

Report On
Rose Intimates Ltd.

By

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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

Declaration

It is hereby declared that

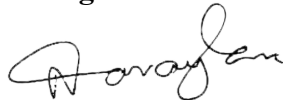
1. The internship report submitted is my own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain 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:

Latifa Sultana (Mukti)

Student ID : 19281157

Academic Supervisor's Full Name & Signature:



Dr. Narayan Chandra Das

Senior Research Fellow,
BIGD, BRAC University

Letter of Transmittal

Dr. Narayan Chandra Das
Senior Research Fellow,
BIGD, BRAC University,
66 Mohakhali, Dhaka-1212.

Subject: Letter of Transmittal

Dear Sir,

As requirements of the **Post Graduate Diploma in Knitwear Industrial Management**, I would like to present the report entitled “**Post Graduate Diploma in Knitwear Industrial Management (PGD-KIM)**”, in accordance with your instruction.

The purpose of the paper is to make a clear understanding about Factory operation practices in RMG industries and also its challenges. My purpose is to help define the factory operation practices and common challenges afflicting factory environment and to provide suggestions on the basis of my three-month internship in Rose Intimates Ltd. I was forthright in our discussions and have been candid in my report regarding practices of the industry and challenges arise in this industry.

Sincerely yours,

Latifa Sultana (Mukti)

Student ID: 19281157

Executive Development Center, BIGD

Brac University

Date: 05, 05, 2021

Non-Disclosure Agreement

This page is for Non-Disclosure Agreement between the Rose Intimates Ltd. and Latifa Sultana (Mukti)

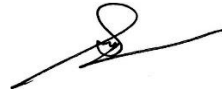
This agreement is made and entered into by and between Rose Intimates Ltd. and the undersigned student at EDC, BIGD, Brac University.....

Student's Full Name & Signature:

Latifa Sultana (Mukti)

Student ID :19281157

Industry Supervisor's Full Name & Signature:



Md. Muzahidul Islam Sumun

Manager (Production),

GFG International

Acknowledgement

First and foremost, praises and thanks to the God, the Almighty, for His showers of blessings throughout my internship period to complete the report successfully. I cannot express enough thanks to my academic supervisor Dr. Narayan Chandra Das, Sr. Research Fellow, BIGD, BRAC University for his continued support and encouragement. He has guided me in each step of producing this report as clearly as possible. Also I would like to express my deep and sincere gratitude to my industry supervisor Md. Muzahidul Islam (Sumun), Manager (Production), GFG International for giving me the opportunity to do internship and providing invaluable guidance throughout this internship. It was a great privilege and honor to work and study under his guidance. His dynamism, vision, sincerity and motivation have deeply inspired me. I offer my sincere appreciation for the learning opportunities provided by BIGD, BRAC University and SEIP (Skill for Employment Investment Program). I would like to say thanks to my PGD mates and colleagues for their constant encouragement.

Finally, my thanks go to all the people who have supported me to complete the research work directly or indirectly.

Executive Summary

Rose Intimates garments started its journey in April 2016 by its five boards of directors. It is one of the major garments manufacturing organization in Bangladesh. This organization increasingly reducing its rejection and rework rate in-process and final garments in order to ensure product quality and delivery time as per buyer requirement and increase profitability. Babylon will ensure sufficient training and suitable work to increase productivity and skills of the employee. Rose Intimates Ltd. is a leading Bangladeshi knit garments producer in near Nandan Park area. The production capacity of garment are 1,10,000 pcs/day. It manufactures children's, ladies & men's clothing.

This report is prepared for fulfilling the requirement of Post Graduate Diploma in Knitwear Industrial Management. It is not possible to give complete picture of real business situation as the class room discussion, it is an opportunity for the us to know about practical knowledge and working conditions through this program.

I have made this report on Rose Intimates Ltd. This report is about Factory operation practices of Rose Intimates Ltd. On the other hand, I give some suggestions for industry improvement. I tried to describe my achievement during internship period and record my learnings from this internship program. I was reflective to my tasks. I work with all the departments of this company. I mark a conclusion in chapter four for overall understanding about importance of factory operation.

Keywords: Human Resource (HR), Administration, Accounts, Social Compliance, Technical Compliance, Sample, Ware House, Cutting, Sewing, Finishing, Packing, IE, Planning, Quality Control & Assurance, Maintenance, Information Technology (IT), Commercial & Logistics, Sourcing & Purchasing, Marketing & Merchandising, Supply Chain Etc.

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List of Acronyms

1. A.Q.L=Acceptable Quality Level.
2. O.Q.L=Observed Quality Level.
3. D.H.U=Defect Per Hundred Unite.
4. D.T.M=Dying To Match.
5. S.P.I=Stitch Per Inch.
6. E.P.Z= Export processing zone
7. B.G.M.E.A=Bangladesh Garments Manufacturer & Exporter Association.
8. B.K.M.E.A=Bangladesh Knitwear Manufacturing & Export Association.
9. F.L=Front Length.
10. F.P.L=Front Placket Length.
11. C.B.L=Center Back Length.
12. B.W=Back Width.
13. S.O.P=Standard Operating Procedure.
14. H.P.S=High Point Shoulder.
15. H & M=Hennas & Mauritz.
16. G.P.Q=Guideline for Production & Quality.
17. I.S.O=International Organization for Standardization
18. F.O.B= F.O.B Free On Board.
19. T.O.D=Time Of Delivery.
20. L.O.G.G=Label Of Graded Goods.
21. C.M=Cost Of Manufacturing.
22. L.C=Letter Of Credit.
23. L.G=Letter Of Guarantee.
24. C.M.T=Cutting Making & Trimming.
25. C.F=Center Front.
26. L.W=Length Width.
27. C.C=Carbon Copy.
28. S.N.T.S=Single Needle Top Stitch.
29. D.N.TS=Double Needle Top Stitch.
30. P.Q.S=Production Quality Shipment.
31. P.P.S=Pre- Production Sample.
32. P.P.M=Pre- Production Meeting.

Chapter 1

The industrial training is the process that builds a student's understanding and skills which improves his/her knowledge in boosting productivity and services. Academic education provides me with vast theoretical knowledge with limited practical training. For any technical education, practical experience is equally as important as the theoretical knowledge. Therefore, industrial training helps us to be familiar with technical support of modern machinery and information about various processing stages. It also provides us with sufficient practical knowledge about production management, industrial engineering, efficiency, industrial management, sample, cutting, sewing, finishing, marketing, merchandising, procurement, utility and maintenance of machinery, supply chain and their operation techniques etc. This knowledge cannot be properly achieved by only theoretical knowledge. Therefore, this internship course minimizes the gap between theoretical and practical education, improves my courage and inspires me to take responsibilities.

I am a permanent employee of GFG International, working as an Incharge, Costing & Product Development Department. Recently, under Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) Program of BRAC Institute of Governance and Development (BIGD), BRAC University, I worked here as an internee to meet the course's requirement of twelve week's long industrial training.

About Organization

1.1 Overview of the Industry:

Rose Intimates Ltd. is a company based on ready-made knit garments production with an enrichment of all Garments facilities. It is a 100% export-oriented Knit & Lingerie Garment Manufacturing factory under the control of Rose Group management. It consists of all sections starting from knit fabric manufacturing to finished garments. In Rose Intimates, the number of total employees are 1750 (male: 400, female: 1350) up to 1st February 2021. (Source: Rose ERP, Human Resource, 2021). The company has no branch inside Bangladesh, but it under Rose Group. In Bangladesh. This factory is located at Baroipara, Ashulia, Savar, Dhaka beside Nandan Park.

Earth! A self-sustaining Planet, we call home. It is a home we know intimately. Over the past few years we have contributed our endeavors to unveil human spirit for harmonious growth of Earth's, including all of its surroundings. These very endeavors and untiring efforts of ours to

understand the vision and aspiration of our clients have created a strong bond of partnership among ourselves through which we achieve distinct and successful state of arts solution to adapt, evolve and implement designs for the ever changing world. Our products cater the world from east to west, which includes Europe, America, Africa and Asia. The links among **Rose** members made it possible for the world to witness the unique ability of **Rose** entities to turn the lives of otherwise ordinary citizens into local talents. This is a central theme of our design thinking. Continuations of harnessing our creative aspect have been ensuring that we are and will remain as mold breaker and successful one for the coming years and beyond.

1.2 Vision & Mission:

- **Vision:** Our vision is to become a window through which all our interacting parties can see and feel their prospect and dream about their success. **Rose** will become a lifestyle towards its employees, suppliers, buyers and above all shall become a role model of a green corporate house which will be regarded as an icon brand in the country.
- **Mission:** **Rose** will be known as an entity whose main driven force is its human resources. With such a motivated, high skilled and professional workforce, **Rose** has started marching towards its glory of success which is not the profit but to enjoy the joy of life.

1.3 Goals & Objectives:

It was found that global outsourcing is not a trend but became a reality for the develop countries since they are finding it hard to accommodate only within their resources and they are looking for decentralizing and outsourcing. As part of that our aim and objective is to capitalize this opportunity and plying commendable role through using the experience, skill and reputation as leading RMG manufacturer in Bangladesh for the Overseas counterpart.

1.4 Rose Intimates at a Glance:

Company Ownership Type	: 100% Bangladeshi Ownership
Company Group Name	: Rose Group
Company Established	: April, 2016
Legal Status	: Private Limited Company
Company Lease Land	: 1 Acre
Business Type	: Manufacturer, Exporter & Importer
Product Type	: T-shirt, Polo Shirt, Pant, Trouser, Bra, Panty, Leggings etc.

Management Head Count : 28 Nos

Total Lines : 45 Lines

Worker Head Count : 1,750 Nos

Banking Transactions : 3 Privet limited Bank Relations

Factory Distance to Airport : 60 minutes' drive from Hazrat Shahjalal Airport.

Corporate Office Address : Flat-07, H-531, R-11, Baridhara DOHS, Dhaka-1206.

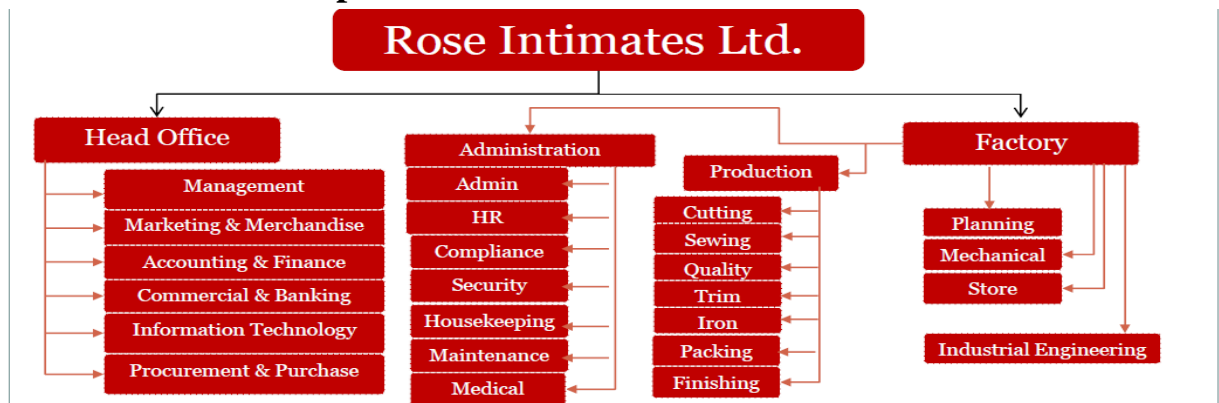
Import Country : China, Japan, Taiwan, Singapore, USA, UK.

Export Country : Europe, Australia, USA, Canada, Middle East.

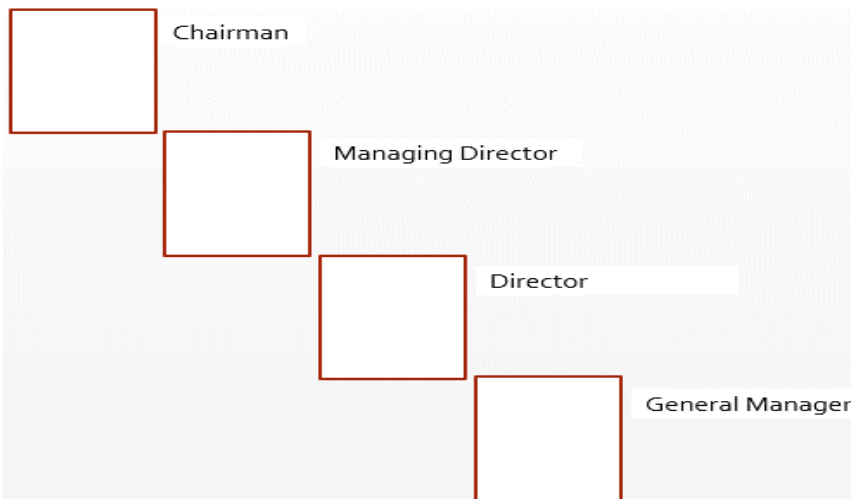
Material Sourcing : China, Italy, Japan, korea, Taiwan, USA.

Company Website : www.roseintimates.com

1.5 Rose Intimates Department Structure:



1.6 Rose Intimates Operational Organizational Structure:



Under General Manager all department Manager, Executives & Workers.

1.7 Products/services produced by the Industry:

Rose Intimates Ltd. is a leading A Grade knit & lingerie garments producer in apparel industry. The production capacity of garment are 1,10,000 pcs/day. It manufactures children's, ladies and men's clothing and to sell them to national mass merchandising stores and specialty shops. The company also makes products using various types of blends such as rayon, modal, acrylic, cotton, polyester etc. It also makes functional fabrics. Main products are Bra, Panty, T-shirt, Boxer, Trunk, Trouser etc

1.8 Rose customer profile:

Rose Intimates is well known to be one of the industry pioneers both locally and globally for its affiliation with international retailer such as, Max, Jack & Jones, Primark, Everlast, Slazenger etc.



1.9 Rose compliance & certification:

Rose Intimates is audited and certified by bodies such as BSCI, Amfori, Primark, ICS, ACCORD, etc. Rose Intimates is constantly involved with multiple sustainability initiatives focusing on various social and environmental aspects as well. It has also undertaken sufficient initiatives to ensure environmental safety and regulations through regular fire drills and safety



Chapter 2

Description about task accomplishment:

This report is prepared by me and also based on the information of the websites, employees, executives and managers also documents and my activities during internship period. I have started my internship program from 1st February 2021. My reporting period is from 1st February 2021 to 6th May 2021.

2.1 Summary of activity and task

This part of this report is based on my activities during internship. I have started my internship program from 1st February 2021 under Post Graduation Diploma in Knitwear Industrial Management. This tasks completion generally requires the coordination of others. Coordinated so many department human interaction takes on the role of combining the integration of time, energy, effort, ability, and resources of multiple individuals to meet a common goal. I have completed the following tasks. Full factory operation & production floors are the manufacturing area where assembly or production is carried out either by a combination of automated system and workers. I used to go to the all production floors to oversee the current environment and reported

From top level management to low-level, everyone used to visit the production floor every day.

2.2 Human Resource (HR):

A human resource department is the division of a company that is responsible for effectively managing a company's human resources, which are its employees. I spend 3 days in this department. I mentioned below working point of this department:

Orientation: After joining in a new organization employees need to adjust themselves with the working environment and the people with whom they will have regular interaction. By the process of orientation and socialization, new employees can well adapt to their new organization system. Personally I attended 2 orientation program in this company.

Recruiting: Locating and recruiting promising candidates is one objective of a human resource department, which uses the company's business goals to guide the recruiting process. They usually evaluate the job which they are hiring for to identify key responsibilities and desired qualifications before writing job descriptions and placing job postings. Closely I monitor this recruitment process in this period of internship.

Interview: Interview is another popular method of selection which has been proved to be a universal selection tool. It involves in face to face meeting between the applicant and interviewer. I also join a interview board when Rose Intimates call someone for interview.

Selection: It includes short listing of candidates, assembling and their final hiring decisions. Such as selection process of Rose Intimates Ltd. Initial screening interview, preliminary interview, written test, comprehensive interview, background investigation, medical test, conditional job offer, Appointment letter.

Appointment: Rose Intimates follow three types of appointment. Such as lateral appointment, re- appointment, contractual appointment.

Training: In order to maximize a staff's productivity, training is usually in order, which is organized by the human resource department. The department may perform the training in-house or it may be hired out to professionals. I also help to arrange a training program when I start internship here.

Development: The human resource department also is in charge of employee development, which may involve training but which may also focus on succession planning and career development.

Promotion: Promotion cannot be claimed as a matter of right and all promotions shall be made on the merit and no employee shall have a claim to be promoted to any particular post by virtue of his seniority alone. All appointments by promotion shall be on officiating basis and an employee shall be liable to be reverted to the post from which he was promoted without giving any notice or assigning any reason within twelve months of such promotion.

Yearly increment: During internship in Rose, I found here had yearly increments policy which is provided to employees by their join date. In every month, it was my duty to collect data from the ERP logic software and also to prepare the increment sheets. After completing those steps, the increment letter was stored in the respective employee's personal file.

Issuing show-cause/suspend/warning: In factory HR administration, they used to follow the labour law. After investigating the complaint, I issued show-cause letter to the first party on behalf of HR.

2.3 Admin Department:

Administration department is backbone of an organization. In this department I spend 3 days. An effective administrator is an asset to an organization. He or she is the link between an organization's various departments and ensures the smooth flow of information from one part

to the other. Thus without an effective administration, an organization would not run professionally and smoothly. The main job responsibility of an administrator is to ensure the efficient performance of all departments in an organization. They act as a connecting link between the senior management and the employees. They provide motivation to the work force and make them realize the goals of the organization. Such as factory security, office assistant, buyer visit, cleaner, plumber, gardener, vehicle, transport, administrative stationary, Garbage, audit & visit and local gathering etc. I also gather lots of knowledge from this department.

2.4 Social Compliance Department:

The social compliance, also known as a social audit, is an effective way to determine if an organization is complying with socially responsible principles. In this department I spend 2 days. Social compliance refers to how a company protects the health and safety as well as the rights of its employees, the community, and the environment where it operates in addition to the lives and communities of workers in its distribution chain and its supply chain. Social compliance also refers to an organization's perspective on corporate social responsibility (CSR). I learn lots of important thing from these department. A third-party audit based on the Social Accountability 8000 standard should indicate that the supplier is complying with these requirements child labor, forced labor, health and safety, freedom of association and collective bargaining, discrimination, disciplinary practices, work hours, remuneration, management systems etc.

2.5 Technical Compliance Department:

In this department I spend 2 days. Rose intimates strictly follow Technical team & audit a very crucial task for garment manufacturing. Every buyer (Customer) do a technical audit before placing an order to any garments factory. In this article, I am going to talk about what is a technical audit in the apparel industry and how we can use and for what purpose of technical audit fulfills. Many garments buyer have their own technical audit checklist, Audit must be done routine wise time to time and rose follow this. The technical audit checklist can vary from buyer to buyer. Some of important below audit follow Rose Intimates Ltd. Internal Audit/ 1st Party Audit: , Customer Audit/ 2nd Party Audit and External Audit/ 3rd Party Audit.

2.6 Accounts Department:

Only 1 day I spend in this department. Rose Accounts Departments is directly under the supervision of the top management. However, they closely work with purchase, commercial

and personnel department. Information related to this department is highly sensitive and therefore all the information regarding this department is not disclosed with others.

1. Written authorization from top management or the Managing Director is needed to access information regarding this department.
2. Ensure payment of the workers' wages by the stipulated time period as applicable by the law with the instructions and approval from the top management.
3. Keep Accounts Departments of all the financial transactions of the company in a clearly eligible and legal format as prescribed by the law.
4. Prepare and maintain all the financial statements of the company.
5. Management retains any and all right to hire, fire, promote, demote, provide bonus as per the provisions of applicable law.

2.7 Welfare:

In this department I spend 1 day. The welfare department officer works for employee's welfare to solve worker workplace problems in the Rose Intimates garments industry, work under HR and compliance department. Generally, garments industries appoint female for this job as most of RMG employees are female. In order to solve all worker demand, making a bridge among workers, management and top management; there is a welfare officer in every garment factory. A welfare officer also works as a supportive staff of HR, admin, and Compliance department. A welfare officer mainly works to resolve all worker issues, check the health and safety issues of the garments industry. Some important work in welfare in below which I followed up-closely during my internship period.

1. Make committee and follow up
2. Take care washroom, canteen, childcare, water supply, restroom, and maintain a register.
3. Helping all worker about leave and maintain a register.
4. Training all employees and maintain a register
5. Work to develop a worker-owner relationship and good communication.
6. Work to get types of employees right properly.

2.8 Sample Development:

3 days I spend in sample department. There I saw different types of sample making procedure. Rose sampling department plays a significant role to achieve a garment export order for the factory. It is the main section for any garment manufacturing factory. As its importance, this

article has presented the various important duties and responsibilities of the sample department. Rose Intimates Sample department maintain the below responsibilities:

Getting clarifications about style details from the merchandiser: It is the first task of sample department. Here, the responsible person has to know about the details of the sample from the garment merchandiser. In this stage, the apparel merchandiser explains various important matters related to sample garments to the sample department personnel such as style, size, color, fabrication, washing, embroidery, etc.

Checking the pattern's work-ability: After receiving all the information of sample garments, here sample department personnel has to cut the pattern paper according to the buyer's instruction which he received from the apparel merchandiser.

Preparation of different samples and getting the buyer's approval: The fabric has to cut here according to the definite pattern and sewing the garments by maintaining the buyer's instruction. Other instructions are also maintained here such as wash, embroidery, print, etc. Finally, it's sent to the buyer for approval. In this way, various types of samples such as proto sample, fit sample, photo shoot sample, salesman sample, size set sample, top sample, shipment sample, etc. are made here.

Informing quality-related problems, encountered during preparing samples to QC: It is one of the most important tasks of any sampling department. If found any problems during making the sample then it should be informed to the quality controller (QC) instantly. After that, the quality controller will take the necessary steps to solve those problems.

Minimizing operations and consumption: The sampling department has to maintain other tasks of minimizing operations and fabric consumption which will be maintained during garment production.

2.9 Ware House Department:

In this department I spend 2 days. Rose Intimates fabric and accessories stores department is centralized in apparel industry and all the fabric and accessories comes to this unit first from the supplier and audited here and kept until it is distributed to other units. For an export oriented and bulk production of garment industry, it is essential to maintain a well-organized and well equipped inventory system. Rose Intimates follow & maintain some store keeping system like as unload fabrics, inventory in warehouse, fabrics inspection, recording in register book and excel sheet, updated information put in bin card, product receive, inventory, inspection of goods, shrinkage test, issuing product, sustain balance etc.

2.10 Cutting Department:

In this department I spend 5 days. I observed how garments is cutting. All step f this department I observed closely so that I can understand how they cut. Rose intimates cutting department is responsible for cutting fabrics and feeding the sewing department with cuttings. The cutting department's capacity is planned based on the daily feeding requirement of the sewing lines. The cutting department is set up with a cutting department head, cutters, spreaders, quality checkers and helpers for sorting, ply numbering and bundling. Rose follow some standard activities of the cutting department are explained in this post.

Take fabric from the fabric store: The cutting department gets a cut order from the production manager. According to the cutting plan, the cutting in-charge generates a fabric requirement sheet or requisition slip to the fabric store to issue fabrics.

1. Relaxation of fabrics
2. Cut order planning
3. Fabric Spreading/ layering
4. Planning markers
5. Making markers
6. Cutting fabrics
7. Sorting, bundling and numbering of garment plies (parts)
8. Inspecting cut components
9. Sorting printed and embroidery panels
10. Re-cutting panels
11. Fusing garment components

2.11 Sewing Department:

In this department I also spend 5 days. During this time frame I saw how they execute the procedure after receive the garments components from cutting section, all the garments parts are joined and sewn as sequentially. Obviously all the components are sewn respects on buyer requirement. Sewing section is the most important department of a garment manufacturing industry. After sewing, the sewn area is observed for any defects, if present which affects outlook. Normally it is expected that there will be no defective view of stitches, seam pucker or unsightly view. There are various types of sewing problems found in sewing floor. Among these problems are stitch formation, seam pucker and fabric damage in the seam line.

The major tasks of this department are described here but are not limited to these only.

1. **Style Analysis:** The line supervisor analyzes the garment construction of the style to be loaded to the line. He calculates the machine requirement for the style, based on the garment construction.
2. **Estimating labour costs:** Line supervisors calculate the estimated cost per operation. In the piece-rate-production system, the supervisor sets piece rates for stitching operations. Those factories that have industrial engineering departments calculate direct labour costs based on the standard allowed minutes (SAM) to produce a garment.
3. **Planning and scheduling floor level production:** The floor in-charge and line supervisors plan the daily production output. They take information on upcoming orders from merchandisers or the planning department and plan manpower and machine requirements in advance.
4. **Setting the line:** Line supervisors set the sewing line for new orders. Line setting involves the tasks of placing sewing in a sequence, by allocating operators to each machine, giving work to operators and helpers and giving instructions to operators on how to undertake operations and the required stitching quality.
5. **Stitching garments:** The sewing department stitches garments and makes clothes. Operators sew garments using different types of sewing machines. An operator can be given single or multiple operations to sew.
6. **Balancing the assembly line:** To get maximum production from the line, line supervisors balance line by adding additional operator, or by clubbing operations. Read this article to learn about line balancing.
7. **Marking parts:** Marking is done on the garment component needed to point a position from where the stitching is to be done. Helpers mark on garment parts as per process requirement by using marking chalk and magic marker.
8. **Ironing garment components:** Garment components might need to be folded and ironed prior to stitching to improve seam quality.
9. **Checking stitched garments:** Garments are checked in line and off the line. The purpose of checking garments is to reduce defect generation from the line. The end-of-line checker segregates defective pieces from the good pieces.
10. **Stitching alteration:** After segregation, defective garments are sent back to the stitching section. Seams are repaired by re-stitching. If defects are related to the fabric, part changing is done by replacing the defective component with the correct part.

11. **Managing documentation:** The department maintains various logbooks and records. The sewing department records the details of receiving cuttings from the cutting department and issuing garments to the finishing department.
12. **Recruiting operators:** In most factories, line supervisors are responsible for bringing sewing operators and recruiting operators through skill assessment tests.

2.12 Finishing & Packing Department:

In this department I spend 6 days. This is the core part of RMG sector. In the production department garments are stitched by sewing machines. Stitched garments are finished in the finishing department. Finishing activities are performed prior packing garments into poly bags. The major activities of a finishing department include thread trimming, checking garments and ironing. The folding, tagging and packing of garments are done in the packing section in the finishing department.

Activities of the finishing department are listed below

1. **Thread Trimming:** In the stitching department, thread trails and thread chains are not trimmed neatly. Uncut threads and thread tails in garments are trimmed in the finishing department by helpers. Uncut and loose threads on garments are considered defects.
2. **Checking garments:** All garments are checked at the finishing stage for visuals and measurement. Finishing checkers check the complete garment inside and out. Checking is done for garment detailing, such as care labelling, and trims.
3. **Button attach and butting holing:** Products those have trimming like button, snap button, eyelets are attached in finishing section.
4. **Removing stains:** Stains and spots are found on garments. Spots are removed using a hand spot gun or by using a stain removing machine prior to pressing. Dust and stains can be removed by machine washing. So, many times finishing department wash garments inside department.
5. **Repair work and mending:** Defective garments may need to repair for stitching and fabric defects. All repair activities are done in finishing department itself instead of sending defective garments to stitching department.
6. **Ironing garments:** Garments are ironed using a steam iron. This is done to remove creases in the garment. For knitted garments measurements are set by steam press. Vacuum pressing tables are used for garment pressing.

7. **Folding and tagging:** Pressed garments are folded in a specified dimension. Tags, such as price tags and hang tags are attached to the garment by means of a kimble gun or threads.
8. **Packing garments:** Finally, properly folded garments are packed into poly bags as per customer requirements. Individual poly bags are then packed into bigger cartons.
9. **Preparation of packing list:** The packing in-charge prepares a packing list for the shipment. After packing is completed for an order, the finishing department informs the concerned merchant.
10. **Internal shipment audits:** Quality department perform internal shipment audit in the finishing department. This audit is done prior to final inspection.
11. **Documentation and reporting:** Like other departments, finishing department maintain production records for pressing, and packing.

2.13 Industrial Engineering Department:

In this department I spend 5 days. Rose Intimates Ltd is Industrial Engineering (IE) plays a vital role. Some of important task from IE. Industrial engineering is an integral part of apparel manufacturing. There are many things to learn to work as an industrial engineer in a garment factory. By learning the IE tool and methods of applying IE concepts on the shop floor, engineers can enhance the shop floor performance.

1. To increase productivity.
2. Time Study, Motion study, Method Study
3. Process improvement by motion reduction.
4. Reduce work in process (WIP) and remove the bottleneck.
5. Increase the efficiency of operations
6. Reduce man-machine ratio
7. Process improvement to reduce cost, waste and rejection Reduce wastage and defects
8. Fill up Key Performance Indicator (KPI) target.
9. Keep workplace and environment safe
10. Production planning and implementation
11. Collect Operation Bulletin and make a paper layout
12. Make discussion with a floor in-charge about layout according to paper layout
13. Check Daily Non-productive time (NPT) and reduce machine breakdown time.
14. If needed make 1-hour production study in the required process
15. Everyday input and output monitoring
16. Give daily production target and follow up production achievement.

17. Everyday 5S related activities monitoring
18. Cross-check thread consumption for every new style.
19. Ensure up to 65%-70% efficiency.
20. Workstation lay out & design
21. Operators motion development by correcting faulty motion.
22. Reduce worker absenteeism and turnover rate

2.14 Planning Department:

In this department also I spend 5 days. Production planning is the very important department in garments industry. Production planning is the controlling aspect of garments industry. Production planning is the controlling of production & manufacturing process determined by time frame. Planning department plan every style to execution the order within time limit. Without time frame garment cannot sustain so garment industry must follow every task by scheduling. So production planning department must follow some of the important tasks in the following.

1. **Capacity planning:** Production planning department make production capacity of a factory because capacity determined need order or not. If order capacity is full whole the year then do not take over capacity order because it is needed over cost to make extra capacity order. On the other hand, if capacity order is not full then take more order to fill the capacity otherwise factory will be loser by financing.
2. **Time & Action:** Planning department must follow every style as per schedule. Every order has own time frame & meet delivery time. Every style follow product development to shipment. It is job task for planning department otherwise they cannot meet delivery as per plan schedule.
3. **Scheduling:** Production planning department take decision when a style input into line. On the schedule they check fabric & trims with store department & Merchandising department. If get on time in-house every items they can input into line. on the other hand if not get fabric & trims on time they can change line plan to reduce the cost.
4. **PP Meeting:** Production planning department check particular style fabric & trims status with store & merchandising department. If every items & approval is done then they co-operation with all related department like as Merchandising, Production, store, cutting, Finishing, quality & buyer representative to make clear understanding for particular style for production. Before PP meeting they can check all approval, production file, trim card & ready size set.

5. **Order allocation:** Planning department does line allocation for every style. When got any order from buyer they must allocation line plan. Without line plan an order cannot smoothly run for production. So order allocation is very important for planning department.
6. **Man power & M/C allocation:** Production planning department take decision how many operators need for particular style to output. They can take decision line layout for a particular style. And also take decision how many machine need to operate the line. Then they can take effective decision for productivity for particular style.
7. **Execution of tasks:** Planning department must be execution every task for effective planning. Without effective execution it cannot smoothly production. So they must execution every style planning order placement to shipment.
8. **Materials planning & In-house:** Planning department must follow up the fabric & trims follow up with store & merchandising department so they can pre-plan to effective line planning date.
9. **Delivery Date:** Production planning department must follow delivery date of a garments. If not maintain the garments delivery on time it will be loser planning & fall down of a company. So, every style maintain meet the garments delivery.

2.15 Quality Control Department:

In this department I spend 5 days. Rose intimates enable our customers to increase sales and build trust with their customers. It is important for every company to maintain a high level of quality in everything that they produce.

In the garment industry, garment quality control is practiced right from the initial stage of sourcing raw materials to the stage of a final finished garment. Rose Intimates is a quality control system that is made up of four components, all contribute to an automated optical inspection system that achieves maximum inspection ensuring maximum profit from each batch. Here are some of the main quality considerations for garment manufacturers and exporters overall look of the garment, right formation of the garment, feel and fall of the garment, physical properties, color fastness of the garment, finishing properties, presentation of the final produced garment.

2.16 Quality Assurance Department:

It is important to maintain a level of quality for every industry or business to get increased sales and better name amongst consumers and fellow companies. Especially for the business engaged in export business has to sustain a high level of quality to ensure better business globally.

Companies who are into export business hold the prestige of the country, and due to this generally quality control standards for export are set strictly. It becomes mandatory to have good quality control and their products as export houses earn foreign exchange for the country. In the garment industry quality control is practiced right from the initial stage of sourcing raw materials to the stage of final finished garments. Here some of main fabric properties that are taken into consideration for garment manufacturing for export basis. There are certain quality related problems in garment manufacturing that should not be overlooked sewing, color effects, sizing defects, garment defects, testing protocols etc.

2.17 Maintenance Department:

In this department I spend 2 days. The maintenance department is enhanced with various professionals who work for maintaining the continuous production system and keep machinery in working condition. Maintenance Department is one of the most important parts of the factory. The maintenance department is mainly responsible to look after the machines and other production equipment in proper working condition and take corrective action against any environmental pollution. The function of maintenance department below

1. Inspection of sewing machines and other machinery in the factory, repairing and up gradation.
2. Maintaining and ensuring continuous power supply in the factory.
3. Maintaining proper water supply, compressors, boilers etc.
4. Planning, design and implement any kind of expansion of the factory.
5. Supply purified water for factory using and washing plant.
6. Purchase of new machinery.
7. Issuing of different spare parts and accessories according to the production requirement.

2.18 Information Technology (IT) Department:

In this department I also spend only 2 days although this department is main operating & important department for a ready-made garments factory. Information Technology refers to the electronically storing, receiving and transmitting of data. Today IT plays a huge role in the apparel industry, right from worker attendance to shipment release. Wherever we need real time data/information, IT is a must tool to have as it makes the task much more manageable and easier. Rose intimates some of it work schedule like as monthly servicing computer hardware, printer, mail, server data base, attendance with face punch, new mail ID create, Meeting with projector, central PA system, printing scanning, data recovery etc. I monitor closely this

department activity. How they fix –up an email address, how they input in server everything I saw during my internship period.

2.19 Commercial & Logistics Department:

In this department I spend 2 days. From the beginning of my carrier I was really weak in this department work procedure. Now I know how to execute their work. During my internship period I gather lots of knowledge from this department. I hope I can apply this knowledge in my current position of my current organization. Not only current organization I can use this experience other place also. The commercial department involves with export and import raw materials and finished garments, manage and provide necessary export and import documents for smooth export-import process in garments manufacturing. Their role is very vital, deal with merchandising and accounts department for their working procedure. Some important work with the export promotion bureau, work with bank, work with BGMEA, buying house management, freight forwarder/shipping agent management, clearing & forwarding agent management, customs bond work, regular office work.

There is Emergency Logistics which means to move goods or objects rapidly in the event of any emergency which could be due to production delay or communication failure. The professional logistics are known as shipping, airport, and freight forwarder. It is cargo, document automation in supply chain management & logistics, inventory, inventory management, software, performance-based logistics, returns management system, reverse logistics, sales territory, supply chain management etc.

2.20 Sourcing & Purchasing Department:

This department also I spend 2 days. This department also an important part of an organization. I closely follow up how responsible people source different types of materials & purchase this materials. Sometimes I also help them for sourcing the better quality items. Sourcing & purchasing department along with apparel merchandiser plays the vital role to execute and shipment of export order successfully. Merchandiser must make sure that all approvals related to fabric and trims should be coordinated with the sourcing department in given timeframe. Fabric sourcing department is basically engaged in determining how and where its merchandise i.e. fabric will be obtained within the scheduled time and cost. Sourcing department must have knowledge about all varieties of fabrics and trims in order to execute their functions effectively. Some of important issue for sourcing like as local manufacturer, traditional export, international sourcing, global sourcing, off-shoring, global manufacturing.

2.21 Marketing & Merchandising Department:

I spend in this department 6 days. Merchandising is my passion. Rose Intimates have strong marketing & merchandising department carries out three major functions, which according to the size and organizational structure of the company, may be combined or may be separate entities. The primary functions of this department are as bellows,

Marketing: It involves all the activities for direction the flow of goods from producers to consumers. Regardless of the size of the company and its organizational structure, the marketing function deals with the following subjects as marketing calendar, product pricing, price evaluation, bracketing prices, product planning, customers etc.

Merchandising: This is a specific activity, which concerns itself with product development, overall production strategy and the delivery of merchandise to customers. Merchandising not only has to adjust rapidly to market variations, but also has to anticipate these changes. Distribution is the second major element of marketing and is involved with the physical movement of merchandise from the factory warehouse to the retailer shops or central stores.

Most clothing factories use what are called as direct channel of distribution whereby goods are delivered to the retailers' premises or sub-distributors without going through a second party such as wholesaler. Apart from the physical distribution of goods, merchandising section is

Sales: The third element of marketing is 'sales promotion'. This is aimed at motivating retailers and public alike to purchase merchandise product under a specific brand or designer name. Promotion is based on effective communication. The four channels of communication used are advertising, publicity, personal selling (one –to – one selling), presentations (fashion Shows). The other functions of the marketing department are; market research, selling, sales forecasting and budgeting, some of important feature follow from merchandising,

Product Package Terms: Name of buyer, order quantity, delivery date, size and color break down, fabric GSM (Specifying percentages), knitting pattern, fabric GSM, measurement sheet with pictorial description, stitching details, details of folding and finishing accessories, details of printing, details of washing etc.

Order execution: Buyer searching, tech-pack received, photograph of style, style name and number, fabric details, trims and accessories details, graded spec sheet, construction details, washing method etc.

Consumption: The familiar formula for consumption is used to have the consumption of different parts of garments. The formula is:

$(\text{Length} + \text{Allowance}) * (\text{Width} + \text{Allowance}) * \text{Number of Parts} / \text{Fabric Cut able Width} / 36$
 $* \text{Number of Garments} + \text{Wastage in Percent} (\%) = \text{Results in Yards}.$

Costing & Pricing: Fabric is the biggest component of any garment costing. Merchandiser takes formal commitments from fabrics suppliers while taking price quotes regarding finished width of fabric, shrinkage, elongation etc. Group provides all trims and accessories price giving by buyer. Buyer communicates directly with suppliers to give price. By adding washing cost, test cost, CM of garments, buying house commission merchandiser prepares the price of the garment. Standard Group performs the CM costing by doing costing system of SMS (Standard Minute Value).

2.22 Supply Chain Department:

In this department I spend only 1 day. Supply chain management links all the supply interacting organizations in an integrated two way. The communication system to manage high quality inventory in the most effective & efficient manner. The supply chain management reflects those actions & values responsible for the continuous improvement of the design, development & management processes of an organization's. Supply system, with the objective of improving its profitability & ensuring its survival, as well as the profitability & survival of its customers & suppliers. The supply chain stage are as follows, raw material supplier, manufacturer, wholesaler & distributor, retailer customer etc. Rose Supply Chain system working as many terms and depending tools like as location, transportation and logistics, inventory and forecasting, marketing and channel restructuring, sourcing and supplier management, information and electronic mediated environments, product design and new product introduction, service and after sales support, reverse logistics and green issues, outsourcing and strategic alliances, metrics and incentives etc.

Chapter 3

Critical assessment of Internship work

3.1 Application of Generic and Industry specific courses during internship

During my academic period in Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) program, I had generic and industrial courses. This course have helped me to understand my workplace very deep and knowledgeable. I gained knowledge of the organizational behavior, organizational complexity and industrial culture. Now I can understand the observable symbols and signs of organization culture such as the way visitors are greeted, the physical layout etc. This knowledge helps me to find ways to upgrade the

workforce and enhancing inter-organizational activities as well as family days. Now I can properly understand the fact that the factory operation right people in the right positions, putting tools and strategies to work that can help to improve the workforce. Now I have clear understanding about all the administrative works and updating employee's performance reports. I have gained knowledge on how to ensure that mechanisms exist to upgrade employee's skills to match. Now I know about labor law and labor relations. I can communicate the workers with top level and mid-level management. Compliance and performance management Now I register these concerns and react upon them in an appropriate, timely and responsible manner. From the learning of **Industrial Engineering (KIM-202)** sessions, I have learned about the whole production process of garments industries and types of processes with their advantages and disadvantages such as make through systems, assembly or group production systems, unit production systems, straight line production systems, modular production systems, progressive bundle systems. Also I have gained knowledge about the various sections of garments industry such as sample, CAD, cutting, sewing, and finishing etc. I have learnt some ideologies of IE which help me to understand about efficiency and effectiveness of work.

3.2 Suggestion for industry improvement

My internship during time I found here some improvement area below some points

Line balancing : After 3 days new style output , need get capacity in each operator to find out the line bottle neck areas and each bottleneck operations need to have a plan to improve by using method and time study tools. By using this capacity studies and technique of Engineered Garments line has to re-balance to solve the bottle necks. Required monitoring of each individual operator efficiency & performance till the line reached their plan targets. Production team will monitoring the hourly production in each line and will update progress in hourly basic. Line industrial engineering officer or work study officer will update the line blanching graph as per actual production output so that easy to identify the fall back operation and can take the action fast , Also Line balancing graphs of Garments Worker required to get sign by PM/Factory Manager/GM.

Line Balancing and its benefit: Line balancing is a production strategy that involves balancing operator and machine time to match the production rate to the Takt time. Takt time is the rate at which parts or products must be produced in order to meet customer demand. Rose some sewing line are proper line balancing that's why some operator is over flow and some operator is idle time.

1. Calculate Takt time
2. Perform time studies
3. Identify bottlenecks and excess capacity
4. Reallocate resources
5. Make other improvements
6. Reduce wastage
7. Reduce WIP with smooth line operation

Line balancing is an optimization problem with significant industrial importance. By improving the efficiency of their lines, manufacturers can reduce the wastes of Lean manufacturing and unlock more value.

3.3 Learning for self-improvement

During this internship period, I developed my working quality as expected. Also I am trying to accomplish my intern responsibility on time. I always tried to find another work after completing running work. In this time period I was trying to improve my work in essence against challenges. My attitude was positive when I took those challenges. I tried to improve my efficiency by overcoming those challenges. Now I follow my boss's instruction and company rules. I co-operate with other staffs and achieve my work quality as expected. After finishing my tasks, I report the necessary element and information timely to my supervisor.

In my running organization I played a role of costing in-charge. But when I worked in Rose Intimates Ltd costing department I found an updated costing sheet which is more effective for me. Recently I also use this cost file in my running organization & I feel this cost sheet is easier for me.

In my merchandising execution is easier for me after completed this internship program. So, I can say really I got the appropriate merchandising method from this training period.

Chapter 4

Conclusion

In the conclusion I can easily say that this internship report is really essential for every Post Graduate Diploma in Knitwear Industry Management students to get idea about knitwear garments industry. By completing this report I have got overall idea of RMG sector and these may be helpful to know about the technical and management knowledge of garments industry also these sector related organizations. This is a huge sector and yet to discover the whole. I want to thank my department Head for giving me great opportunity of learning. This Internship program will help me in the further challenges of life. I try my best to make this project enriched with lots of apparel related documents. Rose Intimates Ltd. is really a good experience for me because every person of there so much helpful and give me the proper methods of practical learning. So, at last, there is a hope of eradicating all the obstacles and become the leader of garment industries in near future.

This industrial training gives me actual picture about man, machine, materials, methods & market. I have earned the direct knowledge about the raw materials, actual running condition of the machines, working technologies, production follow-ups & the administration.

This mill is a well-planned with enough expansion facilities, the working condition & the relation between employer & worker is wonderful.

I'm enough fortunate to get an opportunity of having a training in this factory. During the internship period I received cordial association & co-operation from the authority & higher management. I found all the man, machines & materials in appreciable condition.

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