

Report On
Epyllion Group
Behind the Seams: An Internship Study on some Functional
Departments.

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 reference.
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

Dr. Sheikh Touhidul Haque
Asst. Professor & Recharch Fellow
BIGD, Brac University
66 Mohakhali, Dhaka-1212

Subject: Submission of industrial attachment report on Epyllion Group

Dear Sir,

This is my pleasure to present my internship report details regarding Internship experience at Epyllion Group, 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,

Md. Ismail Hossain
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Executive Development Center, BIGD
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Date: March 10, 2026

Non-Disclosure Agreement

This agreement is made and entered into by and between Epyllion Group and the undersigned student at EDC, BIGD, Brac University as the second party. The Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) which has minimum requirements for 3 months internship by the First party & it was agreed to fulfill the requirements. During internship the intern (2nd party) can work closely with co-officials & can use various data & information (which is not confidential). Using the experience & data the 2nd party will write the internship report. The intern (2nd party) only uses this data for academic purposes & will not share another area. In internship time & about data collection the 2nd party will be more conscious about company's privacy.

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Manager, Industrial Engineering Department
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Acknowledgement

I would like to thank EDC, BIGD, BRAC for giving such opportunities to complete Post Graduate Diploma in Knitwear Industry Management (PGD-KIM). This course enriches my academic knowledge & about knitwear industry.

I would like to thank the Epyllion group for giving me opportunities to internship in various departments. This internship has enriched my practical experience & I can relate with academic knowledge & practical experience.

I am grateful to my all-course instructors. I also thank my internship academic supervisor “**Dr. Sheikh Touhidul Haque**” as well as my industry supervisor “**Mr. Sumon Kumar Kundu**” for their cordial support & guidelines. By their given tasks, feedback & guidelines I can do my internship & report properly.

I am grateful to all the official staff from each department for their helpful attitude and helping me gather information about the industrial attachment.

Md. Ismail Hossain

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Executive Summary

During my internship in Epyllion group I get opportunities to work with various departments. I completed my internship in 66 days in 5 departments including Industrial Engineering, Marketing & Merchandising, Production, HR& Admin and Quality department. During my internship I have done various tasks like capacity studies, production follow up, non-productive time tracking, and line layout follows up in Industrial Engineering & Production departments. In Marketing & Merchandising I assisted with buyer communications, product pricing & input data in ERP. In HR& Admin I observed & learned of job recruitment & on board, training, employee wellbeing etc. In Quality department I learned the importance of quality assurance in every step of production system.

By working in various departments, I can relate academic knowledge with practical experience. This learning enriches my professional & personal skills & thus can help me to become world class manager in future. Then the objective of PGD-KIM will be fruitful.

Keywords: Knit Garment, industrial engineer, capacity study, inspection, job description, shipment, rejection.

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List of Acronyms

RMG	Ready-made Garments
SBU	Strategic Business Unit
PDC	Product Development Center
IE	Industrial Engineering
GSD	General Sewing Data
3D	3 Dimensions
M&M	Marketing & Merchandising
PO	Purchase Order
COC	Code of Conduct
MCD	Material Control Department
GSM	Garm per Square Meter
DHU	Defect per Hundred Unit
GPQ	Guideline for Proper Quality
HRM	Human Resources Management
L/C	Letter of Credit
AI	Artificial Intelligence
KPI	Key Performance Indicators

Glossary

KPI	It means Key Performance Indicator. It is a parameter to measure anyone's performance based on their job.
NPT	It means "Non-Productive Time". It is basically tracked in production time & tries to find out root causes of low performance. Based on this report authorities can work for better productivity.
Production Study	This is a time study technique in production line for a certain time (like 15 Minit, 30 Minit or 1 hour). For find root cause of low productivity in any sewing operation, this study is done.
Costing	It is the process of calculating the total cost & profit of a product including production cost, material cost, and overhead cost. It is done 2 times for each order, pre-cost & post costing.
Fabric relaxation	This is the process before cutting fabric. After all inspection in cutting, fabric put for rest sometimes so that it is shrink or adjust naturally.

Chapter 1

About Organization

1.1 Overview of the Industry

Epyllion Group- A leading 100% Export oriented Knit Garment factory; founded by Reaz Uddin Al Mamoon, a visionary entrepreneur in 1994. From started to now, this group become a well-known industrial group in Bangladesh & it's mainly recognized for its important role in the garments, textile & accessories industries. The core values of Epyllion Group are human spirit, ethical business practices, innovation, and sustainability. Our main motto is "Human Spirit." The team philosophy emphasizes mutual respect, honest and clear communication, collaboration, understanding each other's emotions, and working together as "One Team."

Initially, started as a small garment manufacturer in 1994 at Mirpur, Dhaka; named “Dekko Knitwear’s Limited” with only 2 sewing lines & 200 employees; It has become a fully integrated industrial group, including all parts of textile production, garment & accessories manufacturing. Epyllion operates multiple sectors like yarn production, knitting, dyeing, wet processing, finishing, testing labs, Washing, accessories and garment manufacturing. There are 6 sister concern in Garments divisions named Dekko Knitwear’s Limited (Mirpur), Epyllion Knitwear’s Limited (Mirpur), Dazzling Dresses Limited (Uttara), Epyllion Style Limited (Gazipur), Epyllion Style Limited-Extension (Gazipur) and Epyllion Knitwear’s Limited-HW (Narayanganj). Strong infrastructure and new ideas have helped to manufacture & exports products to many countries of the world as example Europe, the United States, Asia & Australia. Epyllion group produces products (Clothing) for top class global fashion brands worldwide like, Polo Ralph Lauren, Varner, Express, PUMA, Tommy Hilfigure, M&S (Marks & Spencer), Champion, BONDS, Stanley Stella, G-Star Raw and NEXT sourcing etc. Recently Epyllion group has been honored with “Super brand status for 2025” for its outstanding performance & collaboration with export & corporate social responsibility.

With garments factory Epyllion Group started with textile plant, embellishment like printing & embroidery plant, garment accessories industry, Retail brand named “Sailor”, washing plant, real estate business, food & beverage unit. A Design studio launched to enrich ideas & innovation to support the global RMG Exports. In Epyllion group all business units are vertically integrated, for more efficient production process.

Epyllion Group aims to meet the needs of its buyers by improving & maintaining quality. The company is fully aware of its responsibilities to its stakeholders like customers, employees, the community, society, and the environment. Epyllion Group prioritizes compliance with social standards, safety & health measures, local environment & most importantly labor & human rights.

People are the most asset to the company. Epyllion group aims to highlight the Human Spirit by Career Development, Innovation, Reputation, Equal Opportunities and Community Involvement. Epyllion Group's CSR initiative demonstrates its dedication to achieving Sustainable Development Goals.

1.2 Vision & Mission

Vision

The vision of Epyllion Group is to become an eco-friendly company where all stakeholders like employees, suppliers, and buyers can feel their prospects, can see their dream & ultimate success.

Mission

Epyllion focuses on success through its motivated and skilled workforce, quality assurance, innovation, ethical governance, CSR, sustainability, empowerment valuing the joy of life more than the profit.

1.3 Goals & Objectives

- To achieve sustainable goals by reducing environmental impact.
- To create opportunities for growth and empowerment for all stakeholders.
- To encourage health, education & economic development via CSR.
- To enrich employee skills by learning & Development.
- To innovate for faster supply chain.

1.4 Organizational structure, Organogram, Branches and Departments

All the Epyllion Group's business units are vertically integrated so that all structural elements are effectively managing their operations. Mr. Reaz Uddin Al Mamoon (Chairman) is the top of the organization with the executive leadership team, manages areas such as production, marketing, finance, and supply chain etc. The group is divided into several Strategic Business Units (SBUs), including the Garment Division, Textile Division, Accessories Unit, and Backward Linkage like testing lab and washing plant. This group has also retail brand (Sailor), Real estate, Food & Beverage (Epytoast). Each of these units has its own management team to run effectively.

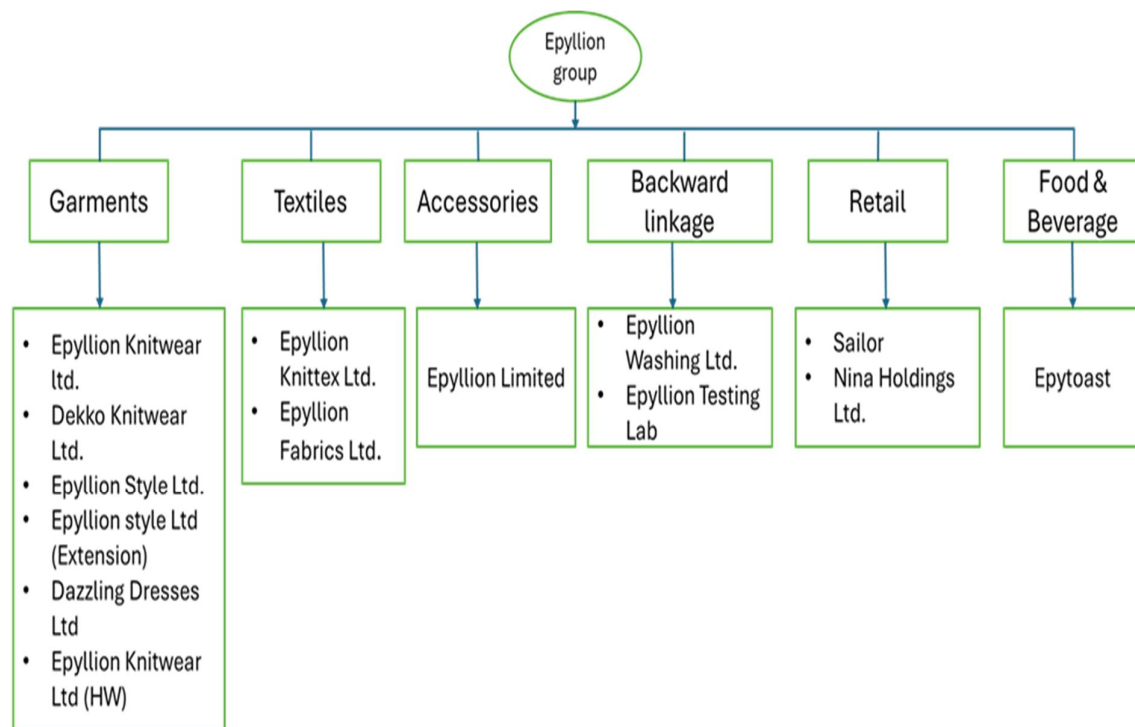


Figure 1: Organizational Structure

Organogram

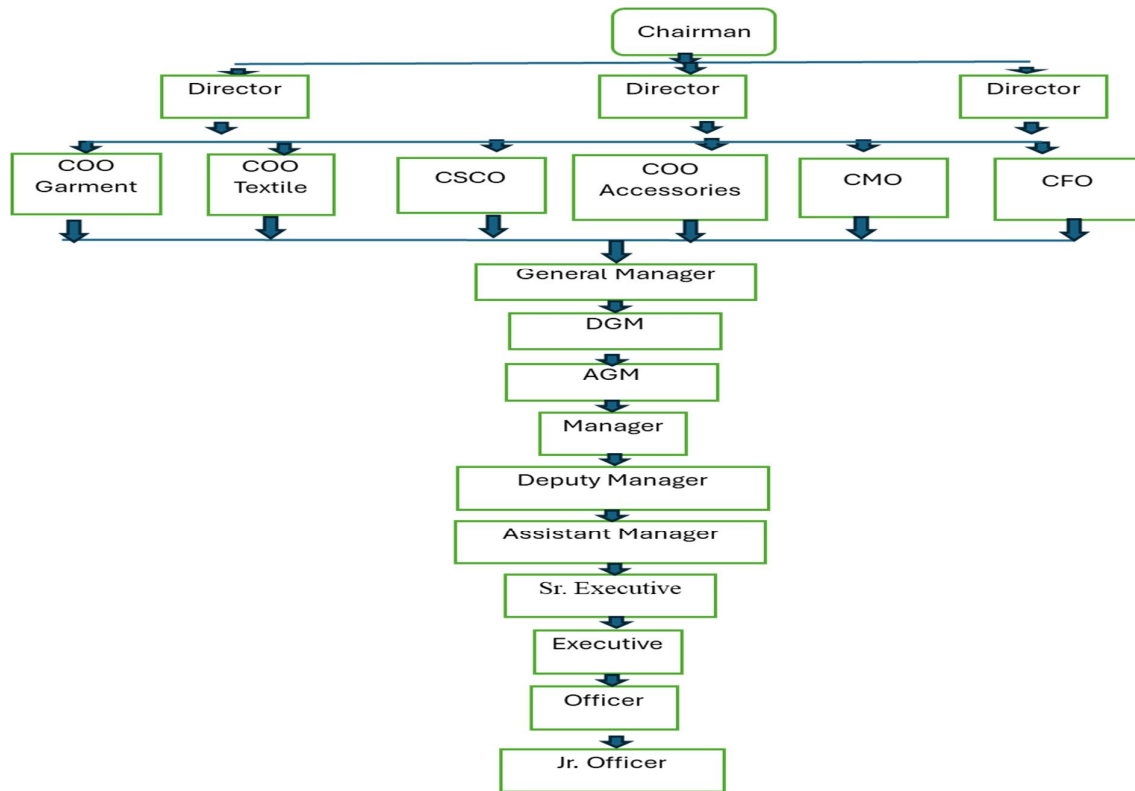


Figure 2: Organizational Organogram

Branches and Departments

- ☐ Administration- Human resources, Admin, Compliance
- ☐ Planning- Business Planning, Garments Planning, Textile Planning
- ☐ Production- Cutting, Sewing, Finishing
- ☐ Industrial Engineering- IE, GSD costing
- ☐ Maintenance
- ☐ Technical Department
- ☐ Sample- CAD, PDC, Design Team
- ☐ Supply Chain, Procurement
- ☐ Accounts

- ☐ Finance
- ☐ Commercial
- ☐ Textile- Knitting, dyeing, R&D
- ☐ Quality-Garments & textiles
- ☐ Marketing & Merchandising
- ☐ Inventory Management
- ☐ Learning & Development Team
- ☐ CSR (Corporate social responsibility) Dept.
- ☐ ICT Department
- ☐ IP (Intellectual Property) Team

1.5 Products produced by industry

Major products of Epyllion Group are knitted apparel. This group also provides services or products including fabrics, accessories, retail shops (sailor), and food & beverage. Main Products of Epyllion group are given below:

- ☐ Garments: T-shirt, Skirts, polo Shirt, tank top, jogger, leggings, short pant, jacket, hoody, ladies & kids dress etc.
- ☐ Textile: Polo Pique, Single jersey, Double jersey, Terry, Fleece, Single Lacoste, Double Lacoste, 1*1 Rib, Ottoman Rib etc.
- ☐ Accessories: Hang Tag, Elastic, Gum tape, Drawstring, Twill Tape, Jacquard tape, Poly Bag, Cartoon, Label etc.
- ☐ Printing: Glitter print, Pigment Print, High Density print, Photo Print Etc.
- ☐ Embroidery: 3D, Free motion, cross stitch, surface, monogramming & applique embroidery etc.
- ☐ Sailor (retail shop): Men's, women's, kids wear, footwear, bag, toy etc.
- ☐ Food & Beverage: Pastry, cake, biscuit, burger, puff, juice, Sinagra, bread etc.

Chapter 2

Description about task accomplishment

In this chapter I am going to describe my internship schedule in various departments. I have done my internship in 5 departments over 66 days.

Serial No	Name of Departments	Intern days (total 66 days)
1	Industrial Engineering Dept.	13 days
2	Marketing and Merchandising Dept.	15 days
3	Production Department	14 days
4	HR & Admin Department	11 days
5	Quality Department	13 days

Table 1: Internship days allocation

2.1 Industrial Engineering (IE)

Industrial engineering is scientific methodology with design, installation, and maintenance of integrated systems of manpower, materials, information, equipment & energy. In a sewing floor, an industrial engineer works to implement a scientific way of sewing operations to maximize efficiency while minimizing wastage. Workspace of Industrial Engineering in RMG industry is vast such as textile, cutting, sewing, finishing, GSD costing & so on. In my internship period I worked with Sewing floor IE (Industrial Engineer).

During my internship at Industrial Engineering at Epyllion Group, I closely observed & learned about various tools and techniques of industrial engineering, such as Time study, Line balancing, Bottleneck solving, Motion study, Target setting, NPT (non-productive time) elimination, SMV calculation, Thread consumption & so on. Every morning, I go to the sewing floor with my sewing IE (Industrial Engineer) buddy & start working on my daily tasks. Some work is done by me & sometimes I assist my buddy. In my internship period, I followed up on two sewing production lines: including hoodie & t-shirt production lines. Every morning, I was counting & making a report on existing sewing machines on those two lines, so that running & idle machines are easily tracked. After identify the idle machines we can use another line. Then I checked the absenteeism of those two lines & assisted my intern buddy with the line setup. After the line is set, I check the WIP (work in process) & ready input from cutting & give the

production target for that day. One of my main duties was to check the hourly production report & find out the variation of actual vs target.

If there is a huge mismatch of variation on actual & targeted production, I found out the root cause & worked for increasing production. Sometimes there is a bottleneck process in the line, and assistance is needed to solve it by a capacity study / production study for the individual process. I did a production study for 1 hour by using a stopwatch & found out the main reason for low production. I also learned how to calculate the SMV of a single sewing process. By using SMV, a target is set for each operation. I made a full line capacity study by using a stopwatch & made a capacity graph for 3 days of production. This capacity graph helped me a lot with line balancing, so that I could set the line for maximum efficiency. Sometimes I find some operators are doing operations by an improper method; with the help of my buddy & technical person, I explained & taught the operator properly. Sometimes, for existing & critical operations, I assisted develop the process by method development. A capacity sheet of a sewing line which was done by me, are given below for better understanding.

EDYLLION		Cycle Check Sheet											
Line 12		GSD SMV		9.32	AKT Time		Production Date		4-Jan-26				
EWO 262400		Manpower		38.00	KT Pieces		Cycle Check Date		8-Jan-26				
Sl. No.	Name of TM	Individual Capacity	M/C Name	Operation Description	GSD SMV	Cycle Time(Sec)	Cycle Time(Min)	Plan W/S	Yamazumi Time	Yamazumi Capacity	TAKT Pieces	Video Capacity	
1	Selina		SNLS	Care Label Tack at Back Part		18	0.3000	1.0	0.3000	200	190		
2	Bibi Khadiza+Mahima	Bibi Khadiza-90+Mahima-90	4TOL	Front Shell & Lining Part Side OL		36	0.6000	2.0	0.3000	200	190		
3	Soleman+Sahera	Soleman-110+Sahera-110	4TOL	Front Shell & Lining Part Upper & Lower Edge OL		36	0.6000	2.0	0.3000	200	190		
4	Sorna		1NFL	Front Part Top & Bottom Panel Joint		18	0.3000	1.0	0.3000	200	190		
5	Ashiq		4TOL	Front Panel Top Stitch		18	0.3000	1.0	0.3000	200	190		
6	Sohana+Sabina	Sohana-120+Sabina-120	4TOL	Shoulder Joint		30	0.5000	2.0	0.2500	240	190		
8	Sohel		2NFL	Shoulder Top Stitch		18	0.3000	1.0	0.3000	200	190		
9	Khadiza+Suraiya	Khadiza-100+Suraiya-100+Imran-60	4TOL	Sleeve Joint		40	0.6667	2.5	0.2667	225	190		
10	Suma		OL	Neck Rib OL		18	0.3000	1.0	0.3000	200	190		
11	Aktera Parvin		SNLS	Neck Rib Mouth Tack		18	0.3000	1.0	0.3000	200	190		
12	Nila		SNLS	Neck Rib V Tack & Mark		18	0.3000	1.0	0.3000	200	190		
13	Monir+Lima	Lima-110+Monir-110	SNLS	Neck Rib V Tack to Body		36	0.6000	2.0	0.3000	200	190		
14	Jahid+Ashadul		4TOL	Neck Joint		36	0.6000	2.0	0.3000	200	190		
15	Sumon		1NFL	Back Neck Piping		16	0.2667	1.0	0.2667	225	190		
16	Asha Momi		HP	Back Neck Label Ptn Mark		15	0.2500	1.0	0.2500	240	190		
17	Kakoli+Sajeda	Kakoli-120+Sajeda-120	SNCS	Back Neck T/S with Label		30	0.5000	2.0	0.2500	240	190		
18	Nur Mohammad +Millad	Nur Mohammad-110 +Millad-110	1NFL	Arm Hole Top Stitch		16	0.2667	1.0	0.2667	225	190		
20	Ripa+Rakib+Imran	Ripa-110+Rakib-110+Imran-50	4TOL	Side Seam		40	0.6667	2.5	0.2667	225	190		
21	Mitu		HP	Body Turn for Hemming		16	0.2667	1.0	0.2667	225	190		
22	Biplob+Mamun	Biplob-100+Mamun-100	2NFL	Sleeve Hem		32	0.5333	2.0	0.2667	225	190		
23	Ruma+Kajoli	Ruma-100+Kajoli-100	HP	Sleeve Thread Cut		36	0.6000	2.0	0.3000	200	190		
24	Raihan		2NFL	Bottom Hem		16	0.2733	1.0	0.2733	220	190		
25	Kholi+Asma	Kholi-80+Rased-80+Asma-80	1NFL	Front Neck Top Stitch		45	0.7500	3.0	0.2500	240	190		
26	Laboni		SNLS	Front Neck Safety Tack		17	0.2792	1.0	0.2792	215	190		
27	Murni		HP	Bottom Hem Thread Cut		18	0.3000	1.0	0.3000	200	190		
28	Samitha		HP	Front Neck Thread Cut		18	0.3000	1.0	0.3000	200	190		

Figure 3: Capacity cycle time

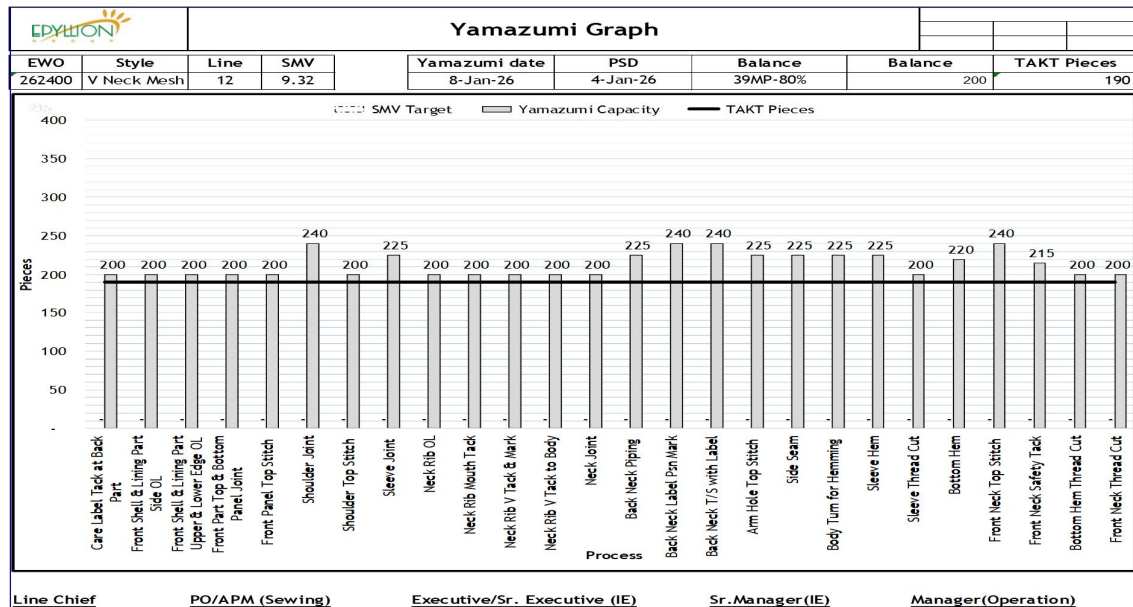


Figure 4: Capacity graph

In this capacity sheet & graph the line has the production capability is 200 pcs per hour.

Sometimes some machines have some mechanical problems and production stop or quality fail from those machines, in that case I informed the mechanic to solve the problem. When the input becomes low, I inform the cutting department about the input. For any non-productive time during production, like power failure, machine breakdown, accessories delay, or input delay, I noted down an entry on the daily report.

On the other hand, I had other tasks to maintain floor 5S & inform my intern buddy of any discrepancies. I learned about efficiency reports as well as the KPI report on the sewing department. During my intern period, a one-line layout (changeover) happened & I closely observed & learned to prepare for doing a changeover. Before the changeover, the layout paper needs to be prepared and given to maintenance, production, and the technical team. On the other hand, we need trained operators for any critical operation and need to make guides and folders for special operations.

After my internship, I came to learn that in industrial engineering, calculation is nothing but the scientific methodology of process operation with the aim of minimizing all kinds of wastage.

2.2 Marketing and Merchandising

During my internship in marketing & merchandising in Epyllion group, I learned a lot about this department. I came to know how important these areas are for a ready-made garments company. This internship gave me a great opportunity to see how both areas work together in a real business environment. Marketing is the front liner & mainly focuses on people what are they interested in and who want the products. Marketing team also named in Epyllion group is “Development Team”. On the other hand, Merchandising is supportive for marketing who ensures the right products at the right time for customers. Merchandizing teams are known as “Bulk production team”.

During my internship, I was assigned many important tasks by my intern buddy in M&M. Though I was as internee, so that my assigned jobs are to assist him in different areas of his job duty. With marketing team, one of my main jobs was to assist with buyer communication. I helped him to update all records of communication with buyers, prepare emails and work on presentations for meetings. By this, I learned how to get in touch with clients, get feedback, and use it to improve products. Here I also learned about order taking procedures. Firstly, receives technical artwork & information of products which called as “Teck pack”. Sometime buyer sent physical samples of products. By this Teck pack or sample, I helped to make pricing by getting SMV from Industrial Engineering Department, Fabric Consumption by CAD, print & embroidery from embellishment Department. After making costing submit it to for pricing. After pricing negotiation, the order will be placed. In this time a sample has made & revised as per buyer comment. Then the bulk production merchandising team can start their work.

I also work with merchandizing (bulk production) team. Here I was helped by my buddy to book fabric and trim accessories for specific orders to nominated suppliers. I had to contact & follow up with suppliers about the orders within that internee period. Here we did some paperwork like after receiving invoices from suppliers then need to create PO (purchase order) & send it to commercial department. After receiving trims, accessories samples from supplier then sent for buyer approval. In the meantime, I am with my buddy seat with planning team making line plan about specific order to ship without any delay. After receiving all approved trims & accessories put in for sewing input. On production time I followed up specific order about production, efficiency as well as rejection %. After completing production need to final inspection with 3rd party inspector. Then the goods are ready for shipment.

During production time if any unwanted problem happens, it needs to be solved urgently. As example: In an order sewing thread short during production time due to some inner sewing process changed, then calculated the adjusted required thread. The thread was received within 4 days so that shipment was completed before the deadline. After shipping I helped to calculate the post costing & this is done for how about expected & actual earnings or losses.

I really feel it is very good learning & gaining knowledge to work with marketing & merchandising team of Epyllion group. It helped me a lot to learn about business policy of RMG.

Now I am going to show a flow chart of working procedure of this department for easy understanding.

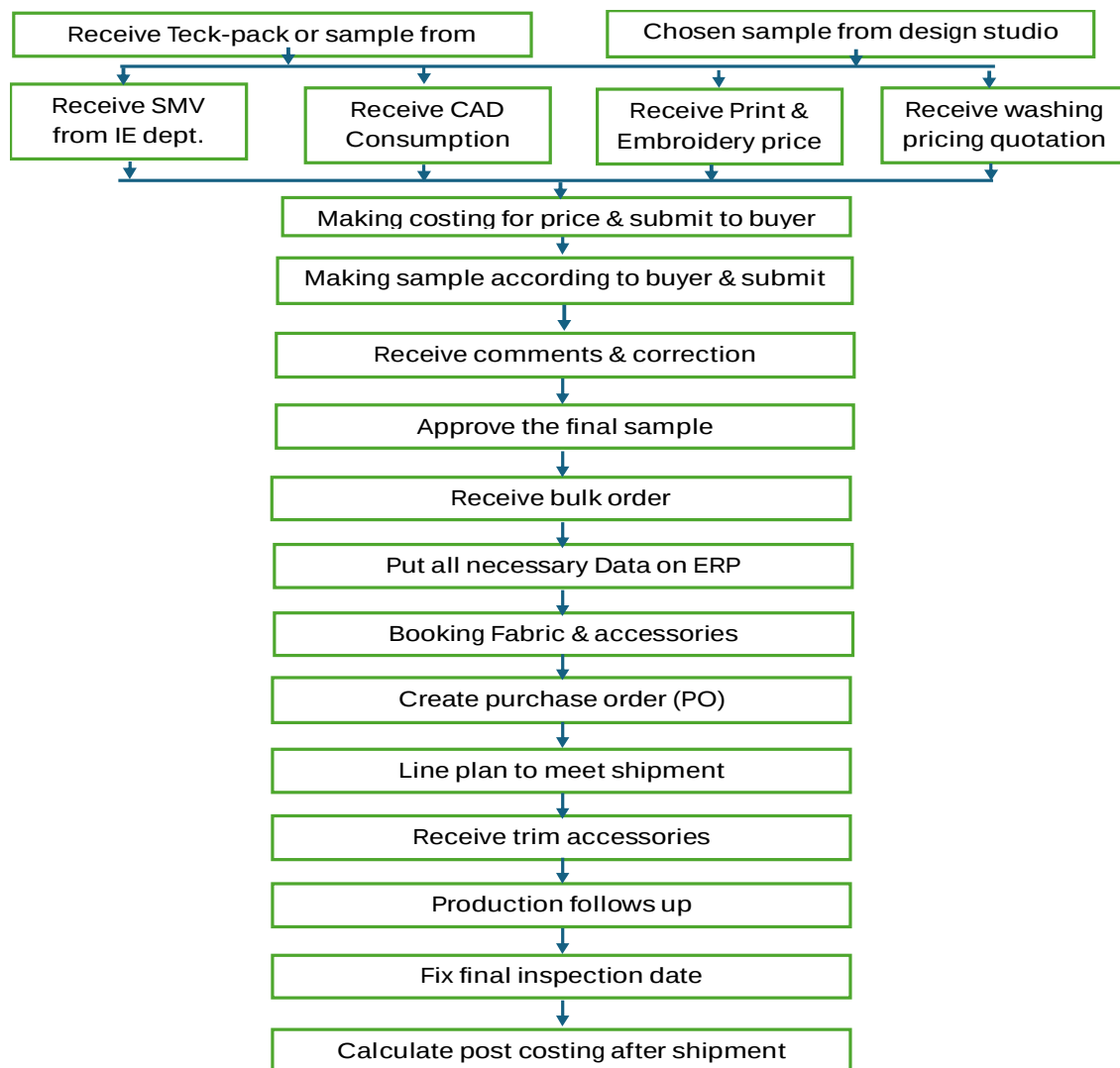


Figure 5: Marketing & Merchandising working Flowchart

2.3 Production Department

Production department is the heart of the of any factory. Production department consists of three main subsections: cutting, sewing & finishing in a garments factory. Epyllion group is famous for quality full products with good efficiency level. I worked in production department, separately cutting, sewing & finishing sections in my internship period.

Cutting section is the first step of production department. I closely observed & assisted my internship buddy in every process in cutting section. Before cutting fabric, need to inspection for check holes, stain marks & wrong pattern. Then I observed how to check running shade & make a report based on inspection. After inspection fabric needs to keep relaxation for some time. In the meantime, marker paper is prepared in the CAD section. I observed how to make CAD markers with efficient marker ratio. After relaxation fabric spreads on cutting table with cutting table with different lay height. The lay height & quantity vary based on fabric characteristics. Then the cutting started. I observed both manual & auto cutting in this section. After cutting done the next procedures are stickering or numbering, defect part changes & last one is bundling. Then quality team check the cutting parts & approve for sewing input.

In sewing section different cut panels are stitched to make a final outlook of the cloths. I observed in sewing section different types of work procedure like machine setup, sewing process, quality control & output of a cloth. Before starting a sewing line, different types of machines are set up. The lines are set or layout as per operation breakdown from Industrial Engineering department. There are different types of sewing machine including overlock or seam machine, flat lock or hemming / top stitching machine, lock stitch machine, buttonhole machine, button attach machine, bar tacking machine. In sewing section for sewing line manpower are varied based on product variation. The operators are attached to the different parts to make the final products. In sewing time, the operators were checked the running quality of the sewn parts. A line quality inspector checked in every operation to assure good quality. The line supervisor always followed up the line to increase production with maintaining quality. He also made an hourly production report & I checked the report & signing during my internship time.

The finishing is the last section of the production department. The last operator or helper put the sewn products on iron table. The ironer ironing to make good appearance of the cloths. Then the table quality inspector checks the final product both inside and outside & sets a qc pass sticker. Then the products are ready for packing. There are various procedures for packing

products & it depends on customers' requirements. The basic & common procedures are label checking, hang tagging, string attaching, folding, poly packing etc. The folding man folds the products & insert into poly and close. Then these are sent to cartoon area. There the main steps are assorting, putting into cartoon as per size ratio & closing the cartoon. Then the cartoons are stored & waiting for inspection. After passing final inspection the cartoons are sent for shipment.

In my internship in production department, I learned a lot about the production process from beginning to end. Here I learned all the connected processes in this department & how they are working to make a quality-full product.

2.4 HR & Admin Department

I worked as an intern in HR & admin department in Epyllion group for few days. Here I gained amazing knowledge about this department. Epyllion groups are well known for good HR policy. In Epyllion the main motto is "Human Spirit", so management are mainly focusing on manpower to make more productive & happier in their workplace.

During my internship period I assisted an HR executive to learn properly in this department. In this department I have assisted & followed many tasks like recruitment, maintaining attendance, employee relations, health & safety of staff & workers. In recruitment I closely observed job circulation, prepared job description, reviewed applications, contact with candidates & arrange on board & support for interview process. Here I learned how to choose right person in right place and its importance in any company. I helped to maintain personal data, attendance & leave records of employees. I also helped with entry & track records of employees including management, staff & workers.

I also worked in training & development area in epyllion group. I helped my buddy to make orientation programs for new employees & help them to understand the company policy & culture. I also helped to prepare training programs for existing employees for growth. Here I learned how HR helps an employee to develop career so that they fulfill company's expectations. Here I also worked on promoting company policy & culture to all existing employees. I helped to mail every announcement of office notice & meeting on company codes of conduct.

Health & safety are the most important areas in any factory. HR maintain & follow up the health and safety precautions of every employee. Here I helped to organize meetings for safety awareness like hazardous chemicals and fire drills. I also helped to create awareness to maintain these precautions & as well as company COC.

During my internship period I gained a vast knowledge of the HR department. HR valued employees great & makes them better in creating value in workplace. I feel how HR plays a vital role in making employees more productive & happier in workplace.

2.5 Quality Department

Quality is the main concern of Epyllion group & this group is well known for its quality-full products to its buyer. Quality control is mandatory to make zero defect products & thus meet the expectations of buyer. To maintain quality, quality assurance department works every process from in-house materials to final shipment.

During my internship I tried to observe closely how to maintain quality in every step of readymade garments. I worked in MCD (material control department), here I learned how to check all materials like sewing thread, button, heat seal label, mobilon tape etc. After checking all trims-accessories then quality concern approved for further process. If quality does not maintain properly in this area, the whole production is gone in the wrong way. Thus, production must be hampered to meet quality & meet shipment deadlines.

Before cutting stage quality checked in dyeing section. Then the fabric stored in cutting section as per requirement. A fabric goes through different types of quality checks like 4 points inspection, Shade check, GSM check, width check, shrinkage check etc. After passing all check the fabric is ready for cutting. After cutting I assisted to check the pattern with cut panels. In cutting section quality department faces a target to decrease cutting rejection by less than 4%. If the rejection percentage is higher, it is tough to meet shipment quantity. If the rejection percentage lower than production meets the shipment quantity without any delay. If the rejection percentage is below 4% then the cut panels are approved for input.

Before production starts a P.P. (pre-production) meeting will be held. This PP meeting is being held for the production plan, quality issue & make sure that everyone is concerned about deadline, material & any other issue. As an intern in quality department, I also attend a PP meeting to follow if there are any instructions. In production line layout time, I also followed

up as a quality concern. I assisted & followed up to make sure the right/approved materials are used, maintained correct layout & meet all instructions from buying QC (Quality controller).

In sewing line every process needs to be checked every hour. I assisted the quality inspector in sewing production line by checking 5 pcs of sewn products. By this the quality problem is easily solved & it is easy to maintain quality of products. In sewing production lines, the traffic light system is maintained. In this system there are 3 colors: green, yellow & red. Green means the process going in right way. Yellow means the process has some quality problems like uneven, broken stitch. The red means the process goes wrong way & repeatedly the problem happens. A quality inspector randomly checked a sewn process & if he finds the quality is good then he marks green in traffic light system. If it has some quality issue he is marked as yellow & checked double or triple times in an hour. If the problem does not occur further, then he marked again green in the traffic system. If the quality of that operator's operation is again problematic, then he is marked as red in traffic light system. In this case that process needs to be solved immediately. The quality inspector needs to check this operation 4 times an hour. If he doesn't find any problem, he again marks yellow & then green if the problem is finally solved.

After sewing process is complete, there is another quality check table. A quality checker checks the complete body inside & outside. Here he or she checks many points like measurement, shade, any uneven sewing, broken stitch, uncut threads, loose threads, appearance, oil or dust marks etc. After checking the body, the quality is passed & approved for finishing work. In this stage a report is prepared named DHU (Defects per hundred units). I assisted the quality inspector to make this report. Our quality department set the DHU target by less than 8%.

Starting from production to completion a GPQ (guideline for proper quality) officer is always followed & make sure the process is going in right way. In finishing section quality department checked labeling and packaging so that the product is ready for shipment before final audit. Before shipment a final inspection has been inspected by 3rd party auditor.

After completion of intern in quality department, I came to learn how important it is to maintain quality in garments industry. The proper quality increase product value as well as the company's goodwill.

Chapter 3

Critical assessment of Internship work

I have learned various things during my PGD classes (Both on generic & industry specific courses) & I can observe that learning during my internship period. Though I am an industrial engineer & directly work with merchandizing & production team. I also work with the other departments like HR, Quality, Maintenance etc. After PGD-KIM classes & internship I can easily relate the internal linkup of each department. This helps me to growth in both professional & personal development.

3.1 Application of Generic and Industry specific courses during internship

During our PGD-KIM class we completed below theoretical subjects which are related to our garments.

1. KIM-101: HR Skills & Competencies
2. KIM-102: Analytical Skills & Competencies
3. KIM-103: Communication Skills
4. KIM-104: Business Operation Skills
5. KIM-201: Introduction to Garments Industry
6. KIM-202: Industrial Engineering
7. KIM-203: Production Management & Merchandizing
8. KIM-204: Quality Management

Now I am going to describe what I learn from these subjects & how I can relate with my professional experience.

From HR Skills & Competencies (KIM-101) I learned about different types of leadership traits & skills, leadership behaviors. I learned difference between manager & leader behaviors. In this subject I also learned HRM practices in garments industry like job circular, on board, training & development, compensation, and performance management. Here I learned how

performance management works like the purposes, criteria & methods and how it impacts personal & professional growth.

From Analytical Skills & Competencies (KIM-102) I learned quantitative analysis, cost benefit analysis, statistics, time value of money concepts, breakeven point analysis by different types of math functions like different types of number, different types of Interests, present & future value of interest, fixed cost, variable costs etc. In this course there was a session about ICT department & there I learned about different types of computer skills, safety & threats of using internet & many more safety precautions to using computers.

From Communication Skills (KIM-103) I learned for businesses, Communication is the most important to run the business & how effective communication grows the business with maintaining the goodwill. Here I learned verbal & non-verbal communication etiquette which helps to better communicate with other officials. In this course I learned how to write proper mail like using proper addressing, mailing language, proper presentation etc.

From Business Operation Skills (KIM-104) I learned & observed how the course aligned with organizational goals & structures. In this course I learned Management procedures like managerial skills, roles & managerial behaviors & different types of management theory. Here I also learned basic organizational structure & strategy, marketing process, marketing elements, brands & rules regulations for ethical business. I came to learn how accounting & financial management works in the basement of an organization.

From Introduction to Garments Industry (KIM-201) I learned a lot about garments industry from beginning to end. Here I learned all the common terms in RMG including different types of fiber, yarn, fabric, dyeing & garments. I learned all the procedures of these stages. I also learned about different types of color, knitting procedure, Dyeing procedure CAD, cutting procedure, sewing procedure, SMV, Teck pack, L/C (letter of credit), embellishment like washing, embroidery, printing, fusing etc. & it's using in different areas of garments industry.

In Industrial Engineering (KIM-202) I learned a vast knowledge of application of Industrial engineering in every aspect of garments. I came to know the different industrial revolution & position of Bangladesh. Here I learned about areas of work study, increasing productivity with minimizes off losses, uses & procedures of prepare of SMV, importance of KPI, lean tools & technique, proper line balancing, quick changeover, cellular manufacturing, inventory management, proper resource utilization, cost minimization, human friendly workstation etc.

In Production Management & Merchandizing (KIM-203) there are two different sessions including fashion, marketing & merchandising. In fashion classes I learned about fashion classification, its revolution, elements of design, classification of color & its uses in fashion merchandising. In marketing & merchandizing session I learned its differences, pricing policy, relationship between seller & buyer, different types of incoterms & Letters of credit. I also learned order taking process to final shipment procedures. In this class I also learned about different types of costing like fabric cost, trims & accessories cost, packaging cost, freight cost & thus I easily can relate business operation procedures.

In Quality Management (KIM-204) I learned about differences between QC, QA, QMS & their different working procedures. In this course I learned about risk & hazards factors & sustainability goals in garments, keeping procedure of chemicals, different types of certifications like GOTS, OCS, amfori BSCI, RCS, Oeko-tex & its maintains policy. In this subject, supply chain management also another session & in this session I learned about supply chain structures, revolutions, areas & objectives of supply chain. I learned how to impact business growth by minimizing cost.

3.2 Suggestion for industry improvement

In my class & internship in several departments I learned a lot & I observed many things. Based on this I have some suggestions for better improvement of industry. Some of them are given below:

Better quality with improved method:

Epyllion group is well known for its product quality. To make better quality technician team sometimes make the operation by improper method. As a result, the cycle time of this process is slow and productivity is lower. So, in this case technical & industrial department needs to be more concerned about this process to improve the process with more quality & less time-consuming.

Improve written communication:

During my Internship I observed voice communication is more used than written communication (mailing/WhatsApp). In this case there is possibility of miscommunication or misinformation. But in written communication this possibility is too little. To reduce the error all the employee needs to habituate with written communication.

Training supervisor to increase skills:

Supervisors are directly involved with production & they work with workers. If the production supervisors are more skills about SMV, technical, quality, communication, mechanical, then they can put more impact on improve productivity with better quality without any delay. They can run the production line with proper methods & reduce waste; thus, efficiency will increase with decreasing losses.

Improve negotiation with buyers & suppliers:

Price is the main factor for a company to run & make profit. If the pricing is lower, the company makes losses & if the pricing is too high order may out of hand. So, pricing needs competitiveness to make more profit with enough order. On the other hand, negotiation with suppliers is also important for company's profit. If the profit has not come from buying, it is difficult to make profit from selling.

Make more value-added products:

Our human strategy is to do normal work instead of difficult work. This is also seen in our garments industry. We always try to produce lower valued products. But buyers are not so attracted to basic products, they need more fancy items. If our company makes habits with high valued products or more products diversifications buyer will place more orders with us. Thus, the company may make more profit.

Minimize non-productive time:

This is the basic part of industrial engineering, but I think this process is fruitful for every department. From logistics, order taking to final shipment if the non-productive time tracked & controlled, the productivity increases with minimizes losses.

Adoption of modern technology & automation:

Though Epyllion group has some modern technology, it must be important to be more updated with modern technology & automation in every process for all departments. With modern technology & automation operations will be easier, increasing quality, improving productivity & human errors will be minimized.

3.3 Learning for self-improvement

After my PGD-KIM courses & internship I have gathered some knowledge which is very effective for my personal & professional growth. I describe it below:

Interdepartmental Collaboration:

I gained practical experience as well as in PGD courses & can relate inter-departmental relations & how they are interconnected with each other. I learned how all departments like merchandizing, supply chain, production, mechanical, quality, HR and industrial engineering work together to meet the deadlines.

Teamwork & Communication:

By working with various departments, I understand that good teamwork & clear communication can solve any problem without delay. Thus, all tasks are becoming easier & the industry become more profitable.

Importance of quality:

learned how important quality is in every step of production process. Even a small mistake in production causes a large impact on final product & this may be the cause of shipment cancellation. So, it is important to increase the quality with productivity.

Time management:

Time management is most important for a production-based industry. It helps the factory to run smoothly & meet the deadlines. It helps to improve efficiency, reduce errors, and keep track of the alignment with production planning. If all things are running timely, shipment is done without delay & customer becomes happier.

Presentation skills:

During PGD-KIM I have presented many presentations in classes. This helped me to make a better presentation on a topic & how to present it properly.

Chapter 4

Conclusion

Internship is an opportunity to gain practical knowledge what the students learn from their theoretical class. It might be several months to gather knowledge in a specific industry under the supervision of professionals. By PGD-KIM, our government has aimed to prepare students as world class managers.

Students, whatever they learn from their theoretical class, in internship they can get real world scenarios, understand theoretical knowledge by using practical experience, can build professional skills & can easily relate with theoretical knowledge with practical experience. They also learn which are not taught in theory classes. In internship students also learn many skills like communication, problem solving, teamwork, presentation, time management etc. This helps them to enrich their personal & professional growth.

By doing PGD-KIM, I got the opportunity to intern in Epyllion group. Here I complete my internship in 5 cross functional departments including Industrial Engineering, Marketing & Merchandising, Production, HR & Admin and Quality department. I worked there several days in every department. I have completed every task what are given by my industrial supervisor & internship buddy. I have completed many tasks like capacity study, changeover report, data update, various report makes, accessories booking, attend meetings & so on. This internship helps me to enrich my technical & interpersonal skills which are aligned with the goal of both our government and organization.

From my internship I have some suggestions for internship. Firstly, it will be better to present by students about whole internship & theory classes. Thus, other students can get ideas & learning from him. Secondly, need to regular follow up from authorities about internship. Thus, students will be more concerned about the internship. Thirdly, Internship duration needs to be some less because, long run of internship may put bad impacts for professionals on their current job.

I have also some suggestions for theory classes. It will be better to add some subjects like Artificial Intelligence (AI), Mechanical basics, Planning in this PGD-KIM course theory class. In KIM-102: Analytical Skills & Competencies there is a 2-day course, name ICT; this duration is too small. It will be better to expand it some days. There is also another subject named, "Introduction to garments industry". This subject also needs to expand for better learning.

In conclusion, Both BRAC university & Epyllion group provided opportunities to gather knowledge & practical experience, which have enriched my skills & learning. Applying this knowledge in my professional area will be beneficial not only for my organization but also to our country.

References

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