

Report On

**ZXY International FZCO**

**Merchandising & Marketing, Supply Chain, Sample &  
Development, Quality Management, HRM & CSR**

By

Nabo Kumar Sarkar  
Student ID: 19281138

An internship report submitted to the Executive Development Center, Brac Institute of Governance and Development (BIGD), Brac University in partial fulfillment of the requirements for the degree of Post Graduate Diploma in Knitwear Industry Management (PGD-KIM)

Executive Development Center, BIGD  
Brac University  
May 2021

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## **Declaration**

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

### **Student's Full Name & Signature:**

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**Nabo Kumar Sarkar**  
Student ID : 19281138

### **Academic Supervisor's Full Name & Signature:**

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**Md. Shakil Ahmed**  
**Senior Research Associate**  
**BRAC Institute of Governance and Development**  
**BRAC University, Dhaka, Bangladesh**

## Letter of Transmittal

Md. Shakil Ahmed  
Senior Research Associate  
BRAC Institute of Governance and Development  
BIGD, Brac University  
66 Mohakhali, Dhaka-1212

Subject: Internship Report

Dear Sir,

This is my pleasure to display my Internship Report, which I was appointed by your direction.

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

I trust that the report will meet the desires.

Sincerely yours,

---

Nabo Kumar Sarkar

Student ID: 19281138

Executive Development Center, BIGD

Brac University

Date: May 25, 2021

## **Non-Disclosure Agreement**

This Agreement is made and entered into by and between ZXY international and Nabo Kumar Sarkar for the purpose of receiving certain confidential information of Company to enable the intern to undertake the project with Knitwear Industry Management, Section A, Batch 11, Intake 4.

Company and Intern hereby agree as follows:

"Confidential Information" means proprietary and confidential information of Company marked. To be treated as Confidential Information, any information provided by Company to Intern in tangible form shall be marked "Proprietary and Confidential" or similar markings. No information will be Confidential Information that: (i) is already known to Intern, or (ii) is or becomes publicly known through no wrongful act of Intern, or (iii) is received by Intern from a third party without similar restrictions and without breach of this Agreement.

Except as provided herein, Intern will not disclose any Confidential Information to any other person. Intern will not use any Confidential Information other than in connection with the report.

Intern may disclose Confidential Information (i) to other interns who have executed non-disclosure agreements with Company, (ii) in response to the lawful request or requirement of a governmental agency or by requirement of law, and (iii) to the faculty member supervising the report.

Company understands that to complete the requirements of the course in which he or she is enrolled, Intern must give a substantive presentation concerning the report to an audience that will not have signed non-disclosure agreements, and that such presentation will include information about the Company. Company will work with intern to prevent the inclusion of Confidential Information in the presentation and any written materials prepared by the Intern. All Confidential Information delivered by Company to Intern will be and remain property of Company. All Confidential Information, and any copies thereof, will be promptly returned to Company or destroyed by Intern upon Company's request.

### **Student's Full Name & Signature:**

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**Nabo Kumar Sarkar**  
Student ID : 19281138

### **Industry Supervisor's Full Name & Signature:**

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**Abu Baker Siddique**  
Sr. Manager, Laboratory  
ZXY International FZCO

## **Acknowledgement**

At the beginning I express gratitude to my honorable course instructor “Md. Shakil Ahmed” for his splendid suggestion, fantastic steering, necessary recommendation, positive reinforcement, effective discipline, justice & fairness, recognition & rewards. His motivation power is additionally huge that I engaged my best efforts to arrange such a report of findings.

I am proud to state that I got such a course educator who was a great deal friendly with me. So, all thanks head to him as he extended hand on behalf of me where I required. In fact, he created the course fascinating to me and that I will say with pride that I do know one thing regarding completely different areas of business communication and organization analysis. I would also like to deep thanks to my industrial supervisor Mr. Abu Baker Siddique, Sr. Manager- Laboratory, for the patient steering, encouragement and recommendation he has provided throughout my time as his intern student. Without their passionate participation and input, the validation survey could not have been successfully conducted. A special mention goes to those that directly or indirectly helped for completion of the study report work. Thanks to all.

## **Executive Summary**

In keeping with the vision and philosophy to be a really strategic business partner to customers ZXY International has created each effort to be concerned in the least levels of the business method. The in-house style & development team is backed with a fanatical sampling facility for clothes permitting helping customers in their development method and guaranteeing a relevant and timely product for the market. ZXY International 100% export-oriented garment factories further as a Buying House. With strong specialize in differentiated, innovative and added merchandise, the corporate has reinforced its style team and dilated its development activities. With the trend-right merchandise, it's been able to increase business well with the style forward customers. the corporate participated in international honest in several countries was extremely appreciated by the shoppers that increased its name and exaggerated its visibility within the international market. ZXY International formula for achievement is to maximize the cheap practiced labor with management from a sophisticated perspective. applied science and work-study play a vital role with software like GSD & FMS used for information driven production management to maximize potency. The organization is managed by a group of high tier professionals specifically employed for his or her experience within the varied aspects of the garment production method. Regular coaching updates and technical inputs from visiting professionals and consultants equip all workers to stand out in their areas and guarantee top-notch product quality; worth and repair are received by business partners. In spite these glorious facilities indeed, the corporate is facing tremendous drawback in client service. the corporate can't maintain its delivery schedule as needed by the shoppers in most of the orders.

In the bottom line, I do believe that the company has ample opportunities to upgrade itself by utilizing all its resources, maintaining qualities, delivering product to {the clients the purchasers the shoppers} in time and giving continuous effort to the general customer service.

We should forever bear in mind – “Continuous Improvement is that the Road to Survival and Growth”.

**Keywords:** Textile merchandising & marketing, Supply Chain Management, Sample & product Development, Quality Management, Human Resource Management and Compliance & CSR.

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## **List of Acronyms**

ILO – International Labour Organization

BGMEA - Bangladesh Garment Manufacturers and Exporters Association

WTO - World Trade Organization

RMG- Readymade garments

FY - Fiscal Year

USGBC- U.S. Green Building Council

ZDHC - Zero Discharge of Hazardous Chemicals

CSR - Corporate Social Responsibility

GRS - Global Recycle Standard (GRS)

GOTS - Global Organic Textile Standard (GOTS)

HR – Human resource

CEO – Chief executive officer

COO – Chief operating officer

CDMO – Chief design & marketing officer

GM – General Manager

IT – Information technology

PPS – Pre- Production sample

## **Chapter 1 About Organization**

The ready-made garment industry is one of the fastest growing and prestigious industries in Bangladesh. At present, it is playing a major role in earning export earnings of Bangladesh. As a result, Bangladesh once world-famous for its Muslin and Jamdani, has once again set foot on a new path in the field of Textiles. In 1977, the garment industry was established in this country through complete personal effort. At present there are more than 4,500 ready-made garments factories in the country where more than 4 million workers are working and 60.5% of the workers are women (ILO, 2020). Bangladesh have 135 LEED green garments factories which certified by the U. S. Green Building Council (USGBC), 500 more factories are in the process of getting LEED certification and Nine out of world's top 10 green garments factories are in Bangladesh (BGMEA,2020).

Bangladesh has achieved a prestigious position in the world market in the garment's industry. At present Bangladesh is exporting garments to more than 150 countries of the world. The main buyers of ready-made garments in this country are Europe, USA, Canada & middle eastern countries. In addition, this market is expanding in Brazil, Chile, Japan, Korea, Mexico, Russia, South Africa etc. Among them European countries (Italy, Germany, France, Belgium etc.) are big customer of the Bangladeshi cloths. According to BGMEA (FY:2019-2020), 83% of the national export income comes from this sector. Bangladesh is the 35+ years' experience in this sector and the second largest exporter of garments in the world (WTO,2020). But our internal problems and the strong pressure of the free market are making the future of this industry uncertain. So not taking the necessary step now may fill our foreheads.

## **1.1 Overview of the Industry**

ZXY International is a global apparel buying & sourcing company, being the pioneers of the textile industry in Asia since the early 1980's. ZXY international founded in the year 2000 at Dhaka, Bangladesh. At present 8 Global offices, 525 global team members & 1200 in the whole group, 6 customer countries (Europe, South America, Australia, Asia & Africa). The corporate head office is in Dhaka, Bangladesh and the financial head quarter is in Dubai, UAE. Company main business is export readymade garments & shoes. ZXY manufacturing product their own factory and others factories in Bangladesh. ZXY is managed by leading international textile experts from different countries. ZXY key segments is sports, lifestyle, retail, knitwear. ZXY international created customer centric one-stop solution for brands and retailers of the world, to enhance and support their business requirements. ZXY certified by ISO9001:2015, GOTS, Higg Index, ZDHC, CSR, OEKO-TEX, GRS.

The company's success is attributable to "passion for perfection" and excellence in:

- Quality Control and Assurance
- Innovation
- Time and Action calendar management
- Compliance
- Competitive prices
- Working in partnership with customers and with transparency
- Diverse sourcing base
- Technical expertise
- A hands-on approach to finding solutions
- Providing immense value in the supply chain

## **1.2 Vision & Mission**

### **Vision**

ZXY live by the ‘Spirit of One’ and believe in ‘Passion for Perfection’. This slogan based on five vision -

- ❖ People and welfare – Training, Development, Empowerment
- ❖ Work environment – Wellness, Sprit, balance
- ❖ Manufacturing strength – Closer partnerships, Investments
- ❖ Green Business – Reduce, Recycle, Re-use
- ❖ Community outreach – Support, Encourage, Foster, Nature

### **Mission**

To be the ultimate bespoke global sourcing partner delivering sustainable innovation. Leading design collection, compliance and CSR excellence and intuitive client services.

## **1.3 Goals & Objectives**

Perfection is meeting and exceeding a customer’s requirements.

Having a positive impact has always been at the heart of ZXY. ZXY ethical approach started back in 2000 with setting our social and ethical compliance strategy across our supply base. ZXY vision has always been people, passion and partnership both internally and externally. ZXY International is proud and committed to working with leading industry eco communities to promote our preferred fibers and materials portfolio, as well as continually working to improve our own and our partners global impact.

## 1.4 Organizational structure, Organogram, Branches and Departments

### Organizational structure

The following organizational chart mentioned a number of leaders at ZXY international. Here Managing Director(MD) is the owner of company, Chief Executive Officer work under the MD. Work under CEO here the two core leader is COO (Chief Operation Officer) & CDMO (Chief Design & Marketing Officer). Here COO follow up all operational activities or departments (Manufacturing & Quality) & CDMO relates with Marketing & Design. CEO also follow up ICS (Internal corporate Service), ECM (Employee care management), Finance, Executive Bureau.

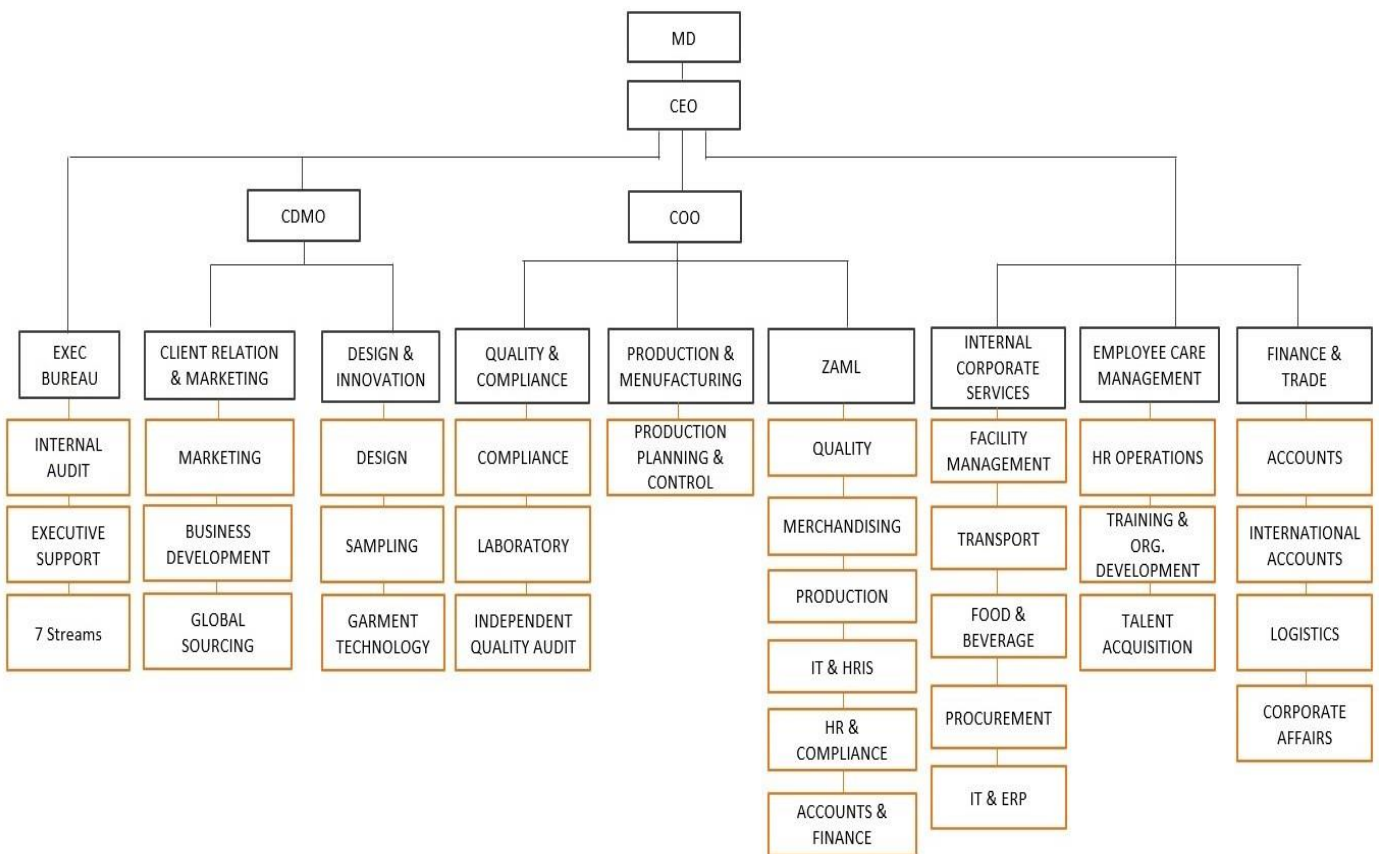


Fig 1: Organogram Chart of ZXY INTERNATIONAL FZCO

## Branches

The corporate head office is in Dhaka, Bangladesh and the financial head quarter is in Dubai, UAE. ZXY has own 3 creative centers in several countries all over the world. One is in Dhaka, Bangladesh. Another two is in Delhi, India & Istanbul, turkey. The company have sales representative office in North America, UK & Germany. Though is a customer service-oriented organization in apparel & fashion industry and it have an own production facility in Chottogram, Bangladesh. Rather than the production sites in Dhaka & Chottogram (Bangladesh), Delhi & Tripura (India), Lahore & Karachi (Pakistan), Istanbul(turkey) and Jiaxing(china).

## Departments

The company's departments include in-house design & innovation, technical & fit, product development, sampling, laboratories, production planning & control and an extensive quality & compliance unit. This is supported by state-of-the-art facilities and services including employee care, HR, finance, logistics and IT.

## 1.5 Products/services produced by the Industry

ZXY is a buying house which operating its business since last 20 years. Its look after all types of garments like Knit, woven and sweater from associated factory. It's working with currently 60+ factory like GMS, Square, Mondol, Plummy Fashion, Masco, MM knit wear and so on.

### Range of Product

ZXY export all kind apparels all over the world. The following graph shows the almost 20% of T-shirt, 14% Polo shirt, 12% Tank Top, 5% Hoodie, 5% Denim Pant, 10% Girls dress, 12% Jacket, 12% Shirt & 10% ladies top export in every year.

Product Name	Percentage
<b>T-Shirt</b>	20%
<b>Polo Shirt</b>	14%
<b>Tank Top</b>	12%
<b>Hoodie</b>	5%

<b>Denim Pant</b>	5%
<b>Girls dress</b>	10%
<b>Jacket</b>	12%
<b>Shirt</b>	12%
<b>Ladies Tops</b>	10%

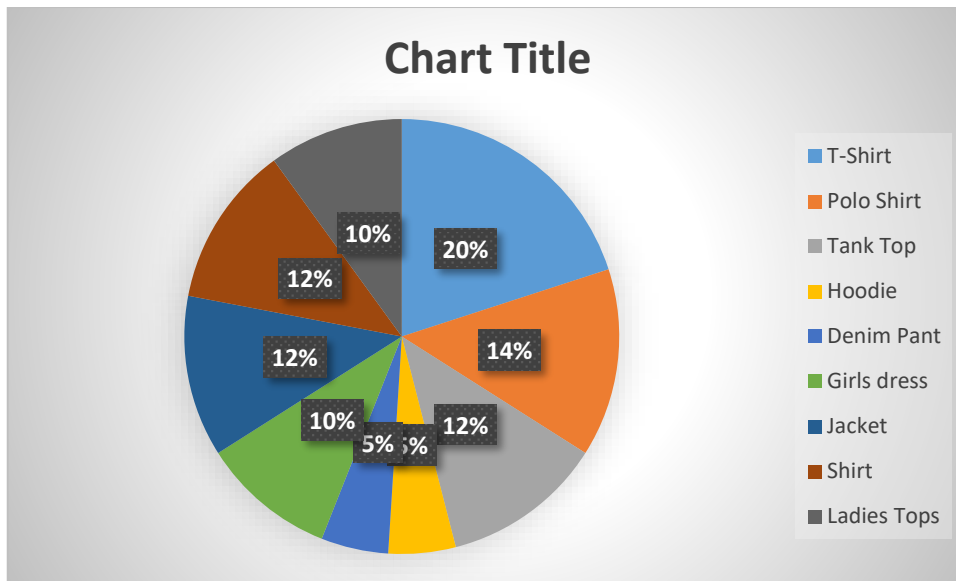


Fig: 2 - Range of Products

### Business Portfolio

Annual turnover is increasing every year with the increase of order capacity of Fabrics & Commodities Exchange.

	Order Quantity	Yearly turnover
<b>FY - 2016-2017</b>	42 M	190 M
<b>FY – 2017-2018</b>	30 M	135 M
<b>FY – 2018-2019</b>	32 M	140 M
<b>FY – 2019-2020</b>	46 M	200 M
<b>FY – 2020-2021 (Projected)</b>	40 M	190 M



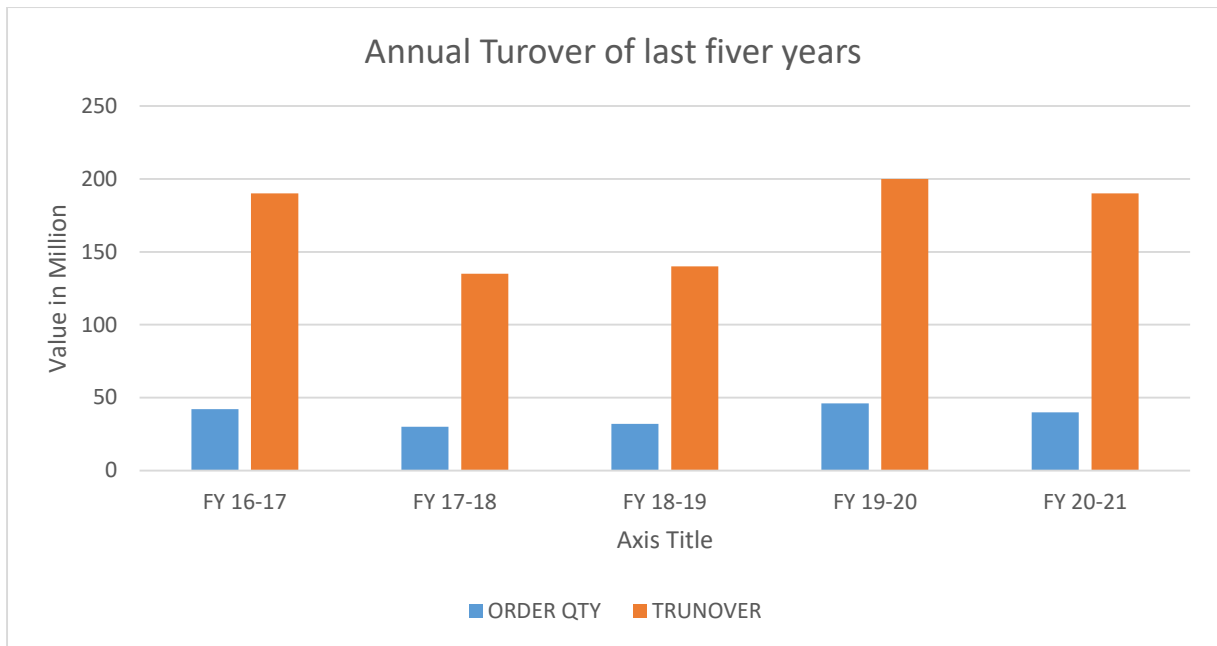


Fig- 3: Annual Turnover of last five years

Above figure shows in FY- 16-17 ZXY export almost 34M product & price is 190M, in FY - 17-18 export 30M & Price 135M, in FY – 18-19 export 32M & price 140M, in FY-19-20 export 46M & price 200 M. and finally FY 20-21 ZXY Target to export 40M product & earn 190M.

## Chapter 2 Description about task accomplishment

Though I am working in a buying house & this is a company thereby I have covered the below five areas. I have worked each area to know properly the actual working condition of the department & how they are working. I have tried to find out the strength, weakness, opportunities & threats of each & every department. The five areas of studies are given below. Which are mention bellow:

- 1) Textile merchandising & marketing
- 2) Supply Chain Management
- 3) Sample & Product Development
- 4) Quality Management.
- 5) Human Resource Management & Compliance.

### Department wise working period

SL. No	Department	Date	Total working day
1	Textile Merchandising & Marketing	01.02.2021 to 22.02.2021	15 days
2	Supply chain Management	23.03.2021 to 12.03.2021	15 days
3	Sample & product development	14.03.2021 to 04.04.2021	15 days
4	Quality Management	05.04.2021 to 25.04.2021	15 days
5	Human Resource Management & Compliance.	26.04.2021 to 12.04.2021	14 days

Table – 1: Department wise working period

### 2.1 Textile Merchandising and Marketing:

My first 15 days of internship period I worked with merchandising & marketing team and try

to covered most of the task of merchandiser. I also work as a team member. During this working period I have completed the following task -

- Order received from the Buyer with details
- Sample Development Sample should be developed by following buyer's instruction
- Costing & Observed Price negotiations with the Buyer in the meantime, Price should be negotiated with the Buyer.
- Confirmation of order and receive the order sheet. Here price have to fix and collect order sheet from the Buyer.
- Make Buyer requirement sample (Fit, Proto etc.) for approval should be prepared proto or fit sample for Buyer's approval.
- Make requisition for bulk fabric In the meantime, make fabric requisition for bulk production.
- Make requisition for accessories Make a requisition for the required accessories of that order.
- Swatch board making and approval should prepare swatch board of required accessories for the Buyer's approval.
- Raw material collection and also receive it in factory All the requisite raw materials have to collect and receive in factory at right time.
- Check and also listing check all the in-hosed material with requisite sheet.
- Make P.P (pre-production Sample) with all actual by following Buyers instruction make a P.P sample with all actual.
- Pre-production meeting before going into the production, have to arrange pre-production meeting for smooth production.
- Start bulk productions finally we have to go into bulk production.
- Collect daily production and quality report Regular production and quality report should be collected here in regular basis.
- Make online inspections by strong quality team during bulk production have to

make online inspection by strong quality team.

- Test sample in ZXY lab if needed Sample sent to third party testing center for making a strong approval about the quality of the product; have to send sample in third party testing center.
- Make final inspections for bulk production after completing bulk production make a final inspection for the order.
- Shipment after making final inspection of the product, all the garments should send to the Buyer.
- Send all documents to the Buyer All the documents about the order should send to the buyer after sending the full order quantity for receiving payment.
- Receive payments from Bank Finally receive the payment from the Bank.

### **Garments Consumption and Costing:**

I have also work with costing team. I applied below formula during costing -

1. Formula in Centimeter:

Fabric consumption = (Body length + Sleeve length) x (Chest x 2) x G.S.M/1000 x 1000 Kg

2. Formula in Inch:

Fabric consumption = (Body length + Sleeve length) x (Chest x 2) x G.S.M/1550 x 1000 Kg

### **Fabric consumption for the Body Parts:**

Here, I applied the following formula (Per dozen),

=Body Length × Body width × No. of Parts × 12/ Fabric Width ×

36(Yds.) Here, Body Width = {(Waist Width + HIP) / 2} +

{(Thigh + Bottom) / 2}

## **2.2 Supply Chain Management**

2<sup>nd</sup> 15 days I worked with ZXY supply chain team (PPC, Merchandising, Sample, Design, Quality, Accounts etc.). Here I closely monitor & work with supply chain related concern. During this working period I tried my best to cover full supply chain task. Please see the below task which I completed in this period -

- ✓ Coordinating new order establishment
- ✓ Attend and execute costing
- ✓ Visit supplier's factory premises
- ✓ Make strategic plan for supply chain management
- ✓ New product development
- ✓ Pricing, sourcing and procurement of textile raw materials to ensure smooth production operations.
- ✓ Control supply chain striking forces i.e. Information, Product and Fund.
- ✓ Select raw material suppliers as per buyers grading of standard.
- ✓ Order placement to right suppliers.
- ✓ Pricing and costing for new garments product development for buyers.
- ✓ In-house fabric production planning and distribution to garments factory.
- ✓ Maintain supplier and internal relationship management.
- ✓ Support and guide supplier to minimize product quality related problem.

### **2.3 Sample & Product Development:**

ZXY International has a strong design and innovation team. where a large number of style are developed for buyer, different fashion shows to collect order from buyer.

Before taking order according to buyer instruction we prepare sample, but we do not analyze about risk factor. During internship period I covered some task as a team member such as,

- After receiving sample, we make a plan according to require date.
- Pattern master arrange pattern and adjust the existing pattern if any require

have. Then pattern master make sample pattern according to size & requirement.

➤ Sample department head & quality in charged arrange a style briefing meeting with sample operator before making sample.

➤ Our sample department make sample according to this plan. Such as,

a) Sample department first development the sample & make a sample.

b) After making development sample we make a fit sample.

c) After making fit sample we make a counter sample.

d) Then we make quotation sample.

e) After making this type of sample, Sample department make Red seal/  
Black seal/Approval sample.

F) After making approval sample we make Pre-production sample.

G) Then we make Green seal/Gold seal sample.

➤ Our sample section works as product development department. In industry and technology sectors R&D is a crucial component of innovation and a key factor in developing new competitive advantages.

## **2.4 Quality Management**

As per my professional work experience I worked with Quality team in different section last from 7 years. So as per my work experience & 15 days' internship period I complete below task-

➤ Provide fabric approval & set up the quality standard for fabric inspection procedure.

➤ After getting approval sample quality officer get more idea about sample & during this time follow up making size set, check fabric color, shade, GSM, shrinkage, twisting as per buyer standard.

➤ Finds out the deviation between cut panel & pattern.

- Each size 2 pcs garments are made to check measurement before iron & after iron garments.
- Compare between size set garments & approval sample also write down the deviation & difficulty for discussion with senior team to solve any kinds of matters.
- After making size set a PP meeting is held with factory.
- Give factory to clear idea about all process, all motif, trim card, SPI, stitch density, print/ embroidery placement, grading, how to measure & shade standard.
- Cutting supervisor check pattern with grading with grain line & pattern adjustment as per shrinkage which is follow up.
- Marker is made to avoid fabric color shading to ensure quality.
- Before bulk production give clear idea his QA, QC & QI about buyer quality standard.
- Give idea to line supervisor, line chief & operators about quality standard during bulk production.
- Check first bulk output with approval sample to ensure styling & workmanship is ok. If get any deviation, discusses with quality manager.
- Time to time process inspection follow up.
- Garments measurement is checked as per buyer spec sheet.
- Checked quality standard are achieved as per quality specifications at every operation.
- Checked quality standard a technical format (mock-up) is used for every process.
- Checked zero defect QC, give idea about every process to every operator.

- Give instruction about critical point with measurement sheet so that operators, supervisor, line chief is careful about this process.
- GPQ also give direction to operators to ensure quality standard.

### **3.5 Human Resource Department:**

Last 8 days I worked with HR team of ZXY international. Here I learnt a lot of new thing.

Considering the strategy ZXY HR department enrolled their function in two categories –

#### 1. Managerial Function

##### a) Planning:

ZXY is highly concern about its planning while to optimize the risk of overstaffing and understaffing also we are ensuring that the organization has the right employees with right skills in the right place at right time.

##### b) Organizing:

We are make the design of Individuals jobs within this organization. Ensure one employee can make his/her decision through one's responsibility including departmentalize or cluster jobs into departments to co-ordinate effort effectively.

##### c) Motivating employee:

We arranging motivational training each month and also arranging annual outing, annual sports day, annual picnic and dinner party to reduce mental stretch.

##### d) Controlling:

We are always guide us to maintain office time, office culture and environment.

#### 2. Operative function

##### a) Determination of Manpower needs:



We are make the determination of Manpower needs while they also consider the requisition from respective department. But this decision will come later and before this decision HR team highly evaluate the Job description, tile and function of the position to avoid the over staffing cost to maintain its sustainable business in market.

b) Recruitment and selection:

We are very much concern regarding recruitment as they find out the best fit for respective position. Near about ¾ stages of procedure have to pass to prove himself/herself for the position.

c) Placement:

Based on employee performance we are interchanged correct employee to the right department.

d) Development:

We are always arranging several employee development trainings and seminars.

e) Compensation

f) Integration

g) Health, Safety and Security

## Compliance

Last 6 days I worked with compliance team. Please see the below points which I learn from this period –

1. Labor well fair	2. Accident register	3. National festival Holiday
4. Labor Development Rules	5. Work man register	6. Over time register
7. Weekly holiday fund	8. Anti- Corruption Policy & Procedure	9. Sexual harassment

10. Compensation for Holiday	11. Excessive weight control Policy	12. Child labor abolition Policy
13. Leave with wage	14. Sharp Tools Control Policy & Procedure	15. Women's Right
16. Health register	17. Broken Needle Policy & Procedure	18. Special Program for Pregnant Worker
19. Time case	20. Equal remuneration	21. Maternity Benefit Policy
22. Water Management Policy	23. Policy on House Keeping	24. Anti-discrimination policy
25. Zero abasement policy	26. Working hour policy	27. Fire Safety Policy

## **Chapter 3 Critical assessment of Internship work**

I have done my internship in ZXY International FZCO. During my internship I covered five departments of my organizations, these are: Textile merchandising & marketing, Supply Chain Management, Sample & Product Development, Human Resource Management, Quality, Compliance and CSR. Each department I spend 15 days. During this period, I found most strong department is Merchandising and the have to look after the company's overall activity. There is a lack of people in quality department. Sometimes One QC need to look after 2-3 factories so the quality label sometimes fluctuates. We have strong supply chain of both local and abroad. Any sorts of material are easy to get from the suppliers. Another strong department is HRD They offer many training for the employee and also maintain the employee willingness. during Covid-19 situation our hole management specially HRD arrange all safety measure such as mask, sanitizer, free covid-19 checkup, different supplementary vitamin as well. Compliance department has a strong team. they are continuously follow up all factory compliance issue.

### **3.1 Application of Generic and Industry specific courses during internship**

During internship period I always try to applied theoretical knowledge from generic & industrial courses which I already gathered from academic period in PGD-KIM. Please see the below course wise application –

#### **KIM-101: HR Skills & Competencies**

I acquired information on the hierarchical conduct, authoritative intricacy and social elements. HR Skills and Competencies course showed me how to guarantee that components exist to update worker's abilities to coordinate. I have clear understandings on working with at work or outside preparing for representatives when required and how to answer to top administration in regards to worker's preparation needs. By learning arrangement rehearses in enlistment, I

realize when approved choice is forthcoming, HR should connect top administration and divisions to co-ordinate and administer expertise redesigning. I can discuss the specialists with high level chiefs and mid-level administration.

### **KIM-102: Analytical skills & Competencies**

I found out about money saving advantage investigation, factual examination, benefit and misfortune translation. Fostering my registering abilities, I can work quicker and more proficiently than past time.

### **KIM-103: Communication Skills**

This course is extremely useful for myself. Relational abilities now I know how I can be the focal point of consideration, be decided by the crowds. I can set up the correct path before gatherings or any sorts of advising to laborers. This information additionally helps me in my enlistment related works. Application and inclination tests easily than past.

### **KIM-104: Business operation skills**

In this course I learned business tasks like business framework, data, promoting, the board, bookkeeping, business measure, letter of credit, organization item exercises, business law, and monetary administration. I have discovered numerous comparative issues during my temporary position period.

### **KIM-201: Introduction to garments industry – Knitwear**

From this course I learned all out history of RMG industry in Bangladesh, continuous circumstance of articles of clothing industry, turning, weaving, coloring, completing the process of, cutting, sewing, review and so on This course assists me with understanding the unique situation and foundation of the work I am occupied with.

### **KIM-202: Industrial Engineering**

I have taken in a ton of thing here. This is fundamental course. I know from this subject about the entire creation interaction of articles of clothing ventures and kinds of cycles with their benefits and drawbacks like make through frameworks, gathering or gathering creation frameworks, unit creation frameworks, straight line creation frameworks, secluded creation frameworks, reformist group frameworks, different segments of pieces of clothing industry like example, CAD, cutting, sewing, and completing and so forth I have taken in certain belief systems of IE which assist me with comprehension about productivity and viability of work like 5s, Swot examination, Kaizen and so on.

### **KIM-203: Production Management & merchandising**

This course also very essential for me as a textile background. I have learned from this course about fashion, trend, marketing, costing, budget etc.

### **KIM-204: Quality Management**

This course is very important for me, because my experience is this course related. I have learned about the Quality, Quality management, quality assurance, quality control, laboratory work, details about certification, Garments labeling. Also learnt about whole supply chain activity from 2<sup>nd</sup> part.

## **3.2 Suggestion for industry improvement**

From my point of view, ZXY should undergo below steps for improvement.

- Need appropriate inspiration of worker for responsibility for work.
- Make them understand about the association objective via seating and meeting.
- Need to set a fixed prize/motivating force framework for workers
- Need instructional course for the representative dependent on necessity.
- Need to set prize framework for staff when they execute something appropriately/Extra conventionally.

- Need to provide right amount salary for employee based on market standard.
- Need to set a fixed recruitment system which will make the job of HR dept. easier.

### **3.3 Learning for self-improvement**

Through the generic and specific courses of this PGD, I improved my communication skills. Also I got to know about the negotiation styles. How to negotiate with a nice manner. And how the negotiation will be win situation for both parties. By this improved my negotiation skills as well. Moreover, I own the leadership behavior and techniques how to behave with team mate to achieve the goal together. After the course I started public speaking, which is improving my presentation skills. At the same time email writing knowledge full-fill my daily work activities as a merchandiser job holder. Understand the organizational costing and budgeting. Also, the freight knowledge of export and import. Analytical course helps to improve my critical analysis thinking and capabilities. HR and skills course give idea about organizational behavior and knowledge, also the faculty grow in me the belief and positive attitude. By this course I got to know many more important information about other departments. It helps me to work comfortably with other team.

## **Chapter 4 Conclusion**

As a postgraduate confirmation understudy of Knitwear Management in Brac University, I might want to say that this preparation program is a fantastic open door for me to get to the ground level and experience the things that we couldn't ever have acquired through going straight into a task. I'm thankful to the Brac University and SEIP for offering me this great chance. The fundamental goal of the modern preparing is to give a chance to postgraduate to notice and practice how material administration is relevant in the genuine business. I took in the method of work in an association, the significance of being reliable, the significance of greatest responsibility, and the significance of cooperation. The preparation program having a few objections was significantly more valuable than remaining at one spot all through the entire three months. As I would like to think, I have acquired heaps of information and experience should have been effective in an incredible administration challenge, as I would like to think, the executives is after each of the a Challenge, and not a Job. The three (3) months preparing that I got at ZXY International FZCO was extraordinary experience for me on administration terms as well as far as connection with different stuffs and laborers. I took in an incredible arrangement on applying the information I have acquired at the University. Taking in something from books and talks is nothing similar to having firsthand insight. I was permitted to ask and done anything applicable to the preparation. Everybody was amicable through and through. Representatives are occupied with their work however they generally assist me with improving my insight.

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