

Report On

Masco Group

Optimizing Knit Garment Manufacturing through Systematic  
Planning and Lean IE Practices

By

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An internship report submitted to the Executive Development Center, Brac Institute of  
Governance and Development (BIGD), Brac University in partial fulfillment of the requirements  
for the degree of  
Post Graduate Diploma in Knitwear Industry Management (PGD-KIM)

Executive Development Center, BIGD  
Brac University  
March 2026

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## **Declaration**

It is hereby declared that

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

**Student's Full Name & Signature:**

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**Sudipta Shekhor Roy**

1000055591

**Academic Supervisor's Full Name & Signature:**

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**Md. Hasib Al Mamun Sumon**

Sr. Program Associate

BIGD, BRAC University

## **Letter of Transmittal**

Md Hasib Al Mamun Sumon

Sr. Program Associate

BIGD, BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of the Internship Report at Masco Group

Dear Sir,

I am pleased to submit my internship report, completed under your valuable guidance. This report documents my three-month internship experience at Masco Group.

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,

---

Sudipta Shekhor Roy

1000055591

Executive Development Center, BIGD

BRAC University

March 15, 2026

## **Non-Disclosure Agreement**

This document confirms that Sudipta Shekhor Roy, a student of the Post Graduate Diploma in Knitwear Industry Management at BRAC University, has successfully completed his internship at Masco Group.

During this internship, he was under the supervision of Mr. Ranajoy Barua, Assistant Manager- Merchandising and Marketing Department. He demonstrated dedication and professionalism throughout the program and his conduct was without issue.

The management of Masco Group. is pleased with his performance and wishes him every success in his future endeavors.

Student's Full Name & Signature:

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Sudipta Shekhor Roy  
1000055591

Industry Supervisor's Full Name & Signature:

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Mr. Ranajoy Barua  
Assistant Manager- Merchandising and Marketing Department  
Masco Group

## **Acknowledgement**

I want to start by thanking Almighty God for giving me the strength and patience to complete my demanding internship. I am also very grateful to the Government of the Bangladesh for arranging and funding such a practical, industry-based program for those of us in the apparel and textile field.

My special thanks for the BRAC Institute of Governance and Development (BIGD) for arranging and running such an important and valuable Post Graduate Diploma program. I also appreciate and thankful to BRAC University and the EDC team for their role ongoing support.

I am especially thankful to my academic supervisor Mr. Md Hasib Al Mamun Sumon (Sr. Program Associate, BIGD) for his support. His guidance and direction was crucial and very helpful throughout my internship and I am very pleased to get support of him.

My time at the factory was made truly practical and educational thanks to my Industry supervisor Mr. Ranajoy Barua (Assistant Manager- Merchandising and Marketing Department, Masco Group). He helped me overcome every challenge I faced during my placement.

Finally, I once again express my sincere gratitude to both of my supervisors for dedicating their valuable time to review my paper and offer constructive feedback for improvement. I believe that this paper, as well as my comprehension of the assignment, will be beneficial in my future professional life and career development.

## **Executive Summary**

This report is prepared based on 66 days internship through practical experience and theoretical knowledge in different departments of Masco Group. By working in my own department it was not allowed me to get a practical knowledge of many departments, but this internship helped me a lot to complete my tasks. It is one of the largest knit composite establishment set up in Bangladesh, arranged with advanced machinery, techniques and equipment. To deliver excellent goods to its clients, Masco Group has an professional expert in quality and production staff in addition to a proactive business team. This report has been written based on my observation and experience gathered from the five departments of the company: Merchandising & Marketing Department, Knitting Department, Dyeing Department, Supply Chain Management Department, HR Department.

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# Chapter 1

## About Organization

### 1.1 Overview of the Industry

Mr. M. A. Sabur established the export-focused manufacturing group of company, Masco Group in 2001. The product type is circular Knit Garments. Approximately 26,000 individuals are currently employed by the Masco Group. Masco Group has gained its position in the leaders of the country's knit composite industries. An overview of Masco Group strongly supports and proves its current position as the leader and continues growing its position. They try to enrich the community with continuous sustainable movement which encourages to be one step ahead always. It is currently growing with numerous business units, including knitting, dyeing, printing, embroidery, and washing. They have other businesses too like dairy farm, motor vehicles export import, cricket academy, property business, real state business, many more.

Masco Group aims to remain at the forefront of every industry and create substantial value for local communities, all stakeholders, and the economy as a whole. In the near future, the group is focused on growing the textile business.

The units of Masco Picasso Ltd., Masco Exports Ltd., and Concept Knitting Ltd., Tasniah Fabrics Ltd, Masco Industry Ltd, Masco Dyeing are expanding. This renowned group imports clothing of the highest caliber from all over the world.

**Product Capacity:** Knitting 2100 Tons, Dyeing & finishing 2100 Tons & Garments 12 million per month (with 300 sewing lines garments).

**The range of knit fabrics:** Single Jersey, Elastane Single Jersey, Design Single Jersey, Plated S/J, Double jersey, Terry/Fleece, Interlock, Elastane Interlock, Eng. Stripe Single Jersey, Eng. Stripe Rib/Interlock, Rib, Elastane Rib, Variegated Rib, Quarter Gauge Fabric, Pointel Rib, Crape Jersey, Bubble Knit.

**The range of Garments:** Polo Shirt, Kids Wear, Tee Shirt, Huddy & Ladies Huddy, Ladies Long Dress, Swim Suit and others knitwear garments.

**Major Customers:** Levi's, H&M, C&A, LC Waikiki, Target, Zara, Benetton, Calvin Klein, Tommy Hilfiger, Caterpillar, Cubus, Next, K-mart, Mango, Kappahl, Lindex, Otto International, Ostin, New Yorker, El Corte Ingles, Carrefour, Tao, Mayoral, Celio, Top Ten, Hurley, Bonprix, Primark, Tally Weizly, etc.

| Department/ Parameter | Capacity/ Quantity    |
|-----------------------|-----------------------|
| Manpower              | ~27,000 Employees     |
| Sewing Unit           | 8 Unit                |
| Sewing Lines          | 300 Lines             |
| Garments Capacity     | 14 million PCS/Month  |
| Knitting Capacity     | 2100 Tons/Monthly     |
| Dying Capacity        | 2100 Tons/Monthly     |
| Printing Capacity     | 13 Million Pcs/Month  |
| Embroidery Capacity   | 2.5 Million Pcs/Month |
| Washing Capacity      | 450,000 Pcs/Month     |

## 1.2 Vision & Mission

### Mission

Masco Group consistently provides clients with an exclusive and highly valuable living experience in the global fashion markets through innovative products. The dedication and skill of Masco's workforce—who seek to improve sourcing and enhance the sourcing process—are linked to the company's success. Through adherence to this process, they persist in developing a robust commitment to ethics and compliance.

## **Vision**

Masco Group aspires to become a top global supplier in the sustainable fashion industry, motivating apparel companies to follow suit and play a more meaningful and enduring role in the narrative of human development. They are actively pursuing this goal with careful planning and maturity.

## **1.3 Goals & Objectives**

Masco Group possesses a vision statement that is focused and aimed. This demonstrates that the business has not participated in long discussions or conversations to communicate its perspective to the public and relevant stakeholders. The vision statement ought to be both concise and comprehensive in order to assist the stakeholders in understanding the company's philosophy and strategy, while conveying the essence of the business and its future objectives.

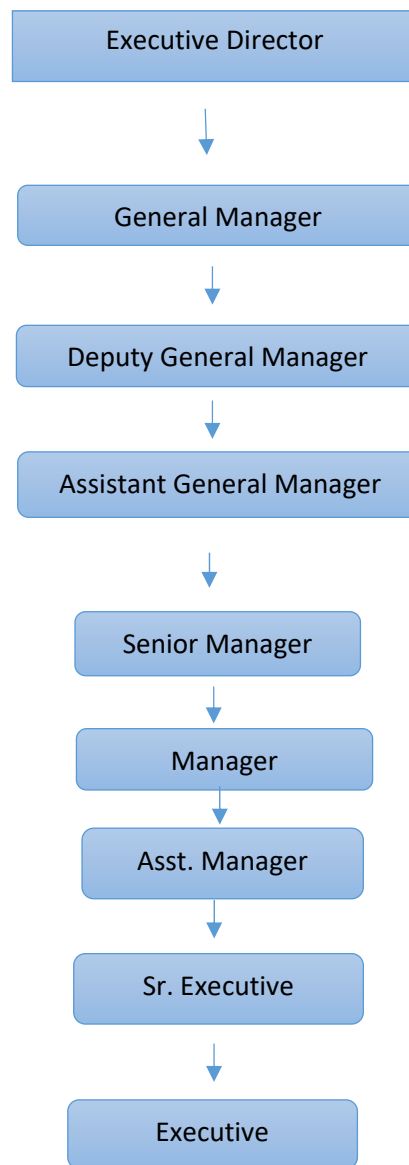
## **1.4 Organizational structure, Organogram, Branches and Departments**

The Masco Group's organizational system is structured and operated to facilitate seamless coordination and effective management across its various business units. The group runs almost twenty specialized business entities in the Ready-Made Garment (RMG) industry, all operating under the strategic oversight of a five-member Board of Directors and one Executive Director. All units work together to uphold the company's reputation for quality and innovation.

The Executive Director occupies the highest management position, providing overarching leadership and establishing strategic directions for all departments. Daily operations, planning, and performance are observed by General Managers who manage these departments. The Managers serve as a link between General Managers and operational staff, guaranteeing the effective execution of instructions. Underneath them, the functional and technical tasks required to achieve departmental goals are carried out by Senior Executives and Executives.

The structured hierarchy fosters accountability, clear communication, and an efficient workflow throughout the organization.

**Organogram of Masco Group Ltd.:**



Describing the MASCO Group's structure of the company, where the Executive Director is in charge of all departmental concerns, if the ED makes a suggestion or makes a working decision, the department head forwards it to their lower-level position, which then forwards it to the manager and then to the junior executive.

## **1.5 Products/services produced by the industry**

Masco Group stands as one of the largest apparel manufacturing firms in Bangladesh, providing a wide array of high-quality knitwear products for international markets. The company focuses on creating, developing, and producing clothing for adults and children alike, serving well-known global brands. Its operations encompass knitting, dyeing, finishing, printing, embroidery, and garment manufacturing, achieving full vertical integration to uphold quality and efficiency.

The company exports to almost 50 well-known buyers in Europe, North America, Australia, Japan, and Russia. Within its extensive customer network, a number of brands represent a significant portion of its overall export volume. Among the main purchasers are C&A (Germany) and H&M (Sweden), which account for about 22.58% and 21.08% of exports, respectively. Levi's (USA) accounts for 7.49%, Otto International (Germany) for 5.69%, Target Australia for 5.49%, and Benetton (Italy) for 5.02% of the total exports, making them other important partners.

Additional important customers like Carrefour (France), Cubus (Norway), Ostin (Russia), and Kappahl (Sweden) are also vital to the Masco Group's business network. Other buyers, though smaller in size but still valuable, include Lidl, Esprit, Pepe Jeans, Mango, BMG (UK), and El Corte (Spain). In summary, the company boasts a diverse customer portfolio that is geographically well-distributed, reflecting its robust international presence and reputation for quality.

Masco Group has established long-lasting collaborations with internationally acknowledged fashion retailers and is reinforcing its standing in the global ready-made garment (RMG) sector through a steadfast dedication to product innovation, sustainability, and excellence.

## Chapter 2

### Description about task accomplishment

**2.1** Department Visiting Schedule I have made a visit plan for 5 individual departments to work on. Though it is not easy to execute all the work as per plan being an employee but hope it will help me to get the best practical experiences. Let me mention the probable schedule on below:

| Participating Department    | No of days | Location         |
|-----------------------------|------------|------------------|
| Marketing and Merchandising | 14 Days    | Corporate office |
| Supply Chain Management     | 13 Days    | Head Office      |
| Human Resources Management  | 13 Days    | Factory          |
| Knitting Department         | 13 Days    | Factory          |
| Dyeing Department           | 13 Days    | Factory          |

### 2.2 Merchandising & Marketing

As a Merchandiser I got the chance to watch and take part in a variety of activities in the merchandising department during my 14-days internship here. In order to negotiate price, I attended several meetings with the buying house team and the merchandising team. The Major discussion based on development, new stylings, fabric qualities, price, future business, approval getting purpose. The shipment is planned with 90 days to 120 days lead time which accessories and fabrics are imported from China, which is in line with the buyer's typical practice. But the local fabrics and local accessories orders have shipdate with 45 days in general after placement of orders.

I usually went in several production meeting with planning team, technical team, quality team, production team. I advised them about the detailing of styles, quality, shade, measurements and asked their feedback of successful completing of the orders. I follow up the accessory's suppliers with the best price with best quality goods within limited lead time delivery. I followed up the testing of garments with the third-party lab for getting approval of doing inspection and doing shipment.

In my time working in the merchandising department, I worked on a variety of practical projects, including examining completed garments that was ready for shipping, creating material summaries for new orders, creating sewing material order sheets, gathering swatch approvals in accordance with the order sheets, and confirming that the sewn clothing matched the approved garment samples.

During the remaining days of my internship in the merchandising department, I also gained hands-on experience with merchandising documentation such as technical sheets, costing breakdowns, CAD files, sample dispatch procedures, buyer sample requirements, and risk assessments related to the merchandising process. Because the merchandising and production departments are closely connected, I was also involved in production-related activities.

First receiving fabric from fabric department and cutting the fabric in cutting department is the first step of the production process. Managing fabric swatch and qualities from buying office first I checked with fabric store and get deliveries from there then sent in cutting department and organizing the movement of cut pieces to the sewing area were two of my responsibilities.

Obtaining the Levi's buyer's Made to Order (MO) list, obtaining the pattern board from the CAD department, layering the fabric on the cutting table, placing the marker paper, cutting the fabric with a band knife, comparing the cut pieces to the pattern, bundling the garments (typically 20–40 pieces per bundle), and sending them to be sewn with the appropriate paperwork were all part of this process.

In the sewing division, I kept track of material and accessory usage to ensure that everything met the authorized order parameters.

Additionally, I verified that the clothing complied with the necessary quality standards, materials were supplied on schedule, and hourly production targets were met. In the end, I followed the steps to go from the sewing department to the packing department. Before adding the required trims, including hangers, barcodes, Z-clips, nation stickers, hangtags, and loops, in accordance with shipment dates, the packaging section received, checked, and arranged the clothing by order, style, and color.

I also went to a buyer's quality control (QC) inspection to find out how goods are inspected prior to being sent. The production manager and I also spoke about quality management procedures, and he clarified that ongoing staff training is highly valued at Masco Group. It is now standard procedure in the organization's facilities for employees to receive frequent training in high-quality, cutting-edge tools and methods to improve performance and sustain motivation.

| Day | Focus Area        | Task Description                                                                        |
|-----|-------------------|-----------------------------------------------------------------------------------------|
| 1   | Onboarding        | Brand deep-dive: Review current season look books and internal sales reports of Levi's. |
| 2   | Trend Research    | Browse 3 competitors and note pricing/styling.                                          |
| 3   | Product Lifecycle | Shadow a "Fit Session" or quality control check with the production team.               |
| 4   | Data Analysis     | Introduction to the "Best Sellers" vs. "Slow Movers" report.                            |
| 5   | Visual Presence   | Assist in a floor set change or update the digital storefront layout.                   |
| 6   | Inventory         | Check physical inventory for accessories and fabrics.                                   |
| 7   | Vendor Relations  | Follow-up email to supplier regarding a sample lead time and production lead time.      |
| 8   | Range Planning    | Attend a range review meeting. Observe how colors and styles are balanced.              |

|    |                  |                                                                                    |
|----|------------------|------------------------------------------------------------------------------------|
| 9  | Pricing Strategy | Calculate the cost and Gross Margin on a new selection of items.                   |
| 10 | Sustainability   | Worked for sustainable production and environment friendly production process.     |
| 11 | Tech Packs       | Review a Tech Pack and compare it to the final prototype for accuracy.             |
| 12 | Sampling         | Assist in planning the merchandising for making samples.                           |
| 13 | CAD              | Worked with CAD designing for fabric saving at the most percentage.                |
| 14 | Review           | Present the making sample to the manager and conduct an internship exit interview. |

## 2.3 Knitting Department

The knitting department is the first step of preparing garments. The fabric is the core of garments. So this department is very important. The 60% cost of a garment is the fabric. So it is very important to produce good quality fabric and minimize the losses. I worked here 13 days for completing my internship and faced my practical experience in the field work. It starts with the purchasing and collecting raw yarns from different suppliers of different counts and different fibers. But for Masco Group the maximum orders are placed for 100% cotton fabric. So the cotton yarn is the main raw materials of knitting units. there are total 60 knitting machines in the floor for bulk production and 5 knitting machine for sample. The knitting machines are run for 24 hours and seven days continue. There are more than 150 peoples work as staff to workers. The machines are run by the supervisor and each machine have one operator. The total process and program planned by the knitting planner. After production the fabric sent to the quality department where the fabric quality is checked. There is a light set table, the fabric is spread on the table to check. There is a two people who always check and if they find any fabric fault they mark the place to identify for the next team. Per day knitting capacity is 20 ton.

After the fabric completed, they are sent to the gray fabric store where the fabrics are kept by synchronizing the fabrication. When the fabric is asked from dyeing section then they deliver the fabric by transport to the dyeing section.

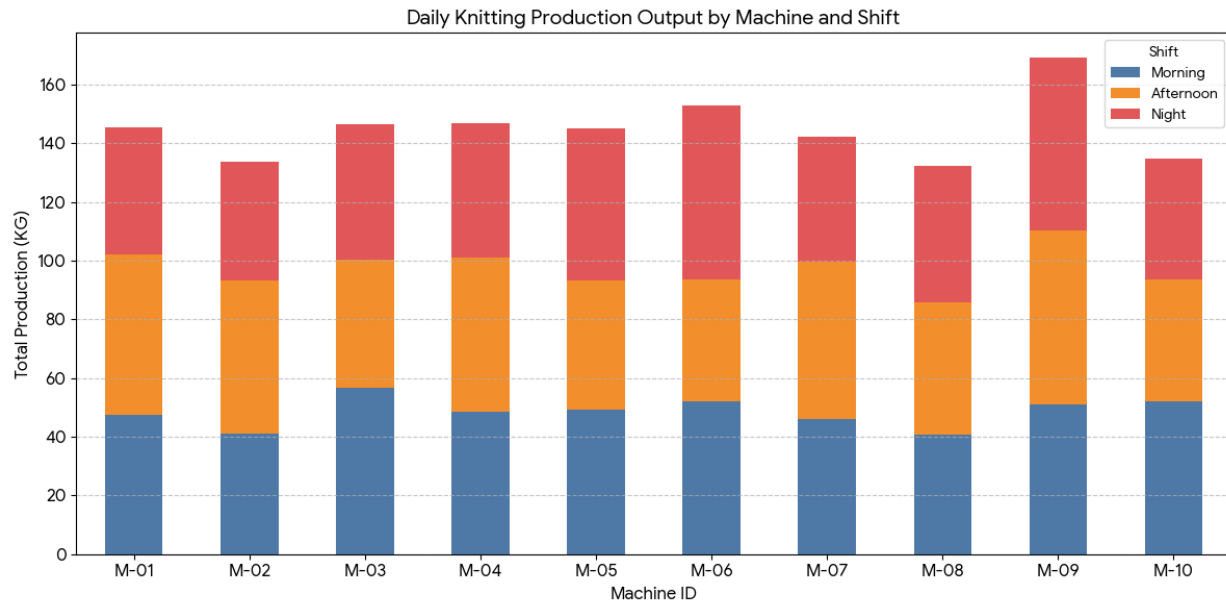
The difficulties of this department is to keep stability of the fabrics and purchase good yarns. Actually the yarns can be purchased from different places, so the quality of the yarn of similar fiber from different place can be different and as a result it's impact can be seen in the final dyed fabrics. So always few trustable suppliers should be kept for purchasing yarns.

There is a challenge at the time of knitting. The foreign yarns can be injected in the fabric and this can create a big loss for the production. Because when the total fabric will be ready and it can be found after dyeing or washing of full garments. Its impact can be a huge loss of fabrics.

In the intern period I run a machine and made fabrics. At first I set yarn bells in the racks where they hang for knitting. I set the knitting parameter of 100% cotton , single jersey, 180 gsm. I took the bell of 22's yarn for making it. I set the cam , sinker in a fixed parameter and set the niddles, then I started the machine and it started to make fabric. After producing the fabric there is a roller which rolls the fabric in a systematic way. In the production period there are a lot of sensor in the each niddle, if any yarn cut off then the machine auto stops and light the specific niddle where is the problem. I observed all and learn of the full process.

**My responsibilities at Knitting department in Masco Group:** As an intern here in the Knitting department my role was involved supporting the day-to-day operations and contributing to the overall efficiency of the Knitting processes. Here's a brief overview of my job responsibilities:

**Data entry and analysis:** Assist in collecting and organizing data related to inventory, production, and quality ensure. This may involve using software tools such as spreadsheets or enterprise resource planning (ERP) systems to input data accurately and generate reports.



Here is a average production of knitting in a day from ten machines.

## 2.4 Dyeing Department

The dyeing department is another core department of fabrics. There are a lot of chemical and process usage in this section to ready the fabric as per buyer recommended. At first the grey fabrics are collected from Grey Fabric store. Then these are need to batch for the same fabrication with same color. Then the fabric planning department plans for dye the fabric. In Masco Export Ltd which is the sister concern of Masco Group there are 14 dyeing machines for bulk and 4 dyeing machines for sample dyeing.

Each sample dyeing machines are capable for dyeing from 4 kg to 20 kg fabrics, and the bulk dyeing machines are capable for 200 kg to 1000 kg fabrics in a single dyeing production.

Every single part dyeing need 8 to 12 hours and double part dyeing needs 16 to 24 hours. After dyeing the fabric need to hydro for remove water and then dry it by passing the compacting machine and then stenter machine. At this stage the fabric is treated well for preparing. The GSM is adjusted, the handfeel is fixed, the shade is checked and confirmed as per approval swatch. After the fabric is ready for delivery then the crease mark is checked and other finishing parameters are checked.

I directly work to dye fabric. I followed sample fabric dye and prepare 7 colors in my 13 days internship.

The fabrics were for Levi's buyer to make samples. The colors were bright white, white +, pirate black, navy blazer, jet black, vintage khaki, Caviar. The fabric is dyed as per the shade of approved lab dip. Then after dyeing the fabric needs to get approved from buying office. The buying technical team check the shade of the fabric, hand feel, color fastness report. After getting approval the fabric is delivered to garments unit to prepare garments.

I checked the different chemicals for fabric dyeing, measured the chemicals in weight machine to check the parameter.

I prepared a whole fabric from batch to finish where I faced many critical issues and solve those by helping of the senior technical officer. My findings are shade issue, crease mark issue, handfeel issue, gsm issue, fabric thick thin issue and some other issues. I took advised from the dying and finishing manager to recorrect and reprocess the fabric and successfully correct those.

The water requirement depends on the fabric quantity. Per kg knit fabric need more than 80 litter of water. Then the dyeing chemical and others softener are mixed in the water in the machine. Then the fabric inserts in the machine and machines start for 8 to 12 hours as per the color absorbing for a standard time.

After dyeing the finishing department start their work to process the fabric as well. And they arrange to deliver the finished fabric to the garments unit to make garments for shipment.

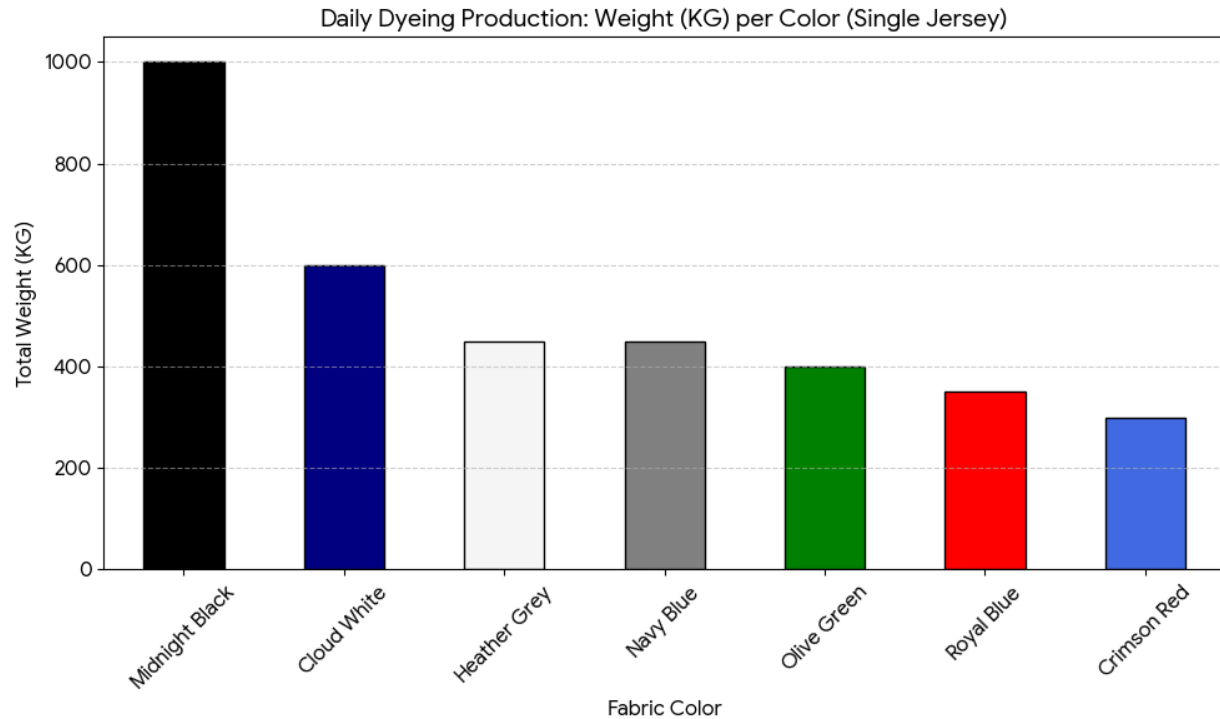
There is another department yarn dyeing which is using for yarn dyed styles. In here, the yarn is direct dyeing in yarn dyeing machine and then send to knitting unit to make fabrics. In the yarn dyeing styles there are some different colors in the same body so there are some different colored yarns are need to dyeing for the same styles. When the required colored yarns are ready then the knitting starts as per the stripe measurement as per approval swatch from buyer.

**My responsibilities at Dyeing department in Masco Group:** As an intern here in the

Dyeing department my role was involved supporting the day-to-day operations and contributing to the overall efficiency of the Dyeing finishing processes. Here's a brief overview of

my job responsibilities:

**Data entry and analysis:** Assist in collecting and organizing data related to inventory, production, and quality ensure. This may involve using software tools such as spreadsheets or enterprise resource planning (ERP) systems to input data accurately and generate reports.



## 2.5 Supply Chain

A supply chain is the network of people, assets, processes, and technologies involved in manufacturing and distributing a product or service. It begins with the procurement of raw materials from suppliers and culminates with the delivery of the final goods or services to the end users. Effective supply chain management (SCM) oversees every aspect of a company's goods, from inception to consumption, to maximize value creation and minimize costs. With numerous touchpoints across the supply chain that can

either enhance efficiency and profitability or cause additional expenses, a well-executed SCM strategy can boost revenues, reduce costs, and impact a company's bottom line.

**My responsibilities at supply chain department in Masco Group:** As an intern here in the Supply Chain department my role was involved supporting the day-to-day operations and contributing to the overall efficiency of the supply chain processes. Here's a brief overview of my job responsibilities.

**Data entry and analysis:** Assist in collecting and organizing data related to inventory, production, and sales. This may involve using software tools such as spreadsheets or enterprise resource planning (ERP) systems to input data accurately and generate reports.

**Inventory management:** Support the team in monitoring inventory levels and tracking the movement of goods within the factory. This includes conducting regular stock checks, updating inventory records and identifying any discrepancies or issues that arise.

**Procurement support:** As my educational background is fashion design so I could help the procurement team to select & source the right trims & accessories from my latest fashion trend study.

## **2.6 Human Resources Management**

On the advice of my industrial supervisor, I was assigned to the Human Resources (HR) Department for a duration of 10 days. It is widely acknowledged that the HR Department operates through several interconnected divisions, such as Administration, Compliance, Accounting, and General HR Operations.

On my first day, I met the General Manager (GM) of HR, who told me that I would work closely with him for the first two days to get an overview of Masco Group's HR practices. Throughout this period, I gained insight into the essential components of Human Resource Management (HRM)—the activities involved in recruiting, selecting, training, and developing an organization's employees. HRM includes all management decisions and actions that have a direct impact on human resources in the organization.

At Masco Group, the HR Department plays a pivotal role in ensuring organizational success through the following responsibilities:

- Hiring qualified and capable individuals.
- Utilizing human resources effectively for organizational growth.
- Fulfilling both individual and team-based employee needs.
- Developing employee skills to achieve the company's goals.
- Minimizing operational costs while maximizing productivity and profit.
- Defining the organizational structure and driving productivity through effective planning.
- Building and maintaining strong relationships among various units and sister concerns.
- Promoting effective communication practices across the organization.

The HR GM also stressed that job analysis is a vital component of Human Resource Management. Job analysis entails the collection of data related to work operations in order to delineate specific job descriptions, duties, and requirements. It offers a comprehensive description of the duties linked to each role, facilitating effective recruitment, performance assessment, and workforce management.

This exposure allowed me to develop a clear understanding of the contribution of structured HR practices to an organization's overall efficiency and success.

**Administration:** During the first three days of my internship, I was placed in the administrative department. Every item that leaves the building at my factory is routinely noted by the security guard in a register book using the item gate pass number. During the documentation procedure, it is noted in several registrar books whether or not the items are returnable.

On my first day, my administrative manager asked me to verify that the returnable items had been returned correctly over the previous seven days and to let them know when they would be returned. I received stitched-cut pieces for printing as returnable, a laptop for maintenance, and a variety of machine parts that were sent out for repair. The gate pass lacked the cellphone numbers and return dates of the institutions to whom all those products were shipped. I therefore need the maintenance manager's assistance with machine parts.

I sit with the HR Manager for Masco Cotton as well. He is in charge of all business management. He briefly explains to me how the entire HR policy differs as follows:

An essential component of the manufacturing sector is the human factor. It is one of the main elements that propels the company's operations toward growth and profitability. Businesses create "Human Resources" policies to guarantee the highest productivity of the individuals working for them.

Every organization or industry is not only made by brick, cement or wood but it builds by actually-

- ☐ Men.
- ☐ Machines.
- ☐ Material.
- ☐ Money.

Because they think and speak, men are the organization's most valuable resource, and as such, their use is crucial. Effective and efficient manpower is essential to every organization's success. Human resources begin when an individual joins the company and conclude when he departs. The human element is the focus of human resources. The Masco Group recognizes the importance of human resources. They have a well-organized human resources department because they are aware of their people's resources.

## **Chapter 3**

### **Critical assessment of Internship work**

There were several obstacles to overcome during the internship, making it challenging to complete. One of the most difficult things was managing time effectively, especially when switching between far-off departments. To manage continuous obligations while coordinating tasks across many departments, strong organizational and multitasking skills were required. Despite these challenges, the internship turned out to be a valuable learning opportunity that needed persistence, adaptability, and dedication to successfully do all tasks given.

### **3.1 Application of Generic and Industry specific courses during internship**

#### **KIM 101: HR Skills and Competencies**

Working in the Human Resources department during my internship allowed me to apply many of the concepts from KIM 101: HR Skills and Competencies to real-world workplace practices. This course gave me a fundamental understanding of HR functions like hiring, personnel management, performance reviews, and organizational behavior.

During my internship, I observed and participated in a variety of HR-related activities that reflected these theoretical concepts, such as monitoring personnel statistics, understanding workplace regulations, and seeing management-staff interaction.

My comprehension of how HR management contributes to overall organizational success has improved as a result of this experience, which allowed me to connect what I had studied in the classroom to actual HR operations.

### **KIM 201: Introduction to Garments Industry Knitwear**

This course is beneficial to this department since it helps me comprehend different fabric, print, embroidery, and washing processes. I studied about the RMG costing procedure in this course, thus I have practical knowledge of it. By this course I have gained a varieties procedure of garments and garments industries. I learned about different production techniques, printing techniques, fabric cutting techniques and many updated machineries.

### **KIM 202: Industrial Engineering**

This course taught me about Standard Minute Value (SMV) computation and the various procedures involved in production operations. This expertise was really helpful during my internship, especially in the merchandising department where productivity and time management are crucial. By applying the concepts I learned in Industrial Engineering to real-world factory operations, I was able to comprehend how production planning and efficiency improvement are managed in the textile industry.

### **KIM 203: Production Management and Merchandising**

I discovered several links between the information I learned in KIM 203: Production Management and Merchandising during my internship in this division. The merchandiser's approach and the merchandising process.

I also talked about the several terms related to merchandising that I had studied in this session. Here, I also learned how the merchandiser deals with the consumer and how a big order is placed.

## **KIM 204: Quality Management**

I now have a comprehensive understanding of the many certifications and quality standards used in the ready-made garment (RMG) industry thanks to this training. During my internship, I observed that buyers often requested certain certificates for compliance and quality assurance, which was directly relevant to what I had learned in this course. My theoretical knowledge of several certification techniques helped me better grasp the organization's quality control operations.

### **3.2 Suggestion for the industry**

A variety of additional steps could enhance Masco Group's overall performance and long-term success, even though it is already well-aware of its operational strengths and best practices.

First, increasing productivity and making the most use of available resources would help reduce process costs and increase profit margins. Establishing a Quality Control Circle (QCC) could be quite beneficial in identifying and resolving underlying issues, leading to continuous improvements in production and management practices.

Furthermore, the effective use of modern machinery and automation can significantly benefit in raising output while maintaining constant quality. Establishing a dedicated Research and Development (R&D) department with a focus on innovation, particularly in producing recycled and sustainable products, would align the company with global trends in ecologically conscious manufacturing.

Implementing cost-cutting strategies through better supply chain management and resource planning will also encourage future expansion and investment. Increasing access to advanced equipment and raw materials will also aid in the creation of new concepts and techniques.

Finally, but just as importantly, offering training and motivating programs to young workers can increase their skills, creativity, and engagement, which will enhance the company's human resource potential and overall organizational success.

### **3.3 Learning for self-improvement**

Planning, organizing, directing, and controlling are necessary for any task or obligation to be completed correctly. I gained more knowledge about how to find qualified candidates for particular roles and the significance of offering adequate training to boost employee performance during my academic and internship experiences. I also saw how challenging it is to maintain growth in today's competitive business environment without constant innovation and research.

In every industry, customer satisfaction and long-term business viability have been found to be essential elements of quality management. I also came to see how important time management is, particularly in maintaining a successful supply chain that ensures on-time delivery and overall business success. Another crucial area of research for me was Management Information Systems (MIS), which integrates ERP systems, human data, and departmental coordination into a unified platform to improve management's efficiency and transparency.

My ability to handle real-world problems and come up with practical solutions has improved as a result of my internship and completion of my Post-Graduate Diploma in Knitwear Industry Management.

During my internship, I was able to apply my theoretical knowledge in professional situations, which enhanced my comprehension of how to successfully manage and operate a firm. I'm confident that the skills and information I've gained will help me grow professionally and promote sustainability in the apparel and textile industries. Additionally, I now have a firm understanding of the tasks, responsibilities, and duties in a factory setting, which will be very beneficial for my future professional development.

## **Chapter 4**

### **Conclusion**

In the end, this internship had a significant positive impact on both my practical experience and professional career. Essentially, I want to build a great career in our RMG field, and I believe that having completed this PGD course successfully and obtained a plethora of knowledge will help me even more. I think most workers in the RMG sector should enroll in this course. in order to significantly accelerate our RMG industry's overall growth. There is a huge demand for skilled professionals in the RMG sector since it produces the largest remittances in our country. Many of us are well-versed in a wide range of topics, yet we frequently struggle to apply it effectively. This may indicate a lack of experience. The majority of skills involve the application of information in real-world situations. In this industry, communicating with foreigners is crucial because the bulk of buyers are from outside the country. This training taught me that everyone can improve their ability to communicate both inside and outside. Participating in employee involvement programs can boost motivation and morale for new hires. The ideas, passion, and inventiveness that many people possess can be more easily accessed thanks to these programs. Additionally, they facilitate departmental and individual collaboration, which fosters a culture of continuous learning and renewal. This constant involvement may lead to better safety protocols, fewer accidents, cheaper operating costs for firms, and continuous changes to work procedures and practices. Idea sharing always improves communication, and senior management's willingness to act and be open to suggestions boosts confidence. Lastly, I would like to point out that many creative thinkers in the domestic textile sector are unable to follow through on their ideas due to work-related stress. However, we may introduce 1,000 ideas from our country each year if we can find at least 1% of these factories, which could assist this industry progress.

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