

Report On
SNOWTEX

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
March 2026

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Declaration

It is hereby declared that

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

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Umme Tamanna
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Letter of Transmittal

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Senior Researcher & Initiative Lead, UPGI-BIGD Research Partnership

BIGD, Brac University

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Subject: Submission of Industry attachment report for Post Graduate Diploma in Knitwear Industry Management (PGD-KIM)

Dear Madam,

It is my pleasure to submit my internship report on SNOWTEX, which I was appointed to by your direction.

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

I trust that the report will meet the expectations.

Sincerely yours,

Umme Tamanna

Student ID: 1000055565

Executive Development Center, BIGD

Brac University

Date: March 10, 2026

Non-Disclosure Agreement

This agreement is made and entered into by and between SNOWTEX and the undersigned student at EDC, BIGD, BRAC University, pursuing a degree in Knitwear Industry Management. The purpose of this Agreement is to allow the student to access certain confidential data and information as an intern from the Company for the completion of their internship project. Both parties agree to the following terms and conditions:

Responsibilities of the Intern: The Intern shall perform all assigned duties and responsibilities to the best of their ability, with professionalism, integrity, and impartiality.

Definition of Confidential Information: For the purpose of this Agreement, “Confidential Information” refers to any data, material, or proprietary information belonging to the Company that is marked, identified, or otherwise designated as confidential.

Form and Scope of Information: Data or information shall be considered Confidential Information only when it is provided to the Intern in tangible form (including electronic formats) and is clearly labeled as “Confidential”, “Copyrighted and Confidential”, or by any other equivalent designation.

Student’s Full Name & Signature:

Umme Tamanna
Student ID: 1000055565

Industry Supervisor’s Full Name & Signature:

Alamgir Kabir Bhuiyan
Sr. Manager
Snowtex Outerwear Ltd.

Acknowledgement

The present report is derived from a three-month internship conducted at SNOWTEX Outerwear Limited. I express gratitude towards several individuals, including my industrial supervisor, academic supervisor, coworkers, and associates, for facilitating the successful completion of this internship.

Firstly, I thank Allah for bestowing upon me the strength to carry out my responsibilities as an intern and successfully complete the report within the deadline specified. I would like to extend my sincere appreciation to Mr. Alamgir Kabir for his invaluable contributions, Senior Manager at SNOWTEX Outerwear Limited, for his invaluable guidance and support during my industrial placement. I express my gratitude towards him for his proficient leadership and ceaseless motivation during my tenure in the diverse departments of SNOWTEX Outerwear Limited. I would like to thank my academic mentor, Anindita Bhattacharjee (Senior Researcher & Initiative Lead, UPGI-BIGD Research Partnership, BIGD, Brac University), who provided valuable guidance in the preparation of this internship report.

I also would like to extend my sincere appreciation to the Government of the People's Republic of Bangladesh and the Ministry of Finance for their efforts in establishing the Executive Development Center (EDC) at the BRAC Institute of Governance and Development (BIGD). This center provides a valuable opportunity for individuals to pursue a PGD in Knitwear Industry Management. Gratitude is extended to the Asian Development Bank (ADB) for its provision of financial assistance towards the Skills for Industry Competitiveness and Innovation Program (SICIP).

Executive Summary

This report has been prepared on the basis of a three-month practical engagement at SNOWTEX Outerwear Limited. The internship program provides me with valuable insights into the practical aspects of the readymade garment business and the production processes employed by the company.

The initial section of the internship report provides an overview of the company. The following part presents a comprehensive description of the organization, including its historical context, mission and vision statement, range of products, and organizational structure. Additionally, it offers a concise overview of SNOWTEX Outerwear Limited. This section of the study provides the reader with contextual information regarding the identity of the SNOWTEX group, their extensive travels, and their significant endeavors in establishing themselves as one of the leading exporters in Bangladesh.

The second section delineates my routine engagements inside various departments at SNOWTEX Outerwear Limited, namely the Human Resources, IE Department, Merchandising & Marketing Department, Production Management and Production Planning & Control Department .

The third section of this study examines the process of analysis and evaluation, as well as the inclusion of critical observations that are submitted throughout the duration of the internship. Subsequently, a set of suggestions was created following a comprehensive evaluation of the organization and the process of establishing a strategic growth plan.

The fourth section provides a comprehensive summary of the internship time, offering a concise picture of the total experience.

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List of Acronyms

BSCI - Business Social Compliance Initiative

CAD - Computer Aided Design

CM - Cost of Making

EPZ - Export Processing Zone

FOB - Free on Board

GOTS - Global Organic Textile Standard

JIT - Just in Time

KPI - Key Performance Indicator

L/C - Letter of Credit

MIS - Management Information System

M/C - Machine

NPT - Non-Productive Time

OB - Operation Bulletin

RMG - Ready Made Garments

R&D - Research and Development

SEDEX - Supplier Ethical Data Exchange

SMV - Standard Minute Value

SWOT - Strengths, Weaknesses, Opportunities, Threats

WIP - Work in Progress

WRAP - Worldwide Responsible Accredited Production

Chapter 1

About Organization

1.1 Overview of the Industry

SNOWTEX embarked on a journey into the garment sector by establishing its own buying house in 2000. With sincerity, honesty, dedication, and hard work, it has grown rapidly, enabling the company to expand its business in a short period. Over the next eleven years, SNOWTEX grew with the introduction of SNOWTEX Apparels Ltd. in 2005, with only six production lines, and later established Cut N Sew Ltd. in 2011, with twelve production lines.

SNOWTEX dreamed of a LEED project that would triumph in the ready-made garment sector in Bangladesh. With a total of 180 production lines, over 12,000 machines, and 28 million standard hours, 25 million pieces have been produced.

Highly experienced and qualified entrepreneurs founded SNOWTEX with excellent track records in international marketing, industrial management, and local business. Highly qualified and experienced employees manage the company. Skilled workers are employed in the production facilities. The company's success is based on maintaining quality and punctuality standards and satisfying buyer requirements.

Currently, SNOWTEX employs more than 20,000 people and has annual sales of USD 300 million.

1.2 Vision & Mission

Vision: The sense of SNOWTEX Group is “Be Happy, Make Happy”, and the core value of the company is “Honesty & Commitment.”

Mission: The mission of SNOWTEX Outerwear Ltd. is to build sustainable relationships with its partners and employees while maintaining a safe and friendly working environment for all

staff. The company is committed to training, motivating, and developing its workforce so that employees can grow alongside the organization. It focuses on continuously improving business performance by adopting new systems, methods, and technologies to remain efficient, competitive, and responsible in the industry.

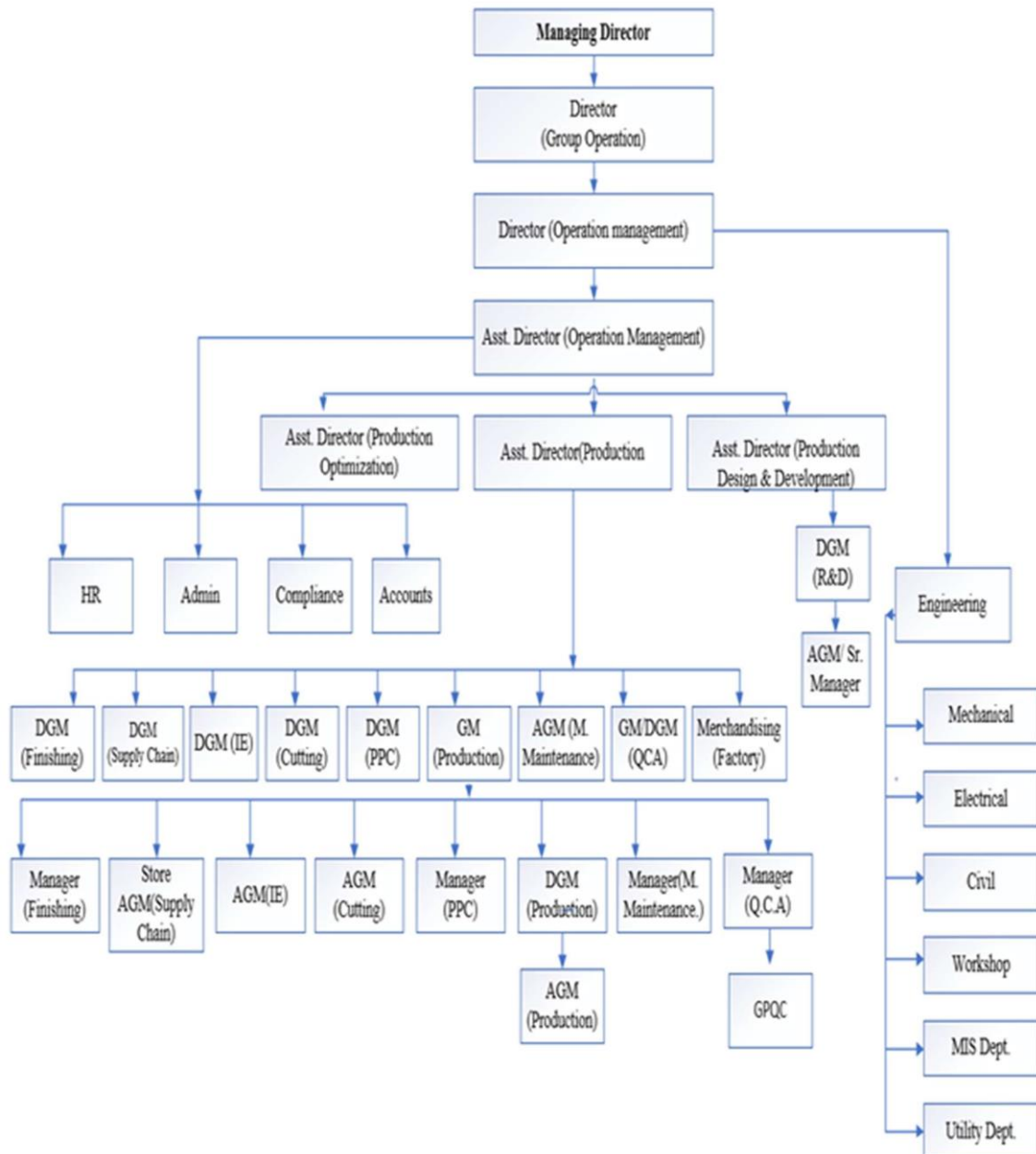
1.3 Goals & Objectives

SNOWTEX is committed to maximizing profits by conducting its business activities transparently and in compliance with legal and social frameworks. The goals and objectives of SNOWTEX are to achieve high customer satisfaction through timely delivery and superior product quality while continuously improving productivity. The company also aims to create more employment opportunities with minimal investment and strengthen its competitiveness in both domestic and international markets by maintaining efficient operations and high standards.

1.4 Organizational structure, Organogram, Branches and Departments

For smooth production flow and effective coordination SNOWTEX follows a well-defined hierarchical organizational structure. The structure is designed to maintain efficiency, quality, and timely delivery. At the top of the hierarchy is the Managing Director, who is responsible for overall strategic decisions and business direction. The Managing Director is supported by the Director (Group Operations) and the Director (Operations Management), who oversee overall factory operations and production performance. Under the Director (Operations Management), an Assistant Director (Operations Management) supervises the core operational departments.

The operational activities are divided into three major sections: Assistant Director (Production Optimization), Assistant Director (Production), and Assistant Director (Production Design & Development).



(Production Design & Development).

Figure 1: SNOWTEX Factory Organizational Structure

Administrative & Support Departments:

Several support departments work alongside production to ensure smooth factory operations:

1. HR Department – Responsible for recruitment, employee welfare, attendance, payroll, and compliance with labor laws.
2. Admin Department – Manages general administration, security, transport, and office management.
3. Compliance Department – Ensures the factory follows buyer requirements, labor law, safety regulations, and social compliance standards.
4. Accounts Department – Handles financial transactions, budgeting, costing, and payroll management.
5. Production & Technical Departments – The production side is managed through different managerial levels, such as DGM (Deputy General Manager), GM (General Manager), AGM (Assistant General Manager), and Managers.

The key departments include the following.

1. Finishing Department – Responsible for final garment inspection, trimming, ironing, and packing.
2. Supply Chain Department – Manages raw materials, accessories, inventory, and logistics.
3. IE (Industrial Engineering) Department – Focuses on line balancing, work study, SMV calculation, and productivity improvement.
4. Cutting Department – Responsible for fabric spreading, cutting, and bundling.
5. PPC (Production Planning & Control) – Plans production schedules and ensures on-time shipment.
6. Production Department – Handles sewing operations and line management.
7. Maintenance Department – Maintains machinery and ensures minimal breakdown.
8. QCA (Quality Control & Assurance) – Ensures product quality at every stage of production.

9. Merchandising (Factory) – Coordinates between buyers and production to meet order requirements.

Engineering Departments: The factory also has a separate Engineering Department comprising the following units: Mechanical, Electrical, Civil, Workshop, MIS, and Utility.

1.5 Products/services produced by the Industry

Main products: The company produces woven and denim garments, including denim, chinos, twill pants, trousers, cargo shorts, swimwear, and vests. It also manufactures ladies' wear, kids' wear, coveralls, and overalls, catering to different age groups and functional requirements. This diversified product range allows the industry to meet the needs of sportswear, workwear, and performance apparel markets.

Major buyers: The industry supplies its products to many well-known international brands and buyers. Major buyers include Columbia, Decathlon, Levi's, Zara, G-Star Raw, Bestseller, Wrangler, Alpha Broder, Pull & Bear, C&A, Camel Active, Berne, Canada Sportswear, Timberland, Nautica, VF Corporation, Name It, Dassy, Kontoor, Richlu, Napapijri, Lee, Jack & Jones, and Li & Fung.

Chapter 2

Description about task accomplishment

During my internship, I was assigned to five departments, where I gained invaluable practical experience and knowledge. These five departments are: Human Resource, Industrial Engineering, Merchandising & Marketing, Production Management, and Production Planning & Control.

2.1 Human Resources

The organizational function of Human Resources (HR) is to locate, recruit, assess, and instruct job candidates. In addition, the human resources department manages employee benefits, compensation, and terminations. It encompasses all managerial decisions and practices that directly impact or influence the personnel or human assets of the organization.

During this period, I participated in the selection and recruitment process and other HR-related activities. As observed, SNOWTEX strictly prohibits child labor. There is no involuntary or forced labor in this factory. Any instances of physical, sexual, psychological, or verbal harassment are subject to HR disciplinary procedures and the company's internal policies, and the Bangladesh Labour Act 2006 is strictly followed.

Employment discrimination based on religion, age, gender, or place of residence is strictly prohibited. In addition, the organization ensures adequate lighting, ventilation, fire safety, water and sanitation facilities, and a safe, healthy working environment. The organization prohibits employees from working more than 60 hours per week and adheres to the employee compensation gazette published by the Government of Bangladesh.

2.1.1 Objectives of Human Resource Management in SNOWTEX: During the internship, I have identified some key HR objectives at SNOWTEX. The primary aim of HR in SNOWTEX is to recruit and retain competent employees who can contribute effectively to

the organization. HR also focuses on the optimal utilization of human resources to benefit the company while fostering positive relationships within the organization. Another important objective is to ensure effective HR development to support the achievement of organizational goals. HR plays a role in maximizing profits and minimizing overall expenditure in line with the company's strategic objectives.

2.1.2 Roles of an HR in SNOWTEX: During my internship in the HR department, I was involved in some administrative and coordination tasks. I updated employee salary records. I also worked to ensure proper documentation of payroll information. I assisted the team to organize orientation and foundation training for newly hired employees. I observed the recruitment and selection process, coordinated candidate information, and observed interview sessions. I helped prepare and manage documents related to employee transfers, promotions, and office orders. I participated in planning and monitoring routine departmental activities and assisted in reviewing aspects of the organization's compensation system. I was also responsible for organizing and maintaining important employee files and documents to ensure accurate and accessible HR records.

2.2 Merchandising and Marketing

Working with this department has given me some useful expertise. During the internship period, I observed that the most important task at this stage is creating the sample and obtaining approval. Upon receipt of the order, the merchandiser determines what is needed to complete it and creates a plan to ensure the shipment is made on time and meets the buyer's requirements.

All orders for the requisite supplies for such orders, including fabric, sewing thread, buttons, washing (if necessary), cartons, poly bags, and shipment, etc., are placed by the merchandiser at the factory level. Customer-based merchandisers are distributed by the SNOWTEX Group, meaning each customer is responsible for a particular merchandiser.

2.2.1 Responsibilities of a Merchandiser: A merchandiser is responsible for planning and organizing marketing and merchandising strategies that support the company's business goals. The role involves analyzing industry trends, sales performance, and customer feedback to forecast future product demand and plan product lines and inventory levels. Merchandisers coordinate and negotiate with suppliers, distributors, analysts, and buyers regarding pricing, quantities, and delivery schedules. They also develop merchandising plans that balance customer expectations with organizational objectives. In addition, merchandisers ensure attractive product presentation to increase customer interest and sales, assist in store layout planning, and manage inventory and stock levels. A merchandiser works on projecting sales, revenue, and budgets. Also monitor inventory movement, and plans for promotional activities such as discounts, markdowns, and clearance sales. He builds positive relationships with customers and business partners while staying informed about current industry trends and best practices.

2.2.2 Merchandising Work Procedure of SNOWTEX: During my internship, I worked hands-on and gained experience in several merchandising processes. By following the tech pack, I worked in sample development to ensure buyer requirements were met. I also reviewed Letter of Credit (L/C) documents, which included payment terms, shipment schedules, quantities, port information, and banking details. I coordinated with relevant teams on production planning, sourcing accessories, and executing orders in accordance with contract requirements. Furthermore, I helped monitor product quality and assisted with final inspections carried out by factory quality teams, buyer representatives, or third-party organizations such as Bureau Veritas before shipment.

2.3 Industrial Engineering

Working with this department for more than two weeks, I have learned many of the IE department's tools and techniques. I learned their objectives, main job roles &

responsibilities, work procedures, different terms and tools, etc. Here is my understanding of the IE department of SNOWTEX in brief.

To reduce costs and optimize work efficiency in a competitive environment, the garment sector often engages the services of an Industrial Engineer. The clothing manufacturing business is experiencing rapid growth by implementing industrial engineering (IE) practices in its facilities. I will provide a compilation of industrial engineering (IE) activities that can aid in comprehending the various roles of Industrial Engineering within the SNOWTEX group

2.3.1 Main Tasks of the IE Department in SNOWTEX: The main tasks of the IE department include the following: New Operator Assessment, Operator Salary Assessment, Skill Matrix Update, Capacity Checking and Graph Preparing, Line Balance, Work/Production Study, Layout Follow Up, Conveyor Run Monitoring, Method Study, Motion Study, Ergonomically Workstation Design, Process Optimization Through Innovation, and IOT Implementation.

2.3.2 Objectives of Industrial Engineer (IE) at SNOWTEX: The main objectives of an Industrial Engineer (IE) at SNOWTEX are to improve production efficiency and ensure smooth manufacturing operations. By reducing work-in-process (WIP) and eliminating production bottlenecks, an IE ensures continuous workflow. By improving methods and optimizing resource use an IE focuses on increasing efficiency. By maintaining a man-machine ratio, an IE ensures better productivity. The Industrial Engineer works to maintain a safe and organized workplace and supports production planning, scheduling, and execution to ensure on-time shipment.

2.3.3 Roles & Responsibilities of Industrial Engineer (IE): During my internship, I worked in various Industrial Engineering (IE) activities. I learned about different work processes and the SMV. I learned how to enhance productivity. I was involved in work measurement and time studies. I worked with the factory layout team. I gained knowledge about work study. I helped to minimize material handling by using lean manufacturing techniques like 5S and Kaizen to improve operational efficiency. I collected and analyzed production data, prepared reports, and contributed to management decisions to enhance overall efficiency and performance.

2.4 Production Management

During my internship period at SNOWTEX, I have experienced that every department in the garment industry has contributed to production. Cutting, sewing, and finishing units are necessary components of the manufacturing process. I spent about two weeks in the production unit collecting data and describing the cutting, sewing, and finishing functions.

2.4.1 Cutting Section: The cutting section is the most important and expensive part of the production process. A minor error in cutting can result in a larger loss or disqualified garments. The cutting unit serves as the production's feeding point and significantly impacts subsequent processes. First, finished fabrics are brought to the cutting unit and left to relax for a couple of hours. Before we begin cutting, we must lay the fabrics out according to marker length and garment quantity. SNOWTEX employs an automatic spreader machine to reduce production costs and lead time. Manual labor takes a long time to spread the fabrics. Types of knives used for cutting include: Straight Knife, Round Knife, Band Knife, Die Cutting, Laser Cutting, Plasma Cutting, and Servo Cutting.

2.4.2 Sewing Section: Different garment parts are attached here, and each worker only performs one operation. That is why this section requires more personnel than others. When a style is initiated, critical processes are discovered first and continuously monitored.

Individual style necessitates line balancing at the start. Then, after calculating the operations, set a line target and the machine layout. This unit employs a variety of sewing machines, including Flat lock M/C, Single needle lock stitch M/C, Single needle chain stitch M/C, Double needle lock stitch M/C, Over lock M/C, Kansai M/C, Feed off the arm M/C, Bartack M/C, Loop attach M/C, Eyelet Attach M/C, Button hole M/C, etc. After establishing a per-hour production target, the line supervisor monitors whether the target is met. When the machine setup is complete, the input begins, and operators start sewing the various parts of the garments. There must be consideration for the correct operation being performed by the correct operators using the correct machine. An inline inspector checks the unfinished body part to ensure it meets the required measurements against the approved sample, and any defective joining parts are sent for repair. Examples of sewing defects include uneven stitches, skipped stitches, broken stitches, puckering, wrong stitch density, etc.

2.4.3 Finishing Section: After the finishing process, the garments in this section get the perfect shape according to the buyer's specifications. uncut thread removing, crease mark removing, spot lifting, washing, brushing, ironing, adding trims and accessories, folding, and packing are all done here. There are numerous finishing tools or machines used, such as – Metal detector, Defect arrow sticker, Additional Thread sucker M/C, Steam Iron, Lifter, Hangtag M/C, Cleaning gum tape, Weight m/c, Folding board, etc.

2.4.4 Objective of Production Management: The main objectives of production management are to ensure efficient, high-quality manufacturing. The department aims to improve overall operational efficiency and maximize capacity utilization while producing garments correctly the first time to avoid errors and rework. Cost minimization is a key goal, achieved through careful planning and resource management, while ensuring that fabric and materials are delivered on time to maintain production schedules. Additionally, production management prioritizes maintaining high product quality to meet buyer specifications and

customer expectations, ensuring that all outputs are consistent, reliable, and ready for timely shipment.

2.4.5 Job Responsibilities of Production Team in SNOWTEX: During my internship, I worked through every step, from receiving orders from central planning to distributing them to attend pre-production (PP) meetings. By working with the team, I have learned that the production team conducts various production trials and follows risk assessment procedures when sending programs to machines. I was also actively involved in improving productivity and ensuring on-time delivery. I regularly monitor the production process, maintain quality standards for both in-process and finished goods, and consistently aim for zero rejection to meet the company's quality objectives.

2.5 Production Planning & Control

During my internship, I observed that the Production Planning and Control (PPC) department plays a key role in optimizing manufacturing efficiency. They ensure on-time delivery and maintain high-quality standards. This department manages daily production planning by using the Time and Action (TNA) calendar. PPC works with all departments, such as the Industrial Engineering team, to streamline workflows, reduce non-value-added activities, monitor production targets, track materials, and maintain inventory. This department uses Lean Manufacturing principles and ERP systems to maintain efficiency.

2.5.1 Objective of Production Planning & Control Department: The main objectives of the Production Planning and Control (PPC) Department are to ensure on-time shipment by maintaining smooth and efficient production. They focus on planning schedules, effectively allocating resources, and coordinating between departments to maintain a continuous workflow. The department monitors production, tracks delays, and always takes the initiative to smooth delivery. To meet deadlines, they ensure materials are available. To achieve maximum productivity and customer satisfaction, PPC uses the Time and Action (TNA) plan.

2.5.2 Job Responsibilities of a Production Planner: During my internship, I was responsible for planning workflows and preparing production schedules to ensure smooth operations. I monitored daily production status and coordinated with various teams to ensure timely order delivery. I identified possible delays and adjusted schedules accordingly to meet shipment deadlines. I also handled style-wise line allocation and provided daily updates to maintain on-time shipment. Additionally, I followed up on the status of in-house materials to ensure production was not interrupted, conducted trial runs, and physically monitored production lines to maintain efficiency and quality. I also worked on TNA (Time and Action) planning to track each stage of production from order confirmation to final shipment.

Chapter 3

Critical assessment of Internship work

3.1 Application of Generic and Industry-specific courses during internship

During the PGD program at the BRAC Institute of Skills Development, the courses provided valuable knowledge. KIM 101: HR Skills and Competencies helped build a basic understanding of recruitment, leadership, and employee management. KIM 102: Analytical Skills and Competencies improved problem-solving and critical thinking, yet incorporating more data-driven tools and practical exercises would enhance analytical capability.

KIM 103: Communication Skills effectively developed professional communication, presentation, and teamwork skills. KIM 104: Business Operation Skills provided a general understanding of organizational workflow and operational management, but additional industry exposure and practical applications would make the course even more beneficial for students entering the corporate environment. KIM 201: Introduction to the Garments Industry provided a clear overview of the RMG industry's structure and operations. KIM 202: Industrial Engineering helped in understanding productivity, line balancing, and workflow efficiency. KIM 203: Production Management and Merchandising developed knowledge about order processing, coordination, and production planning. KIM 204: Quality Management introduced quality control systems and inspection methods, Sustainability, Supply chain management, etc.

3.1.1 Application in Human Resource Department: KIM 101- HR Skills and Competencies served as the foundation for my internship work in the HRM department. During the academic sessions, I learned the theoretical and general aspects of HRM in the RMG industry. I learned about different types of HR strategies and practices, as well as an action plan for individual leadership. Now I can measure different types of corporate culture,

I also learn about sustainable leadership, different types of leadership behavioral style, employee motivation, team building, organization culture, employee motivation and so on.

All of these learning help me a lot in better understanding Green HR and sustainable HR practices in the organization. KIM-103 Communication Skills helps me better understand how to communicate with different levels of management and negotiate effectively with different stakeholders in the HR department.

3.1.2 Application in Merchandising Department: During my internship, I have seen various types of processes in the merchandising department. In my PGD course, KIM 203- Production Management Fashion & Merchandising, I have learned about this. From my PGD course, I gained valuable knowledge and skills that have proven to be indispensable during my internship. One of the essential skills I acquired was the art of negotiation with buyers, a competency that I honed during the program. Additionally, the course KIM-201 introduced me to the intricate world of costing, providing me with a thorough understanding of the cost analysis process. During my internship, I had the opportunity to put this knowledge into practice. I applied the costing techniques I had learned in KIM-201 to real-world scenarios, enabling me to effectively analyze and manage costs associated with various aspects of the textile production process. This practical application of my academic learning has been a valuable asset to my success in my internship. This has helped me a lot in gaining both theoretical and practical knowledge.

3.1.3 Application in Industrial Engineering Department: During my internship, I encountered a diverse array of processes, each contributing to the seamless execution of the organization's operations. The knowledge I gained during my PGD course, specifically in KIM 202 - Introduction to Industrial Engineering, was pivotal in understanding and engaging with these processes. The theoretical insights and practical techniques I learned from my course have empowered me to navigate the intricacies of the IE department effectively.

Specifically, during my internship, I had the opportunity to apply my knowledge on the production floor. I observed how different types of Industrial Engineering tools and techniques are implemented to boost overall productivity. This practical application of my academic learning not only enriched my understanding but also allowed me to contribute meaningfully to the department's objectives. This has helped me a lot in gaining both theoretical and practical knowledge.

3.1.4 Application in Production Management

Cutting Section: During my internship, I had the privilege of witnessing a multitude of processes and techniques. The knowledge I acquired during my PGD course, particularly in KIM 201 - Introduction to Garments Industry & KIM 203 - Production Management & Merchandising, served as a strong foundation for understanding these processes. In this course, I delved into the world of garment manufacturing, learning about different types of cutting machines and the intricacies of fabric lay, tailored to the specific fabric's characteristics. Upon commencing my internship, I was eager to apply the theoretical insights I had gained. One noteworthy example was my application of the knowledge regarding fabric lay height, particularly its significance for peak (PK) fabric. In the course, I learned that the fabric lay should ideally be set at 70% of the cutting knife's height to optimize efficiency and reduce rejection rates. During my internship, I observed that some cutting personnel were employing a higher lay height, ranging from 80% to 85%, which resulted in increased rejection rates. Recognizing the impact of lay height on efficiency, I applied the recommended 70% lay height for PK fabric, resulting in a marked decrease in rejections and a significant improvement in overall efficiency.

Sewing Section: During my internship, I have observed various processes in the sewing department. In my PGD course, KIM 201- Introduction to Garment Industry and KIM 202- Industrial Engineering, we have learned about this. A key aspect of this improvement

initiative involved optimizing worker motion economy, a concept I had studied in detail during the KIM-202 course. By implementing changes that improved motion economy, I effectively reduced the Standard Minute Value (SMV) for the workers.

3.2 Suggestion for industry improvement

During my internship, I had the privilege of immersing myself in the diverse, dynamic environment at SNOWTEX Outerwear Ltd. This invaluable experience gave me insight into five departments within the company. I am deeply grateful for the warm welcome and support I received from each department, which significantly contributed to my growth and learning throughout my internship.

3.2.1 Suggestion for improvement in the Merchandising department: During the internship, I also had the privilege of working closely with the sample department, which plays an important role in product development at our esteemed organization. However, during this time, I observed some areas where improvements could greatly enhance the efficiency and effectiveness of the sample department. I noticed instances where my requisitions were not meticulously followed, leading to delays and inaccuracies in the sample development process. Also, a noticeable gap existed in daily reporting of sample updates, making it challenging for merchants to track sample progress, particularly in the sewing and cutting stages. In the following sections, I will elaborate on these observations and offer suggestions for addressing these issues to enhance the effectiveness of the sample department and, subsequently, contribute to a smoother, more efficient production process.

3.2.2 Suggestion for Improvement in the HR Department: By implementing a more structured recruitment and onboarding process to ensure the selection of skilled and suitable employees, the HR department can work more effectively. They can arrange regular training and development programs to improve employee skills. It will increase productivity as well. Introducing a performance evaluation system with clear KPIs can help monitor employee

progress and motivate them through rewards and recognition. Improving internal communication and maintaining proper employee grievance-handling procedures would create a more positive and supportive work environment.

3.2.3 Suggestion for Improvement in Production Department: The production department can improve its efficiency through strong production planning and coordination. Regular monitoring of daily production targets and analysis of variance reports can help identify problems quickly. Ensuring proper line balancing and workflow management would increase productivity and reduce idle time. Maintaining quality control at every stage of production and encouraging teamwork among workers and supervisors would help achieve higher efficiency and consistent production output.

3.2.4 Suggestion for Improvement in Cutting Section: Through better coordination with the store and adherence to a clear schedule, the cutting section can enhance productivity and ensure timely delivery. Regular training for bundling workers can reduce mistakes and improve efficiency. Especially by implementing quality checks before sending cut panels to the sewing section can minimize rework and production delays. These measures would help achieve a more organized and efficient cutting process.

3.2.5 Suggestion for Improvement in Sewing Section: The main challenges of this section are input shortage, accessories delays and machine failure. Ensuring proper planning of accessories and raw materials can prevent shortages during production and improve output and productivity. Regular machine maintenance and timely repair services are essential to reduce breakdowns and downtime. Specially supervisors and responsible persons should verify input availability before starting lines to avoid interruptions. Strong communication between departments and arranging skill development training for workers would further enhance efficiency and help achieve production targets effectively.

3.3 Learning for self-improvement

During my internship at SNOWTEX Outerwear Ltd., I gained valuable insights and knowledge from a range of departments, including HR, Merchandising, IE, Production Management and Production Planning & Control. This preface highlights the diverse learning experiences I encountered during my internship.

I learned about the recruitment process, job descriptions, job analysis, and employee training for existing and new employees. I also ran a training program for the employees. This knowledge helped me understand the organization's expectations of its employees, including myself, and vice versa. Throughout my internship in the merchandising department, I gained essential skills in buyer negotiations, particularly in sourcing fabrics and accessories. Now I have a better understanding of various Industrial Engineering tools and techniques, such as Lean manufacturing, Kaizen, TPM, Production layout, Ergonomics, and Motion study, etc. I hope this learning will help me to better understand the RMG business.

Here I am sharing some important notes that helped my self-improvement-

1. How to communicate effectively with people of various personalities
2. Career development planning
3. Form a team of subordinates
4. The various departments' duties and responsibilities
5. Perfectly analyzing the critical point and determining the corrective measure
6. Different departments' working procedures
7. How to Enhance Self-Confidence

I am perfectly capable of applying this knowledge in my job. Throughout this learning I will be careful about my duties and responsibilities to demonstrate myself an asset for the organization.

Chapter 4

Conclusion

During my internship, I have gained knowledge and experience by working across multiple departments and learning about various departmental activities. From the perspective of learning environments, there are numerous modifications. It was an amazing opportunity to work across different departments in the industry and learn about various functions and driving factors. This PGD-KIM course also helped me learn a lot about the RMG industry. I believe that this course has equipped me with valuable skills and knowledge that will significantly enhance my performance. I am eager to apply what I've learned to contribute to the industry's growth and success.

Finally, I have learned some very important lessons from this internship that will be invaluable in the development of my RMG career. I hope this course will help me be in a better position in the future.

References

1. <https://www.snowtex.com.bd/>
2. Investopedia