

Report On
Internship Experience
at Epyllion Group

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

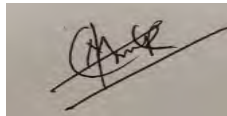
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Declaration

It is hereby declared that

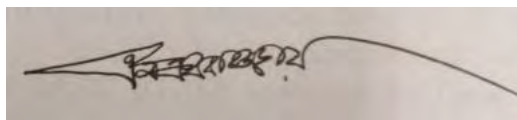
1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate reference.
3. The report does not contain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

Student's Full Name & Signature:



Mizanur Rahman
Student ID-24281018

Academic Supervisor's Full Name & Signature:



M. Ashraful Haque Kowsar
Deputy General Manager, Marketing & merchandising
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Letter of Transmittal

M. Ashraful Haque Kowsar
Designation-Senior Trainer
BIGD, Brac University
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Subject: Submission of internship report

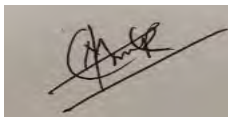
Dear Sir,

It's my pleasure to submit my internship report on Internship experience at Epyllion Group under your supervision.

I have done my best to finish the report with the essential data and recommended details in as compact and informative manner as possible.

Hoping that the report will meet our expectations.

Sincerely yours,



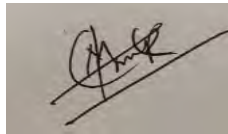
Mizanur Rahman
Student ID-24281018
Executive Development Center, BIGD
Brac University
Date: Nov-10-2025

Non-Disclosure Agreement

This page is for Non-Disclosure Agreement between the Epyllion Group and Mizanur Rahman.

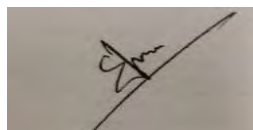
This is an agreement which is made and entered into by and between Epyllion Group and the undersigned student at EDC, BIGD, Brac University.

Student's Full Name & Signature:



Mizanur Rahman
Student ID-24281018

Industry Supervisor's Full Name & Signature:



Rashid Hasan Shourov
Deputy Manager, Marketing & Merchandising.
Epyllion Group

Acknowledgement

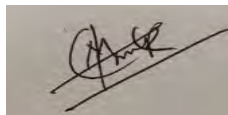
The Most Merciful and Gracious Almighty deserves all glory!

For the successful completion of my internship period, I'm very grateful to my academic supervisor for providing great guidance and support. He continuously monitored and provided helpful information to us. Moreover, I am thankful to my industry supervisor for allowing me to work with diverse departments, along with my own job responsibilities.

I am sincerely grateful to all my faculty members and classmates who supported and guided me throughout the 9-month-long PGD journey. In addition, I want to express my sincere gratitude to BIGD and other relevant personnel for providing us with on-time information and support.

I'm grateful to the representatives of every department for their cordial demeanors and aid in assisting me in obtaining information regarding the industrial attachment.

Student's Full Name & Signature:



Mizanur Rahman
Student ID-24281018

Executive Summary

After three months of my internship experience, I have prepared this report. Through this learning period, I was able to gain knowledge which helped me comprehend the operating processes used by various departments. Professional and experienced staff with large capacity products are available from Epyllion Group. This report was created based on knowledge & information obtained from the business and my job experience.

Here working practices are discussed in the report along with the work phase's strengths and facts. After examining and evaluating each area, the final recommendation in this report is provided to improve the organization's current position.

Keywords: Marketing & Merchandising, Compliance, Planning, Production, Fabric.

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List of Acronyms

TNA	Time And Action
SMV	Standard Minute Value
LC	Letter of Credit
HR	Human Resource
TPM	Total Productive Maintenance
BEPZA	Bangladesh Export Processing Zones Authority.
BKMEA	Bangladesh Knitwear Manufacturers and Exporters Association
RMG	Ready Made Garments
GAP	Good Agricultural Practices
SWOT	Strength-Weakness-Opportunity-Threats

BCG Baston Consulting Group

PESTEL Political-Economic-Social-Technological-Environmental-Legal

Chapter 1

About Organization- “Epyllion Group”

1.1 Overview of the Industry

Epyllion Group – The main motto of this company is “**Human Spirit.**”



Image Source: <https://www.epylliongroup.com/>

Epyllion Group: A Legacy of Excellence and Innovation Since 1994

Epyllion Group, formed in 1994, boasts an exceptional reputation for excellence, innovation, and global impact. The company has grown into one of the biggest industries of the country with a diversified business portfolio with textile, washing, manufacturing, trims & accessories, real estate, and retail sectors.

The backbone behind the success of Epyllion is its commitment to ensure quality and sustainability. The group has been known as a reliable manufacturer of quality garments in the textile and apparel industry for many well-known international fashion brands. Epyllion is practicing the manufacture within a sustainable way.

Epyllion Group through innovation and enforcement of ethical practice has emerged over the years as an authority in the business arena. The organization is not only renowned for commercial success but also as a socially responsible company that achieve “super brand” award.

The continued growth & resilience of epyllion group is declared as a testament to its visionary leadership, strategic excellence and enduring values.



Garments



Textile



Accessories



Value Addition &
Services



Retail Business

Image Source: <https://www.epylliongroup.com/>

Table 1: Organization information

Organization Name	Epyllion Group
Chairman	Mr. Reaz Uddin Al Mamoon
Nature	100% Export oriented knit composite
Specialties	Textile, Garments, R&D, Design Studio, Garments Accessory, Garments Printing & Embroidery, Washing, Testing Laboratory, Retail Business, Food & Beverage
Epyllion Group Employees Size	25000+ employees
Phone Number	+8802 9840223
Company Website	https://www.epylliongroup.com/
Headquarters Location	227/A Tejgaon-Gulshan Link Road, Dhaka, 1208 BD

Table Source: <https://www.signalhire.com/companies/epyllion-group>

1.2 Vision & Mission

Mission:

Excellence: Aiming towards the highest levels of performance and ensuring optimum quality in every part of our business.

Sustainability: Practicing ethical corporate culture and incorporating sustainable methods into our operations and making a positive impact on our society.

Customer Satisfaction: Ensuring optimum quality goods and services that satisfy our buyer's expectations by continuing the priority of social and environmental responsibility.

Vision:

Industrial Leadership: Epyllion group wants to be the dominant player in the Bangladesh RMG market by 2030, and We are making progress to fulfil the dreams.

Customer: Putting the consumer first by providing quality goods and services that go above and beyond what they expect.

Empowerment: The main motto of epyllion group is human spirit.

Community and Social Responsibility: Epyllion actively works for different communities like charity projects and activities.

(Internal source: HR)

1.3 Goals & Objectives

- Create an environmentally friendly production hub.
- Delivering high-quality clothing to ensure customer's pleasure.
- Focus on innovation to showcase the highest caliber.
- Sustainability is the focus.
- Putting money into human resource development.
- Create professional to build the RMG market strong.
- Developed T&D (Training and Development) team to create best employee.

(Internal source: HR)

The Epyllion group is an organization that includes a department for printing and embroidering garments, a textile division, a garment division, an accessory division, a washing plant with a testing facility, and more.

Table 2: Garments Divisions

Name of factory	No. Sewing Line	No. Of workstation	Producible hour/Month	Producible hour/Month
DEKKO KNITWEAR LIMITED (DKL)	12	477	95,000	475,000
EPYLLION STYLE LIMITED (ESL)	49	1,793	275,000	1,275,000
EPYLLION KNITWEAR LIMITED (EKWL)	19	708	135,000	675,000
DAZZLING DRESSES LTD. (DDL)	18	634	95,000	475,000
EPYLLION STYLE LTD. (ESL-Extension)	14	602	95,000	500,000
EPYLLION KNITWEARS LTD. (EKWL-HW)	50	2,000	225,000	1,100,000
Total	162	6,214	920,000	4,500,000

Source: <https://www.epylliongroup.com/>

Backward Linkage:

Textile Division:

- Epyllion Knitex Ltd. (EKL)
- Epyllion Fabrics Ltd. (EFL)

Testing Laboratory:

- Epyllion Testing Lab Ltd. (ETLL)

Washing Unit:

- Epyllion Washing Ltd. (EWL)

Retail brand:

- Sailor.

Accessory Unit:

- Epyllion Ltd. (EPL) – Accessory Hub

1.4 Organizational structure, Organogram, Branches and Departments

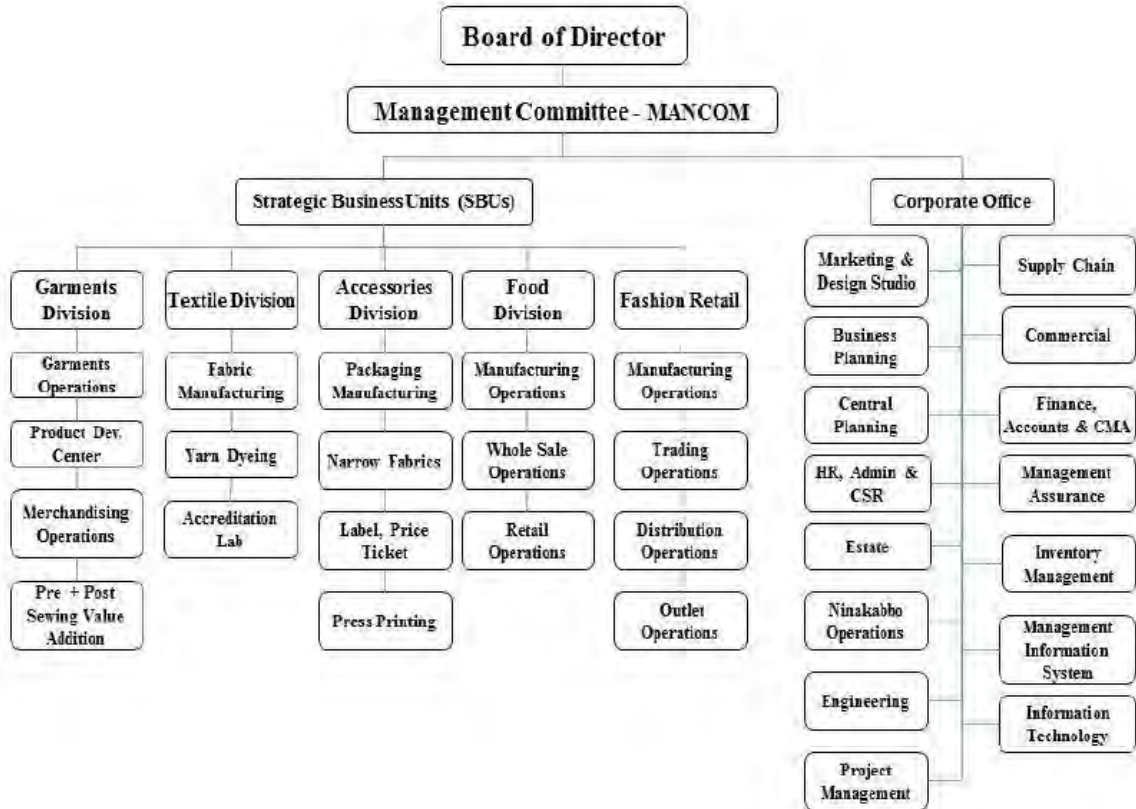


Figure 01. Organizational Diagram

1.5 Products/services produced by the industry

Table: 3 Epyllion produces 100% knit following products

Products	Share %
Tee Shirt	26%
Polo Shirt	16%
Sweatshirt	18%
Cardigan	16%

Legging	3%
Jogger	10%
Bottom	8%
Tank Top	3%

Table: 4 Production unit wise Current Capacity

Production Unit	Capacity
Knitting Capacity	65 Ton/Day
Dyeing Capacity	60 Ton/Day
Yarn Dyeing Capacity	5 Tons/day
Finishing Capacity	50 Ton/Day
Cutting Capacity	4.8 million pcs/Month
Printing Capacity	1.5 million pcs/Month
Embroidery Capacity	0.8 million pcs/Month
Sewing Capacity	4.6 million pcs/Month
Washing Capacity	0.2 million pcs/Day

1.6 Major Market Partners



Figure 02. Major Export Markets

Epyllion main business partnership with European countries Like: UK, German, Sweden, Switzerland, France, and Poland. About 85% of businesses are done with these countries by taking their trust and business ethics.

USA is developing their business repeatedly and Epyllion does 12% business with them.

Epyllion doing 2% business with Asi's countries like India, Korea and Japan.

Epyllion doing a little business with African countries like South Africa.

Some best practices which made the Epyllion--

- Integrated Business planning & Monitoring.
- Progressive HR policies & practice.
- Talent Management & development.

- Performance evaluation via KPI
- Independent quality by AQL.
- Unified supply chain through ERP.

Chapter 2

Description about task accomplishment

2.1 Learning Methodology and Department Selection

During my internship period, I had 12 meetings with my industrial supervisor. His expert guidance was key in shaping my learning path. Based on his suggestions, I picked five departments within Epyllion group that closely matched the functions of my own department. I have worked with these five departments From August 1st to Oct 31st, 2025.

My selection came from a concrete understanding of how each department functions, their connections and their specific roles and duties. This approach has been created with my supervisor's great help to gain valuable practical experience and a clear knowledge of the organizational workflow. The internship schedule was outlined as below department wise.

2.2 Department wise working schedule:

Table 5: Department wise working schedule

Sl.	From	To	Department	Total working days
1	3-Aug-25	17-Aug-23	Marketing & Merchandising	10
2	18-Aug-25	21-Sep-25	Operation-Cutting, Sewing, Finishing & Quality	26
3	22-Sep-25	6-Oct-25	Planning & IE	10
4	07-Oct-25	19-Oct-25	Human Resource	10
6	20-Oct-25	31-Oct-25	Commercial	10

2.3 Learning Tools Utilized:

- Insights gathered through discussions with executives and managers.
- Departmental records and official documentation.

- Personal observations during departmental activities.
- Staff members from different departments including executives, managers, and employees participated in interviews. These took place across all relevant departments.

2.4 Marketing & Merchandising Department

2.4.1 Marketing & Merchandising Department Overview

In Epyllion Group, a leading knit composite, Marketing & Merchandising, acts as the bridge between the buyer and the factory.

They are responsible for:

- Manage all communications with the buyer.
- Costing, sampling, follow-up of production, and delivery coordination.
- Ensuring that orders are executed on time, with required quality and compliance.

2.4.2 Typical Workflow of Marketing & Merchandising

Step 1: Buyer Inquiry & Development

- Buyer sends tech pack / product inquiry: specs, design, quantity, delivery date.
- M&M team checks fabric, accessories, print/embroidery feasibility with the relevant departments (Textile, Trims, Printing, Embroidery, etc.).
- Fabric sourcing is specified through its own textile division or outside when necessary.
- Merchandiser coordinates with sample room for development sample.

Output: Development sample + costing sheet for buyer review.

Step 2: Costing & Price Confirmation

Merchandiser prepares a costing sheet including:

- Consumption of fabric (based on GSM & width)
- Accessories and trims
- Cutting-Making (CM)

- Overheads & profit margin
- Price quotation finalized by Marketing Manager/Merchandising Head.
- Negotiation with buyer to confirm the order price.

Output: Price confirmed → PI (Proforma Invoice) issued to the buyer.

Step 3: Order Confirmation

- Buyer issues Purchase Order or Sales Contract.
- M&M team prepares an Order Sheet containing
- Order details, color breakdown, fabric type, style no.
- Delivery schedule (Ex-factory / Shipment date)
- Order sheet circulated to all departments concerning--
 - ✓ Textile (fabric)
 - ✓ Planning
 - ✓ Production
 - ✓ Commercial
 - ✓ Quality & Technical

Output: Order booked in the ERP/ System.

Step 4: Sample & Pre-production Process

- Development → Fit sample → Size set → PP sample are developed and approved in order.
- M&M coordinates between buyer and sample section for timely approval.
- PP meeting before bulk production is held with QA, Production, Planning, and Merchandising teams.

Output: Approved PP sample → Green signal for bulk production.

Step 5: Follow-up on Fabrics and Trims

- The merchandiser follows up on fabric knitting, dyeing, finishing, and trims delivery according to the T&A (Time & Action) plan.
- Coordination with Textile division: Epyllion has in-house knitting, dyeing & finishing for:
 - ✓ Lab dips/strike-offs approval

- ✓ Bulk fabric delivery schedule
- Follow up daily with the planning department to match production lead time.
- Fabric & trims ready before sewing line input.

Output: On-time in-house trims & fabric to start production.

Step 6: Production & Quality Monitoring

- Line input starts after PP approval.
- M&M monitors the production status day-to-day, along with the production planning & QA.
- Any technical or quality issue-informed to the buyer immediately, presenting a corrective plan.

Output: On-time production progress aligned with delivery schedule.

Step 7: Shipment & Commercial Coordination

Once production is complete:

- Final inspection: buyer's QA or third-party inspection.
- Packing & documentation for shipment.
- The merchandiser ensures that all commercial papers-invoice, packing list, GSP, BL, etc.-are prepared with the Commercial Department.
- Shipment booking confirmed with nominated forwarder.

Output: Shipment executed on time → buyer payment process initiated.

Step 8: Post-shipment & Feedback

- Merchandiser ensures on-time submission of shipment documents to the buyer & finance.
- Quality, delivery, and communication of buyers' feedback recorded for continuous improvement.
- M&M team reviews the Order Analysis (P/L) and studies for future orders.

Epyllion Group has strong vertical integration, which makes M&M coordination easier:

- Textile Division: Knitting, dyeing, finishing, printing, embroidery.
- Garment Units: specialized in different product lines.
- Accessory Units: Poly, carton, and trims support.
- In-house testing and lab facilities for fabric and garment quality assurance.

This vertical setup allows:

- Faster lead time
- Better control over quality and delivery
- Flexibility in small order adjustments

2.4.3 Key Tools & Practices in M&M department

- T&A: Time & Action plan for tracking every milestone. ERP System for order, inventory, and production tracking. Weekly Buyer Review Meeting to discuss progress. Follow-up reports on daily production shared among team members.
- Yearly yarn projection.
- Yearly capacity booking.
- OTT: On-time-Through which ensures on stop service.
- OTD: On-time delivery which ensures the satisfaction of buyers.
- Efficiency: checking efficiency for every order enhancement productivity.
- Cut to Ship ratio: following the cut to ship ratio decrease the wastage thus increasing the quality of goods.
- Monthly sales ensure.

2.5 Operation (Cutting, Sewing, finishing & Quality) Department

2.5.1 Operation Department of Epyllion Group:

Epyllion Group's Operations Department is vital to running the business on a day-to-day basis. It oversees production, supply chain management, and quality control to make sure the standards of manufacturing remain high. The department also organizes logistics and shipping to ensure timely delivery to clients. With a strong emphasis on efficiency and continuous improvement, the Operations Department leads to the Epyllion Group's overall performance in the global market.

2.5.2 Operation Departments:

- Cutting department
- Sewing department
- Finishing department
- Quality department

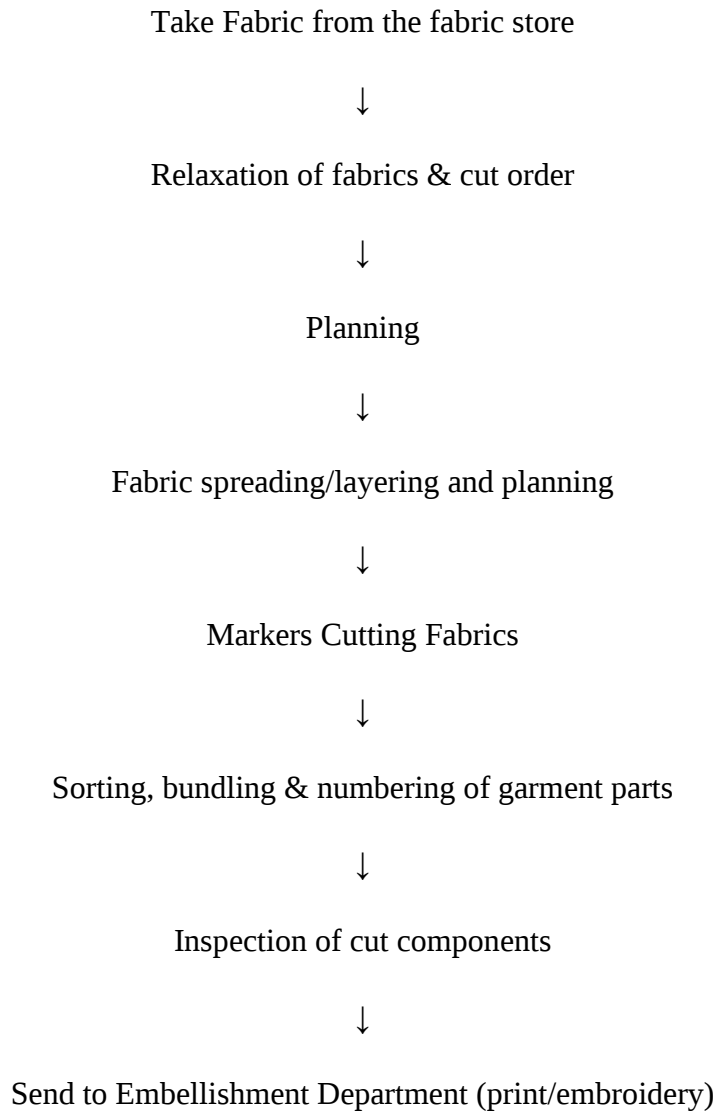
2.5.3 Cutting Department:

Cutting is the 1st department to start workflow after getting all approval, fabric & accessories.

Cutting capacity has been planned as requirement of line feeding. After completion of cutting, we can start the sewing production.

2.5.4 Cutting dept. working process:

In the cutting department, the work flows systematically through cutters, spreaders, quality inspectors, and support staff for sorting, ply numbering, and bundling. Fabric is first taken from the store and relaxed to release tension. It is then spread using a spreader, and the marker layout is adjusted for optimum utilization of the fabric. The fabric is then accurately cut by automatic cutters; afterward, it will be packed, labeled, and bundled neatly for smooth flow to the sewing lines. Here is the flowchart of cutting process.



2.5.5 Cutting tools:

Nowadays most of the cutting m/c are automatically operated but previously used cutting m/c was manually operated.

following list of cutting machine types is used often in the cutting sector:

- Straight knife cutting machine.
- Band knife cutting machine
- Round knife cutting machine
- Die-cutting machine
- Notcher cutting machine
- Drill cutting machine
- Computer controlled knife cutting machine
- Laser beam cutting machine
- Water jet cutting machine
- Plasma torch cutting machine



Straight knife cutting machine



Round knife cutting

Fig 03: Straight knife and round knife cutting Machine

(source: <http://www.hashima.co.jp/e/products/product0055.html>)

Recommended no. of fabrics lay based on lay height in cutting dept.

Table 6: Recommendation of lay height

Fabric Type	Lay Height
Linen	200 Lay 2 1/2"
CVC	300 Lay 3"
Stripe	200 Lay 2 1/2"
Cotton Spandex	200 Lay 2 1/2"
Cotton	300 Lay 3"

Cutting quantity calculations per lay = Marker pcs * No. of plies.

Cutting quantity Target = (Target efficiency * Manpower * W.H) / SAM

2.5.6 Cutting Defects:

The cutting department employees may nevertheless make mistakes that lead to flaws despite their best efforts to take precautions. Common cutting table faults that increase the danger of late delivery, wasteful fabric use, and time lost during re-cutting include the following.

- Running shade.
- Matching piles.
- Mistakes in numbering & bundling.
- Bowing.
- Notch Mark.
- Narrow goods.
- Rugged cut.
- Lose tension.

- Miss-alignment.

Cutting room activities are meticulously planned to enable a seamless passage of work to all subsequent stages. The cutting room controls how much fabric is used, which accounts for the lion's share of a garment's price.

2.5.7 Sewing Department

The use of modern machinery of Epyllion group's sewing department is coupled with advanced production techniques which give precision and smart efficiency in garment production. The skilled & experienced operator also added the effectiveness of productivity.

2.5.8 Sewing Department Working Process

The sewing department is involved in the entire process, starting from receiving cut panels from the cutting department to delivering finished garments to the finishing section. It also maintains records of each stage of production and prepares a daily report on manpower utilization and line-wise productivity. Various types of sewing machines are engaged in the factory, depending upon the product type and stitching requirements.

Here is flowchart of sewing process.

Product analysis and setting up target & machine



Lay out set up by required operator & m/c

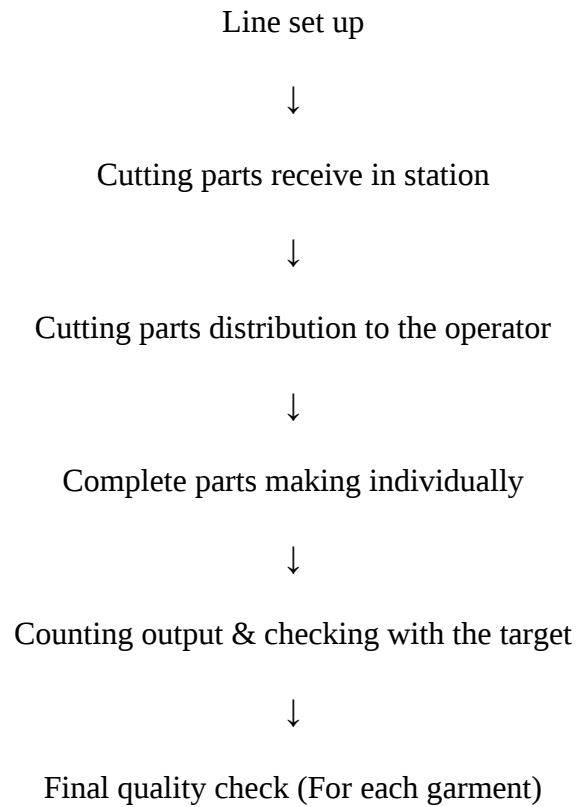


QC Checking



Product Line Balancing





2.5.9 Sewing Machine types:

- Single needle lock stitch Machine
- Overlock sewing Machine
- Flat lock sewing Machine
- Button attaching Machine
- Button hole Machine
- Bartack Machine
- Zigzag sewing Machine



Fig 04: Overlock lock sewing machine (source: <https://ordnur.com/sewing/overlock-sewing-machine-types-specifications-technical-adjustment/>)



Fig 05: Flat lock sewing machine (source: <https://textilelearner.net/flat-lock-sewing-machine-parts/>)

2.5.10 Stitch Classification

There are 70 different types of stitches that are offered. However, the textile industry uses anywhere from 18 to 20 different types of stitches. Six classes of stitches are all included:

- Stitch class-100
- Stitch class-200
- Stitch class-300
- Stitch class-400
- Stitch class-500
- Stitch class-600

2.5.11 Common sewing defects:

The following defects are often identified during or after sewing process. These issues lead to garments rejections which affect shipment date and increasing production cost.

- Open seam
- Missed and skipped stitches
- Seam puckering
- Dropped stitches
- Uncut or loose threads
- Fabric distortion.
- Seam Slippage
- Needle thread breakage
- Irregular stitch density

2.5.12 Finishing Department:

It is concerned with the pressing, cleaning, inspecting, and packing of finished garments. Product quality can be ensured, and delivery schedules can be met efficiently.

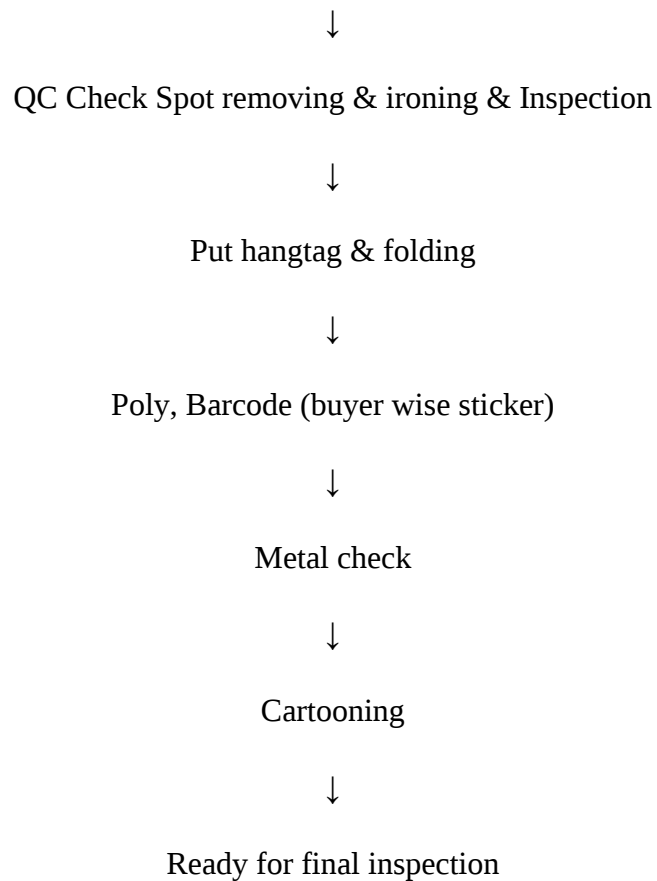
2.5.13 Finishing department work process:

Finishing is a very crucial stage in the operations process, where it enhances product value through final inspections, quality corrections, and presentation. It ensures each garment meets buyer requirements by careful finishing, retouching, and packaging of the garments. Here is the flowchart of finishing process.

Finishing input (style, color size wise)



Initial quality check



2.5.14 Common finishing defects:

Defects that occur in the finishing department may slow down production and affect overall factory efficiency. The following common defects are identified after garment finished.

- Uncut threads
- Ironing defects
- Broken stitches
- Loose or incorrect buttons
- Skipped stitches
- Bar-tack defects
- Oil or dirt stains
- Shading or color inconsistencies
- Needle marks or cuts
- Sizing errors
- Improper placement of checks

- Raw edges exposed
- Stones or foreign particles in garments

The finishing team is proficient in ironing, folding, labeling, and packing, among other operations. They make keen inspections to ensure every garment meets the high-quality standard set by the company.

The department personnel have adopted advanced machinery and technology to add more efficiency, consistency, and accuracy to finish the process. Better working floor safety measures are protecting the worker's health. The strong focus on quality gives a very good reputation for reliably delivering garments that meet customer expectations.

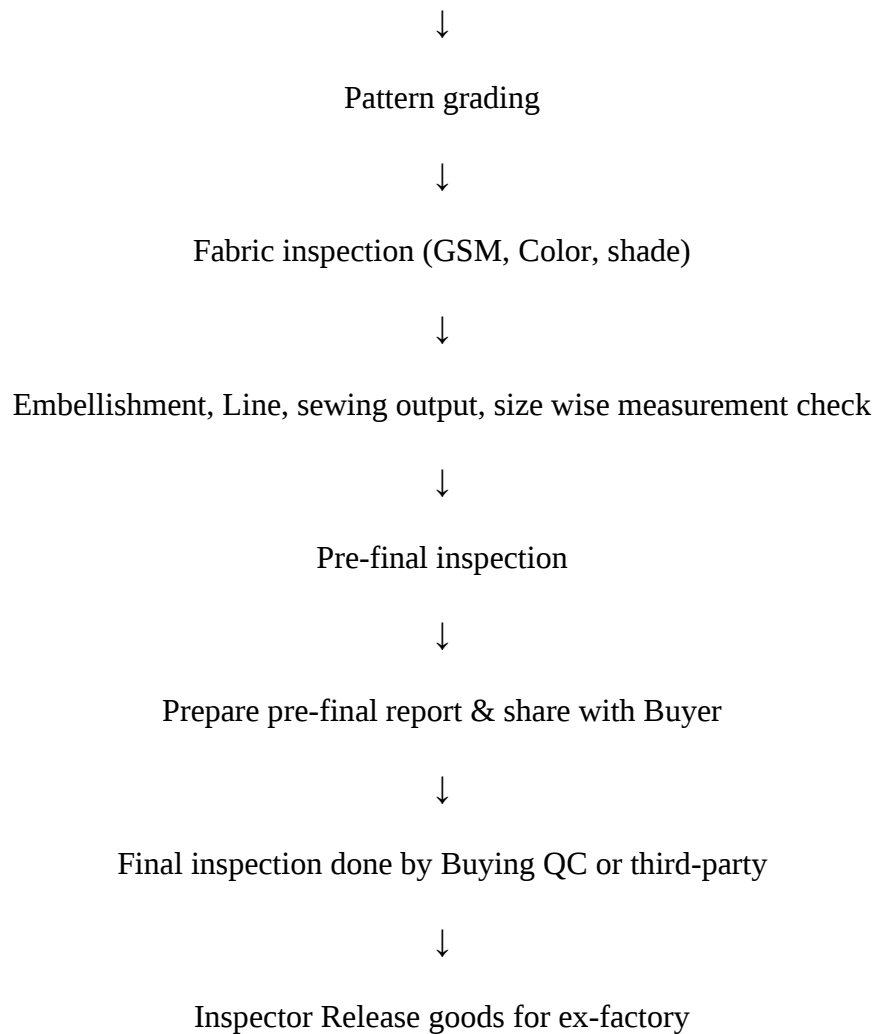
2.5.15 Quality Department

Epyllion Group's dedicated Quality Department is committed to excellence in every product. In close liaison with the design, production, and finishing teams, it ensures that each garment meets the strict quality parameters laid down by the company. The department also ensures that all standards comply with international standards such as ISO, AQL, and other global quality benchmarks.

2.5.16 Working Process of Quality Department

All the garments have to get QC approval before leaving the factory. A pre-final inspection to check for quality of fabric, trims, stitches, and measurements is made. Then, the final inspection by the buyer's QC is done and a pass report is issued. Only then does the factory go ahead with Ex-factory release to ensure that every product maintains the highest standards of quality. Here is the flowchart of quality process.

Sample comments follow up



Here, I have attempted to present a reference inspection report so that you may have a clear understanding of the inspection process, the necessary criteria, the standard technique, the size of the inspected sample, the number per lot, the major and minor defects, etc. Overall, the quality department is essential to ensure that the company's clothing satisfies the strictest criteria established by the customer.

2.6 Planning & Industrial Engineering (IE) Department

2.6.1 Planning Department – Epyllion Group

This department plays a vital role in maintaining the smooth flow of production. It begins to plan the required production with factory capacity, delivery schedules, and the availability of resources when it receives the order details from the merchandising section. This department assigns each production lot to different production lines and determines the daily targets on the TNA calendar to meet shipment deadlines. In the event of delays or issues, the plans are adjusted accordingly and coordination with relevant departments is performed to make up any lost time. To meet optimizing efficiency and on-time delivery, the Planning Department works closely with IE and Production teams.

2.6.2 Key Functions:

- Receives order details, creates production plans.
- Assigns production lines and sets daily targets.
- Monitors progress via TNA calendar
- Adjust the schedule in case of delays
- Coordinates with IE and Production

2.6.3 Workflow:

Receives Order Details and Creates a Production Plan:

The planning collects the order details from Marketing & merchandising team. Then a plan for execution of that order to meet on-time delivery. They make plans for cutting, printing, sewing as TNA dates.

Line plan, PP meeting plan & inspections are offered by planning team.

Monitors Progress Through TNA Calendar:

Every style has a TNA calendar regarding delivery date & execution of that order has been planned as per TNA date.

Planning team make that TNA calendar for individual order for execution.

Accommodation Delays:

Due to material, production, or approval delays some planning needed to be revised by coordinating with production and merchandising to minimize effect and catch the delivery date.

Setting planning & coordination IE and Production team for optimum manpower allocation and line efficiency for ensuring smooth order execution.

2.6.4 Industrial Engineering (IE) Department – Epyllion Group

The performance of Industrial Engineering Department enhances production efficiency and accuracy. IE team makes the operation breakdown and calculates SMV for each garment style to set the production targets correctly. The department personnel are closely monitoring efficiency and manpower tools for each line as per line layouts, monitors performance of workers, finds bottlenecks, and implements the corrective actions plan to enhance productivity. Continuous improvement can be achieved through maintaining daily efficiency report.

2.6.5 Key Functions:

- Conducts operation breakdowns and SMV calculations
- Sets efficiency and manpower targets
- Prepares line layouts and balances production lines
- Identifies bottlenecks and enhances productivity
- Tracks and analyzes daily efficiency reports

2.6.6 Workflow:**Operation Breakdown and SMV Calculation:**

The IE team analyzes each garment style to make the operation breakdown and SMV calculation. For taking all production steps for accurate capacity planning, breakdown of style is necessary.

Manpower allocation & machine set-up depends on operation breakdown.

Efficiency and Manpower Targets:

After the SMV calculation Target efficiency levels has been measured by using edaquete manpower needs for each line based on SMV and production process to ensure optimum utilization of man and machine.

Line Layout and Balancing:

Production layouts are made by IE team for allocating machines and workers efficiently. Line balancing decreases the downtime and maintains smooth working process.

Bottleneck Analysis and Productivity Improvement:

Identification of bottlenecks is very important task for the IE team. They continuously monitor to find it and apply industrial engineering techniques to eliminate production waste and enhance efficiency which decreases the production cost.

Daily Efficiency Tracking:

Daily production data and efficiency reports are recorded and analyzed To evaluate line performance, find areas for improvements and taking data-driven decisions for continuous operational improvement, daily production data and efficiency report is mandatory.

2.7 Human Resource (HR) Department**2.7.1 Human Resource Department – Epyllion Group:**

The HR Department of Epyllion Group plays an important role in maintaining workforce engagement & management of the company. All departments' adequate personnel have been managed by HR team with qualified and efficient employees to keep the working process smooth. Training and development, legal compliance issues, welfare, safety and healthy work environment. The other tasks of HR department are managing employee grievances, performance appraisals, and industrial relations.

2.7.2. Key Functions:

- Recruitment and manpower planning
- Performance management system

- Employee training and development
- Compliance and worker welfare
- Grievance handling and performance appraisal

Recruitment and Manpower Planning

This subsection is solely responsible for talent hunting, sourcing, recruiting, selecting, and onboarding the right talent for Epyllion Group. The purpose of this wing is not to provide a job, but rather it provides a career for any employees. In addition to that, this wing is associated with different types of other activities such as candidates' behavioural assessment, collecting candidates' feedback after an interview, human resources planning, human resources budgeting, etc

Performance management system

PMS is another crucial subsection of HR. This wing is responsible for the performance management of the employees of Epyllion Group. For instance, annual increment, 2 months and 6 months of performance review for new joiners, succession planning, probation review interview, employee potential assessment, performance improvement plan etc. This wing is also handling multiple projects such as We for us, tea with future mother, coffee with HR, co-lab, welfare quarterly feedback, etc

Employee Training and Development

Epyllion HR arranges development & training program based on employee assessment to improve their working efficiency & ensuring safe work conditions, proper facilities, and overall well-being for the workers and staff.

Grievance Handling and Performance Appraisal

Epyllion group trusts ethical practice and culture the human spirit by maintaining the grievance handling and performance appraisal for employees every year.

2.8 Commercial Department

2.8.1 Commercial Department – Epyllion Group

During my internship, I was exposed to several professionals handling different sections of the Commercial Department. Initially, I assisted a manager responsible for processing Proforma Invoices.

A PI should contain all the following details before being put forward for L/C processing:

- Factory Address
- Purchase Order Number
- Address of the supplier
- Product Description
- Quantity and Value of Goods
- Banking Charges/Surcharges
- Correct Item Names
- Weight
- Port of Loading: Hong Kong
- Port of Discharge (Dhaka)
- H.S. Code

Once verified, PI along with banking documents is submitted to the bank for L/C opening. After completion, the Commercial Department collects the payment proof and sends it to the supplier to prepare goods for delivery.

2.8.2 Letters of Credit (LC)

The LC is a letter of credit issued by a bank to pay a seller against the buyer's instructions.

2.8.3 Types of LC:

Irrevocable LC: An irrevocable letter of credit cannot be modified or annulled without the consent of the beneficiary involved, thus providing security for the receipt of payment.

Revocable LC: It can be amended and/or canceled by the issuing bank at any time without notice to the beneficiary.

Back-to-Back LC: Two LCs issued to finance one transaction.

Payment at Sight LC: The payment is made immediately (within 5-10 days) when the conditions of LC are fulfilled.

Deferred Payment LC: The payment is made on a specified future date, on satisfaction of the credit terms of the LC.

2.8.4 Incoterms

Incoterms are international trade terms published by the ICC and describe the responsibilities, costs, and risks of the delivery of goods. Most used Incoterms include:

EXW-Ex Works: The seller makes the goods available at their premises, and the buyer assumes most of the responsibilities.

FCA: The seller delivers the goods cleared for export at a named place to a carrier nominated by the buyer.

CPT: CPT means carriage paid to; the seller pays for transportation to the named destination.

CIP (Carriage and Insurance Paid To): The seller pays for transportation and insurance to the destination.

DDP (Delivered Duty Paid): The seller delivers the goods to the buyer's location, covering all costs, duties, and taxes.

The C&F department, on arrival of goods at Chittagong port or airport, collects shipments from the forwarder and provides arrival details to the merchant.

Chapter 3

Critical assessment of Internship work

3.1 Application of Generic and Industry specific courses during internship

During my PGD-KIM at BRAC University, I studied four generic and four industry-specific courses. While interning at Epyllion Group, I actively applied this knowledge across various departments. The four generic courses were:

- HR Skills and Competence
- Analytical Skills and Competencies
- Communication Skills
- Business operation skills

Now, being a Merchandiser, I often interact with buyers, heads of departments, and senior management. Communication skills acquired have really polished my style and clarity. Now, I state things more eloquently than before.

HR Skills and Competence:

In this course, we got the opportunity to learn about different functions of HR activities and modern HR practices of the apparel industry. However, I got to learn new things such as how to maintain a performance management system, how to manage constructive criticism, characteristics of a great leader, employee motivation functions, how to understand human psychology etc. Equipped with knowledge and tools gained from this course, I am ready to manage people and achieve success in human resource management.

Analytical Competencies and Skills:

Through the course, I have developed my analytical thinking and problem-solving abilities. I learned how to:

- Draw inferences from, and interpret data presented in the form of graphs, charts, and statistics.
- Apply structured problem-solving techniques in the identification and resolution of workplace challenges.
- Evaluate information critically to support logical reasoning and sound decision-making.

- Collect and organize data to evaluate it effectively for business decision making.
- Clearly and professionally present complex findings and analyses, both in writing and orally.

Communication Skills:

This course has thus helped me to develop the essential skills necessary for good information sharing and interpersonal interaction. I have gained knowledge on the importance of active listening to comprehend and respond effectively. It has allowed me also to clearly and confidently state ideas, whether through verbal or non-verbal methods. By being more conscious of body language and facial expressions, I can thus reinforce my message or express feelings properly. Some useful conflict resolution techniques and interpersonal skills of one can maintain effective communication to be co-operative at workplace and to build personal relationships.

Business Operation Skills:

From business operations course, I have learned how to manage and operate the organizational operations, how to design and improve processes for required efficiency, manage inventories to meet customer demand, and ensure optimum quality of products and services by quality assurance. It's increased my knowledge and understanding about supply chain coordination and resource allocation to achieve operational excellency. I think, these are very important skills to achieve productivity, efficiency and sustainable success in any operational business.

Industrial Courses:

- Introduction to Garments Industry – Knitwear
- Industrial Engineering
- Quality Management
- Product Management and Merchandising

Introduction to the Garments Industry: Knitwear:

This course gives me an overall idea and understanding of the structure and operations of the knitwear industry. I learned about different types of knitted fabrics & its production processes, machinery used, the full procedure from yarn to finished garments, others key areas like sourcing, production planning, cost analysis & minimization and export procedures. I hope,

this knowledge has helped me to make a complete value chain of the knitwear sector and its practice of application in the ready-made garment industry.

Quality Management:

In this course, I have learned how to maintain and operate a Quality Management System within an organization workflow. It also gives me sharp understanding of supply chain & quality management systems which is very important in the textile industry, especially for timely material in-house and smooth production to meet on-time delivery.

Product Management and Merchandising:

This course is very fantastic for me. As a merchandiser, it's enriched my knowledge of fashion design & fashion merchandising. It helps to me cope-up with upcoming fashion & trends and forecast new designs to develop more aesthetic products to catch the buyer's attention. I also learned about visual merchandising which will help me start a new business in this market.

Industrial Engineering:

In this course, I attained a strong foundation in lean manufacturing practices such as 5S, Kaizen, JIT, Rapid Changeover, Motion and Time Studies, Work Study, TPM, Plant Layout, Material Handling, and Ergonomics. These are some of the tools that play an important role in enhancing productivity, quality, and efficiency and directly affect the profitability and brand reputation of a company. I am now applying these techniques in my workplace to enhance operational performance and support continuous improvement.

3.2 Suggestion for industry improvement

I have done the SWOT analysis to find out any kind of suggestion for improvement.

Strengths:

- Bangladesh offers the most competitive labor costs amongst major RMG-producing countries.
- The industry has compact, well-organized, and favorable infrastructure.
- Availability of pre-export financing institutions provides strong financial assistance.

- Capable and dynamic management teams are associated with better organizational performance.
- Industry associations like BGMEA, BKMEA, and BEPZA encourage coordination among different industries.
- Has Generalized System of Preferences (GSP) facilities in major export markets.

Weaknesses:

- Limited utilization of latest machinery in particular production sectors.
- Inadequate presence of large-scale enterprises that could attract big buyers directly.
- Short supply of highly skilled and technical manpower.
- Heavy dependence on imported raw materials.
- Challenges with short production runs and adapting to fast fashion trends.
- Political instability also sometimes deters foreign buyers.
- Inefficient port operations and inadequate transportation infrastructure.
- Power and gas supplies are disrupted frequently.
- Inconsistent policy attention by government authorities.
- High bank interest rates raise production costs.

Opportunities:

- A strong international reputation for quality apparel could increase export potential.
- The rapid growth in the knitting sector.
- Increasing the production of high-quality yarn domestically.
- Employment opportunities are increasing in related industries.
- Growing focus on sustainable and eco-friendly products.
- Competitive pricing advantage over other apparel-producing countries.
- Potential to attract new buyers through infrastructural development.

- Opportunities for joint ventures with foreign investors.
- Government's improving attitude towards the RMG sector.
- Opportunity to capture business leaving China because of its move toward high-tech industries.

Threats:

- Increased competition from new exporters like India, China, and Cambodia.
- Ongoing political unrest threatens investor confidence.
- Increase in raw material prices.
- Environmental pollution poses risks to sustainability.
- Labor unrest in RMG factories.
- Uncertainty regarding maintaining long-term market competitiveness.
- Increasing minimum wages and operating costs.

Suggestions for Improvement:

- Strengthen the backward linkage industry to ensure reasonably priced raw materials.
- Improve production efficiency and raise overall productivity.
- Optimize the cost management and sourcing strategy for maximum profitability.
- Enhancing marketers' negotiation skills can help them achieve better deals and partnerships.
- Research and explore new international markets for business sustainability.
- Focus on developing eco-friendly and sustainable product lines.
- Invest in continuous development of skills and technical training for workers and executives.
- Set up regular price benchmarks to avoid unhealthy competition in the market.
- Minimize production losses and material wastage by optimizing processes.

- Diversify the export destinations to reduce their dependence on limited markets.
- Advocate for lower bank interest rates through government intervention.

The government should formulate consistent policies that can ensure a disciplined business environment. Address labor unrest through central monitoring and collaborative resolution mechanisms.

3.3 Learning for self-improvement

Executive Summary of PGD-KIM Course Learnings

The PGD-KIM course at BRAC University equipped me with a broad array of skills in human resources, analytical thinking, business operations, production management, and supply chain management, which have substantially upgraded my professional competencies in the RMG sector.

1. Human Resource Skills & Competencies

I have enriched expertise in Strategic Human Resource Management and current HR practices in areas such as:

- **Conflict Management & Negotiation:** During the learning I can align with conflict man management like Planning, Relationship Building, Information Exchange which help my visionary strength.
- **Grievance Handling:** After this course, I have learned better techniques of grievance handling.
- **Emotional Intelligence:** Self-Management, Self-Awareness, Social Awareness, and Relationship Management have improved from this course.
- **Leadership Skills:** This course especially immensely improved my leadership skills.
- **Industrial Relations:** The industrial relationship like man management, proper utilizing of man and machine has been improved through this course. I have enriched knowledge the manage people from worker to top manager level.

2. Analytical & Communication Skills

- **Problem-Solving Skills:** Using cost-benefit analysis and calculating breakeven point data through graphs. I can take problem solving decision-making.

- **Communication Skills:** I have focused on improvement of communication skill during this course. By the help of course title it's helpful to improve communication skills.

3. Business Operations & Strategic Management

- **Management Functions:** It's improved my knowledge and skill to do proper Planning, organizing, staffing, coordination, motivation, direction and control in business.
- **Strategic Planning & Analysis:** The proper application of tools like PESTEL, Porter's Five Forces, Product Life Cycle, BCG Matrix, SWOT, and GAP Analysis.
- **Marketing & Corporate Sustainability:** By marketing mix of Product, Price, Place, Promotion, and principles of sustainable business practices.

4. Garments Industry Knowledge

In-depth knowledge of all processes which involved in knitwear production from sourcing of raw materials, cost management in both fixed and variable, and depreciation calculation.

Insights into fashion marketing, merchandising, trend forecasting, and fast fashion adaptation.

5. Industrial Engineering & Production Management

- **Lean manufacturing principles:** By learning 5S, Kaizen, motion economy, line balancing, cycle time, bottleneck resolution and Total Productive Maintenance.
- **Improvement Work study techniques**
- By learning about Production efficiency, productivity improvement, and quality assurance practices.

6. Marketing & Supply Chain Management

- **Marketing Skills:** Proactive market research, product development, price negotiation, alternatives preparation, smart production knowledge and after-sales support.

- **Supply Chain Management:** Value disciplines like Product Leadership, Operational Excellency, Customer Intimacy of cost, time, quality, and flexibility strategies. Lean supply chain practices of lean and implementing just-in-time enhance responsiveness.

Chapter 4

Conclusion

Learning & relearning is better way to achieve enough knowledge about any subject or topic. I purely feel that this internship period is a very interesting and effective learning and re-learning process for me. The overall internship report increases my learning experience, and I picked many important things which will be applied to me in a real work environment.

RMG sector is the backbone of export earnings for Bd economy, so it's very important & useful course to build up in-house expertise instead of foreign people. In addition, it is evident that my skills and knowledge have been uplifted and upgraded after doing PGD in Knitwears Manufacturing.

Overall, I tried to enrich my learnings, experience, my observations regarding RMG organization perspectives to take the leadership in near future.

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