

Report On
Columbia Garments Ltd.
Focused on different department

By
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24281089

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
November, 2025

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Declaration

It is hereby declared that

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

Student's Full Name & Signature:

Omma Habiba Mitu
24281089

Academic Supervisor's Full Name & Signature:

SK Nazmus Saaqib
Sr. Trainer, BIGD
BRAC University

Letter of Transmittal

SK Nazmus Saaqib

Sr. Trainer

BIGD, Brac University

66 Mohakhali, Dhaka-1212

Subject: Internship Report on Columbia Garments Ltd.

Dear Sir,

I'm very grateful and pleasure to submit my internship report on Columbia garments ltd. Which I was appointed by your supervision.

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

I trust that the report will meet the desires.

Sincerely yours,

Omma Habiba Mitu

24281089

Executive Development Center, BIGD

Brac University

Date: 08 November 6, 2025

Non-Disclosure Agreement

This page is for Non-Disclosure Agreement between the Columbia Garments Ltd. and Omma Habiba Mitu.

This agreement is made and entered into by and between Columbia Garments Ltd. and the undersigned student Omma Habiba Mitu at EDC, BIGD, Brac University.

Student's Full Name & Signature:

Omma Habiba Mitu
24281089

Industry Supervisor's Full Name & Signature:

Md. Akramul Haque
Sr. Manager (HR, Compliance & GS)
Columbia Garments Ltd.

Acknowledgement

My sincere gratitude goes to my academic supervisor SK Nazmus Saaqib, coordinator of Academic and training program at BIGD, Brac University, for his continuous encouragement, constructive feedback, guidance, support in every stage in my internship period. I'm equally thankful to my industry supervisor, Md. Akramul Haque, Sr. Manager (HR, Compliance and GS) at Columbia Garments Ltd. whose continuous support, opportunity to work different department, practical guidance.

I'm also thankful to everyone who help me in my internship and all department head in Columbia Garments Ltd.

Executive Summary

Post-graduation diploma in knitwear industry management is designed to create RMG leaders, because RMG sector contributing significantly to export earnings.

I'm very grateful that I have complete three-month internship in Columbia garments Ltd.

Columbia garments is a reputed and 100% export-oriented garments factory. This report is a reflection of my learning, experience in my internship. By this report I try to overview of this company structure and organogram. I try to show how the all department of a factory are interrelated which types of communication build a strong relationship for production flow.

Moreover, in this internship period I got opportunity to explore all department in factory and their activities.

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List of Acronyms

PGD	Post Graduation Diploma
ERP	Enterprise Resource Planning
GOTS	Global Organic content standard
GRS	Global recycle Standard
OCS	Organic Content Standard
COO	Chief Operation Officer
QMD	Quality Management Department
GS	General Service
HRM	Human Resources Management
PO	Purchase Order
KPI	Key Performance Indicators

Columbia Garments Limited

Chapter-01 Overview of Columbia Garments Ltd.

1.1 Overview of the Organization:

It was 1989 when Columbia Garments Limited was start its manufacturing journey in Bangladesh RMG sector. It is a sister concern of M&J group. Later on, Columbia Garments limited shifted to this present location in the year 2001 and started its journey with a new dimension. Columbia Garments Ltd has been developed a culture of innovation, longevity and value. We go far beyond just providing on time, quality, product to our clients. Columbia Garments limited is country's One of the leading 100% export-oriented Company and earned handsome reputation in the garments sector of Bangladesh. This Organization is having 91,929 sqf land area.

Columbia Garments Limited has been become one of the most reliable apparel manufacturer providers with high quality garments to lead the fashion brands like Target USA, Inditex (Zara), Uniqlo (GU) In the (EU), Levi's and USA.

Columbia Garments Limited is expert on Woven Garments Manufacturing. The product range covers basic and fancy Jeans pants, Cargo pants, Short pants of men's, kids and ladies. Columbia Garments Ltd aspires to be the leading supplier in global fashion business by offering best practice and knowledge in producing readymade Garments.

Columbia Garments Ltd is working with:

- RSC (RMG Sustainability Council).
- Nirapon (Safety for all).
- Better work Bangladesh
- RCS, OCS, GOTS, GRS
- Higg Index.

1.2 Objectives:

The main Objectives of Columbia Garments Ltd is to conduct transparent business operation based on market mechanism within the legal and social framework with aims to attain the mission reflected by its vision.

1.3 Organization Mission and Vision

Mission:

The Mission of Columbia Garments Ltd is to manufacture top quality readymade garments by practicing advanced technology in production processes to attain superior customer satisfaction and maintain excellence.

Vision:

The vision become a leader as a dependable and trend setter supplier of readymade garments in global fashion business by

- Strictly Following the latest fashion trends and industry needs.
- Offering world class products using advanced technologies.
- Adhering to on time deliveries according to buyer needs.

1.4 Morals and Ethics:

Columbia Garments Limited takes pride in how our people conduct themselves with integrity, while delivering excellence to our clients. Its approach to ethical behavior and compliance with local law and regulation has been recognized by our clients and others. Columbia Garments Limited is committed to complying with national and international anti-bribery laws. Columbia Garments have established a relationship with many companies.

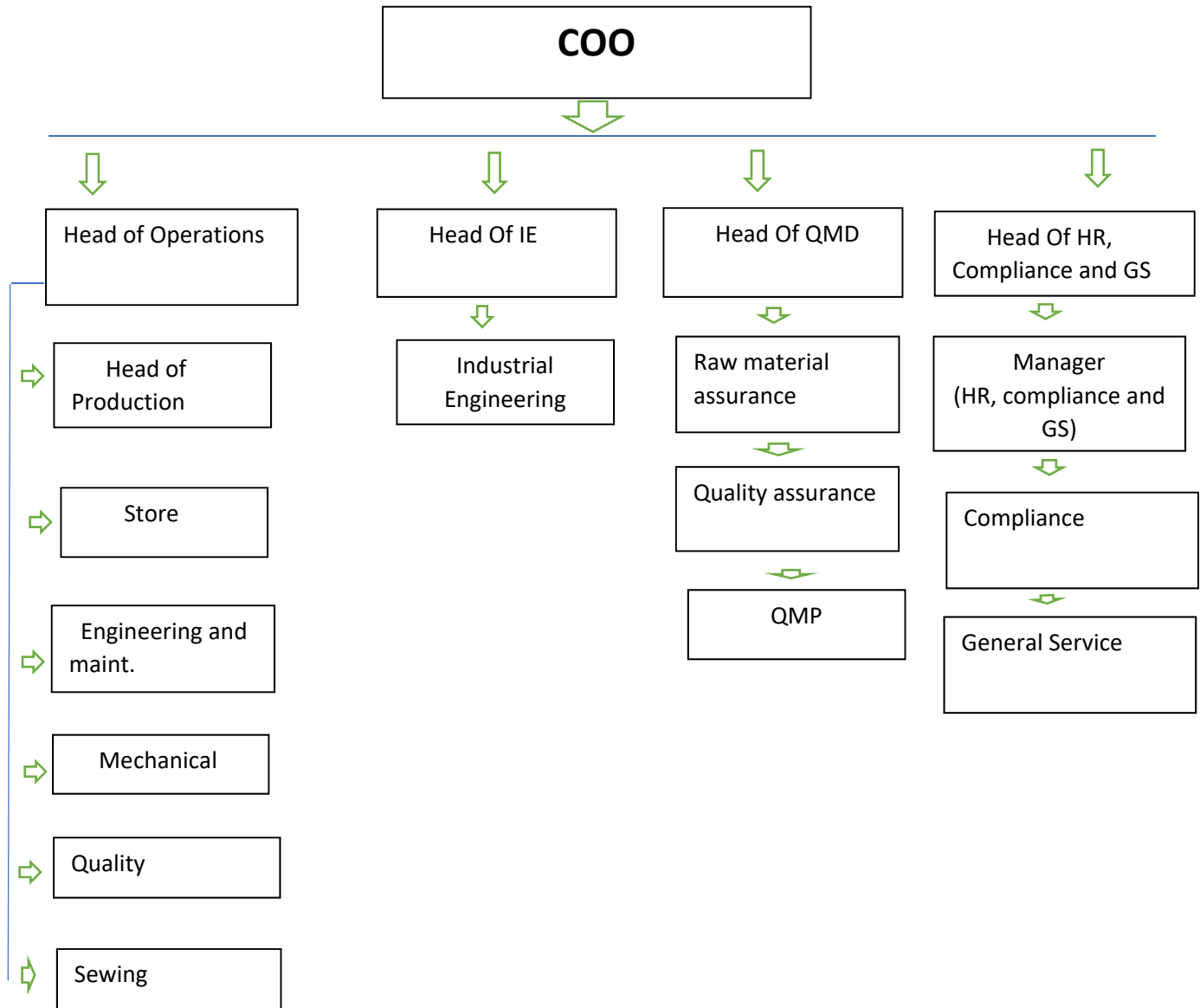
1.5 Purposes and core value:

The purpose of its to positively impact lives, transform communities and make the world a better place unites professional working collaboratively across a broad range of discipline. The core value are built on superior customer satisfaction principles. Columbia Garments Limited strive to achieve every day by maintaining.

- Fashion Sensibility.
- Innovation
- Sustainability
- Service Quality
- Corporate Dignity and Reliability.
- Legal, Ethical, Social and Environmental responsibilities.
- Personal Sincerity.

- Customer Satisfaction
- Latest Technology
- Fair to all
- To provide a Safe workplace and promote healthy work habits.

1.6 Organogram of Columbia Garments Limited.



1.7 Organizing Sections:

- Cutting Section.
- Sewing Section.
- Finishing section.
- Packing section.
- Human resources.
- IE
- Planning.
- Accounts.
- It
- Audit.
- Utility section.
- Store.
- Costing and Budgeting.
- IT Department.

Chapter-02

Description about task accomplishment

In my Internship I was work with different department in Columbia garments ltd. while working in those department I have gathered knowledge about the present condition of each department. I was trying to understand the working condition, SOP of each department and what types of policy I have to follow for the work. I was trying to understand the strong and week points of those department because I feel like I'm not just going to learn from here but also create a positive platform where I can express my ideas and thoughts if it benefits those department in any way.

Serial No	Department Name	Working Days	Remarks
01	Human Resources, Compliance, Environment and sustainability.	10	
02	Planning Dept	10	
03	IE Dept.	10	
04	Store Dept.	10	
05	Sewing	15	
06	Finishing and Packing.	11	
Total		70 Days	

Table for Department wise working days

In My internship I was work with six department those are given below:

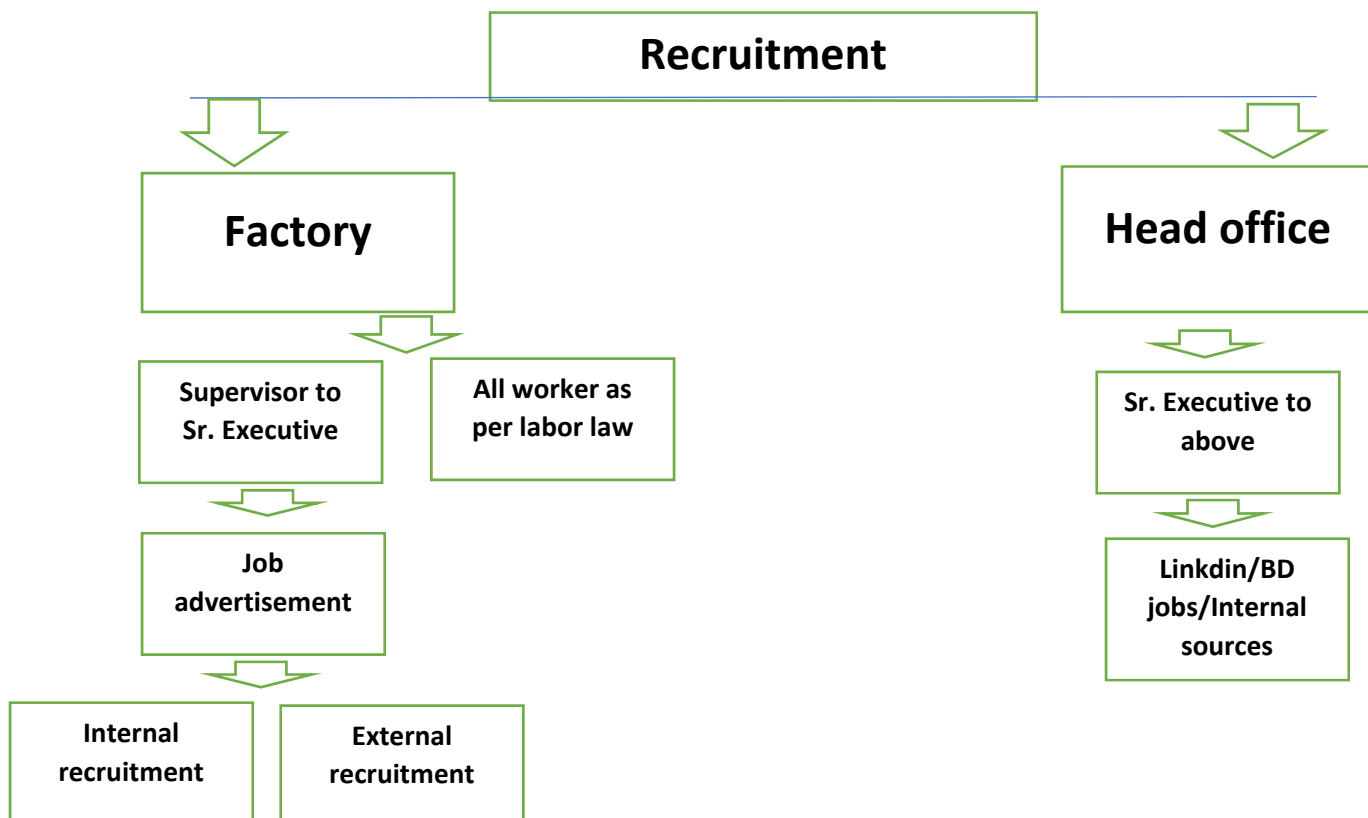
1. Human Resources, Compliance, Environment and sustainability.
2. Planning.
3. IE Dept.
4. Store.
5. Sewing.
6. Quality.
7. Finishing and packing.

2.1: Human Resources, Compliance, Environment and sustainability:

As an employee of human resources and compliance it was very easy to work in this dept. Human resources is the department of whose main function is to provide all kinds of benefits to employee. The main task of this department is given below:

Recruitment: The main objectives of recruitment is ensuring the appointment of qualified personal by adhering to the recruitment policies as per the law. Columbia Garments Ltd. follow Bangladesh labor law-2006, ILO convention and M&J group COC to established a perfect human resources department. In recruitment system I had work with Job offering, screening CV, Selection and prepare interview schedule. Columbia Garments have a strong Recruitments committee for recruitment to smooth the work. I also work like a team member.

The system of recruitment is given below:



After recruitment HR section have more practice too.

Employee Engagement-

Engagement is more than the concept of employee satisfaction to drive high performance, organization need engagement employee, not just satisfied employees Columbia garments Ltd.

explain to key concept related to engagement

- Work engagement
- Employee engagement.

In Columbia garments employee engagement is a border concept than work engagement it includes two things

- The connection of the employee to their work and
- The connection of the employee with their organization.

Performance management-

In Columbia Garments Ltd. performance management is important for both managers and employee alike. For managers it enables them to clarify key organization goal and priorities, measures subordinates work performance and motivate them by recognizing achievement. The way of performance management to achieve the goal are:

- Performance appraisal.
- Strategic performance management
- Apply ability- motivation-opportunity model
- GOAL setting theory.

- Engagement and performance management.
- Rating.
- Ranking
- Managing Underperformance.

Learning and Development-

Learning and development is one of the core responsibilities of HR in Columbia Garments Ltd.

Exit Management-

The exit management process may vary as and employee contract commonly comes to an end following:

- Termination by employer
- Termination by employee
- Retirement.
- Dismissal.
- Retracements.
- Resign.
- Long absent.
- Death.

Compliance:

Columbia Garments Ltd. has formed a component compliance and HR department to work independently and impartially without any intervention and directly report to GM operation. This

Department is responsible to conduct internal, social audit on a regular interval every year to explore any dissatisfaction and non-compliance issue and prepare a comprehensive report detailing the fact finding and remedial suggestions to improve the overall condition of the factory.

The Compliance and HR Department will ensure the following procedure and guidelines in order to conduct the audit:

- The Audit plan date, place and time will be finalized by the compliance department in consultant with the factory head.
- If Necessary, the compliance department can also be empowered to conduct social audit at the factory without any prior notice.
- The audit team will conduct independent and unbiased social audit without any intervention of the factory management.
- Interview of the workers, supervisor of management staff and checks for all kinds of documents.

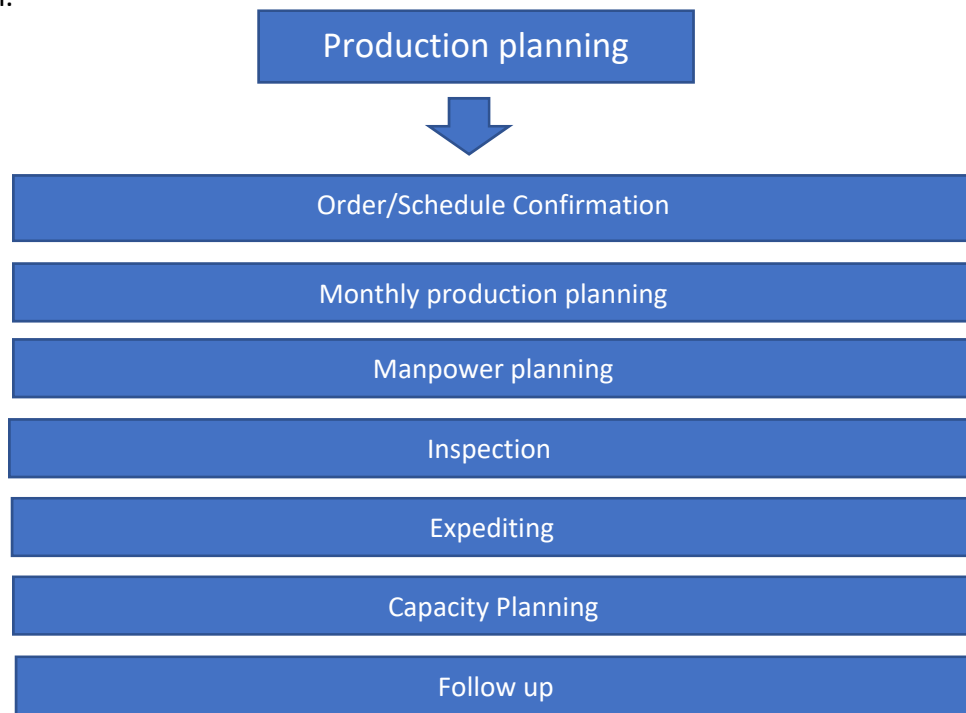
2.2 Planning:

Production Planning team which is responsible for all aspect's coordination of production in a factory to ensure on-time delivery. When I was worked in planning department i see the main function of planning department is demand forecasting, Order analyze, making schedule of production and monitoring final shipment.

Planning department always work communicate to others department like merchandising, Sewing, cutting, finishing to achieved on-time production.

Planning department setting targets based on buyer orders and breaks buyer order into line to ensure on-time shipment.

Planning department works like a bridge between all other department to control production as per buyer requirements. The main goal of planning department is to output maximization, waste minimization.



Function and flow chart of production planning

2.3 IE Department:

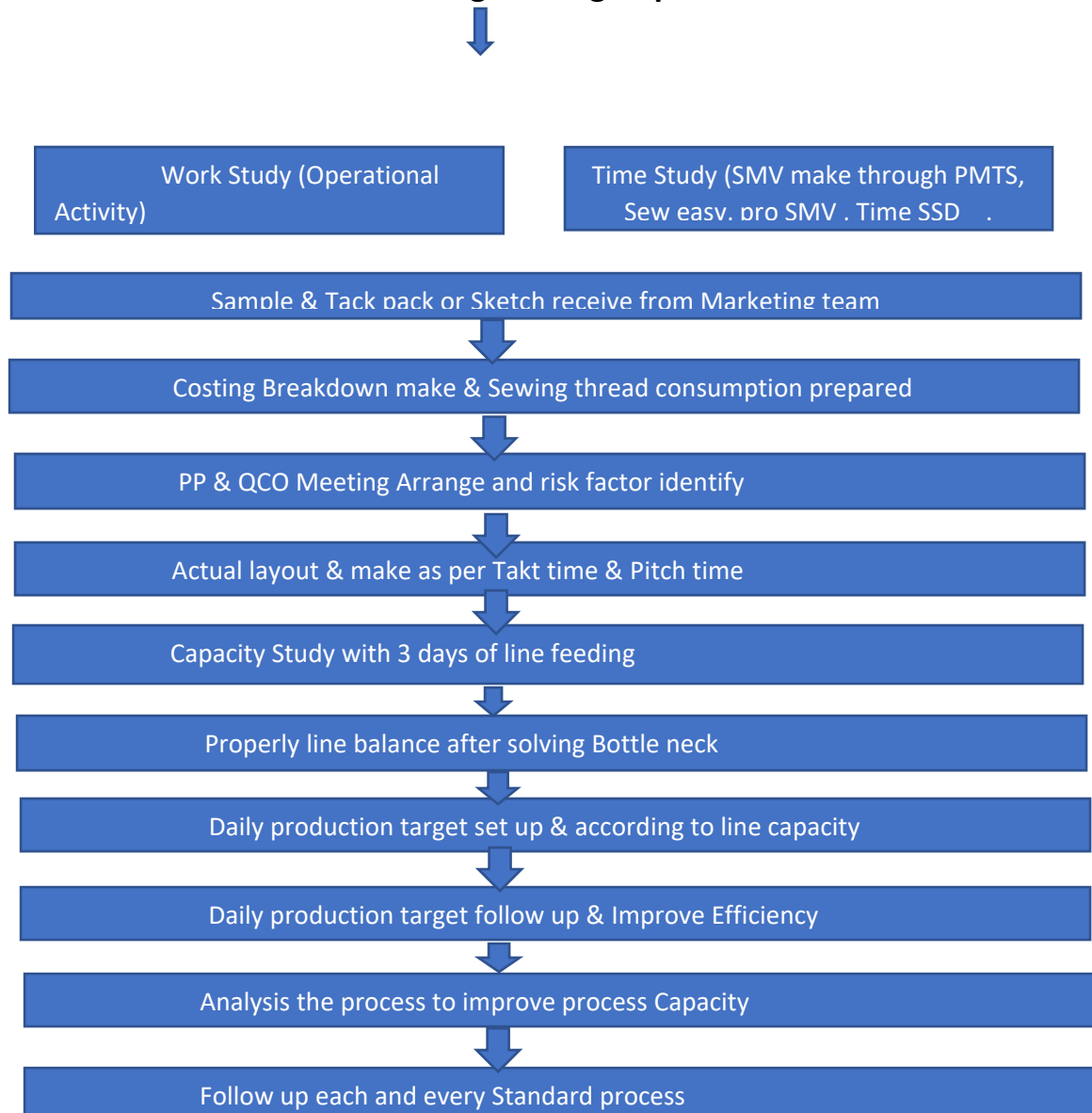
Columbia Garments Ltd. Industrial engineering (IE) department is concerned with the design, improvement and installation of integrated systems of man, machines, material and equipment proper utilization through the continual improvement by improving efficiency. Here IE is a branch

of engineering that focuses on optimizing compel processes, systems and organizations by improving efficiency, productivity, and quality.

In Columbia Garments Ltd IE department has some objectives those are:

1. To increase the productivity.
2. To eliminate the waste and non-value adding operations.
3. To improve the effective utilization of resource.
4. To reduce the production cost.

Industrial Engineering Department



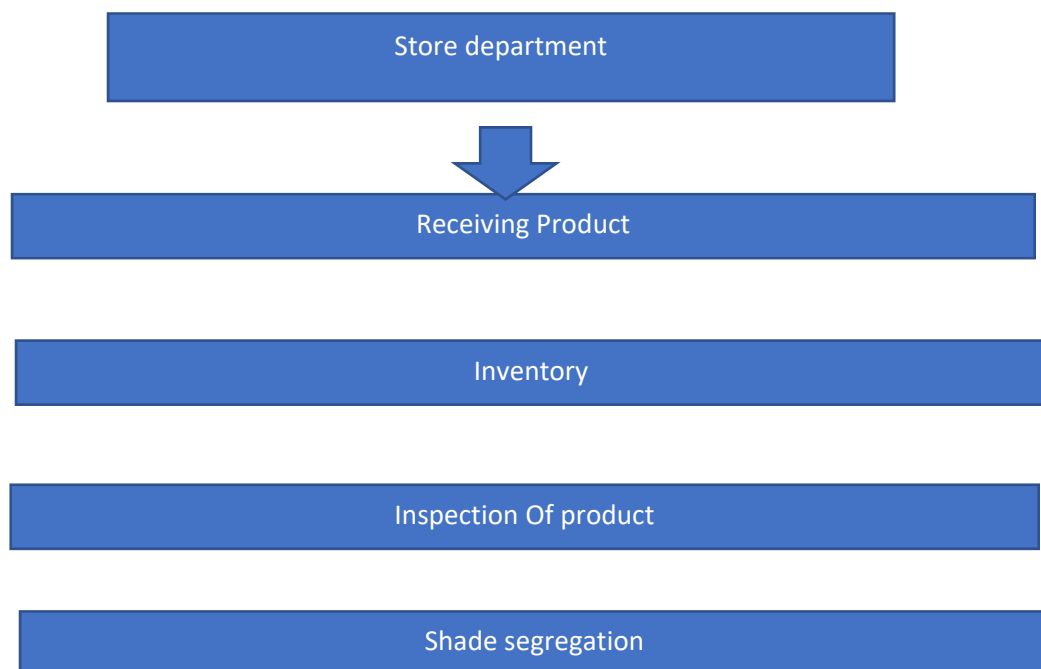
2.4 Store Department:

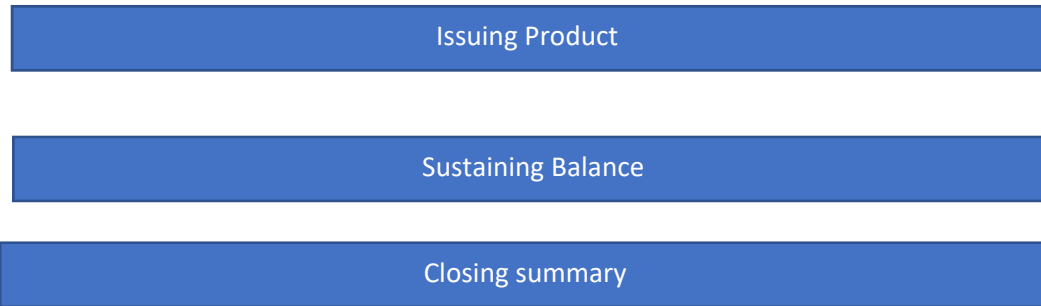
In Columbia Garments Ltd store department plays an important role, store department ensure smooth flow of materials from suppliers to production lines. When I work in this department, I had opportunity to explore ERP software.

The First responsibility of store department is to received all raw materials such as Fabrics, threads, zippers, buttons, different types of buttons and different types of accessories. In store department I was work in checking Materials against purchase order, challan, Invoice. After checking the materials, I was preparing a note for goods and uploaded the details about the materials in Columbia garments ERP system. There have also a manual record book.

When I was working in store department, I received shortage zipper for Levi's Buyer quickly I inform this issue in store manager he suggests me to contract merchandising department.

In store department there have a flow chart:



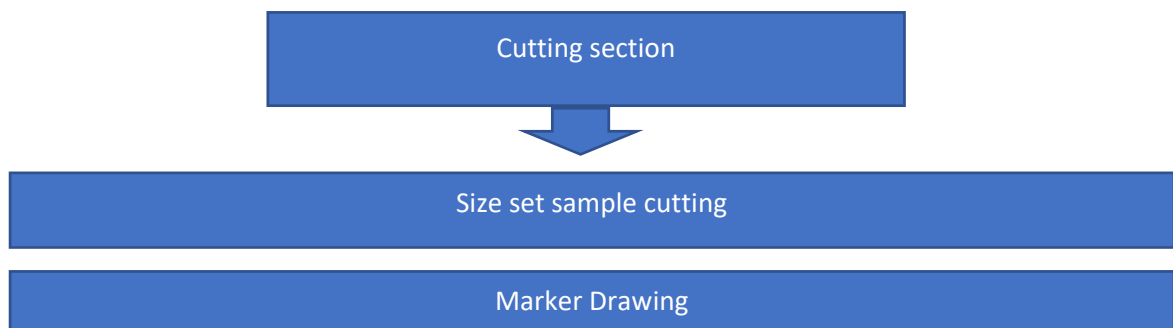


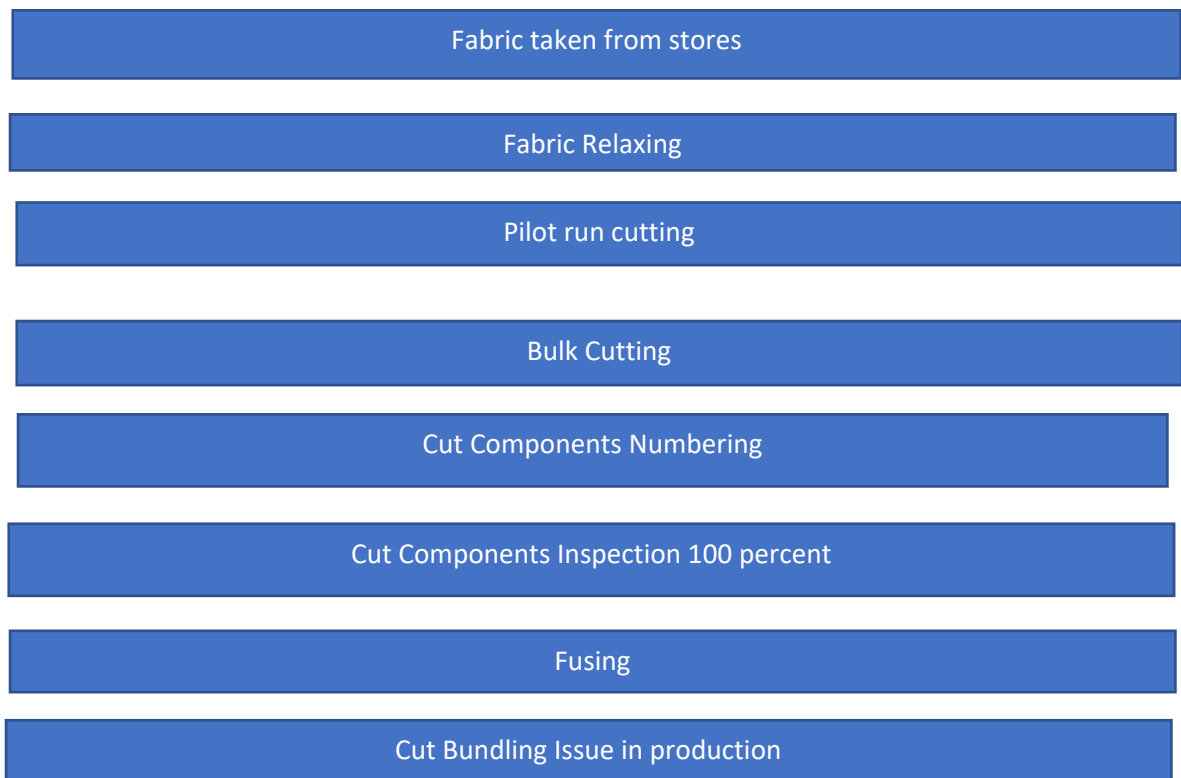
2.5 Cutting Section:

When I was work in cutting section, I was deeply attached with how to make garments patterns. Its work depends on obtaining a cut order, receiving and relaxing fabric, spreading multiple layers of fabric. The perfect patterns are more important for fabric utilization, quality control, scheduling of production.

When I was worked in cutting section first, I was received cut order. After receiving cut order sheet and production plan from the merchandiser I follow up cutting the size set sample of Buyer Target USA by the help of Cutting manager. Sample room must send the sample patterns for the size set sample. Base on the fabric need to make pattern as per shrinkage wise. Cutting manager follow-up fabric shrinkage report for making the patterns per shrinkage.

The following flow chart help me understand the cutting operation:





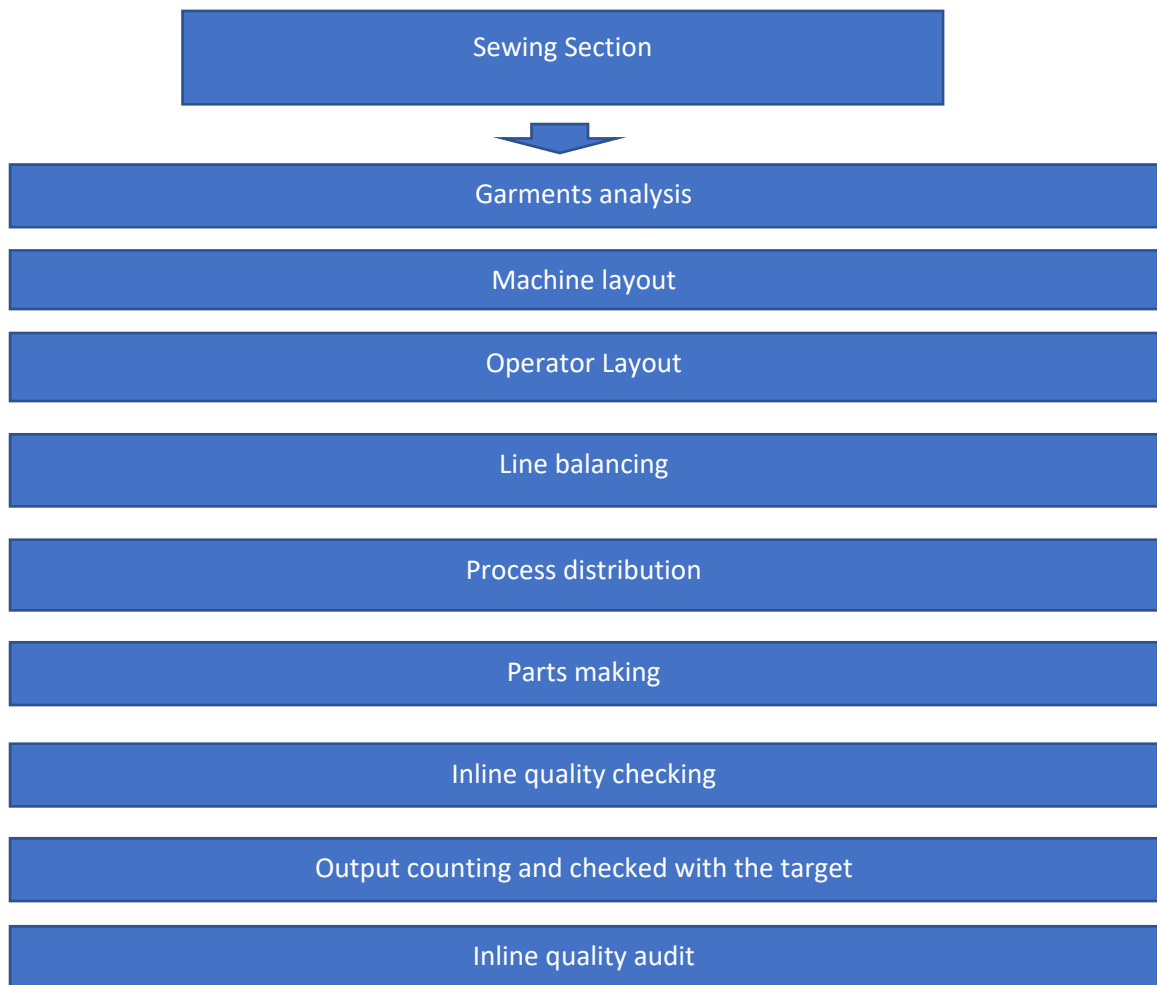
2.6 Sewing Section:

In Columbia Garments Ltd. they think that Sewing department is the heart of this factory. In sewing department, I had opportunity to work here 07 days. Sewing department is responsible for join different parts of a garments like Collars, sleeves, pocket. Sewing section is responsible for join all garments parts by following required quality, properly managing production smoothly.

First sewing department collect cut garments parts from the cutting department. There are 09 sewing line in sewing department each line has 1 line Chief and 2 supervisors to ensure smooth sewing and production. Input man Distribute cutting fabric parts, zipper, belt etc. among the operators and helper then the operator starts sewing. when I worked in sewing section, I was played a role of line chief to understand the work very deeply. While I was working in Sewing

department in my line worker was working for Buyer: Levi's, style No: A7221-005 an operator was doing uneven front pocket rolling because of machine guide adjustment problem she already done 30 pieces uneven front pocket rolling mistake then immediately I inform it to line In charge then he advises me to call mechanic to solve the problem finally I solve the problem.

In Columbia Garments Ltd. Sewing department flow chart are given below:



Chapter:3

Critical assessment of internship work

I finished my internship at Columbia garments ltd. I my internship I, I got opportunity to work 6 different department HR and Compliance, IE, Planning, Store, Cutting, Sewing. Even though I worked in a few of these departments, I still had to communicate with all department of Columbia garments Ltd. While Communicating those department I really acknowledge that all department of a garment's factory are interrelated. Each department communicates very well to carry out their work smoothly so that there is no hampering in production, Quality and on time shipment but I noticed that absenteeism and employee rotation sometimes create negative impact on production flow. For unauthorized absenteeism management need to pay overtime to maintain production, absenteeism creates negative impact among employees, absenteeism affects buyer satisfaction for delay shipment, absenteeism creates over workload of remaining employees.

While I noticed this issue from my side, I advise some opinion to reduce this problem those are given below:

- Try to maintain comfortable work place so that employees think they are very valuable in his department. I also arranged a Training program for Department head, line chief, Auditor about how to reduce absenteeism and how to managed employees and importance of employees.
- I also advise to management to create policy of reward for those who have good attendance record.

3.1 Application of generic and industry specific course during internship:

The PGD-KIM course has been passion of mine since I studied for the academic session before I was admitted in this PGD course. I though it would help me a lot Professionally and I would be able to create myself as a good leader. During my internship I always try to apply generic and industrial course which I learned from PGD-KIM.

From HR Skills and competencies course I understand Bangladesh labor law-2006 and labor act 2015 how its help to pay employees terms and condition, from this i know the ethical practice of readymade garments and I apply it on my internship when I was making disciplinary procedure. Compliance help me ensures legal and social compliance requirements to comply labor law, buyer COC. I apply motivation for employee engagement, create good work environment. HR strategy help me to create strategic HR plans, recruitment, training, performance evaluation. Leadership skills helps me understanding leadership traits. Industrial relation helps to handle trade union. Safety committee.

From Analytical skills I have learned analyzing Planning, production efficiency and most effective employee performance. I learned what is the relation of Production output and defect rates from correlation. I applied mean median to identify the average production capacity, I applied standard deviation to find variation of all sewing lines, finishing lines and packing lines. I applied hypothesis testing in finishing section installed a new button machine increase productivity 6 % from the old button machine, I applied hypothesis on planning section for demand forecasting.

The most interesting course is business operation skills I analyzed SWOT in Columbia Garment ltd. which I learned from this course the Strengths, weakness, Opportunity and threats. I learned

Financial management, project management, Basic of business economic, Business Strategy which help me to run business and make myself a successful leader. From business operation skill I learn how to attract consumers by developing product and marketing. From this course help me to understand smart decision making system.

From Communication skills I applied from this course that is effective communication, good command helps to increase productivity. Smooth communication can help me to communicate different department. When I was working in sewing section I noticed as line chief there need good communication with employees for perfect production flow it helps to understand production targets and quality requirement. Good communication skills helped me when I was work in store department and I always communicate merchandisers and supply chain management by following communication skills. Professional CV and e-mail writing help me create professional CV and e-mail.

In Industrial Engineering course teacher provide knowledge top to bottom in IE. I learned here how to reduce waste and maximize productivity, proper way to calculate SMV, line balancing for smooth production flow, way of reduce bottlenecks. I was work in IE department and help to apply 5s in Sewing section which I learn from IE class. Teacher provide knowledge how we reduce unnecessary materials from workplace, arrange machine, keep work area clean, make good SOP, continuous improvement. I also learn how VSM help us to identify non-value-added task, over processing. I was work in IE department and work deeply for time and motion study, work study and process improvement.

From Quality management system I learned how Policies and procedure effect in factory. Knowledge about Proper documentation system help me to work on my internship when I was worked in different department, I noticed that some of SOP are not organized properly and I advise to make SOP more effectively. I learn to write CAPA and apply it when I was work in HR and Compliance section and arrange and internal audit. I also learn about international standard as ISO 9001, BSCI, WRAP, SEDEX.

3.2 Suggestion for industry improvement:

During my internship I noticed a lot of observation in Columbia garments ltd.so I have some suggestion for Columbia garments ltd. those are given below:

- Installing automation and modern technologies must be adapted.
- Implement Lean manufacturing tools.
- Implement Motivation reward system.
- Recycle and waste reduction.
- Brand development.

3.3 Learning for self-improvement:

When I was learned about the syllabus of PGD-KIM I was so excited to admit in this program. As an employee of HR and Compliance I have no idea about the all departments of a garments industry, after that this program increased my strengthens of analytical skills, Communication skills. Specially factory operation understanding like buyer to shipment and entire industry

system. From this program now, I able to manage people performance, team performance, building of employee capacity, standards of health of safety in industry, I also able to handle social, technical and buyer audits. Business communication increased my ability of effective email writing, reporting and presentation skills. PGD-KIM program not only helps me in my profession but also it helps me in my career growth. Through the program professional network helps me learn about the culture of another group.

Chapter: 4

Conclusion

Bangladesh is leading RMG sector in world, for this PGD-KIM is a most important program for me as an employee of RMG sector. I think the nine months of PGD Program is an investment of my long-term profession. At the end of this program I realize that we all should work for sustain the RMG sector for future generation.

If We who have graduated from this program apply theoretical knowledge practically, many leaders will be created in RMG sector of Bangladesh. The RMG companies will invest less in hiring human resources from other countries.

Reference:

- Columbia Garments Ltd. <https://www.mj-group.com/columbia-garments-limited>.
- <https://www.textiletoday.com.bd/>

- Bovee, C.L., Thill, J.V., & Raina. R.L Business Communication Today (14th ed.)

Face-to-Face Meeting:

Meeting 01:

Company: Columbia Garments Ltd.

Person: Md. Abul kalam Azad

Topic: how to increased productivity.

Meeting 02:

Company: Columbia Garments Ltd.

Person: Md. Akramul Haque

Topic: Absenteeism

Appendix:

- <https://www.bgmea.com.bd/>
- BRAC University. (2023).PGD-Kim Program curriculum & Course Outline.
- Columbia Garments Ltd. (2025) internal Policy and Procedure.
- Columbia Garments Ltd. (2025) SOP of different department.

