INDUSTRIAL VISIT REPORT

MOTHER DAIRY PATPARGANJ, NEW DELHI
BBA Batch 2025-26 (Semester 1)

Faculty Incharge

Day-1 – Ms. Surbhi Singhal & Mr. Ankit Saxena

BBA – Ist sem Sec A

Reviewed By:

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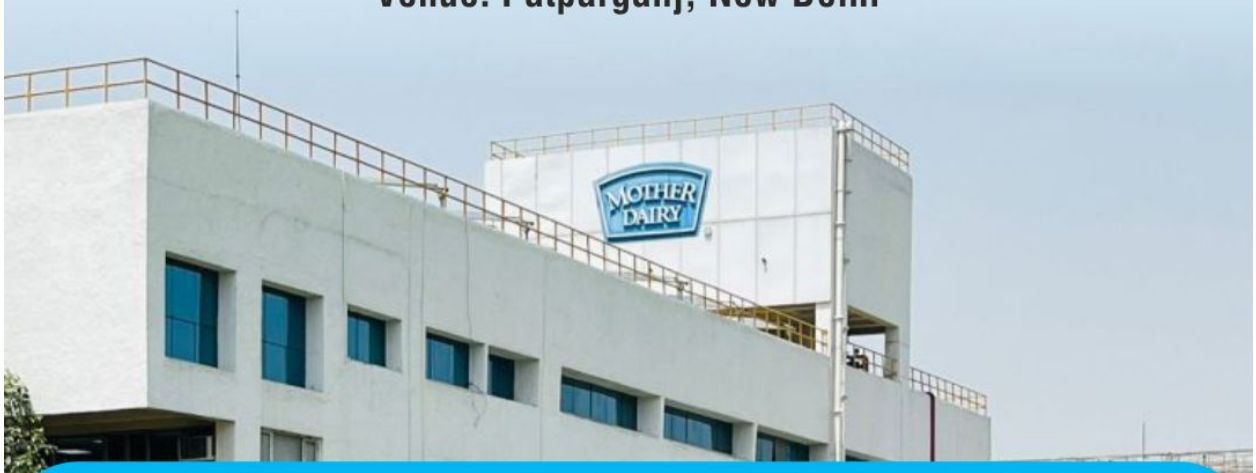
is conducting

INDUSTRIAL VISIT

MOTHER DAIRY®

for BBA 1st year students

Date: 10th, 11th & 18th September, 2025
Venue: Patparganj, New Delhi



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PURPOSE OF VISIT

Industrial visits are an essential part of the academic curriculum in most of the Graduate and Post-graduate courses. Being a part of interactive learning, such educational visits give students a major exposure to real working environments along with a practical perspective of a theoretical concept relevant to their domain.

In addition to that, industrial visits bridge the widening gap between theoretical learning and practical exposure by giving students the first-hand exposure to identify the inputs and outputs for different business operations and processes performed at the workplace.

To keep the students abreast with the latest developments and give them an insight into the internal working of the companies under the dynamic leadership of Dean Sir. In Ghaziabad, organized an industry visit for BBA 2024-25 students to Mother Dairy Plant. We believe in extensive Industry Exposure through direct interaction of BBA students with the Industry. It is aimed at helping the students in understanding the practical aspects and bridging the gap between Industry and academia.

ABOUT THE COMPANY

Mother Dairy, established in 1974 by the National Dairy Development Board (NDDB) under the "Operation Flood" initiative, is a leading dairy brand that played a crucial role in making India self-sufficient in milk production. Headquartered in Delhi, it offers a wide range of products, including milk, butter, cheese, paneer, ghee, curd, ice creams, edible oils under the Dhara brand, and fruits and vegetables through Safal. Known for its focus on quality, purity, and innovation, Mother Dairy operates a vast network of retail outlets and milk booths, primarily in Delhi-NCR, and has a strong national presence. It emphasizes sustainability, farmer welfare, and adherence to high hygiene standards, contributing significantly to rural livelihoods and the dairy industry in India.

PRESENTATION ROOM

The **Mother Dairy presentation room experience** for students is an informative and engaging session designed to educate them about the brand's journey, operations, and the importance of the dairy industry. During the visit, students are typically introduced to the history and evolution of Mother Dairy through a detailed presentation. This session highlights the company's mission, cooperative model, and its role in ensuring milk availability across India.

Students gain insights into the milk procurement process, quality control measures, and distribution network. The presentation also emphasizes the brand's focus on innovation and value-added products such as curd, ice cream, paneer, and other dairy items. Interactive discussions often follow, where students can ask questions and understand the challenges and opportunities in the dairy sector.

Additionally, the presentation may include videos showcasing modern dairy farming practices, processing plants, and the logistics involved in maintaining product freshness. Depending on the schedule, students may also participate in a guided tour of Mother Dairy's facilities, offering a firsthand look at the processing and packaging units. The overall experience aims to inspire

students to appreciate the complexities of the dairy industry and Mother Dairy's commitment to quality and sustainability.

REFRESHMENTS

During a company visit at Mother Dairy, guests have the opportunity to experience the refreshing taste of Mother Dairy's signature pro biotic drink and Ice-cream. The process typically involves a scheduled break in which guests are escorted to a designated area where they can sample and purchase various Mother Dairy products.

PRODUCTION

Production Process of Mother Dairy Milk and Dairy Products:

Mother Dairy follows a systematic process to ensure high-quality dairy products. Below is a step-by-step breakdown of the production process:

1. Milk Procurement:

- **Collection:** Milk is collected from farmers and cooperatives at village-level collection centers. These centers use chilling units to maintain milk at 4°C to prevent spoilage.
- **Initial Quality Check:** The milk undergoes preliminary tests for fat content, solids-not-fat (SNF), and any impurities.

2. Transportation:

- **Chilled Milk Transport:** Milk is transported in insulated tankers from collection centers to Mother Dairy processing plants to maintain the cold chain.
- **Traceability:** Each batch is tracked for quality and origin.

3. Milk Reception at the Plant:

- **Weighing & Sampling:** Milk is weighed and sampled for comprehensive quality checks.
- **Laboratory Testing:** Tests for antibiotics, adulteration, microbial load, fat content, and other quality parameters are conducted.

4. Milk Processing:

- **Clarification & Filtration:** Milk passes through filters to remove impurities and sediment.
- **Standardization:** Milk is adjusted for fat and SNF content to produce different types (full cream, toned, double-toned, skimmed).

Key Processes:

- **Pasteurization:** Milk is heated to 72°C for 15 seconds and then rapidly cooled to destroy harmful bacteria while preserving nutrients.
- **Homogenization:** Milk is forced through small nozzles under high pressure to break fat globules, ensuring uniform consistency and preventing cream separation.

5. Product-Specific Processing:

Depending on the product, further processing steps include:

- **For Liquid Milk:** Packaged in sterilized pouches or tetra packs.
- **For Curd/Yogurt:** Milk is inoculated with specific bacterial cultures and incubated to develop texture and taste.
- **For Butter & Ghee:** Cream is separated and churned into butter; ghee is made by heating butter to remove moisture.
- **For Paneer:** Milk is curdled using acid (like lemon juice or vinegar), and the curds are pressed to form blocks.

- **For Ice Cream:** Milk, cream, sugar, and flavoring agents are blended, pasteurized, homogenized, and frozen.

6. Packaging:

- **Automated Packaging:** Products are packed using automated systems to ensure hygiene and accuracy.
- **Sealing & Labeling:** Packages are sealed and labeled with batch numbers, expiry dates, and nutritional information.

7. Quality Control:

- **Final Testing:** Each batch undergoes microbiological and chemical tests before release.
- **Compliance:** Products must meet FSSAI (Food Safety and Standards Authority of India) regulations and internal quality standards.

8. Cold Storage & Distribution:

- **Cold Chain Maintenance:** Milk and dairy products are stored in temperature-controlled environments until dispatched.
- **Distribution Network:** Products are distributed via Mother Dairy booths, retail outlets, and supermarkets.

PACKAGING

Mother Dairy uses advanced and hygienic packaging methods tailored to each product category to ensure freshness, safety, and extended shelf life. The packaging process can be broken down into the following stages:

1. Liquid Milk Packaging:

- **Pasteurization and Cooling:** After pasteurization and homogenization, milk is cooled and transferred to packaging lines.
- **Automated Pouch Filling:**
    - **Material:** Low-density polyethylene (LDPE) pouches, which are food-grade and recyclable.
    - **Process:** Milk is filled in pouches using automated machines that seal them under sterile conditions.
    - **Capacity:** Common pack sizes include 500 ml, 1 liter, and bulk packs.
- **Batch Coding & Labeling:** Pouches are printed with details like production date, expiry date, and batch number.

2. Yogurt, Curd, and Lassi Packaging:

- **Filling:** Yogurt and curd are poured into pre-formed plastic cups or tubs.
- **Sealing:** Cups are sealed with aluminum foil or plastic lids using heat-sealing machines.
- **Labeling:** Each cup is labeled with nutritional information, expiry dates, and flavor details.

3. Paneer Packaging:

- **Vacuum Sealing:** Paneer blocks are cut into desired sizes and vacuum-packed in multilayered plastic films to prevent contamination and extend shelf life.
- **Modified Atmosphere Packaging (MAP):** Some paneer products are packaged in a nitrogen-flushed environment to maintain freshness.

4. Butter and Ghee Packaging:

- **Butter:**
  - Wrapped in laminated foil paper or packed in tubs.
  - Butter tubs are sealed with tamper-evident lids.
- **Ghee:**
  - Packed in tin cans, HDPE jars, or flexible pouches, depending on the quantity.
  - Pouches are heat-sealed, while jars and cans are sealed with airtight lids.

5. Ice Cream Packaging:

- **Filling:** Ice cream is filled into cups, cones, or large family packs using automated filling machines.
- **Sealing:** Sealed with paper lids or plastic films, depending on the packaging type.
- **Freezing:** Immediately frozen at -20°C to maintain texture and prevent melting.

6. Fruit & Vegetable Packaging (Safal Brand):

- **Frozen Products:** Fruits and vegetables are packed in polyethylene bags after freezing.
- **Fresh Products:** Packed in biodegradable trays or poly bags.

7. Quality Control in Packaging:

- **Sterile Conditions:** All packaging takes place in controlled, sterile environments to avoid contamination.
- **Leak Testing:** Sealed packs are tested for leaks to ensure airtight sealing.
- **Weight & Volume Checks:** Automated systems verify that each package contains the correct quantity.

8. Sustainability Initiatives:

- **Eco-Friendly Materials:** Mother Dairy is transitioning to eco-friendly and recyclable materials for its packaging.
- **Reusable Packaging:** Some products, like milk in returnable glass bottles, are part of sustainability efforts.

STUDENT LEARNINGS

Opportunity to Interact with Industry Experts

Industrial visits allow students to meet industry leaders, professionals, entrepreneurs, and corporate representatives who share their knowledge, insights, and experiences. Such interactions support students in shaping their careers, developing leadership qualities, strengthening management skills, and understanding industry operations. These engagements also help faculty stay updated on current industry trends, which can guide curriculum improvements in response to technological advancements.

Enhanced Learning Experience:

Educational industry tours provide students with the chance to observe and experience real work environments, including workstations, machinery, production plants, systems, and assembly lines. They also get to interact with well-trained and experienced personnel. This hands-on exposure is essential for students who have primarily learned through theory and are unfamiliar with the daily operations of a production facility. Additionally, students gain insight into company policies related to production, quality control, and service management, while also becoming familiar with the instruments and tools used in industry.

Management Lessons:

Through industrial visits, students witness firsthand how professionals work and how various management concepts—such as Just-In-Time and Lean Manufacturing—are implemented. They observe how challenging it is to manage large teams of skilled and unskilled workers while still meeting strict quality standards and production targets set by the company.

Interpersonal Skills Development:

Industrial visits help students improve their interpersonal and communication skills, as well as strengthen their ability to work effectively in teams.


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