

A Report On
SUNDRY WEARS LIMITED

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
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Declaration

It is hereby declared that

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

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Assistant Professor
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Letter of Transmittal

Mr. Nazmus Saaqib

Assistant Professor

Primeasia University

Subject: Letter of Transmittal.

Dear Sir,

As a requirement of Post Graduate Diploma in Knitwear Industry Management, This is my pleasure to submit my internship report on Sundry Wears Limited ,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 desires.

Sincerely yours,

MD Zobayer Haidar

ID : 19281176

Executive Development Center, BIGD

Brac University

Date: May 25, 2021

Non-Disclosure Agreement

This agreement is made and entered into by and between Sundry Wears Limited and the undersigned student at EDC, BIGD, Brac University. The parties shall use reasonable efforts to maintain the confidentiality of the information and materials ,whether oral,written or in any form whatsoever, of the order that may be reasonably understood,the nature of such information itself and/or the circumstances of such information's disclosure, to be confidential and/or proprietary thereto or to third parties to which either of them owes a duty of nondisclosure(Confidential Information).

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Industry Supervisor's Full Name & Signature:

Mizanur Rahman
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Executive Summary

This report is prepared on the basis of my three months practical experience in different departments of Sundry Wears Limited. This internship helped to get practical knowledge about different departments of Sundry Wears Limited, which could not be possible for me by working only at my own department. Sundry Wears Ltd. is a technical outerwear and ski wear manufacturer being a 100% export-oriented company. It prioritizes on quality and lead time. To ensure a high standard of quality, the Company is equipped with modern machineries and a well groomed workforce. This report is presented based on my observation and experience. The organization has many departments but this internship focuses on the a) Merchandising Department, b) Human Resource Management, c) Industrial Engineering Department and d) Production Management Department.

This report describes the functions of different department, their working procedure. After analyzing and evaluating each department possible suggestion to improve the present status of the organization is described in detail at the end of this report along with my self-learning.

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List of Acronyms

RMG	Ready Made Garments
HRM	Human Resource Management
EDC	Executive Development Center
SWL	Sundry Wears Limited
SCM	Supply Chain Management
PI	Proforma Invoice
BIGD	Brac Institute of Governance and Development
ISO	International Organization for Standardization
L/C	Letter of Credit
SMV	Standard Minute Value
ERP	Enterprise Resource Planning
KIM	Knitwear Industry Management
CAD	Computer Aided Design
KPI	Key Performance Indicator
QC	Quality Control

Chapter 1

About Organization

1.1 Overview of the Industry

Sundry Wears LTD. is a technical outerwear and ski wear manufacturer being a 100% export-oriented company .It prioritizes on quality and lead time. It was established in 2010 by Mr. Shah Hasan Baber who is also the chairman and managing director of Sundry Wears LTD. Its factory and office are situated at 295 Safa Bhaban, Polytechnic circle, Nasirabad Industrial Area, Chittagong 4209, Bangladesh. Mr. Baber had been the Country Manager of Group Lafuma since 1996-2007 and also worked as its South East Asia Regional Manager to look

Sundry Wears at a glance .

Established: 2010

Founder: Mr. Baber

Capacity: 1 Million/ Year

Turn Over: 10 Millions/ Year

Total Man Power: 700

after the production, quality and shipment. Sundry Wears started its journey in 2010 by manufacturing technical garments as a subcontractor of Youngone Group for their different customers, later on in 2014 the company has started working as a direct manufacturer and exporter of different European and US customers. Currently, The company is working with famous brands like **LC Waikiki** of Turkey, **Killtec** of Germany ,**Chevalier** , **Didriksons** of Sweden ,**Umbro** of France, etc. LC Waikiki is the largest buyer of Sundry wears which purchase approximately 50 percent of the company's total export volume. To ensure a high standard of quality , the Company is equipped with modern machineries and a well groomed workforce. In this span,The whole working space is divided into 3 floors 15000 sq. feet each, which makes 45000 sq.feet combined and the total number of sewing lines is 12. There are 700 employees working in this company.

1.2 Vision & Mission

Mission: To work for the valuable clients according to their preferences at a reasonable price ensuring best quality of the product with standard lead time.

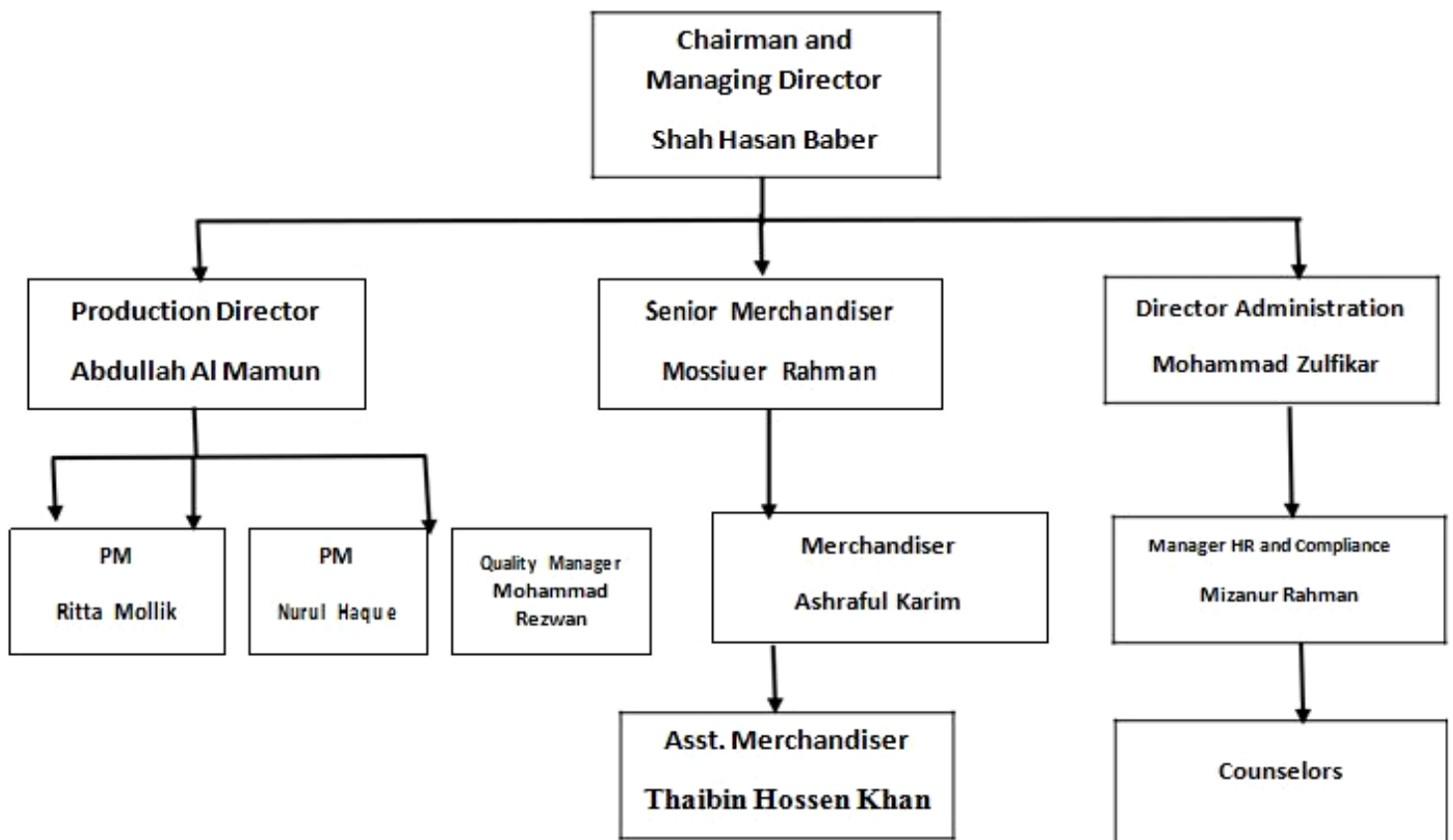
Vision: Firstly, to adapt all possible new technologies and machineries for more efficiency and control wastage by 2023 and secondly to establish a Green Factory at Mirsarai Exclusive Economic Zone by 2025 and thereby facilitating the workers a natural working environment.

1.3 Goals & Objectives

Sundry Wears Ltd. Strive hard to optimize profit through conduction of transparent business operation within the legal and social framework. Also , Looking forward to:

- Increase Efficiency.
- Increase more customer satisfaction through on time shipment with best quality.
- Set the standard of all operations.
- Create good relationships among all stakeholders.
- Reduce inventory and production cost.
- Create more job opportunities.

1.4 Organizational structure, Organogram, Branches and Departments



Departments:

- Merchandising Department
- Production Department
- Industrial Engineering Department
- HR Department
- Store Department
- Cutting Department
- Finishing Department

1.5 Products/services produced by the Industry

As an export oriented technical outerwear manufacturer company is producing garments like ,

- Bomber Jackets
- Parka
- Biker Jackets
- Ski Suit
- Hooded Jackets
- Shearling Jackets
- Quilted Jackets
- Pea Coat
- Duster Coat

Chapter 2

Description about task accomplishment

Garment manufacturing is a complex process that starts with sample development and ends after shipping the finished goods to the buyer. It is one of the most labour intensive businesses in the world. In Garments manufacturing unit, there are lots of departments like HR, merchandising, sample, cutting, sewing, finishing, quality, IE, store etc. are working together to run the business smoothly. Every different has their standard working procedure. As a part of my internship I have worked with various departments for better learning. Here, I am giving short description.

Merchandising Department: Merchandising department is one of the most important departments in the garment industry. Order sourcing to shipment they have done so many work. To execute the order they coordinate with the buyer, various departments within the organization, supplier and job worker's logistics outside the company. Merchandiser is the bridge between the buyer and the industry. During my internship I have spent 25 days with the merchandising department. I have learnt so many things regarding merchandising. Here, I am giving a short description of my learning about this department.

Marketing and sourcing is the initial job of a merchandiser. Merchandising managers communicate with the buyer, through mail or other ways. After buyer response then planning with the buyer for a new sample and production order.

After receiving the techpack, the merchandiser communicates with the R&D department to develop a sample, and communicates with the CAD department to get the consumption of fabric and thread. Once, proto sample is developed, the merchandiser offers the price to the buyer. The quote will be intimated with the buyer, price is negotiated and confirmed and provide PI to the buyer for master L/C.

Afterwards, merchandisers collect all order concern documents from the buyer and collect PI to open back to back L/C to arrange all related materials like fabric, trims and accessories. Besides, Merchandisers prepare a time and action calendar to ensure on time delivery with the right quality and quantity. According to T/A they communicate with the lab department to

do all lab dip of the bulk fabric and trims and closely monitor the sampling process and send it to the buyer for approval.

Getting all approval and comment from the buyer merchandiser making trim cards and distributing to all concerned departments and arrange pp meetings with all concerned departments to analyse the critical path before starting bulk production.

During bulk production, they give updates to the production and quality team from the buyer side and also do regular basis checks with the quality team to ensure correct quality of the product and give regular updates to the buyer .Also ,they make schedules for the inspection with the buyer inspection team. If product quality is accepted from the buyer inspection team, merchandisers communicate with the commercial department to contact the shipping line for ship booking and other documentation for payment issues.

In Case ,Any problem arises regarding on-time shipment or correct quality they make a discussion with the head of department and top management to take decision and finalize the issue.

In our factory , the process is followed for new order development. There is one development merchandise who follows the development stages of all buyers. And others are handling particular buyers .And The Managing Director who is also the head of merchandising department is doing marketing and sourcing for new orders.

CAD Department : Computer Aided Design is simply known as CAD. Garments Pattern is developed in computers by using different CAD software like Lectra, Gerber, Red Tree etc. By using CAD garments measurement , shape and pattern can be controlled easily. As a part of my internship I have spent a few days learning the work procedure of the CAD department.

CAD department work starts from receiving Tech-pack from the merchandising department. Initially, they create a new pattern for consumption and send it to the merchandiser . It helps the merchandiser to prepare costing accurately to get the order..Because the less consumption we can submit the more chances created to get the order. Once the order is confirmed ,the CAD section receives a-pattern, block sample and fit sample. And then they make pattern grading and send it to the merchandiser for buyer approval .Grading is creating the size variation from the master size. If the master size is M, they create patterns for S ,

M,XL,XXL etc. based on M and that is called pattern grading. If the buyer approves the grading they make a marker for the sample and send it to the sample department to make sample. If it is not approved they again prepare pattern grading based on buyer comment. During pattern making they have to consider fabric shrinkage and sewing loss adjustment.

Once sample is approved they create a marker for the size set and send this to the cutting department for trial cutting so that measurement can be checked. If any correction is needed they rectify it and inform in the pp meeting. After completing all the stages the marker is printed and sent to the cutting department for bulk cutting. Plotter machine is used for marker printing. The completed marker is printed through it.

Before using CAD all things have to be done manually. Now, CAD is widely used to calculate the fabric consumption accurately and to reduce time in marker making and reduce marker wastage. By reducing wastage it helps to increase marker efficiency and accuracy.

Sample Department: In the Garments industry ,sampling is one of the most important processes and it plays a vital role to get buyer attraction. For this, Sample section is very important. Here, I am sharing the work procedure of the sample department based on my factory.

Initially, the Sample department received the Tech Pack from the merchandiser and contact with the CAD department for pattern making and grading . After receiving pattern they start to develop different samples and send this to the merchandiser for buyer approval. Every buyer has their own sample procedure. According to this ,the Sample department developed the sample. If find any quality-related problem during sample developing stage they inform the merchandiser and quality concern people so that necessary steps can be taken quickly. Also , they work to minimize the operation to reduce the cost and make bulk production smooth.

Cutting Department : Cutting is a section in the garments industry where fabric is being cut into components according to the pattern and marker. Then, cutting parts goes to the sewing section to bring in garments .Cutting is extremely sensitive work where good quality depends on the accuracy of cutter mens work.

Initially, Cutting department gets a cut order from the production department. They also receive all necessary documents like PO sheet, Tech Pack and other details. After that, they receive fabric from store department as per requisition and receive marker from CAD department. The next step is fabric relaxation. The time of relaxation depends upon the type of fabric and buyer requirements. Generally, Spandex and knit fabric can be relaxed 24-48 hour based on buyer requirements. After completing fabric relaxation they spread the fabric on a table with proper tension. Here, Few things like shade wise spreading, spreading defects need to be checked carefully. After that, marker is placed on the fabric lay and cutting is done by a cutter machine. In our factory straight knife and round knife machines are mostly used for cutting.

After cutting, the next step is shorting the cut parts according to shade and size-wise. Then, Cut parts need to be numbered and checked carefully so that components can never be mistaken. During this stage cutting QC checks the cut parts. If any defect is found they replace that part. And finally cut parts are bundled and sent into the next process where required like printing, embroidery, sewing etc.

Sewing Department: Sewing is the process of attaching different parts of the cut pieces by making stitches with the help of needle and thread. Sewing section is a big important part in garment manufacturing. Without good sewing it is not possible to introduce our products worldwide. So the sewing section is not only fabric join, it is a core part of the garment manufacturing industry. During my internship I spent a few days in the sewing section for understanding the procedure of the sewing section clearly. Here, I am giving an overview of the sewing section.

Initially, the Sewing department receives a plan sheet from the planning department where they give details of upcoming styles. Then they start product analysis to get the pros and cons of the style. After that they set up a target for production. Based on the production target, IE department makes operation breakdown and machine layout of the garments and sends this to the technical and mechanic team. According to lay out mechanic team arrange the machine and set up into the line. During this time they receive carts parts from the cutting department and distributed to the operator and helper. And Technical person set the machine according to the process and teach the operator how to sewing correctly. During line feeding time line QC checks every operation to good quality. After completing all the process, garments come as

output. An online QC checks the complete garments as per buyer requirement and makes a report . If any problem is found he or she informs the concerned people to rectify this. Then, the production goes on comparing with the target. During production an inline quality is needed to check the process quality and make reports to ensure the target quality. And output garments are checked by maintaining one by one method to provide fault free garments to the finishing department.

Finishing Department: In the Garment manufacturing industry finishing is one of the most important department. Smooth shipment mostly depends on the finishing department. Usually, the finishing department received two types of garments like wash garments and non-wash garments. In this factory most of them are non-wash garments. It follows some major steps to get the perfect final appearance of the garments.

At first, Finishing department receives sewn garments from production. Then , the Quality Controller does the initial check. If they find major sewing defects then garments are again sent to the sewing section for repair. After the all are passed through the thread sucker machine. It takes out cut thread and any other unnecessary dust. Then the next step is pressing. Usually, Trouser, Legger. Topper machines are used in the pressing process. After completing pressing or ironing process, Garments are again inspected by the QC to confirm correct measurement . Then different types of tags and accessories are attached on the garments as per buyer requirements. After completing above process garments are folded by following buyer guideline. There are four types of folding methods. These are Stand up, semi stand up, flat back and hanger pack. After folding garments are going to the next step which is packing. Here , Garments are packed into poly bags. Poly bags size vary according to garments size and ratio. It is important to ensure that garments are put in correct poly. After that, garments are passed through a metal detector machine to ensure the garments are metal free because the company is practicing a totally metal free environment in the factory.

It has to be done according to the buyer's instruction. Solid packing , Ratio packing , mixed packing are the most common packing methods used in the garment industry. Once packing is completed for an order, the finishing department informs the merchandiser and cartoons are kept in the finished goods area.

Chapter 3

Critical assessment of Internship work

3.1 Application of Generic and Industry specific courses during internship

During our academic part ,I have completed eight courses which are HR Skills and competencies,Analytical Skills and competencies,Business Operation skills Communication Skills,Introduction to Garments Industry-Knitwear,Production Management and Merchandising, and Quality management.As a part of the PGD KIM program, I have done my three month internship in Sundry Wears Limited.During this time , I worked on different departments of sundry wears limited and i have got deep relationship between those academic courses and practical work area. In Hr department I worked on , employee recruitment, maintaining worker personal files, checking salary sheet before payment,awareness training,workers grievance handling, employee appraisal ,dealing with disciplinary matters etc. With all this work I have found similarities with HR skills and Competencies course.Also, Good Governance and teamwork are highly practiced in Sundry wear Ltd. In the merchandising department I have worked on sample development, consumption and costing, fabric and accessories booking ,In house update, time card making, Daily production record,preparing time and action plan for a particular style which are mostly similar to our Business Communication and Production Management and Merchandising courses.In terms of Demand forecast ,negotiation with buyer and supplier I also found similarities with supply chain Management which is a part of Quality Management course.In the sample and CAD department i worked in developing new design and sample as per buyer requirement .Also , worked on checking patterns work -ability, making counter sample, fit sample, size set sample and informing quality related problems,encountered during preparing samples to qc.All those works on sample department are highly similar to our fashion design session which is of Production management course and Introduction to Garments Industry -Knitwear courses. These are highly practiced in Sundry weras Ltd.In cutting department fabric are cut according to marker by using different cutting machines such as straight knife and band knife cutting machine. Prior to cutting, fabric relaxation has to be done according to fabric types.After that sorting, bundling , Numbering and QC check is done and sent to the sewing

department. All the steps are exactly similar what I have learnt in my Introduction to garments industry - Knitwear courses. In Industrial Engineering department I have worked on preparing operation bulletin and line layout of every new style, line balancing, clearing bottleneck operation into the line, workplace arrangement, making line feeding report, root cause analysis of production drop, kanban, kaizen, wastage control using lean tools, operator training and operator skill, matrix update etc. These are mostly similar to our industrial engineering course. In Finance and Business Development department I have been working on SWOT analysis, BCG matrix, PESTLE analysis, marketing mix data collection, data analysis which are mostly related to our Business operation skills and Analytical skills and Competencies course.

3.2 Suggestion for industry improvement

Sundry wears limited is a technical outerwear and ski wear manufacturing company. From the beginning of the company, they are trying to keep the environment worker friendly with on time salary and other benefits. During my internship, I have found some major improvement areas which will help the company to go to the next level in the garment manufacturing industry. Company should give more focus on getting various standard certificate like, OEKO-TEX, ISO-9001 etc. that will help to attract more buyers. The R&D department is not up to the mark. Companies could design the R & D department with well equipment and expat people, which will help them to attract more buyers. Also, it will help to increase company brand value. As we know, Textile supply chain is one of the most complicated supply chain in the world. To get everything under one roof, companies could introduce ERP based software. It will provide a real time update of the company. Also, Decision making will be much easier. In the garment industry, prices are getting more competitive due to our strong competitors like India. Buyers tend to reduce the price of the product but the costs are increasing day by day. Also, The Current efficiency of the company is near about 50%. Which is not standard with the product price. At this stage, The company should introduce lean manufacturing systems under a lean expat in order to reduce the cost and increase productivity and to ensure sustainable growth. We know that the garment industry is a labor intensive business. Here, Unexpected situations could happen. So, Every possible area should come under CCTV surveillance. In order to reduce the energy cost, The company could use LED light in the production floor instead of general light. In terms of employee performance calculation Sundry wears ltd still following traditional methods which

is not scientific. To make it standard , management can implement KPI based performance systems for every department and employee. By this, everyone can evaluate their own performance. so, management can easily find their best performer and under performer . Company can arrange training for the underperformer employee so that they can meet the standard with the factory requirement. Though Sundry wears is doing good , These improvements will help them become good to great.

3.3 Learning for self-improvement

Though PGD KIM courses are well constructed,Computer Aided Design should be included into the course. During my internship I have found difficulties to understand CAD. Due to the pandemic situation, most of the courses we have completed online. I think if it could happen in physical learning.It would be more enjoyable and productive.Beside this, I have learned so many things which are closely related to the industry.I have learned how to communicate with people effectively, how to convince people, how to work as a team player and how to lead people towards the goal. During my internship I have also gained technical knowledge,Which will help me a lot in my future work.

Chapter 4

Conclusion

Internship is an essential part of textile learning. To reduce the gap between theoretical and practical knowledge, internship plays an important role. During my internship at Sundry Wears limited ,I have got the impression that the factory is a well equipped technical and ski wear manufacturing company. From its establishment ,It has earned a good reputation in the international market for its best quality and on time shipment considering other similar factories.They have modern machinery, well groomed work force and strong sourcing team that gives them competitive advantage in terms of business sustainability.

I wish Sundry Wears Limited will be one of the best export oriented garments manufacturing company in the future and proudly represent the Made in Bangladesh flag in the international market through their quality and integrity.

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