen and a minimum of 4 percent of the respondents rarely dine in the canteen.

**Chart represents the frequency of dining in the canteen by the employees**



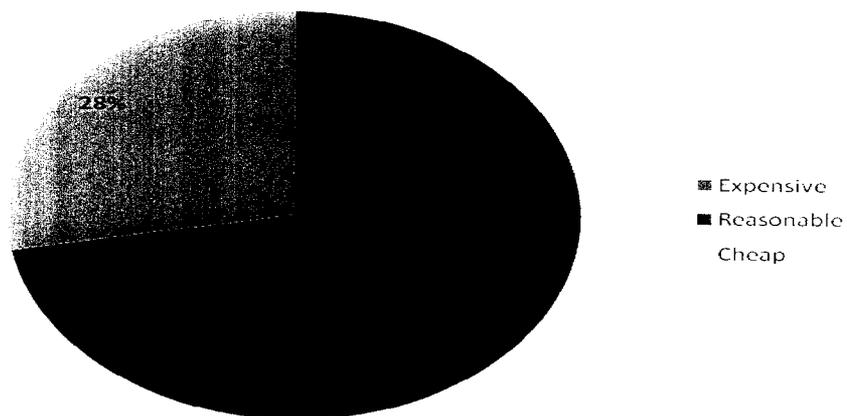
3.2 Table represents the price (of the meal) sensitivity of employees

Price of the meal	No of respondents	Percent (%)
Expensive	12	24.0
Reasonable	24	48.0
Cheap	14	28.0
Total	50	100.0

INTERPRETATION:

24 percent of respondents find the price to be expensive, a maximum of 48 percent consider it reasonable and 28 percent respondents consider it cheap.

**Chart represents the price (of the meal) sensitivity of employees**



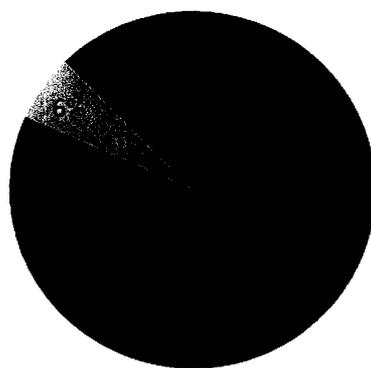
3.3 Table represents the frequency of getting food on time

Getting food on time	No of respondents	Percent(%)
Always	20	40.0
Mostly	21	42.0
Occasionally	3	6.0
Rarely	6	12.0
Total	50	100.0

**INTERPRETATION:**

40 percent of the respondents always get food on time, 42 say that mostly they get food on time, 6 respondents say they occasionally get food on time, 12 rarely get food on time.

**Chart represents the frequency of getting food on time**



- Always
- Mostly
- Occasionally
- Rarely

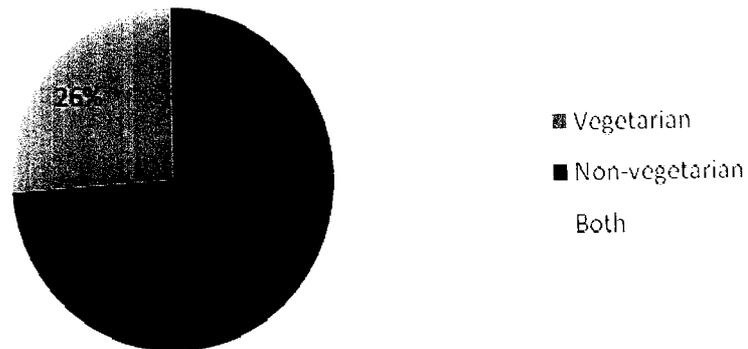
3.4 Table represents the kind of meal preferred by the employees'

Kind of meal	No of respondents	Percent (%)
Vegetarian	20	40.0
Non-vegetarian	17	34.0
Both	13	26.0
Total	50	100.0

**INTERPRETATION:**

40 percent of the respondents prefer vegetarian, 34 percent of the respondents prefer non-vegetarian and 26 percent of the respondents prefer both.

**Chart represents the kind of meal preferred by the employees'**



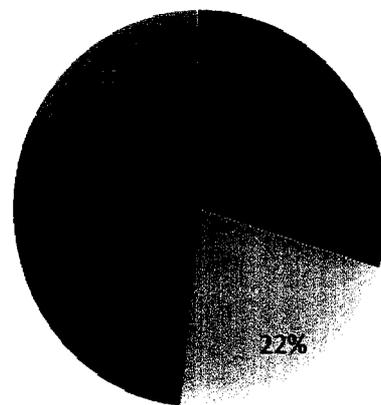
3.5 Table represents the quantity of meal

Quantity of meal	No of respondents	Percent (%)
There is too much to eat	7	14.0
Quantity more than enough	8	16.0
Quantity is just right	11	22.0
Quantity can be increased	15	30.0
There is little to eat	9	18.0
Total	50	100.0

**INTERPRETATION:**

14 percent of the respondents feel the quantity of meal is too much, 16 percent feel that the quantity is more than enough, 22 percent of the respondents say the quantity is just right, 30 percent of the respondents feel that the quantity can be increased. 18 percent of the respondents feel that there is little to eat.

**Chart represents the quantity of meal**



- There is too much to eat
- Quantity more than enough
- Quantity is just right
- Quantity can be increased
- There is little to eat

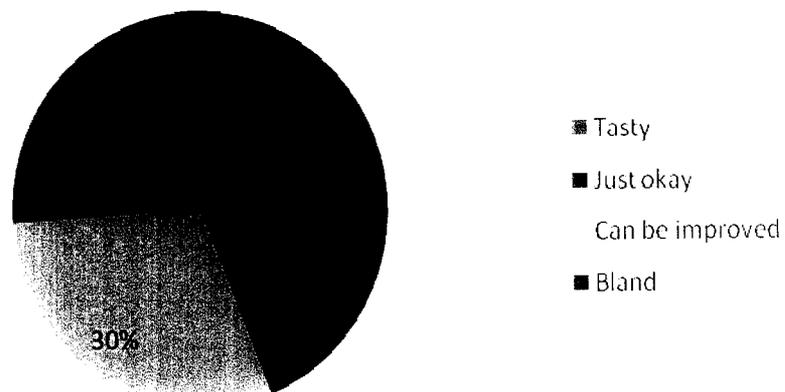
3.6 Table represents the taste of the food

Taste of food	No of respondents	Percent (%)
Tasty	9	18.0
Just okay	13	26.0
Can be improved	15	30.0
Bland	13	26.0
Total	50	100.0

**INTERPRETATION:**

18 percent of the respondents say the food is tasty, 26 percent say its just okay, 30 percent say that it can be improved and 26 percent of the respondents feel that the food is bland.

**Chart represents the taste of the food**



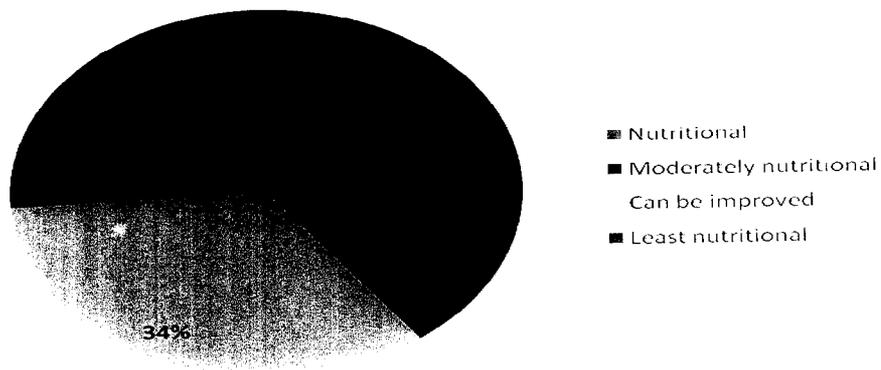
3.7 Table represents the nutrition of food

Nutrition of food	No of respondents	Percent (%)
Nutritional	8	16.0
Moderately nutritional	12	24.0
Can be improved	17	34.0
Least nutritional	13	26.0
Total	50	100.0

**INTERPRETATION:**

16 percent say that the canteen food is nutritional, 24 percent of the respondents say that the nutrition is moderate, 34 percent say that it can be improved and 26 percent feel it is least nutritional.

**Chart represents the nutrition of food**

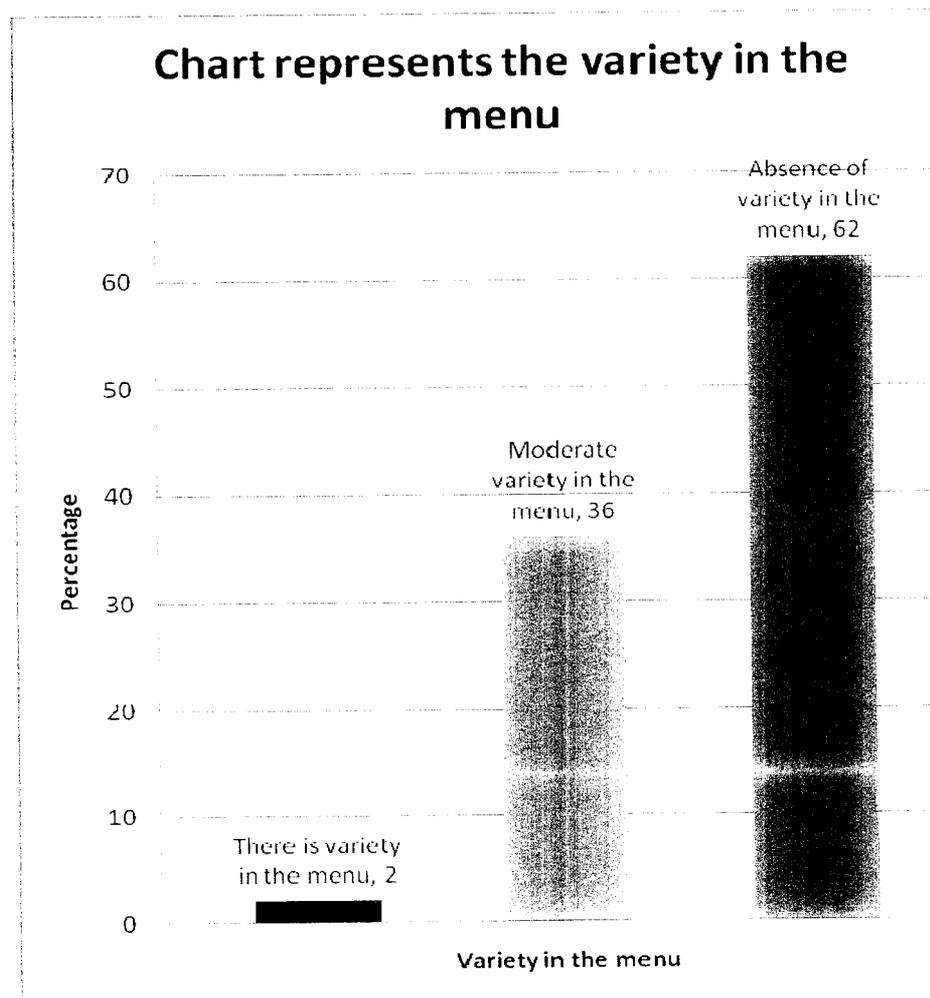


### 3.8 Table represents the variety in the menu

Variety in the menu	No of respondents	Percent (%)
There is variety in the menu	1	2.0
Moderate variety in the menu	18	36.0
Absence of variety in the menu	31	62.0
Total	50	100.0

#### INTERPRETATION:

2 percent of the respondents say that there is variety in the menu, 36 percent of the respondents feel that there is moderate variety, 62 percent say there is absence of variety.

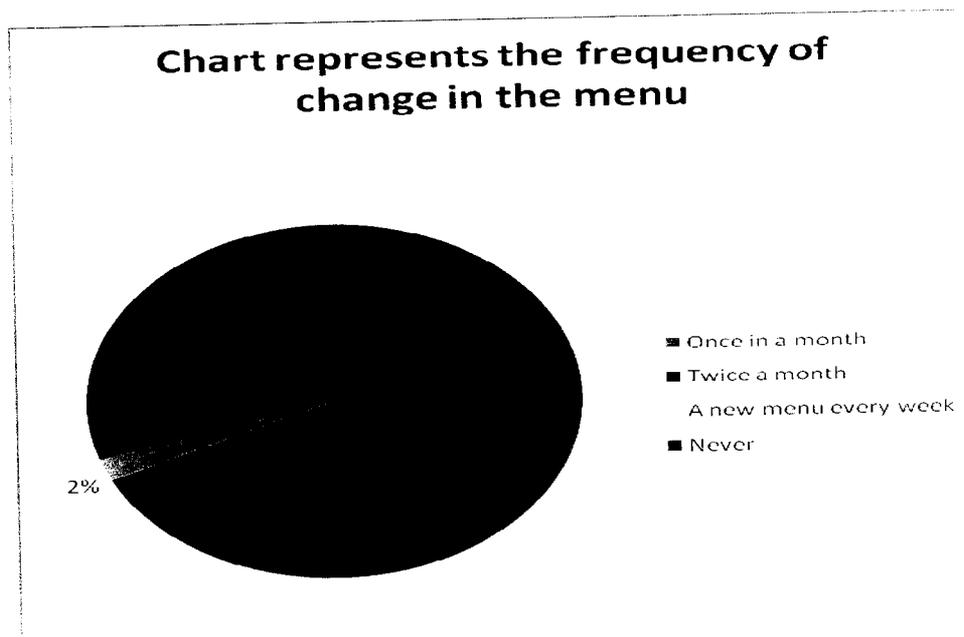


3.9 Table represents the frequency of change in the menu

Change in the menu	No of respondents	Percent (%)
Once in a month	24	48.0
Twice a month	10	20.0
A new menu every week	1	2.0
Never	15	30.0
Total	50	100.0

**INTERPRETATION:**

48 percent say there is a menu change once in a month. 20 percent say there change in the menu twice a month. 2 percent say there is a new menu every week, 30 percent of the respondents say there is never a change in the menu.

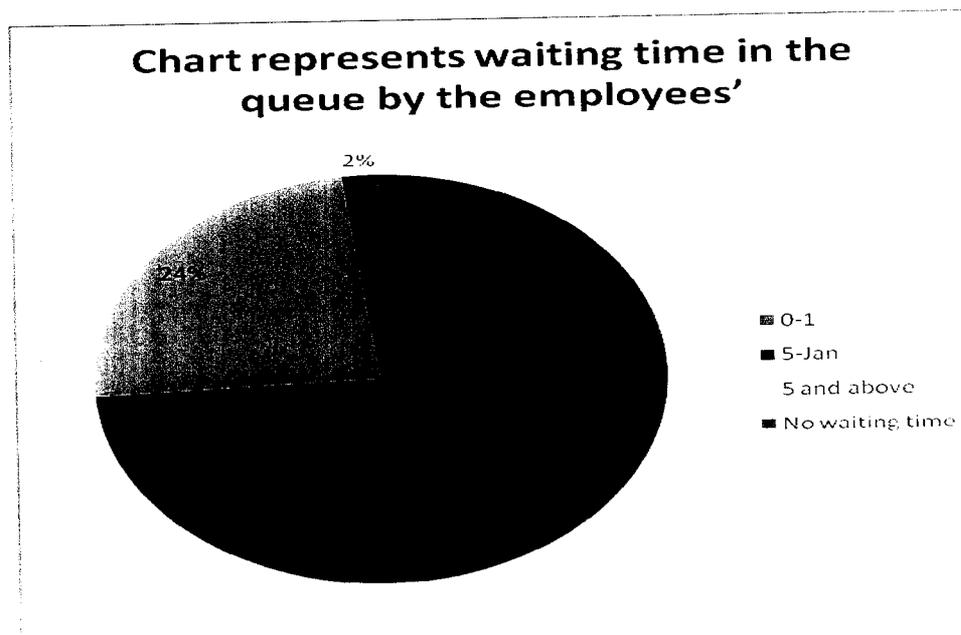


3.10 Table represents the waiting time in the queue by the employees'

Waiting time in the queue(in minutes)	No of respondents	Percent (%)
0-1	13	26.0
1-5	24	48.0
5 and above	12	24.0
No waiting time	1	2.0
Total	50	100.0

**INTERPRETATION:**

26 percent of the employees feel that they have to wait 0 to 1 minute in the queue for the meal, 48 percent of the respondents feel they have to wait for 1 to 5 minutes , 24 percent of the respondents feel they have to wait for 5 minutes and above, 2 percent of the respondents feel they do not have to wait at all.

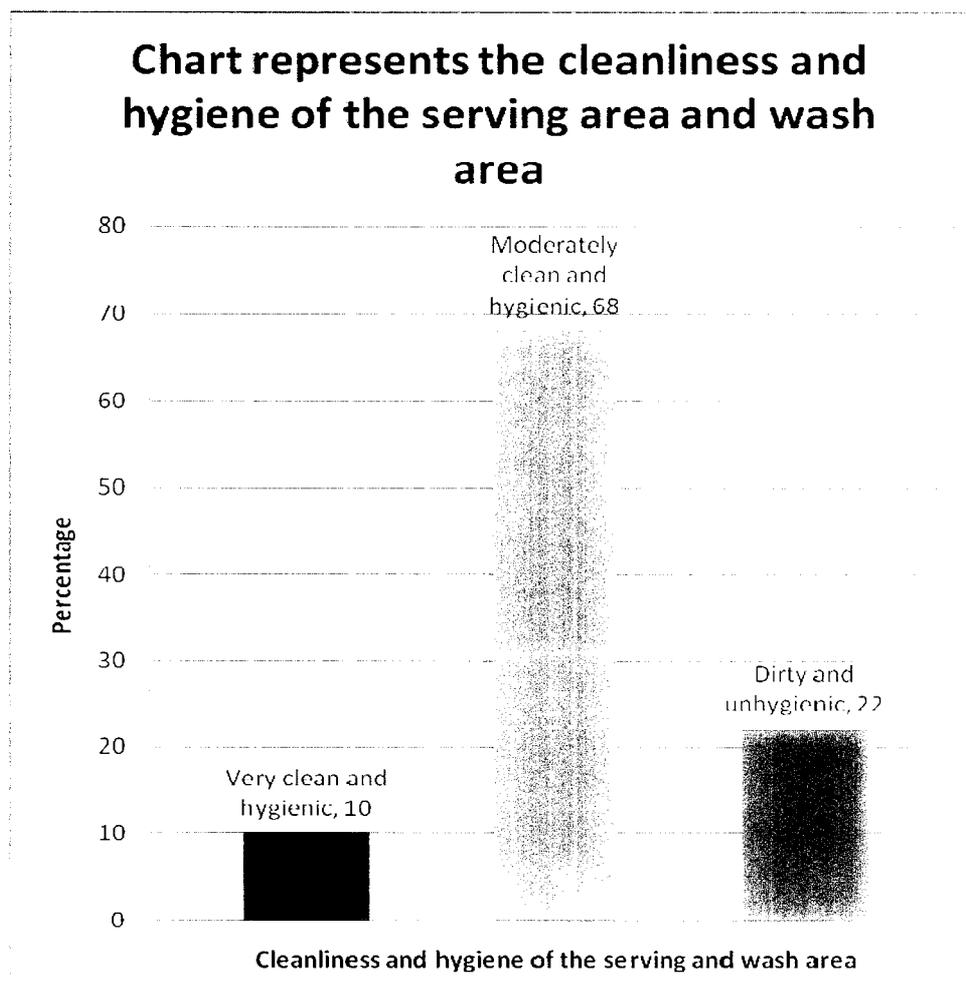


3.11 Table represents the cleanliness and hygiene of the serving area and wash area

Cleanliness and hygiene of the serving and wash area	No of respondents	Percent (%)
Very clean and hygienic	5	10.0
Moderately clean and hygienic	34	68.0
Dirty and unhygienic	11	22.0
Total	50	100.0

**INTERPRETATION:**

10 percent of the respondents feel the canteen is very clean and hygienic, 68 percent of the respondents feel it is moderately clean and hygienic, 22 percent feel that the canteen is dirty and unhygienic.



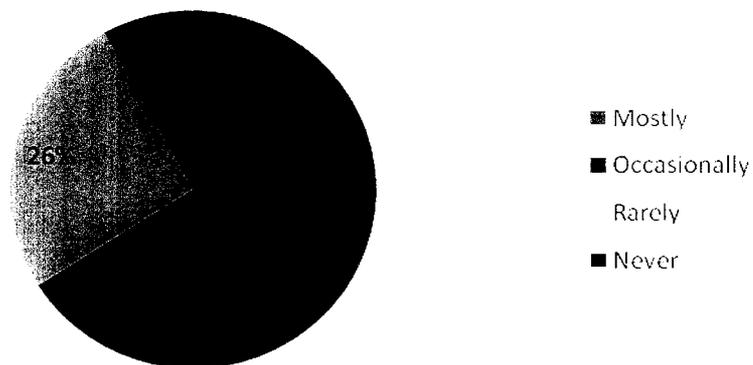
### 3.12 Table represents the freshness of food served

Freshness of food served	No of respondents	Percent (%)
Mostly	16	32.0
Occasionally	17	34.0
Rarely	13	26.0
Never	4	8.0
Total	50	100.0

#### INTERPRETATION:

32 percent of the employees' say the food is mostly fresh, 34 percent say that they occasionally get fresh food , 26 percent of the employees' say they rarely get fresh food, 8 percent of the respondents say they never get fresh food.

**Chart represents the freshness of food served**

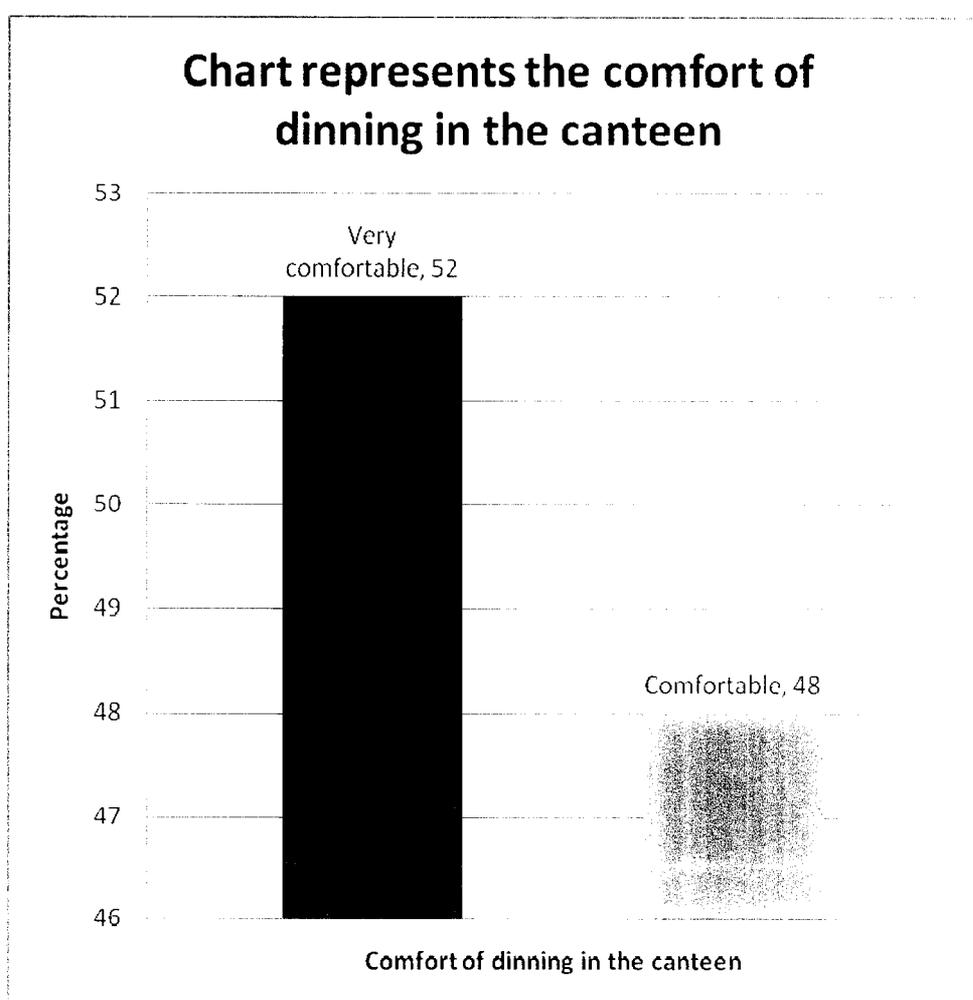


3.13 Table represents the comfort of dining in the canteen

Comfort of dining in canteen	No of respondents	Percent (%)
Very comfortable	26	52.0
Comfortable	24	48.0
Total	50	100.0

INTERPRETATION:

52 percent feel that the canteen is very comfortable, 48 percent say the canteen is a comfortable place to dine.

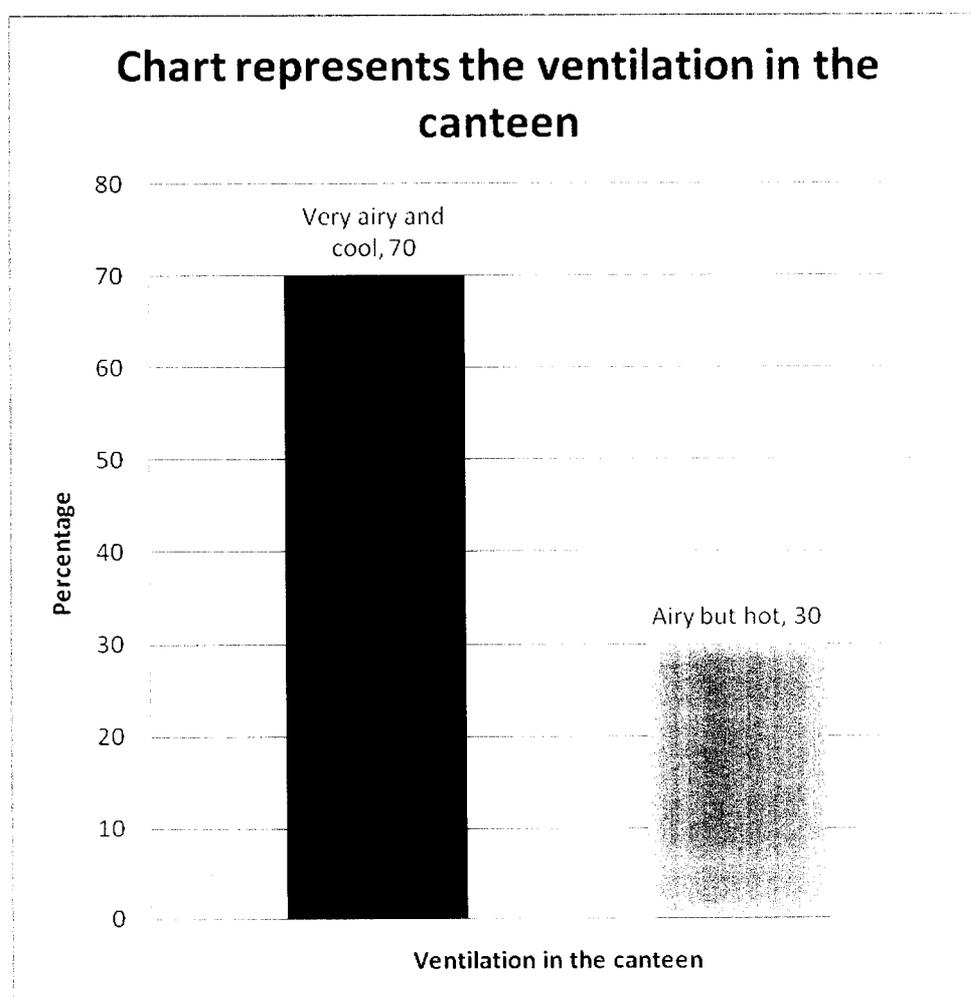


3.14 Table represents the ventilation in the canteen

Ventilation in canteen	No of respondents	Percent (%)
Very airy and cool	35	70.0
Airy but hot	15	30.0
Total	50	100.0

INTERPRETATION:

70 percent of the respondents say it is very airy and cool ,30 percent of the respondents say the canteen is airy but hot.



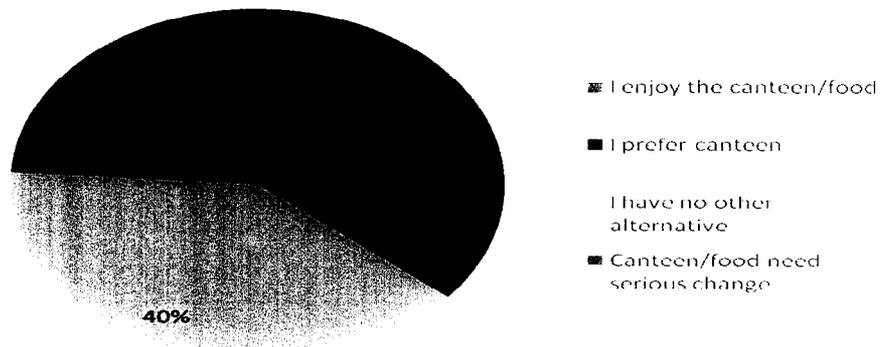
3.15 Table represents the employees' experience of the canteen

Employees `experience in canteen	No of respondents	Percent (%)
I enjoy the canteen/food	13	26.0
I prefer canteen	5	10.0
I have no other alternative	20	40.0
Canteen/food need serious change	12	24.0
Total	50	100.0

**INTERPRETATION:**

26 percent of the respondents say they enjoy the canteen/ food ,10 percent prefer canteen,40 percent of the respondents have no other alternative ,24 percent of the respondents say that the canteen food needs serious change.

**Chart represents the employees' experience of the canteen**



3.16 Table represents correlation between variety and frequency of change in the menu

Factor	Correlation	Variety	Frequency of change in menu
Variety	Pearson Correlation	1	.111
	Sig. (2-tailed)		.444
	N	50	50
Frequency of change in menu	Pearson Correlation	.111	1
	Sig. (2-tailed)	.444	
	N	50	50

**INTERPRETATION:**

There is a positive correlation between the variety and frequency of change in menu.

3.17 Table represents correlation between dining with comfort and ventilation in the canteen

Factor	Correlation	Dine	Ventilation
Dine	Pearson Correlation	1	.070
	Sig. (2-tailed)		.630
	N	50	50
Ventilation	Pearson Correlation	.070	1
	Sig. (2-tailed)	.630	
	N	50	50

**INTERPRETATION:**

A positive correlation exists between comfort of dining in the canteen and the ventilation in the canteen.

3.18 Table represents the correlation between frequency of having food and variety

Factor	Correlation	Frequency	Variety
Frequency	Pearson Correlation	1	.358*
	Sig. (2-tailed)		.011
	N	50	50
Variety	Pearson Correlation	.358*	1
	Sig. (2-tailed)	.011	
	N	50	50

**INTERPRETATION:**

Correlation is positive between the variety and frequency of employees' having food in the canteen.

## *CONCLUSIONS*

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## CHAPTER 4

### 4.1 FINDINGS

- 84 percent of the respondents are males and 16 percent of the respondents are females
- 36 percent of the respondents always have food in the canteen ,30 percent of the respondents occasionally dine in the canteen , 24 percent of the respondents mostly have food in the canteen,6 percent of the respondents never have food in the canteen and a minimum of 4 percent of the respondents rarely dine in the canteen.
- 24 percent of respondents find the price to be expensive, a maximum of 48 percent consider it reasonable and 28 percent respondents consider it cheap
- 40 percent of the respondents always get food on time,42 say that mostly they get food on time, 6 respondents say they occasionally get food on time, 12 rarely get food on time
- 40 percent of the respondents prefer vegetarian , 34 percent of the respondents prefer non-vegetarian and 26 percent of the respondents prefer both
- 14 percent of the respondents feel the quantity of meal is too much, 16 percent feel that the quantity is more than enough, 22 percent of the respondents say the quantity is just right, 30 percent of the respondents feel that the quantity can be increased.18 percent of the respondents feel that there is little to eat
- 18 percent of the respondents say the food is tasty, 26 percent say its just okay, 30 percent say that it can be improved and 26 percent of the respondents feel that the food is bland.
- 16 percent say that the canteen food is nutritional, 24 percent of the respondents say that the nutrition is moderate, 34 percent say that it can be improved and 26 percent feel it is least nutritional

- 2 percent of the respondents say that there is variety in the menu, 36 percent of the respondents feel that there is absence of variety, 62 percent say there is absence of variety
- 48 percent say there is a menu change once in a month. 20 percent say there change in the menu twice a month. 2 percent say there is a new menu every week, 30 percent of the respondents say there is never a change in the menu.
- 26 percent of the employees feel that they have to wait 0 to 1 minute in the queue for the meal, 48 percent of the respondents feel they have to wait for 1 to 5 minutes, 24 percent of the respondents feel they have to wait for 5 minutes and above, 2 percent of the respondents feel they do not have to wait at all
- 10 percent of the respondents feel the canteen is very clean and hygienic, 68 percent of the respondents feel it is moderately clean and hygienic, 22 percent feel that the canteen is dirty and unhygienic.
- 32 percent of the employees' say the food is mostly fresh, 34 percent say that they occasionally get fresh food, 26 percent of the employees' say they rarely get fresh food, 8 percent of the respondents say they never get fresh food.
- 52 percent feel that the canteen is very comfortable, 48 percent say the canteen is a comfortable place to dine.
- 70 percent of the respondents say it is very airy and cool, 30 percent of the respondents say the canteen is airy but hot
- 26 percent of the respondents say they enjoy the canteen/ food, 10 percent prefer canteen, 40 percent of the respondents have no other alternative, 24 percent of the respondents say that the canteen food needs serious change.
- There are complaints regarding stomach ache and other related problems after consuming the canteen food
- There is crowding in the canteen from 1.30 pm to 2.00 pm
- Moreover, there is occasional clogging in the wash area in the canteen.

- There is a positive correlation between the variety and frequency of change in menu.
- A positive correlation exists between comfort of dining in the canteen and the ventilation in the canteen.
- Correlation is positive between the variety and frequency of employees' having food in the canteen

## 4.2 SUGGESTIONS:

- To avoid rush in the canteen , there can be staggered time slot say 1.00 to 2.00 and 1.30 to 2.30.
- A variety in the menu should be offered( 3- 4 varieties can be offered) .
- There should be regular change in the menu to avoid monotony.
- Providing a quality canteen can help workplace cooperation.
- The addition of adulterant and soda should be avoided.
- There should be an increase in the nutritional value of food.
- To avoid clogging in the wash area it should be cleaned at regular intervals .

## **CONCLUSIONS:**

The work in PepsiCo plant requires alertness and complete participation from the workers side. Only if the employee is healthy and has the stamina; the employee can effectively and efficiently perform the job. Or else the employee will be fatigued easily and will even fall prey to safety problems in the workplace. The food has to be nutritional and should offer variety .Therefore the food provided should boost the energy of the employees'. When the management takes care of the employees', the employee will take care of the organization. Moreover the employee will be able to concentrate on his work better if his stomach is filled. If the canteen food does not offer variety, the employees' will just nibble the food; which in turn will reflect on his/her health.

## *APPENDIX*

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## ANNEXURE

### QUESTIONNAIRE TO IMPROVE THE EFFECTIVENESS OF CANTEEN

<p>a. Gender:  Male <input type="checkbox"/>      Female <input type="checkbox"/></p>
<p>b. Category of staff  <input type="checkbox"/> PCI (Pepsi Co India Staff)  <input type="checkbox"/> NPCI (Non – Pepsi Co Staff)</p>
<p>1. How often do you have food in the canteen?  a. Always b. Mostly c. Occasionally d. Rarely e. Never</p>
<p>2. How is the pricing of the food according to you?  a. Expensive b. Reasonable c. Cheap</p>
<p>3. Do you get your food on time i.e. as per shift?  a. Always b. Mostly c. Occasionally d. Rarely e. Never</p>
<p>4. What kind of meal do you prefer?  a. Vegetarian b. non-vegetarian c. both</p>
<p>5. Do you find the quantity of meal appropriate?  a. There is too much to eat b. Quantity is more than enough c. Quantity is just right d. Quantity can be increased e. There is little to eat</p>
<p>6. How do you find the taste of the food?  a. Delicious b. Tasty c. Just ok d. Can be improved e. bland</p>
<p>7. How is the nutritional value of food?  a. Very nutritional b. Nutritional c. moderately nutritious d. Can be improved e. Least nutritious</p>
<p>8. Does the menu offered have variety?  a. There is variety in the menu b. Moderate menu is offered c. Absence of variety in the menu</p>
<p>9. How often is there a change in the menu?  a. Once in a month b. Twice in a month c. A new menu every week d. Never</p>
<p>10. What is the average waiting time in the queue? (in minutes)  a. 0-1 b. 1-5 c. 5 and above d. No waiting time</p>
<p>11. How is the Cleanliness and Hygiene of the serving area and the wash place?  a. Very clean and hygienic b. Moderately clean and hygienic c. Dirty and unhygienic</p>
<p>12. Is the food served sufficiently fresh/hot/warm?  a. Always b. Mostly c. Occasionally d. Rarely e. Never</p>
<p>13. Is there sufficient place to sit and dine comfortably?  a. Very comfortable b. Comfortable c. Inconvenient</p>
<p>14. Is the canteen premise cool and well ventilated?  a. Very airy and cool b. Airy but hot c. Cool but not airy d. hot and not airy</p>
<p>15. What is your general experience about the factory canteen?  a. I enjoy the canteen / food b. I prefer canteen c. I have no other alternative d. Canteen / Food needs serious change</p>

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