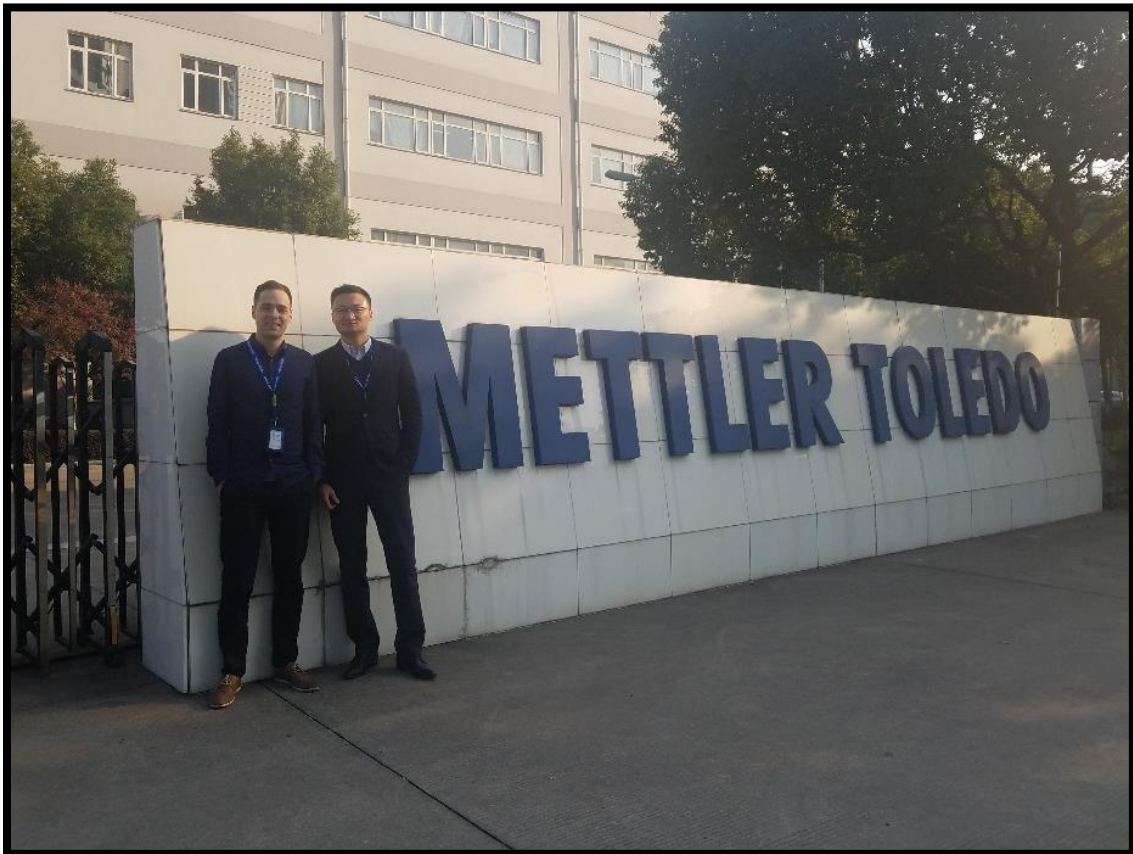


My Internship at METTLER TOLEDO

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METTLER TOLEDO

Introduction

The purpose of this report is to give you an impression of my experience in Mettler Toledo China. When I told my friends and family that I wanted to do an internship in China, they thought I was crazy. But anyway I applied for the internship. It was my first time in Asia and the first time to work in an international company. I was worried about many things, curious how everything will work out and determined to deliver good work. Now I want to share some of my experiences with you.

Mettler Toledo

The employees at Mettler Toledo were always very nice to me. It took some time to get to know all the people in my team, but as soon as I got to know them, I learned that they are all very friendly and interesting people. They appreciate if you work hard and they work very hard by themselves. Chinese people in general are very hospitable, they will try to help you if you have any problem. It is not uncommon that you get invited to dinner by your Chinese friends and colleagues after work.

HR here really takes care about their interns. They organized a weekly meeting to discuss any issues we had. They were always open for feedback and suggestions. In addition, they made great efforts to make our time in MT a unique experience. They let us participate in a HR recruiting event with Chinese students and hosted a Christmas celebration party at the end of our internship.

IAESTE

This internship was the first time I got in contact with IAESTE. It was great to get to know so many people from all around the world. Before the start of the internship, we had some cross-cultural training in Shanghai held by IAESTE China. I found this most useful mainly because you get to know the other interns before the start of the internship. You can consider it more like a team building event, which was great, because you already have some friends in this big, foreign country.

After that, there were always the IAESTE cultural trips you could attend. I visited Hangzhou, Huangshan and Nanjing with IAESTE. The trips were always fun. You meet your friends from other cities and you have a great time together. However, if you are more interested in sights and learning about the Chinese history and culture, I would suggest to go to these cities by yourself. You can get more out of it and save a lot of money. Maybe you are fortunate and some Chinese colleague will even show you around.

Host Family

I was very lucky with my host family. They were always nice to me. I got a lot of support from them. In the first days, they were driving me everywhere, because they were afraid I would get lost if I use the bus. After some time, I could convince them, that I can use the bus on my own. They always helped me when I had some issues like getting train tickets or how to order some things from TAOBAO (A Chinese online shop where you can literally buy everything). Another thing I was very lucky with is the food. My host grandmother always cooked super delicious. I enjoyed eating with the family, also because it felt a little bit like home. After dinner I would talk with my host father as he was trying to improve his English. It was most interesting for me as well, since I could learn a lot about Chinese culture.

Mentor

My mentor was always very nice to me. We did not work together that closely, as I could do much of my work either independently or it was together with other employees. Nonetheless I learned that he is a very interesting person to talk to. First, our relationship was more formal, in the end of the internship I got to know him more personal. If I had any questions he would try to answer it. If he was on business trip, he offered me to write him on WeChat (Chinese WhatsApp) when there were any pressing issues. My mentor already had some cross cultural work experience, which made work much easier for both of us.

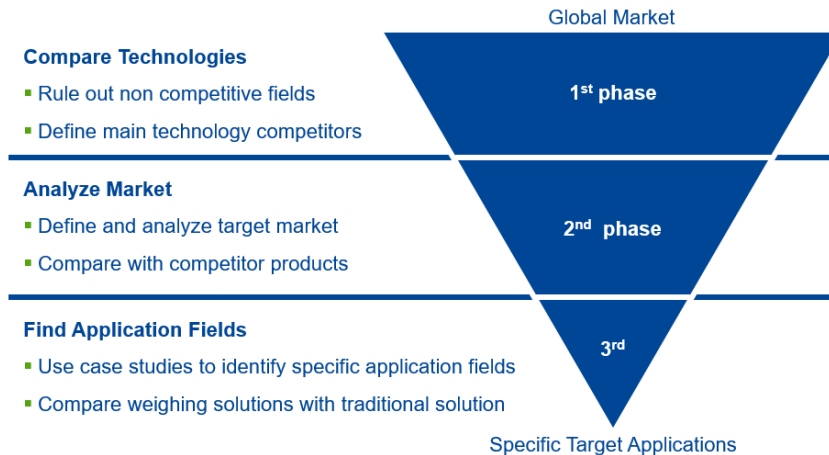
Apart from my official mentor, I also got a lot of support from my desk neighbor. He was closer to ask questions and was always very happy to answer them. During lunch time, we had many thought-provoking discussions and we could learn a lot from each other. In general, the people at work were very open and happy to talk with you, but you always had to approach them first or someone had to introduce you to them.

Work

Many of the interns at Mettler Toledo had one main project. This was not the case for me. My job was rather to support the product management. I would structure my work at MT into four main areas:

Market Investigation

At the beginning of the internship, I spent a lot of time on this task. I was assigned to find information about a completely new market the company wants to enter. I had some lectures about market investigation and competitor analysis at my university, but this was the first time I could apply this knowledge in real life. As my mentor also did not have many experience in the investigation of a totally new market, I had to create me own framework for the market investigation. First this seemed very hard for me. But after a careful consideration, I decided to split to problem into three sub problems.



First I started to compare MT's solution with the competitors'. I took much time to understand each solution and I learned a lot about the different technologies and their strengths and weaknesses. This helped to identify in which specific applications MT's solution was the best.

After that, I tried to identify the attractiveness of markets. I already preselected some specific markets, because from the first part It was clear in which markets the MT solution was able to compete. Analyzing markets always starts with a lot of information gathering. After that I could finally apply some of the tools I learned in university.

In a third phase I then tried to find specific applications in the markets that I identified as most interesting in the phase before. The idea was, that MT should target these markets when they launch the product. This part was most difficult for me. There was few information available for such specific applications. I am not an expert in this target applications, and therefore I could only give a general assessment of the attractiveness of a specific application. I suggest my mentor, that they should hire some external experts on this field in order to get a proper assessment of the application, but right now there was no money to do so. If they ever consider to enter this market, I hope they will listen to my advice.

Marketing Material Preparation

During mid-time of my internship, HR approached me with a new task. I should help to prepare the marketing materials (datasheet and brochure) for the new generation of forklift scales. I first thought, that this task could be done in a short time. But there is much more behind a brochure than one would think. You need to understand the product thoroughly and you need to think about every message, every word you write. I did many draft versions and changed the layout again and again. Continuously in discussion with the product manager, marketing manager and SBU marketing head. It was very interesting to work in an international, cross cultural team and to have overseas telephone conferences. The responsible product manager was very helpful and tried to support me as much as possible, even though he was totally occupied with other tasks. This was one of the most interesting jobs I had at Mettler Toledo. Regardless that the brochure was not completely finished completely when I left, I know that I contributed a lot to the preparation of the marketing materials. I really want a copy of the brochure when it's finished.

Transfer Price Update

The product managers need to submit the price lists for internal customers by the end of the year. As they are very busy, they do not really have time to do this task. In order to release some pressure from them, I was assigned to do this as my secondary task. However, the amount of prices was huge (over 10'000) and it took much more time than expected. It was not my favorite task to do, but my mentor told me it is most valuable. After a while I got really good at doing it. I found a way to do the updates very quickly and also unified the price list layout, so that it looks more professional. Because I won't be here to do the updates next year, I created some manual for the product managers, that they can update the prices next year the fastest way possible. I think that this task was not too challenging. I told my mentor, they should automate it, maybe it can save future interns from doing this task again.

Support of the Product Managers

Apart from my main projects, I had also many small tasks I could do during idle time or as a break from the main tasks. I could always work on the competitor analysis for the compact and counting scale market. I edited some case studies for the internal Wiki, checked some training slides and service manuals, helped my mentor with preparations for the IST meeting and the use of the PDS system. I enjoyed these in-between tasks, as they provided some variation to my daily work and made sure that I always had something to do.

Conclusion

All in all, I had an amazing time here at Mettler Toledo China. I established many new friendships and had the honor to get to know remarkable people. I gained my first professional experiences and I was challenged in many ways. There were definitely some lessons learnt during that internship. Also the country surprised me in so many ways. It was undeniably an experience I will never forget. I can call myself very lucky, that everything turned out so well. I know that this is only because of the many efforts of IAESTE, HR, my mentor, my colleagues and my friends. I would like to thank all you people for making my time here so special.

My friends and family thought it was crazy to do an internship in China, but they were wrong, it was one of the best decisions in my life.