

Report On
Sustainable Sourcing and Operations Process of
IDKIDS (HK) Ltd. Bangladesh Liaison Office

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
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 have acknowledged all main sources of help.

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Letter of Transmittal

Nazmul Islam

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Subject: Report On Sustainable Sourcing and Operations Process of IDKIDS (HK) Ltd.
Bangladesh Liaison Office.

Dear Sir,

This is my pleasure to display my entry level position provide details regarding' supply chain activities in Bangladesh Liaison office of IDKIDS HK Ltd, which I was appointed by your direction.

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

I trust that the report will meet the requirements.

Sincerely yours,

Khandoker Farzana

ID: 24281013

PGD KIM, Batch-28

Brac University

Date: 17 November 2025

Non-Disclosure Agreement

This agreement is made and entered into by and between IDKIDS (HK) Ltd Bangladesh Liaison Office and the undersigned student at EDC, BIGD, Brac University

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Industry Supervisor's Full Name & Signature:

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Acknowledgement

At first, I would like to thank you almighty for giving me the opportunity to complete my internship report. I would like thanks my Academic supervisor Nazmul Islam, Senior Trainer, PGD-KIM, BIGD, Brac University as well as Industrial Supervisor Wahidul HAQUE, Country Coordinator-Humanitarian Access, IDKIDS (HK) Ltd. (Bangladesh Liaison Office) for unwavering support and valuable advice. I appreciate all the people who have given their support and aided me through the internship tenure. I am extremely thankful to all of them for completing my report successfully. SICIP, BRAC UNIVERSITY and IDKIDS (HK) Ltd who provided me with enormous support and guidance for my internship program to be completed successfully.

Preparing this report was exciting and challenging at the same time. I have gathered extensive knowledge while I was working on this project. I have really learned a lot and have gained valuable experience and knowledge while collecting information for the report. I would like to express my foremost gratitude to other officials of IDKIDS (HK) Ltd. especially Kutay Unsal, (Country Manager), Ahsan Kabir, (Industrial Team Leader) Rafiqul Islam (Quality Manager) and others team members, who helped me, gave me their valuable time and helped me with the most relevant information on the basis of which I have prepared this report. I am grateful to all of them for directing and guiding me in a fine way.

Executive Summary

The internship at IDKIDS (HK) Ltd. Bangladesh Liaison Office was undertaken as part of the Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) program at BRAC University and covered a duration of approximately three months, from early August to mid-October 2025. IDKIDS is a renowned European retail group specializing in children's products under multiple brands including Okaïdi, Obaïbi, and Jacadi Paris, driven by its mission "We Act for Kids." The Bangladesh Liaison Office serves as a strategic sourcing and quality management ensuring sustainable, ethical, and efficient operations across its supply chain. Throughout the internship, I worked across several departments including Industrial, Capacity Planning, Quality Assurance, Modelist (Technical), Human Resource, and CSR, which gave me knowledge to the apparel sourcing process and global supply chain coordination.

This internship allowed me to critically evaluate the operations of IDKIDS and identify areas where need improvement such as strengthening digital integration for real-time monitoring, providing advanced sustainability training to vendors, and enhancing cross-departmental coordination to reduce lead times. I also reflected on my personal development, recognizing growth in communication, analytical, and professional skills, and identifying as well as the need for continuous improvement in technical expertise and leadership abilities. Overall, the internship bridged the gap between academic knowledge and industry experience, providing me with valuable insights into sustainable sourcing, quality management, and global supply chain operations. It has greatly prepared me for a future career in the apparel industry with a focus on ethical production and responsible business management.

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List of Acronyms

FOB	Free On Board
CP	Capacity planner
IL	Industrial Leader
CM	Cost of Making
BOM	Bill of Materials
KPI	Key Performance Indicators
CSR	Corporate Social Responsibility
SMV	Standard Minute Value
TF	Technical File
TNA	Time and Action Plan
PGD	Post Graduate Diploma
KIM	Knitwear Industry Management
PO	Performa Invoice
CRD	Cargo Ready Date
MAD	Material Availability Date

Chapter 1: About Organization

1.1 Overview of the Industry

IDKIDS: an ecosystem of citizens and parents

Employees, franchisees, partners, suppliers, stakeholders, customers, parents and children constitute the IDKIDS ECOSYSTEM united around one project: We Act For Kids. This project requires all members of the community to act individually and as a group to ensure the wellbeing and advancement of children around the world.

IDKIDS: an ecosystem of beneficial and involved brands and early childhood experts

Our members are all driven by the same commitment to We Act for Kids, helping children develop and grow and promoting successful parenting.

- Product brands: Okaïdi, Obaïbi, Jacadi Paris, Oxybul , Catimini, Absorba, Chipie, Lili Gaufrette, Confetti and Z
- Service brands: Rigolo Comme La Vie, N'Joy
- Content and advisory brands: Bubble, ConsoBaby

History: **Consistent development**



1996

Jean Duforest, co-founder of the Camaïeu Group, takes over the children's section of the company with his business partner Jean-Luc Soufflet, with 30 stores, 100 employees and one common goal: "Work to make the world a better place for growing children".



2000

The Okaïdi Brand is officially launched with 100 stores and 440 employees. Okaïdi: a modern brand for children aged 0 to 14, with an affordable, comprehensive product range which respects the ideas and identity of every child in the world.



2001

The Brand is launched internationally. Okaïdi has opened 160 stores all over France.



2002

Okaïdi launches the Obaïbi brand with a new concept intended specifically for babies and young children from 0 to 3.



2003

Creation of the Okworld organization, which became the Okworld corporate foundation in 2007.



2005

Creation of the Rigolo Comme La Vie association, a childcare centre for small children (nursery) meeting the needs of families by creating a link between local neighborhoods and the company.



2005

Jacadi joins idgroup. An authentic, prestigious and contemporary French brand which conjures up nostalgic childhood memories.



2008

The 1st multi-brand idkids store opens, with child-friendly facilities and services for children aged 0-12.



2010

ACT FOR KIDS makes our customers aware of our original mission from 1996. This international approach engages all the IDKIDS brands and its 6000 employees to promote the rights and development of children all over the world.



2010

Oxybul Eveil & Jeux joins idgroup.



2015

ID Group becomes IDKIDS group uniting specialist children's brands in support of WE ACT FOR KIDS.



2016

Opening of the IDKIDS HONG KONG LTD Bangladesh Liaison Office.

1.2. Key Figures: Turnover and Stores



Figure 1: IDKIDS Turnover and Store's in total.

1.3. Company Values

- Respect
- Share
- Progress



Figure 2: Company's Value.

1.4. Okaidi's vision and Mission

Our Vision: Doing Business Differently

In 1996 OKAÏDI decided to make We Act for Kids a cornerstone of its mission statement. Since then, Rigolo Comme La Vie, Jacadi, Oxybul, Bubble, N'Joy and ConsoBaby and ex-Kidiliz brands have all joined us. They make up the IDKIDS ecosystem and strengthen our determination and credibility in:

“Harnessing Business To Make A Better World For Growing Children”

For 20 years we have chosen to do business differently, and from the outset we made corporate, social and environmental issues a priority with our HESSERBraC Corporate Social Responsibility (CSR) charter. We choose to do business differently by working with beneficial and involved brands. Brands that work with and for children. Brands that design universal products and services that are responsible, sustainable and outlast trends. We choose to do business differently to make business a driving force for change and civic engagement. To help every member of the community feel that their goals and actions are meaningful and useful.

The mission of IDKids is “working to make a better world for growing children” should guide every action the company takes. This mission is not limited to selling clothes and toys but extends to promoting sustainable practices, supporting education, and helping parents raise children in a positive environment. The company emphasizes responsibility, solidarity, and creativity as its main values, making sure that its products and services are not only fashionable but also beneficial for children's development.

Our shared mission WE ACT FOR KIDS.

1.5. Organizational structure, Organogram, Branches and Departments

1.5.1. Organogram of the IDKids Bangladesh Liason Office:

IDKids Bangladesh follows a flat organogram, all of the employees report to the Country Manger. Here are two core functional departments which are Industrial Leader (Responsible for product value chain) another is Capacity Planner (Responsible for flow value chain). Other functional departments like Modelist (Fit Technician), Quality, Logistics, Test are supporting department that helps to full fill the objective of core value chains. The full organogram is given below at a glance-

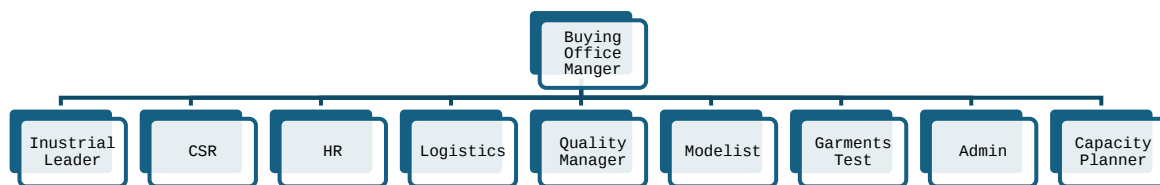


Figure 3: Organizational Structure

1.5.2. Branches and Departments of the IDKids:

IDKids is a global children's fashion and lifestyle group operating in over 70 countries with a network of more than 1,380 stores. Its brands serve different age groups and product categories, ranging from infants and toddlers to children and educational toys. The company's international presence spans Europe, North America, the Middle East, Africa, and Asia, allowing IDKids to reach a wide customer base while strengthening its global brand identity.

IDKids sources its products from multiple countries renowned for their manufacturing capabilities, including Bangladesh, India, China, Turkey, Vietnam, Madagascar, and North African countries. The company uses a combination of direct partnerships with manufacturers and third-party suppliers to ensure quality and efficiency

IDKids delivers its products to customers using different methods to make shopping easy and convenient. Products are available in physical retail stores and online e-commerce websites for countries like France, Canada, China, Africa and Middle East.

Supporting these brands, IDKids has several main departments to manage operations, strategy, and customer engagement:

1. Operations / COO Department

- o Manage day-to-day store operations, logistics, and warehouse management.
- o Coordinates inventory, supply chain, and shipment from factories to retail outlets.

2. Brand & Product Department

- o Oversees product design, brand identity, and quality control.
- o Each brand has specialized teams for design, merchandising, and collection planning.

3. Digital & Client Department

- o Handles e-commerce platforms, digital marketing, and online customer experience.
- o Integrates technology to improve sales, customer engagement, and omnichannel services.

4. Human Resources / Social Affairs Department

- o Responsible for recruitment, employee welfare, training, and corporate social responsibility initiatives.
- o Ensures compliance with labor regulations and supports employee development.

5. Production & Sourcing Department

- o Manages Buying offices, suppliers, raw materials, and factories evaluation.
- o Works closely with the COO to ensure timely delivery of products to warehouses and stores.

6. Finance & Administration

- o Manages budgets, accounting, financial reporting, and administrative support.

1.6. Products or services produced by the Industry:

The group owns by several well-known brands such as Okaïdi, Obaïbi, Jacadi Paris, Oxybul Éveil & Jeux, Catimini, and Absorba. Together, these brands provide a wide range of products

and services that cover children's clothing, footwear, accessories, educational toys, and childcare solutions.

Main Products:

1. Children's Apparel:

- o Babywear, kidswear, and teenwear for boys and girls.
- o Includes tops, bottoms, outerwear, dresses, sleepwear, swimwear, and underwear.
- o Designed with a focus on comfort, style, and sustainability.

2. Footwear and Accessories:

- o Shoes, socks, caps, scarves, bags, and belts.
- o Seasonal accessories to match apparel collections.

3. Toys and Educational Products:

- o Through its brand *Oxybul Éveil & Jeux*, IDKIDS develops and sells creative, educational, and developmental toys aimed at stimulating children's learning and growth.

4. Baby Care Products and Home and Lifestyle Products:

- o Essential items for newborns and toddlers, such as feeding accessories, nursery items, and early-age apparel (from *Obaïbi* and *Absorba*).

Chapter 2: Description about task accomplishment

2.1. My Learning Journey Across Departments

I have done my internship at IDKIDS (HK) Ltd. Bangladesh Liaison Office. And overall total length of my internship there was 65 days from August 2nd, 2025 to Mid of October 2025. During the internship I have worked with more departments along with my current role as Industrial Leader I worked in Quality, Capacity planning, Logistics and Modelist (Fitting) Departments. This chapter presents a detailed overview of my three months of working experience across several departments and the interdepartmental connections necessary to maintain production efficiency, product quality and on time delivery.

2.2. Internship Learning

1. Industrial Team
2. Capacity Planning Team
3. Modelist (Technical) Team
4. Quality Team
5. Laboratory Team
6. Logistics Team
7. CSR Team
8. HR and Admin department

2.2.1. Internship Schedule

Here is the details of the department wise internship schedule date wise:

SL. No.	Department	Start Date	End Date	Duration
1	Industrial Team	4-Aug-25	1-Sep-25	21
2	Capacity Planning Team	2-Sep-25	22-Sep-25	15
3	Modelist Team	23-Sep-25	9-Oct-25	11
4	Quality Team	10-Oct-25	23-Oct-25	10
5	HR Team	24-Oct-25	31-Oct-25	9
	Total			66

Table 1: Internship department visiting schedule

2.3. Department-Wise Learning and Observations

2.3.1. Departmental Insights: Industrial Team

I began my internship journey in the Industrial Department of *IDKIDS (HK) Ltd. Bangladesh Liaison Office*, where I had the opportunity to work for around 21 days under the supervision of the Head of Country Manager and the Industrial Team Manager. The department is responsible for bridging the communication between the global sourcing team, local factories, and the product development division to ensure smooth and sustainable production.

During my time here, I observed and participated in various activities related to factory evaluation, product development, supplier management, and production follow-up. This experience helped me understand how IDKIDS maintains its global quality and sustainability standards through close coordination and industrial efficiency.

2.3.1.1. Key Responsibility of Industrial Team

1. Vendor base management

- Works closely with each vendor to grow its performance through industrial efficiency and desirability
- Implements seasonal vendor sharing through first protos allocation. Consult the global source if they wish to propose outside of the vendor sharing
- Contributes to propose new factories to Global sources aligned with desirability and performance criteria and sourcing strategy
- Participates in the seasonal vendor sharing strategy to make sure alignment with vendors situation.

2. Product development process

- Decides 1st proto allocation by the factory according to industrial capabilities and capacity planner feedback on performance, trying to limit the number of protos provided to Developer

- Follows each step of the development process from sending technical files to PS in close link with developer
- Make sure retro planning is monitored. If issues are met, reorganize retro planning to avoid production delays.
- Ensures 100% cost sheets are provided with 1st proto.
- Ensures close communication with developers and capacity planners during the development process.
- Contributes to writing the T&A (production status) with the capacity planner.
- Enters test reports and cost sheets in Centric.
- Ensures product integrity to avoid failure inspection rate.
- Negotiates claims with vendors in case of quality issues during production and ensures collection.

3. Industrial price negotiation

- Negotiates prices based on the cost sheet to achieve the best industrial price
- Communicates on a regular basis with the developer on possible design to cost improvement to reach the best price

4. Working on tolls

- Work and follow up regular tools like Centric , Product Process, Nego chart, Vendor Sharing & Retro planning.

5. Working on Project

- Work on different projects/responsibility based on company requirements like Introducing new trims supplier, SMV implementation, Pattern project, etc.

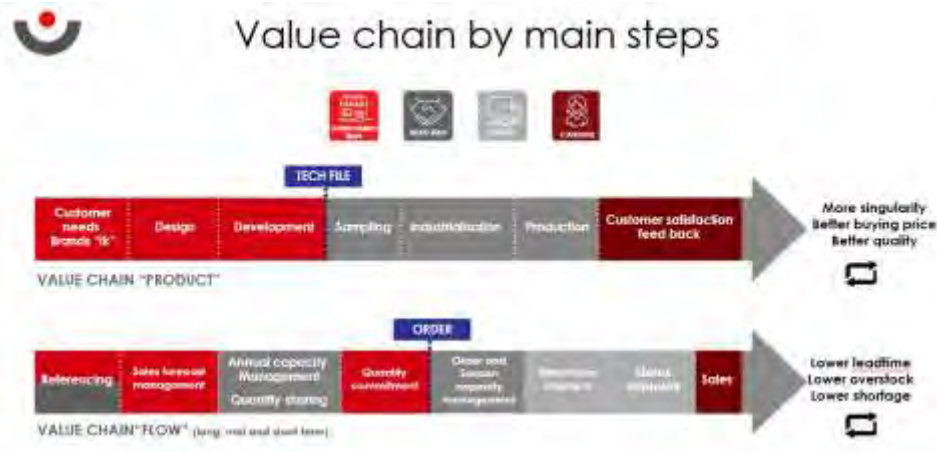


Figure 4: Work Follow Chart of Industrial Team.

2.3.1.2. Learning Experience: Industrial Team

Working with the Industrial Team at IDKIDS (HK) Ltd. Bangladesh Liaison Office was a remarkable learning experience that allowed me to understand the entire sourcing and production management process from both strategic and operational perspectives. During my 21 days in this department, I gained hands-on exposure to how a global children's apparel brand ensures sustainable sourcing, ethical production, and supplier collaboration in line with international standards.

I learned how the Industrial Team acts as the link between the global sourcing hub and the local manufacturing partners in Bangladesh. Through daily follow-ups, coordination meetings, and technical reviews, I saw how each stage — from product development, proto sample approval, and cost negotiation to bulk production monitoring — is managed systematically to ensure quality and timely delivery. The most valuable part of my learning was understanding the importance of sustainable and compliant factory sourcing. I witnessed how factories are evaluated not only for technical capacity and price competitiveness but also for social, environmental, and ethical performance. This approach reflects IDKIDS' strong commitment to sustainability and responsible business practices. In addition, I developed practical knowledge in:

- Preparing and understanding FOB cost sheets, including material cost, CM (Cost of Making), and margin analysis.

- Tracking and updating information in Centric, the internal product development and sourcing management system.
- Following up on Time and Action (T&A) calendars to monitor key milestones and avoid production delays.
- Observing how claims and quality issues are managed through clear documentation, negotiation, and recovery processes.
- Understanding supplier negotiation techniques, focusing not only on cost but also on quality consistency, flexibility, and delivery reliability.

Additionally I discover the significance of cross-functional teamwork and communication. The Industrial Team frequently interacts with global sourcing offices, developers, and quality assurance teams, which taught me how integrated communication is essential to managing a complex global supply chain. These meetings gave me exposure to how decisions are made collaboratively between technical, commercial, and sustainability stakeholders.

On a personal level, this experience enhanced my analytical thinking, negotiation awareness, and professional communication skills. I gained confidence in understanding industrial operations from a buying office perspective — a vital aspect of global apparel business management.

Overall, my internship in the Industrial Team helped me connect theoretical knowledge from the PGD-KIM program with real-world industry practices, particularly in the areas of sustainable sourcing, production planning, cost optimization, and supplier relationship management. This experience has significantly strengthened my foundation to pursue a future career in international apparel sourcing and supply chain management.

2.3.2. Departmental Insights: Capacity Planning Team

My second internship rotation with the Capacity Planning Team at *IDKIDS (HK) Ltd. Bangladesh Liaison Office* provided me with deep insights into how production capacity, time management, and vendor coordination contribute to the company's commitment to on-time delivery and sustainable sourcing. Working closely with the France Sales Planner and Fabric Sales Planner, I

learned how global production plans are transformed into executable factory-level schedules in Bangladesh.

Capacity Planning department plays a crucial role in ensuring that every purchase order is properly aligned with vendor capacity, raw material readiness, and shipping deadlines. During my time here, I observed how data-driven planning and constant coordination allow the team to balance factory workload, manage production elasticity, and respond to unforeseen delays while maintaining customer satisfaction.

2.3.2.1. Key Responsibility of Capacity Planning Team

1. Vendors capacity monitoring

- Shares seasonal « vendor sharing » prior to season starts
- Understands capacity availability with vendors and books seasonal production capacity
- Ensures a perfect knowledge of the vendors capacities for Tier 1 and Tier 2
- Monitors and updates capacity on a weekly basis in synch with Buying plan,
- Participates to the seasonal vendor sharing strategy to make sure alignment with vendors situation

2. Production allocation and T&A

- Coordinates with vendor and Industrial Leader on T&A to publish a validated T&A
- Consolidates PO's and allocates PO's by vendors accordingly
- Places PO's to the vendors

3. Production follow up and delivery on time

- Tracks each production steps for each PO's to CRD and ensure MAD on time
- Updates Nodhos accordingly
- In case of delay, monitors T&A to avoid or limit MAD delays
- Sends alert to Sales planners in case of production delay
- Enters green light in Nodhos when goods are ready to ship
- Informs export supervisors if routing plan changes
- Gets Sales planners approval for air freight

4. Payments

- Collects and checks proforma invoices
- Air shipment / claims : analyzes reasons for late deliveries, decides on air cost or claim amount and is in charge for collecting the claim in due time



Figure 5: Work Follow Chart of Capacity planning team.

2.3.2.2. Learning Experience: Capacity Planning Team

I gained a practical understanding of the communication flow between sourcing, production, and logistics, which ensures transparency and minimizes disruptions. I learned how “green light” approvals are entered into the system once goods are ready for shipment, and how the export supervisors are informed if the routing plan changes. Through practical exposure, I learned how to:

- Monitor vendor production capacity for both Tier 1 (sewing) and Tier 2 (trims and fabric) suppliers.
- Assist in the seasonal vendor sharing process, where production allocation is distributed among factories based on performance, capacity, and specialization.
- Update and track capacity status weekly in alignment with the Buying Plan, ensuring synchronization between IDKIDS’ commercial demand and factory availability.
- Support in T&A (Time and Action) preparation, where each stage — from fabric arrival to shipment — is scheduled and validated with the Industrial Leader and vendors.

- Understand how Purchase Orders (POs) are consolidated, allocated, and placed with selected vendors following internal approvals.

One of the most valuable experiences was learning how to monitor production progress from start to shipment. I observed how planners tracked each stage in Nodhos, the digital planning tool, and followed up with vendors to ensure adherence to the Confirmed Required Delivery (CRD) and Material Availability Date (MAD). I also saw how the team managed exceptions — for instance, when delays occurred due to fabric shortages or unforeseen events — by updating T&As, sending alerts to sales planners, and proposing air shipments or rescheduling options.

Another key learning area was related to financial coordination and payment verification. I observed how the team collected and reviewed proforma invoices from suppliers and how they analyzed reasons for late deliveries to determine claims or air freight cost responsibilities. This process emphasized the importance of accountability and analytical decision-making in global supply chain operations.

Beyond the technical aspects, my time with the Capacity Planning Team helped me appreciate the strategic role of planning in balancing cost, efficiency, and sustainability. I realized that good planning is not just about managing timelines — it's about ensuring that every production partner is utilized optimally without overburdening resources, maintaining long-term relationships, and delivering responsibly made products on time.

From a professional growth perspective, I improved my data analysis, time management, and coordination skills. I also developed a clear understanding of how forecasting, vendor capacity assessment, and proactive follow-up directly influence on-time delivery and customer satisfaction.

2.3.3. Departmental Insights: Modelist (Technical) Team

My next internship rotation was with the Modelist (Technical / Sample Validation) Team at *IDKIDS (HK) Ltd. Bangladesh Liaison Office*, where I spent eleven days learning how product fit, measurement accuracy, and pattern validation contribute to the general quality and safety of children's garments. Technical department plays a critical role in ensuring that every approved

sample meets IDKIDS' global technical standards, complies with children's safety regulations, and maintains product consistency across all factories.

During this period, I was introduced to the entire sample validation process, which includes reviewing Salesman Samples (SSS) and Pre-Production Samples (PPS) — both with and without pattern references. I gained hands-on experience and observation in how the modelist team evaluates and approves these samples before mass production.

2.3.3.1. Key Responsibility of Modelist (Technical) Team

1. Measurement, Workmanship, Pattern, Fitting Validation:

- Check the measurement of required sizes and input in centric
- Sample review with the technical file, earlier comments & with the earlier samples.
- Ask for an option (sample/mock up) for any children safety regulation and the production feasibility.
- Supplier sends the pattern in patternbox@.
- Validate supplier pattern using Lectra software. (Modaris)
- Use of the hard pattern: affix the paper pattern to the product if needed.
- Check the fitting in dummies for required sizes.

2. Work in Centric:

- Measurement input in centric. Create a production size chart.
- Make the Yellow file for production. Upload own comments & size chart.

3. Communication and Collaboration:

- Clarity communication with vendors and roubaix team to make clear understanding of the technical file, pattern, size chart, and critical assembling of the product.
- Closely work with Roubaix modelist and ILs. Closely work with our QC colleague and with the inspection team.

2.3.3.2. Learning Experience: Medelist (Technical) Team

From this short yet insightful rotation, I gained a solid understanding of the technical foundation behind garment development — how accurate patterns, fittings, and workmanship directly influence the final product's quality. I developed:

- A working knowledge of pattern validation tools such as Lectra Modaris.
- An understanding of children's safety requirements in garment construction.
- Experience in measuring, fitting, and documenting sample evaluations systematically.
- Awareness of cross-functional communication between the buying office, vendors, and the global design team in France.

Throughout this rotation, I realized how critical clear communication is between the Bangladesh Buying Office, Roubaix Head Office (France), and vendors. The team maintained close contact to clarify all technical details, such as pattern corrections, critical construction points, and grading issues.

I also saw how collaboration extends beyond the modelist team — working closely with Industrial Leaders (ILs), Quality Control (QC) colleagues, and the Inspection Team to ensure samples meet IDKIDS' quality and safety standards before bulk production approval.

This experience helped me appreciate the precision, teamwork, and responsibility required in product development before bulk production begins. It also reinforced how IDKIDS' commitment to technical excellence and child safety forms the backbone of its sustainable sourcing philosophy.

2.3.4. Departmental Insights: Quality Department

My fourth rotation was with the Quality Department at *IDKIDS (HK) Ltd. Bangladesh Liaison Office*, where I spent 10 days learning about the company's product quality control, inspection systems, and continuous improvement process. Quality department plays a key role in ensuring that all garments produced for the IDKIDS brands — including OKAİDI, OBAİBI, and other children's lines — strictly adhere to global quality, safety, and sustainability standards.

Working closely with the Quality Controllers (QCs) and the Industrial Leaders, I got the chance to watch and take part in different stages of the quality management workflow, from pre-production preparation to final inspection. The department's main focus is not only on detecting defects but also on preventing issues through factory training and system improvement.

2.3.4.1. Key Responsibility of Quality Department

- Trainee factories based on ID-Group's update SOP/specification books/tools
- Develop factory's internal quality management system (QMS) & follow up right tools to improve ground base quality levels
- Product analyzes and share root cause report before launch the production
- QC files cross check with valid necessary documents/seal sample/TF/Trims card/ETC before PPM
- Conduct Pre-Production Meeting and share the past experience with the factory to improve/solve workmanship + measurement/etc.
- Conduct In-line Inspection and share report with corrective action to improve quality
- Conduct Random check when visit factory and share report
- Conduct Pre-final inspection and share report to minimize the number of fail by 3rd party Inspection
- Trainee "factory Qc self inspection" and help them to improve reports
- CAP against weekly KPI-to improve factory's workmanship in the future order
- Follow-up Before & After correction mock up based on Key/Critical process/Foundation/Operation (it depends on the product family....)
- Random cross check & follow up wash/lab test with IDKIDS lab expert or factory in-house facility
- Frequently visit embellishment facility (print & embroidery, garment washing unit-in-house/outsourcing)

2.3.4.2. Learning Experience: Quality Department

This rotation gave me a practical understanding of how quality assurance, compliance, and continuous improvement work hand-in-hand in a global buying office. I learned that quality is not just the responsibility of inspectors — it is a shared commitment among all departments, from industrial planning to production and logistics. Through my time in the Quality Department, I developed:

- A clear understanding of end-to-end garment inspection processes (Pre-Production, Inline, Random, and Pre-Final).
- Practical exposure to factory QMS development and self-inspection systems.
- Knowledge about root cause analysis and the importance of preventive action.
- Awareness of testing requirements and safety standards for children's wear.
- Communication and coordination skills through working with factory teams, QC colleagues, and Roubaix experts.

This experience taught me that maintaining quality in large-scale sustainable sourcing requires systematic monitoring, collaboration, and continuous improvement. My exposure to the technical and procedural aspects of IDKIDS' quality management system has strengthened my ability to analyze, document, and ensure quality standards in any apparel production environment.

2.3.5. Departmental Insights: HR and Admin Department

During my nine-day rotation with the HR & Admin Department at *IDKIDS (HK) Ltd. Bangladesh Liaison Office*, I gained a comprehensive understanding of how the department functions as the backbone of organizational management, supporting both people and processes. This department plays a dual role — managing human resources and ensuring the smooth administrative operation of the office, in alignment with IDKIDS' values of integrity, teamwork, and sustainable business practices.

Through hands-on observation and active participation, I learned how the HR & Admin team contributes to employee well-being, organizational efficiency, and compliance with ethical and legal standards. My experience provided a practical overview of how a multinational buying office like IDKIDS maintains harmony between people, policy, and performance.

2.3.5.1. Key Responsibility of HR and Admin Department

- Coordinate the entire hiring process including job posting, candidate screening, interview scheduling, and final selection.
- Maintain and make update employee records, organization charts, and job descriptions.
- Support onboarding and orientation programs for new employees to ensure smooth integration into the company culture.

- Coordinate employee engagement activities, including celebrations, training sessions, and internal communication programs.
- Manage attendance, leave records, and ensure all employees follow company rules and code of conduct.
- Facilitate performance review cycles, ensuring feedback and appraisal processes are conducted timely and transparently.
- Assist in implementing IDKIDS' values and ethical principles across all levels of staff, promoting teamwork, integrity, and inclusion.
- Organize internal and external training sessions, workshops, and development programs.
- Support continuous professional development aligned with IDKIDS' sustainability and corporate responsibility goals.
- Assist in preparing monthly payroll, verifying attendance, overtime, and leave data.
- Maintain and update employee files, contracts, and salary information.
- Ensure compliance with Bangladesh Labor Law and company policies regarding compensation, taxation, and benefits.
- Handle employee insurance, medical benefits, and statutory contributions (e.g., provident fund, gratuity).
- Oversee daily administrative operations, including office supplies, utilities, and vendor coordination.
- Manage travel arrangements, meeting logistics, and hotel bookings for employees and visitors.
- Ensure compliance with local labor laws and IDKIDS' internal HR and CSR codes.

2.3.5.2. Learning Experience: HR and Admin Department

My experience with the HR & Admin Department strengthened my understanding of organizational management from a people perspective. Through this rotation, I developed:

- An understanding of recruitment and onboarding processes.
- Knowledge of employee engagement and welfare practices.
- Awareness of labor law compliance and documentation accuracy.
- Insight into training management and career development programs.
- Appreciation for the link between organizational culture and sustainability.

This experience taught me that HR is not just about managing people — it's about building a motivated, ethical, and productive workforce that supports the organization's long-term sustainability.

My time in this department enhanced my interpersonal, communication, and organizational skills, which are essential for future leadership and management roles.

Chapter 3: Critical assessment of Internship

3.1 Application of Generic courses during internship

My internship at *IDKIDS (HK) Ltd. Bangladesh Liaison Office* allowed me to apply both generic business knowledge and industry-specific technical skills acquired during my academic journey. It provided a real world platform to connect theoretical learning with practical applications across various departments such as Industrial, Capacity Planning, Quality, CSR, and HR.

The courses I studied such as Principles of Management, Business Communication, Organizational Behavior, Human Resource Management and Marketing proved to be highly relevant during my internship.

- The KIM 104: Business Operation Skills course made me understand organizational hierarchy, workflow, and coordination among different teams. My knowledge of Marketing and Consumer Behavior helped me understand how product development and sourcing align with customer preferences and brand positioning.
- KIM 103: Communication Skills were important for writing emails, preparing reports, and communicating with vendors and internal teams professionally.
- From KIM 102: Analytical Skills and Competencies, I learned how to motivation, teamwork, and leadership influence performance in a multinational work place.
- KIM 101: HR Skills and Competencies concepts were present in recruitment, training, and performance appraisal processes during my time with the HR & Admin department.

These generic courses gave me the foundational understanding necessary to function effectively in a corporate setting emphasizing professionalism, problem-solving, and interpersonal communication.

3.2. Application of Industry-Specific Courses

The industry specific courses from my academic curriculum such as Textile and Apparel Manufacturing, Supply Chain Management, Merchandising, Quality Control, Production Planning, and Corporate Social Responsibility (CSR) similar to technical operations I observed during my internship.

- The KIM 201: Introduction to Garments Industry – Knitwear helped me understand fabric behavior, pattern validation, and garment construction during the Mode list rotation. Courses were relevant when observing IDKIDS’ sustainability practices, supplier audits, and corrective action plans related to social and environmental compliance.
- The KIM 202: Industrial Engineering course was particularly valuable for understanding how IDKIDS manages vendor capacity, shipment planning, and lead time optimization. I took part in studies that examined cycle times, scrap levels, and downtime; all crucial components of industrial engineering.
- KIM 203: Production Management & Merchandising knowledge helped me follow the product life cycle from design development to bulk production and shipment prospective.
- KIM 204: Quality Management (Total Quality Management & Supply Chain Management) theories were directly applied during my work with the Quality and Laboratory departments, where I learned about in-line inspections, test methods, and corrective actions they take.

These technical subjects allowed me to understand the complex relationship between product development, quality assurance, and sustainability reinforcing the idea that successful sourcing depends equally on technical precision and ethical responsibility.

The integration of both generic and industry specific courses enabled me to take my internship with a balanced perspective combining business understanding with technical expertise. While the generic courses helped me communicate, plan and work effectively in a corporate environment, the industry-specific courses allowed me to understand the core functions of the apparel supply chain and practical implications of sustainability in production.

This synergy of academic learning and real-world exposure significantly enhanced my confidence, adaptability and problem-solving abilities. It also confirmed that my academic background has effectively prepared me for a professional career in the global apparel and sourcing industry.

3.3. Suggestion for industry improvement

During my internship at *IDKIDS (HK) Ltd. Bangladesh Liaison Office*, I had the opportunity to observe various aspects of sourcing, production, quality assurance, and compliance operations. Based on my learning and exposure across different departments, I have identified several areas where the industry can focus on continuous improvement to enhance efficiency, sustainability, and long-term competitiveness.

The apparel buying and sourcing industry is evolving rapidly toward sustainability and digitalization. By focusing on technological integration, supplier empowerment, and sustainability-driven innovation, organizations like *IDKIDS* can further enhance operational resilience and maintain their reputation as responsible global brands.

These improvements will not only optimize productivity but also ensure ethical, transparent, and environmentally conscious sourcing — reinforcing *IDKIDS*' core mission, “*We Act for Kids.*”

3.4. Learning for self-improvement

My internship at *IDKIDS (HK) Ltd. Bangladesh Liaison Office* was both an academic requirement and transformative learning experience that help me to grow personally and professionally. Throughout my departmental rotations, I gained deeper knowledge of the apparel sourcing industry and discovered several areas for my own self-improvement.

Working in a multinational environment taught me the value of professional discipline, teamwork, adaptability, and continuous learning. Interacting with professionals from different departments such as Industrial, Capacity Planning, Quality, CSR, and HR helped me realize that success in a corporate setting depends equally on technical expertise and interpersonal skills.

- Communication and Interpersonal Skills
- Time Management and Prioritization
- Analytical and Problem-Solving Abilities
- Adaptability and Flexibility
- Technical and Professional Knowledge
- Teamwork and Collaboration
- Ethical Awareness and Responsibility

This internship has motivated me to become proactive, disciplined and responsible professional. I have identified areas where I can continue to improve such as enhancing my technical expertise, staying updated on sustainability trends and developing leadership skills as well.

Through this experience, I gained not only professional knowledge but also self-awareness, confidence and a clearer sense of direction for my future career in sustainable apparel sourcing and supply chain management.

Chapter 4: Conclusion

My internship at *IDKIDS (HK) Ltd. Bangladesh Liaison Office* has been an unforgettable experience that bridged the divide between academic learning and professional practice. Over the course of my internship, I gained a broad understanding of how a global children's fashion brand operates through its buying office from product development and capacity planning to quality assurance, logistics, CSR and human resource management.

Each department I worked in provided me with unique insights into the collaborative nature of the apparel sourcing industry, where every function leads to ensuring timely, ethical and sustainable production. I witnessed how IDKIDS maintains its strong reputation by keeping high standards of product quality, child safety and social responsibility, all while maintaining its global mission which “*We Act for Kids.*”

Professionally, this internship enriched my technical knowledge, analytical ability, communication skills, and sense of accountability. Personally, it helped me to enrich in confidence, adaptability and ethical awareness. The exposure to real-world business operations strengthen my appreciation for teamwork, planning and process discipline.

Working in a multinational and sustainability-driven environment like IDKIDS also strengthened my commitment to responsible business practices. I learned that true success in the apparel industry depends not only on efficiency and innovation but also on transparency, empathy, and sustainability values that IDKIDS strongly represents.

Overall, this internship was a pivotal moment in my academic and professional journey. It provided me with practical knowledge, industry exposure and a clear concept for my future career. I am grateful to the mentors, team members, and managers who instructed me throughout this journey. The lessons I learned at *IDKIDS (HK) Ltd. Bangladesh Liaison Office* will serve as a strong base as I pursue a career in sustainable sourcing and supply chain management, striving to contribute meaningfully to both business success and social good.

References

1. <https://corporate.idkids.com/en/>