



Inspiring Excellence

Internship Report

BUS 400

Submitted to

Kamal Hossain
Senior Lecturer
BRAC Business School

Submitted by

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BRAC Business School

**INTERNSHIP ON
READYMADE
GARMENT
COMPANY SAKIB
GARMENTS LTD.**

Letter of transmittal

31st August, 2018,
Kamal Hossain,
Senior lecturer,
BRAC Business School,
BRAC University.

Subject: Submission of internship report.

Sir,

It feels immense pleasure for me to submit the report on my learning experience in Sakib Garments Limited. I always felt the need of practical experience in RMG industry which I could relate with my theoretical knowledge. Throughout my internship program of three months I got the opportunity to do that. I am grateful for your valuable support and guidance throughout my internship program.

This report is prepared on the basis of primary and secondary data. I am thankful to you for your support and for giving me the opportunity to work on this thoughtful report.

Yours sincerely,
MD Anwarul Azim Sakib
ID- 14104070
BRAC Business School.

Letter of endorsement from the supervisor faculty

31st August, 2018,

Dear concerned,

I am writing to give my support and endorsement to MD Anwarul Azim Sakib's application for internship program in Sakib Garments Limited.

MD Anwarul Azim Sakib has strong knowledge and skills in the area of Marketing and Management. His interaction with the faculty members and other students is always with integrity and respect. He adheres to the ethical guidelines set out in his professional standards of practice.

It is without reservation that I endorse MD Anwarul Azim Sakib's application for internship program in Sakib Garments Limited.

If you have any questions or need further information, please contact me at kamal.hossain@bracu.ac.bd.

Sincerely,
Kamal Hossain
Senior Lecturer,
BRAC University.

Date & signature

Acknowledgement

To begin with, I would like to thank Almighty Allah for giving me enough patience and support throughout my internship journey in Sakib Garments Ltd. Then I like to show my respect to my internship observer faculty, Kamal Hossain for his valuable contribution in every stage of my internship program. Every time I went to him regarding certain topic, he clarified everything with so much patience. Lastly, I would like to thank the employees and honorable Managing Director of Sakib Garments Ltd and all other co-workers for their assistance and providing me with necessary information required for the completion of this report.

Executive Summary

This internship report is actually based on Bangladesh RMG industry and its nature. To accomplish the report I had to work in a garment making factory for 1 year practically named Sakib Garments LTD. I worked in every departments for 1 one year consecutively to understand the nature of RMG sector. This report includes the RMG trading terms and ways, the internal structure of a RMG factory, the departments, their works, and the inside and outside syndicates. As this industry is quite different from others, I had to face troubles to relate my practical works to the knowledge that I learned from books. I added here the business process from management to marketing and how I did these works. I also added the challenge that I faced during my work. Relating my work process with related books and journals, I wrote my overall experience in RMG sector. At the end, I provided some references from where I got some information and ideas to write this report.

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Pic- RMG Production Line.



Pic- Cutting Section Of RMG.



Pic- Finishing section of RMG

Body Report
&
Project
Part

Sakib Garments LTD

(TARGET APPROVED FACTORY)

Company profile

INTRODUCTION

Sakib Garments LTD is one of the renowned woven garments manufacturers in Bangladesh which targets to satisfy its customers conditions and tries to balance the company environment compliance as per the condition.

The company has 600 people including employees and workers. It makes woven bottom garments mainly with 100% efficiency and uses cotton or mixed cotton fabric for production. The company has efficient employees and management team to observe and maintain the work environment effective.

The company looks forward to make improvement in its environment and techniques. Its management team including the directors make plans effectively to maintain good relation with the clients and tries to reduce costs as much as possible. Also better environment with good product quality is the main goal of this company..

The company tries to work on new concepts in styling and content of the woven wear is a continuous activity in the company with an objective to up the quality and the value of merchandise. From 2008, which year the International business is started, the company determined with its every strengths and resources for developing a wide range of bottom wear for the international market.

The company also aware of its social responsibilities and employees welfare assess the company's social policy is fully in accordance with the laws of the country.

QUALITY MANAGEMENT

The set total Quality Management as a cornerstone theory of the company. Its goal is the keep consecutive improvement with focusing on team work, increasing customer satisfaction, lowering costs.

According to these the company:

1. Focuses on quality measurement.
2. Rewards Quality with employing incentives
3. Focuses on Quality training at all levels
4. Stresses problem identification and solution
5. Promotes innovation and total participation

TARGET

The organization's main goal & target is to conquer the best effectiveness in production with a consistent better quality and on correct time performance.

1. Form specializes in Men's, Lady's & Children woven wear.
2. The quality control and testing procedures that are in place ensures always perfect garments before leaving the factory premises.

THE SCOPE OF THE COMPANY

The company is the manufacturer & exporter of woven bottom garments for men, Boy's, ladies, kids and any kinds of bottoms and top/dress items.

SOCIAL POLICY

The company is committed to the best human workplace practices. Its goal is to continuously improve our Human Resource policies and procedures through education, training, communication, and employees' involvement.

To that end it had identified eight (8) areas of importance. The Company commits to management review, employees' open communication, policy development and coordination with the SA 8000 standard to comply with all State/Local laws and Industrial/Factory laws of Peoples Republic of Bangladesh to provide a favorable employment environment that respects understands the needs of its employees.

The company commits to inform all employees of its policy and position on the SA 8000 standard. All employees will be made aware of the Policy and Company Statement upon implementation. Going forward all new employees will be trained on SA 8000 in new employees' orientation. Periodically throughout the year the company will reaffirm its commitment to the SA 8000 policy through employee communications such as office notice, demonstration and payroll stuffers.

The eight (8)-identified areas are:

1. Child Labor
2. Forced Labor
3. Health and Safety
4. Freedom of Assembly/ Right to Collectively Bargain
5. Discrimination
6. Disciplinary Practices
7. Working Hours
8. Remuneration/ Compensation

SUMMARY OF COMPANY PROFILE

- ➔ **Company Name** : Sakib Garments Ltd.
- ➔ **Head Office/ Factory** : Plot No: 25-26, (4TH TO 7TH Floor), Road No- 01, Block - Kha, Section -06, Mirpur-10, Dhaka-1216, Bangladesh.
- ➔ **Telephone- Head Office/Factory** : 01713426133, 01671177837.
- ➔ **Email** : salmansakib89@gmail.com
- ➔ **Contact Person** : 1) Md. Abdul Maleque Akon
(Chairman)
Contact:01713426133
E-mail: salmansakib89@gmail.com
- 2) Md. Anwarul Azim Sakib
(Director)
Contact : 01671177837.
E-mail : salmansakib89@gmail.com
- ➔ **Date of establishment** : Year 2010
- ➔ **Factory Space** : 24,000 sft.
- ➔ **Product Range** : Main products are:
Men's Denim pant, chino pants, Woven Pajama, Jacket, wind breaker, Ladies Pant, cargo pant, Bermuda & All Kinds of woven garments for men, women & kids.

➔ **Fabric being used**

The following fabric being used for making garments (local & imported) –

- ➔ Denim
- ➔ 100% cotton twill ,poplin, canvas, oxford, bedford, flannel, corduroy
- ➔ Yarn Dyed
- ➔ T/C
- ➔ CVC
- ➔ 100% polyester
- ➔ Mesh, Rayon, Viscose. Etc.

➔ **Production Capacity**

↪	Basic Denim Pant	:	1,50,000 Pcs/ Month
↪	Men's Chino Long pant	:	1,00,000 Pcs/ Month
↪	Polar Fleece (Basic)	:	1,00,000 Pcs/ Month
↪	Polar Fleece (Jacket)	:	90,000 Pcs/ Month
↪	Children Wear/ Dress	:	3,00,000 Pcs/ Month
↪	Shorts or Pajama	:	1,80,000 Pcs/ Month
↪	Cargo shorts or long	:	80,000 Pcs/ Month
↪	Swimming shorts	:	2,50,000 Pcs/ Month
↪	Denim Jacket	:	90000 Pcs/ Month

LOGISTICS & FACILITIES

SL.#	TYPE OF MACHINE	Numbers	Brand
	GARMENT SECTION		
1	Single Needle Machine Manual	110 nos.	Brothers
2	Single Needle Machine AUTO	90 nos.	Brothers
3	Over lock Machine 5 thread	30 nos.	do
4	Over lock Machine 4 thread	05 nos.	do
5	2 needle machine lock stitch	30 nos.	do
6	2 needle machine Chain stitch	10 nos.	do
7	Feed of the arm	10 nos.	do
8.	Special Kansai	10 nos.	do
9	Loop making machine	01 nos.	do
10	Eyelet hole auto Machine	02 nos.	do
11.	Hole machine	3 set	do
12	Button stitching machine AUTO	03 nos.	do
13	Flat lock machine	02 nos.	do
14	Pocket facing attach Machine	5 nos	do
15	Cutting Machine	03 nos.	KM
16	Vertical Machine	05 nos.	DO
17	Steam Boiler GAS	01 nos.	Bangladesh
18	Steam Iron with vacuum table	8 nos.	Korea
19	Thread Sucking	01 nos.	Bangladesh

20	Snap Button Hydraulic	06 nos.	Brothers
21	Snap button manual	6 nos	do
22	Fusing machine	1 no	Oasima
23	Needle ditector	1 no	do
24	Fabric inspection table	1 no	
24	Genarator auto 250 kva	1 no	Stamford

Total machines =336 nos.

MAIN BUYER AS FOLLOWS

1. **BERNARDI GROUP S.P.A.,
VIA DELLE VIGNE NOUVE,
551/M, 00139 ROMA,
ITLY.**
2. **YONGO EUROPE B.V.
P.O.BOX-155,
2370 ROELOFARENDSVEEN,
THE NETHERLANDS**
3. **MANUFACTURAS
ARCOLIN IBERICA S.L.
JOSEP PLA, 82**

**08019 BARCELONA
SPAIN**

- 4. MOD-ELLE NV
NERINGSTRAAT 1,
8370 BLANKENBERGE,
BELGIUM**
- 5. JULIAN RUS CANIBANO S.L.
C/PEDRO SOLIS, 3 POLIGONO DE LAS,
AROBIA 33409 AVILES ASTURIAS
SPAIN.**
- 6. HEBOSS INTERNATIONAL NV
BISSCHOPPEN HOPLAAN 82-84,
2100 DEURNE (ANTW)
BELGIUM.**
- 7. CT FASHION INC.
185 LOUVAIN WEST SUITE # 402,
MONTREAL, QUEBEC H2N1A3
CANADA.**
- 8. ZANI SALDATURE DI ZANI ZENO AND C. S..N.C.
VIA G. FANIN, 10
47023 CESENA (FC)
ITALY**
- 9. EURECTO LABEL COMPANY B.V.,
MEIDOORNKADE 22,
3992 AE HOUTEN
THE NETHERLANDS.**

10. **ZEDD N.V.**
BISSCHOPPENHOFLAAN 82,
2100 DEURNE (ANTWERP),
BELGIUM.

11. **BASSI FASHIONS LTD.,**
DUKE HOUSE, NORTHERN COURT,
VERNON ROAD, BASFORD,
NOTTINGHAM NG6 OBJ,
ENGLAND.

12. **TEIDEM B.V.,**
TOUWBAAN 38,
2352 CZ LEIDERDORP,
ITHE NETHERLANDS.

13. **WAL-MART (USA)**

14. **TARGET (USA)**

15. **MAXX (USA)**

16. **PRI-MARK (UK)**

17. **JENNYFER (FRANCE)**

18. **KIK (GERMANY)**

19. **AL-DI (FRANCE)**

20. **TESCO (USA)**
21. **MATALON (UK)**
22. **RED CATS ASIA (Sweden)**
23. **SANGGO TEXTILE (KOREA)**
24. **E-SON (KOREA)**

Bank :

Janata Bank LTD, Janata Bhaban Corp. Branch, 110, Motijheel C/A, Dhaka-1000, Bangladesh,
Swift-JANBBDDHFEC, Tel off: 88-02-9553347, PABX: 88-02-9565041-43, Email:
jbc@janatabank-bd.com

Project part

Introduction

Readymade garments industry is considered as the most important factor for our growing economy. According to BGMEA, this industry is accountable for 82.01% of foreign earnings in 2015-16 years but back in 1984-85 this industry could only generated 12.44% of export earnings. Within these two decades this country has seen rapid growth of RMG sector. Both number of labor and garments factories have been increasing significantly. In 1984-85 the number of total garments factories in Bangladesh were only 384 and the amount of labor forces were approximately 0.12 million. However the number of garments factory continuously rising and eventually exceed over 4 thousand whereas labor forces also increases up to 4 million. Besides that total foreign income from RMG was \$116.2(million) in 1984-85 but this figure also multiplied and stopped at \$28094.84(million) in 2015-16. Bangladesh is also known for its cheap labors, which attract foreign buyers to invest in this country in order to get higher return.

Average hourly wages (including fringe benefit) of RMG industry

Country	Hourly wages (US\$)
Singapore	3.56
Mexico	2.40
Malaysia	1.20
Thailand	1.04
Philippine	0.78
India	0.58
Pakistan	0.49
Indonesia	0.43
Vietnam	0.40
China	0.69
Sri Lanka	0.46
Bangladesh	0.30

Source: World Bank Report, 2005

This table clearly shows that why foreign investors chose Bangladesh to invest in RMG sector. Since this country has lowest labor market for long time undoubtedly the profit margin would be higher than other countries.

As readymade garment industry steers the economy of Bangladesh in a major way, my intension hits exactly there to learn about the industry and write a report on it. As a result I decided to complete my internship in a garment manufacturing company named Sakib Garments LTD. Sakib Garments Limited is a 5 lines factory (the machine layout). In each line there is 55 machines. Around 400-500 people worked in this factory. Among them 300 people were the operators, 100 people are the assistant operators (20 people in every line). The factory is a type of tall organization. There are production director, production manager, assistant production manager, general manager, assistant general manager, marketing director, and marketing manager and under them there were some merchandisers. There were some other segments of this factory. They are finishing sections, cutting sections and quality section. People were assigned to observe and conduct the process of these sections. Cutting in charge, finishing in charge, quality in charge etc. observed the works there. From top management to bottom management level, everyone is assigned with their works. The production sector and the marketing sector had to work very strategically because it's a production oriented factory. From taking order to manufacturing, these sectors had to work a lot because a small mistake could cancel the shipment. This garment factory was established on four floors and the machines were laid out accordingly for the flawless accomplishment of the orders. This garment factory have the safety for workers, childcare, policies for the pregnant and sick workers, proper bonus system for the workers. For marketing, there is a marketing department in this factory. Like every other factory, the merchandisers sourced the buyers and communicated with them. They had to discuss with the top management about the price of the fabrics, trims threads etc. Through these information they communicated with the buyers and tell them about the factory capacity. Finally, the top management did the negotiation with them for finalizing the order. Sakib Garments Limited is a woven factory. All type of bottom products were produced there. For example, women bottom, men's bottom, boys bottom, girls bottom etc. Sakib Garments LTD, is an export oriented garment factory. It worked for local buying houses and with the foreign buyers. The local buying houses gave the orders from the foreigner buyers like the third party and gave that factory orders for manufacturing the products. That garment factory also worked with the foreigner buyers directly. It worked for US buyers, Japan

(Wal-Mart), German buyers, French buyers and many others. It continued its business through the B TO B LC. That garment factory have to source fabrics, trims and other accessories from own country or other countries. That's why (B TO B) LC is needed.

Throughout this internship program I just get to understand how international trade works and especially how the dealings are. I wanted to explore the environment and system of garment trade. That is what I get to via this internship program.

Review of related literature

In my internship program I had to deal with the international trading of garment industry. I got help from Charles. W. L. Hill's International business book. This book helps me to understand about the nature of international trading.

There are many management factors that I had to face. Several books from my management courses helped me to take decisions and manage the administrations. They are-management, stephen p. robbins and mary coutler , Organization Behavior of Robbins, S P, Judge, T A and Vohra, N, Pearson, dessler, g. (2011) human resource management, 12th edition, new jersey: pearson.

I also get to know about some marketing knowledge from several books. They are-Principles of Marketing, A South Asian Perspective by Philip Kotler, Marketing Management: A South Asian Perspective by Philip Kotler, Kevin Lane Keller, Abraham Kosh and Mithileshwar Jha.

Some other literatures and journal articles helped me to understand the nature of garment industry. They are- Prospects and Problems of RMG Industry: A study on Bangladesh by Md. Masud Chowdhury, Role of Textile and Clothing Industries in the Growth and Development of Trade & Business Strategies of Bangladesh in the Global Economy by K. M. Faridul Hasan, PRESENT STATUS OF WORKERS IN READYMADE GARMENTS INDUSTRIES IN BANGLADESH by Kaniz Farhana.

Activities undertaken

As I am holding 15% shares of Sakib Garments LTD, I have been designated as the director and have to work for every department of the company. Having passion in readymade garment industry I always get enthusiasm in work and the business policies. As this is my own business and I was a fresh person in practical field a year before, I had to face a lot of trouble to perform. Garment sector is such a platform where knowledge of every sector is needed (marketing, finance, production and operation, supply- chain etc).

As a marketing major, I didn't have to face troubles in working but I have to struggle a lot to cope up with the real garment sector environment. In the very first days I had to observe and maintain the administration department. This department of garment industry is very much fragile because on that department employee and worker management depends who are the backbone (especially the workers) of a company. A single mistake from this department can distort the process inside the company. Slowly I started to learn the process of making a garment from cutting to finishing. As I have minimal knowledge of the commercial department or marketing department of garment industry, I have to learn the production process because without it every knowledge of garment industry is worthless.

For the last four months, I have been handling the finance department which has not become very much professional yet because due to some problems related to bank the company is not dealing with international buyers. It is now working for the mother factories which is called sub-contracts. That's why the company have not recruited finance department employees & marketing department employees. I have to maintain the cash flow, make the salary and forecast the required income and costing the chairman does the marketing. I have to observe all the process up to delivery. There are 300 workers who transform the garments into delivery. I observe their process of work, plan with my staffs to utilize the lead time.

Work in garment industry is always based on proper forecasting and planning. As the production mostly depends on the workers and the machineries, we have to plan in proper ways so that we can meet up the lead time and face any unavoidable circumstances.

There are two types of working hours, one general and another one is overtime. General working hour starts from 8 am to 5 pm. From 5 pm overtime hours starts. As salary is considered as the major cost of the company, we have to make accurate production plan from cutting to finishing to balance it in the revenue portion.

Main marketing points at this time in Sakib Garments LTD are production capacity, number of skilled worker , skilled employees, number of machineries, types of machineries(upgraded or backdated). So, the marketing process depends on two things, proper management and garment and also commercial knowledge. As told before, I had to know the backbone that is production sector of the company first. This knowledge led me to face buyers and take orders with agreement. References also are the cornerstone of garment marketing. References of goodwill from buyer to buyer, from broker to broker help a company get work all around the year. It also helps to maximize the profit scale.

Financial tasks are the most important and interesting task in a garment making company. This sector helps to forecast from marketing to ultimate profit acquisition. All of the above, I had to work in every department and had to get knowledge because a normal merchandiser of a garment making company have to have minimum knowledge of every department otherwise he cannot grow his career.

Lessons learned from internship program:

Bangladesh is the second largest garments exporter comparing to other countries. It has around 6,000 to 6,500 garment making companies. Since the emergence of this industry till now, It has contributed a lot to accelerate the economic development of Bangladesh. Readymade garments business is very much profitable in Bangladesh and the main reason is the wage rate of the labors. This is the major thing that attracts the “Buyers”. After some crucial incidents, garments owners are getting more conscious about the business development and they are getting concerned of several things. For instance, Compliance, Accord and BSCI. The owners are making and organizing their industries in such a way to get the compliance from all their buyers. Accord statement means the building safety. The garments owners of Bangladesh also concentrating in making their factories “environment friendly” and these factories are called “the green factories”. There are different types of garments factories. They are woven, knit, sweater, sportswear factories etc. Garments factories are measured in terms of their machine layouts. Some garment factories are 60 lines, some are 30 lines some are 5 to 10 lines and some are 2 to 3 lines. These factories export millions of dollar shipments every months. Garments factories literally use banks for the money transactions. There is a term which is called LC(Letter of credit) through which this transaction occurs

I got to know about several things in my company throughout this internship program. The things can be divided into several terms. They are,

1. The commercial sides: There are several commercial terms in a garment making company, they are, LC (Letter of credit), B to B LC (Back to Back LC), FOB (Free on board), CIF (Cost Insurance and Freight), CNF (Cost & Freight) & FOC.

➤ LC- . Lc is a term where the buyer’s bank gives the commitment to pay the money always and even if the buyer cannot pay it. The banks cut a amount as interest money from the LC amount. The banks provide or approve LC against the mortgage amount. It is more similar to the simple bank loan procedures where the client has to mortgage something for getting the loan. After when the shipment is done, the bank gives the LC amount to its client (after cutting some portion as interest).

➤ B TO B LC- It is also called back to back letter of credit. Mostly similar to LC it is usable for the suppliers that bank gives the guarantee of payment. Bank gives this facility against the mortgage value to its client.

➤ FOB price- It refers to the cost of delivering the goods to the nearest port where the buyer is responsible for the shipment. FOB price includes CM(Cutting & making), Fabric price, trims price, wash & dying price & other costs. For example, a basic five pocket pant's FOB price will be

- CM- \$1.4.
- Fabric-\$1
- Trims-\$.82
- Wash and dying-\$.8
- Other cost-\$.5

Total-\$5.

➤ CIF price- This price includes cost, sea freight and insurance amount.

➤ CNF price- This price includes only sea freight and cost only.

➤ FOC (Free on charge)- This is a term where buyer supplies the fabrics and trims to the manufacturers without BTO B LC but on trust.

I also learned the production process and the internal administration process throughout practical handling and observation. For example for making a basic five pocket denim pant 50 to 55 machines are required. The production will be 1300 to 1400 in 10 hours if everything remains okay.



Pic- Denim washing.



Pic- Basic five pocket denim.



Pic- Machine layout of production line.

From the production line then the garments go to the wash factory then the finishing section. After finishing the garments goes totally to the inspection where buyers inspect the product quality and then to the shipment. But there is also a matter, if a factory cannot make it up in between the lead time, the company has to bear air cost which is 7 to 8 times higher than shipment cost.

I also get to learn about some syndicates occur between and outside the factories. The most popular of them are the worker and staff syndicate. They can easily turn a factory into a standstill or lift it higher. I also learnt how to deal with the buyers and negotiate the price and other marketing staffs of a garment making company! To understand the in between syndicate I had to mix up with people from worker to staff to have the better understanding. I also have to maintain the supply balanced for flawless production.

Challenges and Proposed course of action for improvement:

Readymade garment industry is a bit challenging and exceptional than other industries. It has different trading and dealing methods. As I had to start step by step in my company, I had found obstacles to conduct my jobs. As a marketing major I learned B TO B, B TO C marketing specially B to C marketing. But in B to B marketing the practical marketing is a little bit strange. One cannot make a strategy without proper and overall experience. In this company I have to deal with management issues mostly.

- Firstly I faced trouble to understand the worker and staff syndicate of an industry which is the biggest issue. I did not get this knowledge from any part of my major studies. I had to work and understand practically to get that.
- Secondly, organizational politics is vital for this industry. To get used to that I had to struggle a lot.
- Making financial forecasting was not in my study. I had to make it and implement it. Initially it was a challenge for me to understand and implement.

Despite these irrelevant activities which are not related to my major subjects, I get the chance to deal with buyers and take orders which was really effective for me.

Especially, most of the things and situations in real business world are not relevant with study books, only experiences can give these knowledge to anyone.

Conclusion

Sakib Garments LTD is a midrange readymade garment factory. It is a 5 line factory have every departments for accomplishing international trade flawlessly. From inside production to merchandise marketing, everything has its own named departments and departmental chiefs. Everyone is observed by the managing director of this company. At first when I joined there first, I had to work for every departments because, in a garment making company, one has to have the knowledge about every department to work. While working in every departments, I got the knowledge from the departmental heads and especially from the managing director. Though the company faced downfall before the internal system is still upgrading. So, total sophisticated corporate feel is still missing there. Otherwise, everyone's cooperation helped me to learn the real RMG sector.

Recommendations

As garment industry is the only leading economy boomer of Bangladesh, every university of Bangladesh should teach students about the nature of RMG sector. If anyone wants to work in RMG sector, he has to have minimum knowledge of every departments of that company. So, students who are doing internships in a RMG company, that company should provide the students minimum knowledge of RMG sector, otherwise it will be considered as incomplete.

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