

Report On  
Dipta Garments Limited. (DIRD Group)  
HRM & Compliance, Production, IE, Merchandising and Commercial

By

Md. Shorif Hossain  
ID: 19281148

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 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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**Md. Shorif Hossain**  
ID: 19281148

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

---

**Ms. Atiya Rahman**  
Senior Research Associate  
BRAC Institute of Governance and Development (BIGD)  
Brac University

## Letter of Transmittal

Ms. Atiya Rahman  
Senior Research Associate,  
BIGD, Brac University  
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report.

Dear Madam,

I am grateful to you for your nice supervision. This is my pleasure to submit the internship report to complete the degree successfully of Post-Graduation Diploma in knitwear Industry Management at BRAC University.

I have completed my 3 months internship program at Dipta Garments Limited (Dird Group) and I have gathered a lot of information which will help me in future work place.

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 and I would be grateful to you if you accept my report.

Sincerely yours,

---

Md. Shorif Hossain  
ID: 19281148  
Executive Development Center, BIGD  
Brac University  
PGD KIM 4th Intake  
Date: 10<sup>th</sup> May 2021

# Non-Disclosure Agreement

This Agreement is made and entered into by and between DIPTA Apparels Ltd. (DIRD Group) and Md Shorif Hossain for the purpose of receiving certain confidential information of Company to enable the intern to undertake the project.

Company and Intern hereby agree as follows:

1. "Confidential Information" means proprietary and confidential information of Company marked.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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:**

---

**Md. Shorif Hossain**  
ID: 19281148

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

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**Mohammad Kamal Hossain Mozumder**  
Sr. AGM, HR & Compliance (Dird Group)

## **Acknowledgement**

First of all I would like to thank the Almighty to complete the internship successfully. I would like to express my deepest gratitude to DIRD Group and BRAC University for giving me the opportunity to complete my internship through being a part of their team. I would also like to thank the whole team of the 12 batch of PGD-KIM, BRAC University for their support.

I would also like to say thank to Ms. Atiya Rahman especially, my academic supervisor to take responsibility for my internship report preparation and to provide a wonderful clear guideline to prepare the internship report smoothly. Also, she provided time to me when I needed it.

I am thankful to Md. Kamal Hossain Mozumder, Sr. AGM, HR & Compliance (DIRD Group) and Md. Shameem Ahmed, Sr. Manager, Compliance and Md. Moniruzzaman, Sr. AGM, Marketing & Merchandising for helping and guiding me during the whole internship program. They shared a lot of information and allowed me to access every department for knowledge gathering.

I am also thankful to M. A. Aziz executive compliance to suggest me how and where I can enrich my knowledge and would be helpful for my future career.

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

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**Md. Shorif Hossain**  
ID: 19281148

## **Executive Summary**

My internship program is from 6<sup>th</sup> February, 2021 to 6<sup>th</sup> May, 2021 and covered 576 hours. In this time I have gathered practical idea about different department & factory of Dipta Garments Ltd. It is one of the largest Knit Garments & Textile industries in Bangladesh. They are committed to provide their best support to all of their Buyers with better Quality. They have a smart quality team to provide quality product to their customers and has a large capacity of production. They also ensure the quality, health, safety, social responsibility and productive environment. I am presenting my report based on my observation and practical experience gathered from DIPTA Garments Ltd.

This organization has many divisions but I have completed my internship program in five departments. Firstly throughout the whole report I have tried to expose different department of this organization but I have focused on merchandising. Merchandising is concerned with the production, improvement and installation of integrated system of men, material and machine. It is the most important department because all order is executed and followed up by merchandising department. Sampling sections is another of the most important sections to increase the order quantity of the industry. It also helps to minimize the cost and increase the profitability.

Innovative idea and modern technologies can improve the productivity. Beside this we need well trained manpower to execute the operation and operate the machine. That's why training section must be needed. After that at the ending of my report I have left some opinion and suggestions to improve the productivity and meet the mission and vision.

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## List of Acronyms

|     |                          |
|-----|--------------------------|
| M/C | Machine                  |
| R&D | Research and Development |
| TNA | Time and Action plan     |
| FOB | Free on Boat             |
| WIP | Work in progress         |
| IE  | Industrial Engineering   |
| SMV | Standard Minute value    |
| QCO | Quick Change Over        |
| NPT | Non Productive Time      |
| L/C | Latter of Credit         |
| BTB | Back to Back             |
| UD  | Utilization Declaration  |
| RMG | Ready Made Garments      |
| IT  | Information Technology   |
| OB  | Operation Bulletin       |

# Chapter 1

## About Organization

The journey of DIRD GROUP started in 1983 and established DIRD PRIVED LIMITED as an engineering company. Then established DIRD GARMENTS LIMITED in 1948. It is a most leading company in Ready Made Garments sector and produces woven bottom garments. Now it has diversified its product into four categories which are knit composite, engineering solution, IT and Agriculture product.

### 1.1 Overview of the Industry

“DIPTA Garments Ltd. is the newest addition to the DIRD group of factories. The factory has been designed to be the most modern in both knits and woven garments factory in Bangladesh. The factory is located at south Nagarchar, Rajfulbaria, Savar, Dhaka. Upon completion the factory will have a total floor space of approximately 126,306 SFT and will be equipped with the latest technologies to service the top apparel brands and the ever changing trends of the global apparel industry.

Our strong Research and Development (R&D) teams together with our Sourcing team of experts foresee all the newest trends, and thanks to evolved market analysis are able to propose innovative, strong fabrics and trims as well as develop advanced processes for new clothing pieces.

The building itself planned to comply with the requirements of all major retailers. They are equipped with the most up-to-date and modern machinery.

Sustainability and the protection of the environment being one of our major concerns, the factory will be fully compliant with LEED certifications” ([www.dirdgroup.org](http://www.dirdgroup.org))

## **FACTS & FIGURES**

“The year of establishment and Commencement of production is 1993. It is located in Nagarchar, Rajfulbaria, Savar, Dhaka. It is 100% export oriented readymade woven & knit garments factory. The total area of this factory is 126306 square feet. Wal-Mart, Tesco, Next, C&A, Perry Ellis, Stanley & Stella, Steadman and Jordache are their clients. Lead time is 90 days (for local fabric) and 120 days (for imported fabrics). There are 29 Sewing lines (woven 17, knit 12). They produces Knit products like T-shirt, polo shirt, tank top, cut and sewn t-shirt and polo shirt, sweat shirt, jackets, turtle neck, strap tee, shorts, trouser and dresses and the woven Products are All kinds of casual bottoms – long and short, chinos in denim & non-denim for men, ladies & kids. Daily capacity 40,000 pcs (woven 10,000 pcs, knit 30,000 pcs) and Monthly capacity 1097200 pcs (woven 442000 pcs, knit 655,200 pcs). They have 2800 Manpower where production workers are 1950, Male: 1210(55%), Female: 990 (45%). Management staff team consists of 31 people.”  
([www.dirdgroup.org](http://www.dirdgroup.org))

### **1.2 Vision & Mission**

“Our mission is to develop new engineering solutions and innovations in the textile industry that make sense for the preservation of the environment, peoples well-being and the development of the country. We aim for higher customer satisfaction and work hand in hand with them to build long-term and strong work relationships”. ([www.dirdgroup.org](http://www.dirdgroup.org))

“Our vision is-

- To establish ourselves as a one-stop source for the global apparel market.
- To satisfy customer’s expectation by developing and providing products and service on time, which offer value in terms of quality, price, safety and social responsibility.
- To assure complete compliance with the international quality standards.
- To provide the employees internationally acceptable working condition/standards.
- To promote the developments and best use of human talent & equal opportunity employment.

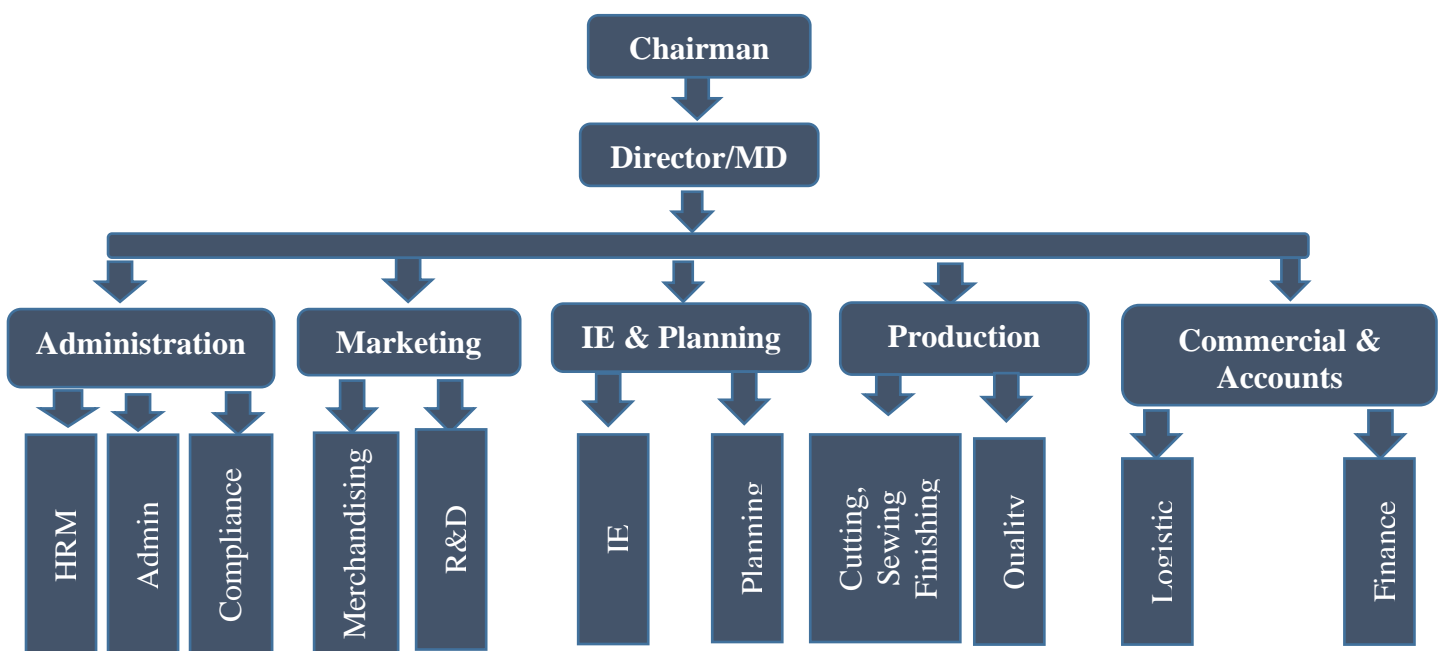
- To procure the most advanced and sophisticated technology suitable for producing desired product.
  - To attain the highest level of competence through continues development of the professional management system.
  - To ensure complete transparency in all aspects of business.
  - Our sense of social responsibility reflects through our keen effort towards employee welfare.
  - To ensure a healthy environment of our employees as well as for the greater society.
  - To participate in social upliftment project e.g. running community school and charitable hospital.”
- (<https://www.environmental-expart.com/companies/dird-group-45665>)

### 1.3 Goals & Objectives

“For the textile division our goal is to maximize the use of organic cotton, recycled materials and durable materials but also the production of added value garments. Garment that last in time and are more valuable. We invest in new machineries and are increasing our quality standards to offer the best to our existing and potential customer”. ([www.dirdgroup.org](http://www.dirdgroup.org))

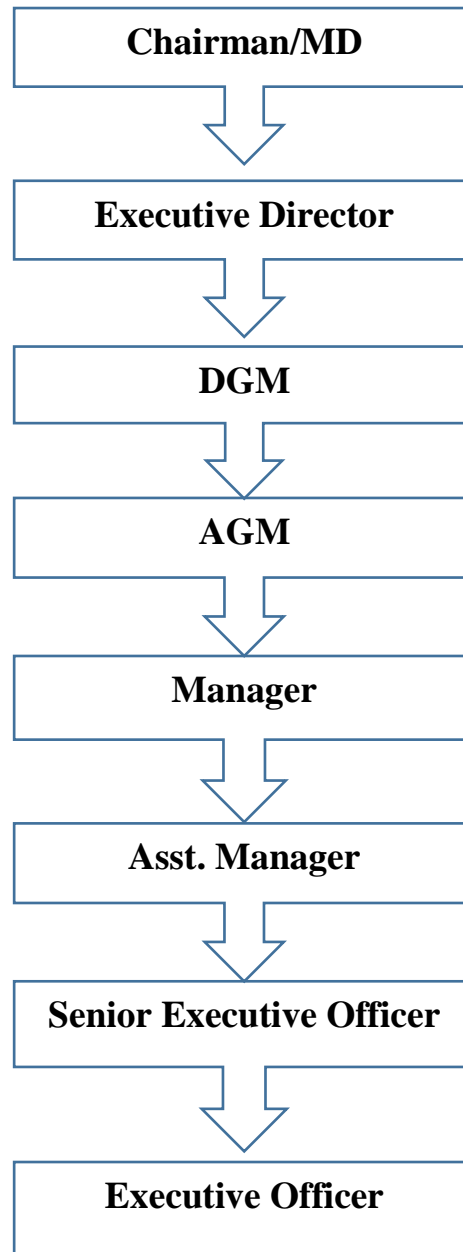
### 1.4 Organizational structure, Organogram, Branches and Departments

**Organizational Structure:**



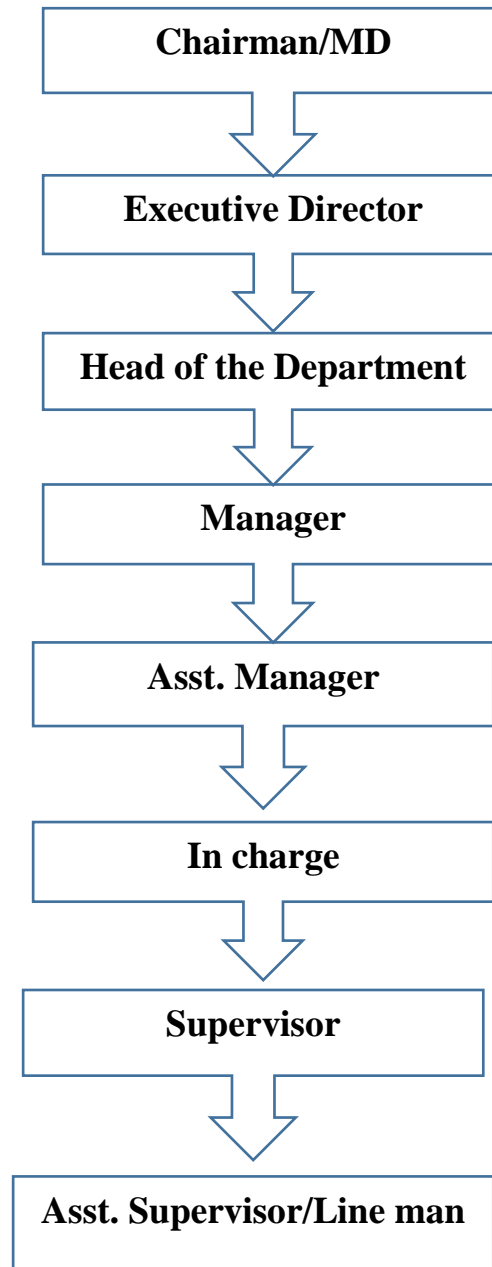
*Figure 1: Organizational Structure*

**Corporate office Organogram:**



*Figure 2: Corporate office Organogram*

**Factory Organogram (Production basis):**



*Figure 3: Factory Organogram (Production basis)*



**DIRD Group is divided into 4 divisions:**

| “Division   | Unit   | Description   |
|-------------|--|---|
| Textile     | <b>DIRD Composite Ltd.</b>                       | Vertically integrated knit composite facility with knitting, Dyeing, Washing, All-over print, Embroidery and sewing in one location.  |
|             | <b>DIPTA Garments Ltd.</b>                       | Specializing in both knits and woven with modern facility and highly skilled workforce.   |
|             | <b>DINEEL UK Ltd.</b>                            | Design office in London working with major retailers across national and international markets.   |
|             | <b>DIRD Garments Ltd.</b>                        | Woven factory with in-house washing plant producing variety of casual bottom items for Men, Ladies and kids.  |
|             | <b>DIRD Washing Plant</b>                        | Highly rated washing plant with full range of wash capabilities catering to top factories in Bangladesh.  |
|             | <b>DIPTA Apparels Ltd.</b>                       | Designed to be the most modern woven factory in Bangladesh. It is the newest addition to DIRD factories and is still under construction.  |
| Engineering | <b>DIRD Engineering Ltd.</b>                     | A comprehensive range of services in geotechnical, environmental and civil engineering.   |
|             | <b>DIRD Felt Ltd.</b>                            | The largest non-woven geotextile manufacturer and exporter in Bangladesh.   |
|             | DIRD Bangladesh Material Testing Laboratory Ltd. | ISO accredited material testing laboratory specialized in testing construction materials.   |
| Agro        | <b>DIPTA Orchids Ltd.</b>                        | From luxurious hotels to nature lovers, DIPTA Orchids Ltd. Offers more than 25 sorts of orchids and gerberas. Products and divided into two categories: Pot plants and cut flowers  |
| Software    | <b>Raven System Ltd.</b>                         | Activities range from running e-commerce platforms, developing customized solutions for others, to creating proprietary applications that our teams believe in”. ( <a href="http://www.dirdgroup.org">www.dirdgroup.org</a> ) |

*Table 1: Divisions of DIRD Group*

## 1.5 Products/services produced by the Industry

| Main Products   | Major Buyers  |
|---|---|
| Casual bottoms – long and short, chinos in denim & non-denim for men, ladies & kids, T-shirt, polo shirt, tank top, cut and sewn t-shirt and polo shirt, sweat shirt, jackets, turtle neck, strap tee, shorts, trouser. | TESCO, C&A, Primark, Li & Fung, NKD, Bel & Bo, Kapphal, Perry Ellis, Obaidi, Thcibo, Gymboree, Walmart, Reitsman, Pull & Bear, Zara and El-Corte. |

Table 2: Products & Buyers

Certifications of DIRD Group:









|   |  |
|---|--|
| WRAP<br>(Worldwide Responsible Accredited Production) |     |
| GOTS (Global Organic Textile Standard)                |   |
| ISO (International organization for Standardization)  |  |
| OCS (Organic Content Standard)                        |  |
| OEKO-TEX  |  |
| Fair Wear Foundation                                  |   |
| BSCI (Business Social Compliance Initiatives)         |  |
| GRS (Global Recycled Standard)                        |  |

Table 3: Certifications of DIRD Group

## Chapter 2

### Description about task accomplishment

I have spent my whole internship duration on 5 departments and gathered wonderful practical knowledge and information. Name of 5 departments:

1. HRM & Compliance
2. Production
3. IE
4. Merchandising
5. Commercial

#### 2.1 HRM & Compliance:

HRM and Compliance work combinedly for effective implementation and monitoring the principles of management with compliant of the national and international law and standard to improve relation between employees and organization's management. They also fulfill the buyer requirement like compliance issue for sustainability. Their activities are as bellows-

- A. Recruitment and selection
- B. Performance analysis
- C. Skill development by training
- D. Compensation and benefits
- E. Health and safety
- F. HR data analysis

During this time I had participated in recruitment and selection process and other compliance activities . I have seen that, no child labor allowed here. Forced or involuntary labor isn't engaged in this factory. Not to use corporal punishment. Physical, sexual, psychological or verbal harassments treated with dignity and respect. Discrimination in employment hiring on the basis of religion, age, gender and living area isn't allowed. They also ensure the safe and healthy work place, water and sanitary facilities, fire safety, adequate lighting and ventilation. The organization won't require employees to work more than 60 hours (48 hours

regular, 12 hours overtime) per week and follow the employee's wages gazette from the government of Bangladesh.

**Wages chart by Bangladesh Government:**

| Schedule – ক (Worker Wages) |       |                 |                           |                                     |                        |                          |                     |                |
|-----------------------------|-------|-----------------|---------------------------|-------------------------------------|------------------------|--------------------------|---------------------|----------------|
| SL NO                       | Grade | Basic Wage (TK) | Yearly Increment Rate (%) | House Rent allowance (40% of Basis) | Medical allowance (TK) | Transport allowance (TK) | Food allowance (TK) | Gross-Wage(TK) |
| 1                           | G-1   | 10938           | 5%                        | 5469                                | 600                    | 350                      | 900                 | 18257          |
| 2                           | G-2   | 9044            | 5%                        | 4522                                | 600                    | 350                      | 900                 | 15416          |
| 3                           | G-3   | 5330            | 5%                        | 2665                                | 600                    | 350                      | 900                 | 9845           |
| 4                           | G-4   | 4998            | 5%                        | 2499                                | 600                    | 350                      | 900                 | 9347           |
| 5                           | G-5   | 4683            | 5%                        | 2342                                | 600                    | 350                      | 900                 | 8875           |
| 6                           | G-6   | 4380            | 5%                        | 2190                                | 600                    | 350                      | 900                 | 8420           |
| 7                           | G-7   | 4100            | 5%                        | 2050                                | 600                    | 350                      | 900                 | 8000           |
| Schedule – খ (Staffs Wages) |       |                 |                           |                                     |                        |                          |                     |                |
| 1                           | G-1   | 8150            | 5%                        | 4075                                | 600                    | 350                      | 900                 | 14075          |
| 2                           | G-2   | 6300            | 5%                        | 3150                                | 600                    | 350                      | 900                 | 11300          |

*Table 4: Wages chart by Bangladesh Government*

**2.2 Production Department:**

In garments industry every department has contribute to production but we consider sewing department as a production unit. Cutting and finishing units are integrated part of production. I have spent about 2 weeks in the production unit and collected lot of data and describing the functions of cutting, sewing and finishing.

**Cutting Section:**

Cutting section is the most important part of production and cost consuming. A little mistake in cutting can make bigger loss or disqualified garments. Cutting unit is the feeding point of production and has massive

impact on further process. First of all finished fabrics comes to cutting unit and given relax the fabrics for couple of hours. Before start the cutting we need to lay the fabrics according to marker length and garments quantity. Here uses the automatic spreader machine to consume the production cost and lead time. Manual works takes much time to spread the fabrics.

In our academic duration we have learned about various types of cutting technique like manual and M/C technique.

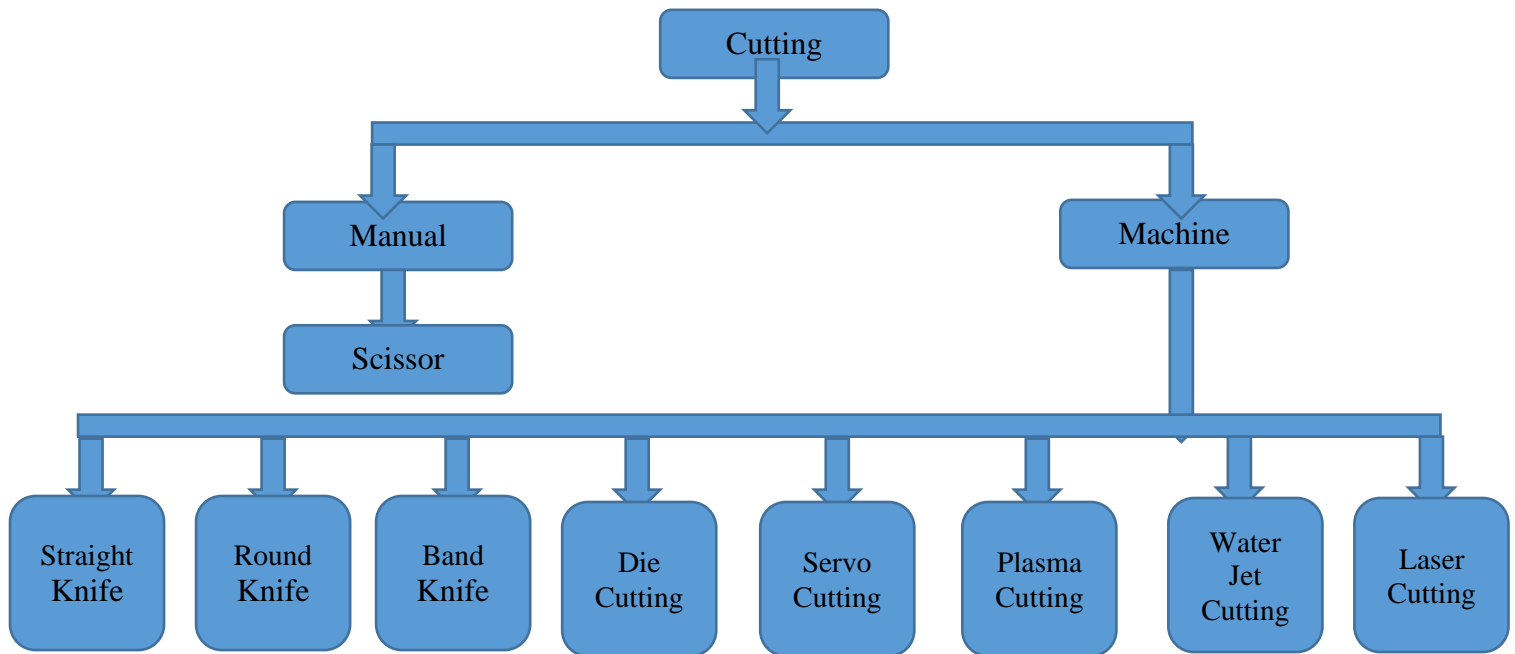
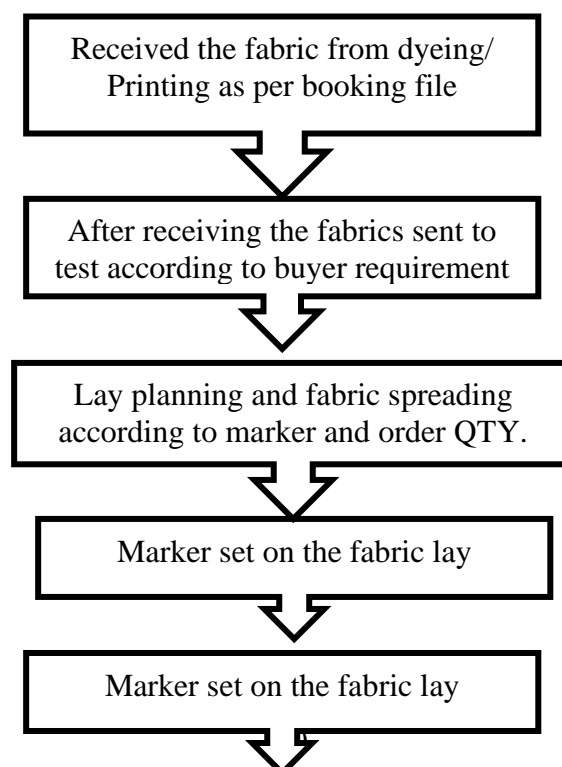
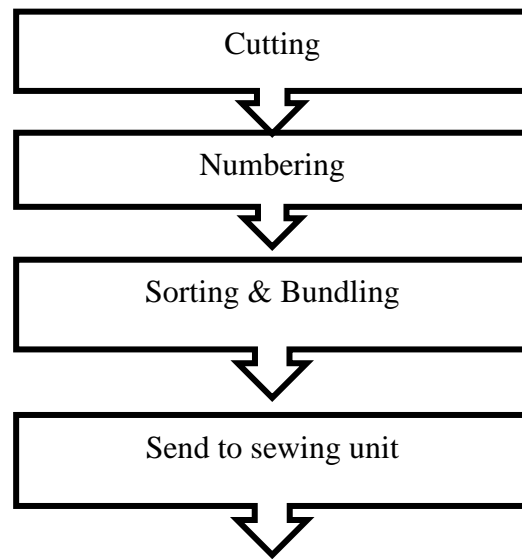


Figure 4: Cutting M/C Technique and Types

**Process sequence of cutting:**





*Figure 5: Process sequence of cutting*

## **Sewing Section:**

Sewing section in garments industry is a big part of production. Different parts of garments attached here and every worker performs a single operation. That's why this unit needs more people than other section. When a style is started critical processes find out at first and monitored continuously. At the beginning line balancing is required for an individual style. Then set a line target by calculating the operations and set the machine layout. There are various types of sewing M/C used in this unit, like –

- Single needle lock stitch M/C
- Double needle lock stitch M/C
- Single needle chain stitch M/C
- Feed off the arm M/C
- Flat lock M/C
- Over lock M/C
- Kansai M/C
- Loop attach M/C
- Bartack M/C
- Button Whole M/C
- Eyelet Attach M/C

After setting the target for per hour production line supervisor monitor the target production achieving or not. When the machine set up finished input started and operators began to sew the different parts of garments. I have founded various types of mechanical problem In the sewing line during operation and called the mechanical person to solve the problem quickly to reduce the idle time. There must be considered about right operation doing by right operators by right machine. Inline inspector checks the unfinished body part to ensure the required measurement according to approved sample and defected joining part send for rectifying. Some sewing defects are as bellows –

- 1) Un even stitch
- 2) Skip stitch
- 3) Broken stitch
- 4) Puckering
- 5) Wrong stitch density
- 6) Needle broken

After that completing the body part joining final line inspection performed to ensure the qualified garments so that buyer can accept the garments. Than garments send to finishing section to complete the finishing works by adding accessories.

## **Finishing Section:**

In this section garments get the perfect shape after finishing process according to buyer requirements. Various types of work perform here such as uncut thread removing, crease mark removing, spot lifting, washing, brushing, ironing, adding trims and accessories, folding and packing. There uses many kind of finishing tools or machines like –

1. Metal detector
2. Defect arrow sticker
3. Additional Thread sucker m/c
4. Lifter
5. Steam Iron

6. Cleaning gum tape
7. Hangtag m/c
8. Folding board
9. Weight m/c etc.

## **2.3 Industrial Engineering (IE) Department:**

“In my opinion Industrial engineering is a main engineering part of readymade garments industry. Improvement, development, and implementation of integrated systems of people, money, information, knowledge and energy depends on this section and it is also analysis as well as the mathematical, physical and social sciences. Industrial Engineering analysis about the organization, floor layouts, standard of time, wage rates, incentive payment plants to control the quantity. I have seen that it minimizes waste of Time, Money, Materials, manpower and Energy. IE department is concerned with productivity increasing by the management of manpower, method and technology”.

<https://textilelearner.blogspot.com/2012/04/garment-marker-marker-efficiency.html>

### **Objectives of IE department:**

“Now day’s garments manufacturing industry facing many challenges like international and national competition, increased production cost, low productivity, low efficiency, decreasing garments export value etc. after working with the IE department it seems to me that we need to stand a strong and energetic IE department to solve the all problems. After that an industry can achieve the goal. Otherwise it is not possible to sustain in global competition. The role of IE department is –

- I. Optimum use of space.
- II. Optimum use of machineries
- III. New machine and technology adding in production
- IV. Wastage motion reducing
- V. Production system development



- VI. Creating new idea
- VII. Manpower budget reducing based on work load
- VIII. Data recording and analysis
- IX. Instant problem solving to reduce the production hamper
- X. Well communication with all department”. (<https://textilelearner.blogspot.com/2012/04/garment-marker-marker-efficiency.html>)

I had assisted the IE person during the assessment of employee recruitment. I had observed their work in particular operation where they are experienced. After the assessment we sent them to admin section with a trial card for salary fixing.

**“Important terms and tools of IE section:**

**SMV** = it means Standard Minute Value. IE person calculate the standard time to complete a successful operation by observing the motion.

**Rating** = Rating shows the capability of an operator. They find out the rating by observing the operation of worker.

**Target** = it refers to the number of units or the quantity of output is expected to produce in the certain period of time.

**Efficiency** = Ability to accomplish a job with a minimum expenditure of time and effort.

**WIP = Work in Progress** is made up all garments and their parts that are not completely finished.

**QCO = Quick Change Over** is lean technology which is used for continuous improvements done systematically to reduce the down time.

**Bottleneck** = The lowest output point in a production line.

**Line Balancing** = Line balancing is leveling the work load across all the processes in line for better productivity by removing bottleneck.

**Layout or Line feeding** = Layout indicates flow of materials and work in process from start to completion and integrates materials handling and equipment

**NPT = Non Productive Time** is the time that is an employee cannot give any effort for production due to unavoidable reason which is not concern him but avoidable from management aspect.

**5S = 5S** means **Sort, Set in order, Shine, Standardize** and **Sustain**. **Sort** out and separate that which is needed & not needed in the working area. **Set in order** means arrange items that are needed so that they are ready and easy to use. Clearly identify the locations for all items so that anyone can find them. **Shine** express clean the work place & equipment on the regular basis in order to maintain standards and identify defects. **Standardize** is a system to maintain the first three steps and confirm the condition of the using standard procedure. **Sustain** refers to keep to the rules to maintain the standard & continue to improve everyday". (<https://textilelearner.blogspot.com/2012/04/garment-marker-marker-efficiency.html>)

## **2.4 Merchandising Department:**

“Merchandising word is a most popular word in readymade garments industry. Merchandising is a subset of marketing. Merchandiser is a person who is involved in this sector must have adequate textile knowledge and skills to collect the order from buyer by convincing and export the right goods in right time to the buyer successfully. International market is very compatible now, so merchandising is a most challenging job. Merchandisers have to be updated about raw materials price all time to perform the garments costing.

### **Responsibilities of Merchandiser:**

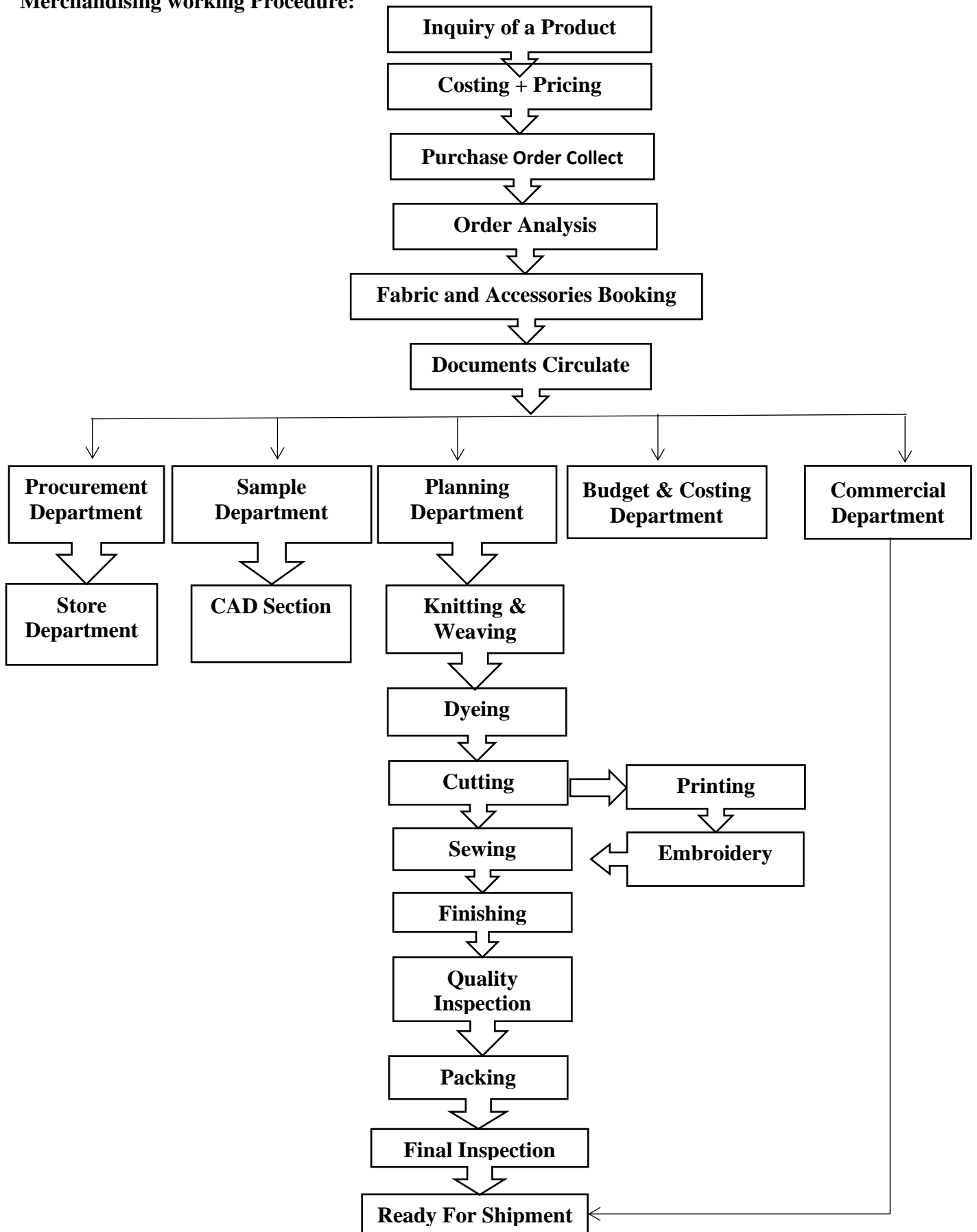
- ❖ A merchandiser has to good communication with buyers, suppliers and all the departments of factory.
- ❖ A merchandiser need to have vast knowledge about knitting, weaving, dyeing, printing, Embroidery, washing, cutting, sewing, finishing and packing.
- ❖ Samples have to develop according to buyer instruction. Different types of sample have to develop like salesman sample, Photo sample, fit sample, size set sample, PP sample, shipping sample etc.
- ❖ Have to take approval for all accessories and raw materials from buyer or buyer’s representative.

- ❖ Have to make booking sheet for raw materials and accessories after confirmation of order from buyer side.
  - ❖ Have to follow up the production and accessories in-house in right time.
  - ❖ Make a TNA sheet to make easy the follow-up order.
  - ❖ Merchandiser has to circulate all information and booking file to others department on the basis of requirement.
  - ❖ Must have problem solving capacity and idea and have to be innovative.
  - ❖ Merchandiser has to convincing capability due to final inspection of the goods before shipment”.
- <http://www.garmentsmerchandising.com/different-methods-of-marker-making/>

I have learned some practical knowledge working with this department. Sample making and taking the approval is the most critical work in this section. I had observed the technical sheet and arranged the all fabrics and accessories and provided to sample section for making the sample according to technical file. After the finishing the sample we checked the sample quality and sent the sample to buyer for approval. When we get any comment on sample workmanship than we rectify the sample according the buyer comments. After that we prepare the all booking file like fabrics, trims and accessories.

Merchandiser has to work with different departments about different issue. Some of department and working procedure or area are figuring below.

**Merchandising working Procedure:**



*Figure 6: Merchandising working Procedure*

## **2.5 Commercial Department:**

Commercial department works with merchandising and accounts department to export and import raw materials and finished goods. They manage all the shipping and payment documents and also work with logistic department and bank.

Working criteria of commercial department:

- Work with bank for collecting the master L/C and quota issue and payments.
- Transfer BTB L/C to other party
- All the certification collects as per buyer requirement.
- All the documents management for smooth shipment.
- Strong communication with foreign and local buyer and buying house.

## **Chapter 3**

### **Critical assessment of Internship work**

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

From this program I have learned many vital themes in Generic and Industry Specific Course. Generic knowledge helped me to improve my technical knowledge. I have found the below applications during Internship.

##### **Application of Generic courses**

The generic course helps me to update Analytical skills for decision making. It teaches how to improve leadership skill and Sustainable Leadership skill. I have also learned about the Critical Reasoning, Cost benefit analysis, Profit and loss interpretation, Team work and strong interpersonal skills, Self-reliance and initiative and Time management, Application of management skill, motivational skill, ability to work in team, importance of analytical ability. I have learned about Textile fiber and Yarn also.

##### **Application of Industry specific courses:**

I get an idea of commercial details and about shipment calculation as FOB, C&F, and HS-code. It has Improved knowledge about the knitting & knitted fabric, Weaving and woven fabrics type, textile dyeing and finishing. I have learned how to make an OB. It also improves my Logical thinking. The importance of QMS and quality control now I can address clearly. I have also improved my Communication skills including report writing.

## **3.2 Suggestion for industry improvement**

- I. It needs the improvement on workload balance.
- II. Need to Develop inter communication department to department.
- III. Improve automation needed.
- IV. Ensure employees are sitting comfortably.
- V. Set the perfect temperature.
- VI. Reduce noise levels.
- VII. Support flexible working.
- VIII. Encourage healthy eating choices.
- IX. Invest in employee happiness.
- X. Provide the right Technology.

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

I have worked with five departments and erudited many valuable skills and lessons on working with different department of DIPTA Garments Ltd. This experience will help me to build up my career. I am sharing some important notes that helped for my self-improvement.

1. The career growth Designing.
2. How to communicate with different personality.
3. Create team with subordinates.
4. Duties and responsibilities of the different departments.
5. Analyzing ability of critical point & find out the corrective measure perfectly.
6. Working procedure of different departments.

7. Industrial Engineering department activities and its objectives.
8. Clear ideas about readymade garments industry.
9. How to improve self-confident.
10. I can exploit this knowledge in my job perfectly.



## **Chapter 4**

### **Conclusion**

During this period I have gathered a lot of experience and practical knowledge working with them. Practical is a complement to the science or theory learned, So if we do without the knowledge of course there will be problem in terms of grip and stance ever-changing. During my internship period there are many changes from the point of learning environments. It can directly increase the dedication and rational attitude towards me. It was great time that got chance to involve in every section in the industry to know the different function and how to drive different angle. It helped me to enrich my knowledge and experience which will help me in future. I have learned a lot of things to develop my carrier. I have learned many new things which are essential for production career such sample development, Industrial engineering merchandising etc. there are many technical points that helps me in my job. There are some weaknesses that can be improved in future. Finally I can say that I have learned a lot through the internship and the PGD program.

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