

Report On
Echotex Ltd.
Comprehending the Operational Procedures of different
departments and identifying potential improvements

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 I submitted in was entirely unique when I was pursuing my degree at Brac University.
2. The report does not include any previously published or third-party produced content, unless it is properly referenced with a full and accurate reference.
3. This report does not address content that has been accepted or submitted for any other degree or diploma at a university or other institution.
4. Every major source of assistance has been acknowledged.

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Letter of Transmittal

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66 Mohakhali, Dhaka-1212

Subject: Echotex Ltd. -Comprehending the operational procedures of different departments and identifying potential improvements.

Dear Madam,

It gives me great pleasure to provide you with details of my internship at Echotex Ltd., where I was placed under your supervision to comprehend the operational methods of the various departments and find potential areas of improvement. I made an effort everything I could to finish the report in a meaningful, succinct, and comprehensive manner with the required data and suggested recommendations.

I'm confident the report will satisfy all the criteria.

Sincerely yours,



Md. Shahin Howlader

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Executive Development Center, BIGD

BRAC University

November 16, 2025

Non-Disclosure Agreement

The undersigned student at the Executive Development Center, Brac Institute of Governance and Development, Brac University, is the Second Party to this agreement, and was created and signed by Echotex Ltd. and the First Party. The Second Party's three-month internship specifications for the Post Graduate Diploma in Knitwear Industry Management have been largely met by the First Party. The Second Party will have access to official information and facts, as well as the chance to engage directly with company authorities. The Second Party will put together an internship report based on work experience and data and information gathered during the internship. The Second Party will use all data and information for educational use while preserving the First Party's interests by keeping it secret.

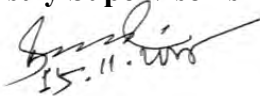
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Mahamudul Alam Chowdhury

Manager, Procurement,

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Acknowledgment

This is an excellent chance for me to convey gratitude to everyone who has helped advised, and donated their time, energy, and support.

First and foremost, my academic supervisor, Zarine Anam Khondoker Madam, has always supported and encouraged me. His insightful counsel has made this study thorough and important.

I also like to thank my industry supervisor, Mahamudul Alam Chowdhury sir, for his amazing guidance.

Executive Summary

During my internship at the esteemed firm Echotex Ltd., I worked on a range of projects in five departments: merchandising, procurement, commercial, accounts and finance, and HR & admin. My internship, which ran from August to October of 2025, concentrated on my everyday challenges.

The primary sections of my report are as follows. i) Industry Overview; ii) Merchandising, Procurement, Commercial, Accounts & Finance, HR & Administration task completion. iii) Critical assessment iv) Critically assess internship work. v) Conclusion.

In my report, I intend to emphasize the activities that occur in each department, their importance within the organization, the relationships between different functional units, and the areas that could be improved. I also highlighted how the internship allowed me to learn new things and develop myself.

Keywords: RMG; Merchandising; Planning; Procurement; Yarn; Fabric; Development; R& D

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List of Acronyms

RMG	: Ready Made Garments
BGMEA	: Bangladesh Garment Manufacturers and Exporters Association
KPI	: Key Performance Indicator
IE	: Industrial Engineering
HR	: Human Resource
TNA	: Time & Action Plan
R&D	: Research & Development
BTMC	: Bangladesh Textile Mills Corporation
BTMA	: Bangladesh Textile Mills Association
SMV	: Standard Minute Value
CM	:Cost of Making
FOB	: Free On Board
SAM	: Standard Allowed Minutes
MIS	: Management Information System

Chapter 1: About Organization

1.1 Industry Overview

There are about 164 million people living in the South Asian country of Bangladesh. Agriculture has historically played a major role in the nation's economy. Nonetheless, there is encouraging news because Bangladesh's rapidly developing economy is mostly being driven by the textile and clothing sectors. With a total export value of \$39.35 billion in the fiscal year 2024–2025, the ready-made clothing industry accounted for an astounding 84.58% of all export revenue (Zaman 2025). With 13% of the country's GDP coming from this sector in year 2024-2025, it also makes a substantial contribution (Rubel 2025). There are about 5 million people that work directly in this industry. The 1960s saw the beginning of Bangladesh's textile industry. Bangladesh's textile adventure was started by trailblazing businesses like Riaz Garments, Juwel Garments, and Desh Garments. The textile sector has grown to almost 5000 enterprises today, compared to just nine garment factories in 1978. Interestingly, a young, urbanizing labor population with a high proportion of women drives Bangladesh's ready-made garments (RMG) industry (BGMEA, BGMEA 2024).

Founded in 2008 in Chandra Polli Biddut, Kaliakoir, Gazipur, Echotex is a Leed Platinum certified vertical apparel manufacturing company that includes knitting, dyeing, digital and screen printing, embroidery, laundering, and garmenting. With a monthly production capacity of 7.5 million pieces, Echotex specializes in creating knitted jersey and denim clothing for men, women, and children. Currently, the company has 17,500 full-time employees and generates over \$170 million in revenue annually. With a wide range of licensed printed products, Echotex is pleased to work with several well-known companies and merchants, such as Disney, Marvel, Universal, Warner's Brothers, and more. With a focus on its top four priorities Planet, People, Product, and Partners Echotex is dedicated to aligning with the economic, social, and environmental sustainability pillars. In actuality, Echotex is now Bangladesh's first jersey/circular knitting/dyeing facility to support ZDHC. Currently, the company has 17,500 full-time employees and generates over \$170 million in revenue annually. With a wide range of licensed printed products, Echotex is pleased to work with several well-known companies and merchants, such as Disney, Marvel, Universal,

Warner's Brothers, and more. With a focus on its top four priorities Planet, People, Product, and Partners. Echotex is dedicated to aligning with the economic, social, and environmental sustainability pillars. Echotex is now Bangladesh's first jersey/circular knitting/dying facility to support ZDHC (Echotex 2025).

1.2 Vision & Mission

Vision

“The vision of Echotex is to gain sustainable growth balancing economic success with environmental protection and social empowerment. The focus on becoming a leading force in ethical and eco-conscious garment manufacturing through initiatives like carbon reduction, water stewardship, and workforce development.”

Mission

“To establish ECHOTEX as a Community Development Company (CDC) and an industry leader by hiring driven individuals who want to create the greatest product possible for the best reason to care for and improve the lives of the workforce.”

1.3 Objectives & Goals

Echotex plays role as leaders in the field, demonstrating how economic advancement can be made without negatively impacting the environment, society, or the economy as a whole. It is seeing its journey as boundless, a never-ending journey to consistently improve our social, economic, and environmental performance. Echotex’s four main priorities, planet, people, product, and partners are the center of our attention. As a result, Echotex has set clear goals for its business, each of which includes important benchmarks. There are essentially six key aspects in this regard. Those are as follows:

1. Great Product
2. Happy workforce
3. Factory Operated on Ethical Principles
4. Green Operation
5. Commercially Sound Enterprise
6. A Great Future

1.4 Organogram of the Organization

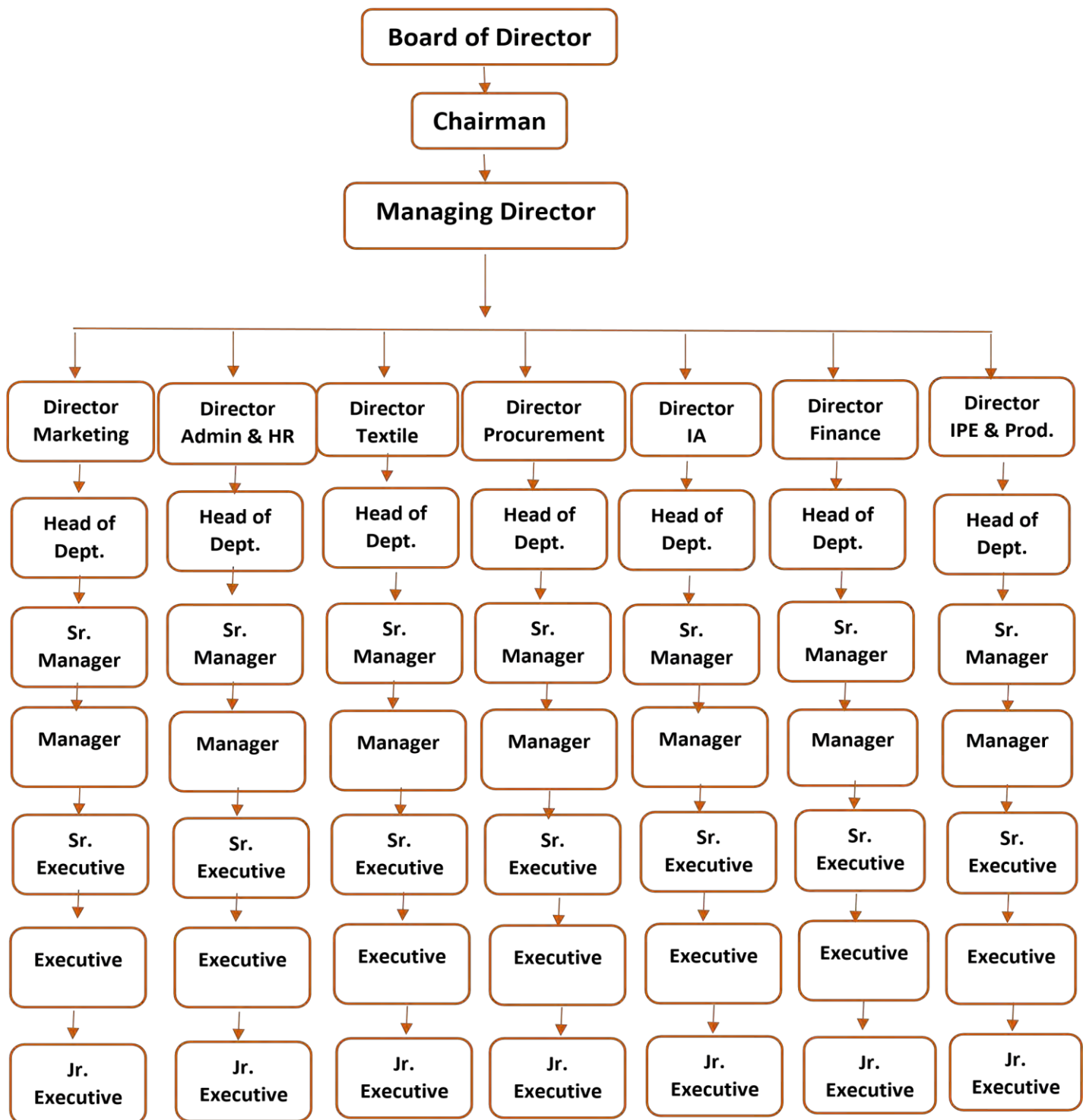


Figure 1: Organogram of Echotex

1.5 Manufacturing Divisions

As a prominent global clothing manufacturer, Echotex is one of Bangladesh's most vertically integrated and environmentally sustainable textile and apparel manufacturers. The creation of textiles and clothing from advanced finishing, printing, embroidery, and denim processing to knitting and dyeing which activities cover every significant phase. In addition, for its technological and production capability, it is highly renowned for its dedication to environmentally conscious, innovative, and ethical manufacturing practice.

1. Knitting,
2. Dyeing-finishing,
3. Screen Printing,
4. Apparel Production,
5. Garment Washing,
6. Allover Printing
7. Digital Printing,
8. Embroidery,
9. Denim Laundry,
10. Denim Garmenting.

1.6 Certification List of the organization

The dedication of Echotex to ethical, responsible, and sustainable production is recognized by the numerous esteemed certifications it has earned. For its safe working conditions, environmentally friendly operations and product safety the business is renowned. By leading worldwide standards such as LEED Platinum, OEKO-TEX®, GOTS, ZDHC, WRAP and SEDEX Echotex is accredited. The recognition of the standard showing ECHOTEX' s dedication to environmental conservation, social responsibility, and producing high-quality, safe apparel for the global market. (Arif 2025)



Figure 2: Notable Certification List of Echotex

1.7 Awards

Echotex has achieved numerous notable honors and recognitions over the years, revealing its leadership in supply chain excellence, sustainable manufacturing, environmental management, and health and safety procedures. How successfully the business operates and how it is a leader in both the global garment industry and Bangladesh's RMG sector these honors prove (Resource 2025).

1. Awards & Recognitions for Health & Safety Best Practices
2. Recognition Letter on Building Safety and Safety Committee from Accord
3. HIGG FEM Verified – 2021
4. RMG Times Best Practice Award & Recognition, 2019
5. RMG Times Best Practice Award & Recognition, 2020
6. Leading Bangladesh to Prosperity, BGMEA Award
7. LEED PLATINUM CERTIFIED
8. Best Clothing Supplier, 2011 & 2012
9. Awarded by Metropolitan Chamber of Commerce for Best Initiatives Taken for ETP
10. MCCI Award on Environmental Pollution Control, 2009
11. Environment Award from DoE, 2010
12. Environment Friendly Recognition from Bangladesh Environment & Human Right.
13. Implementation Society
14. OH&S GOOD PRACTICES AWARD 2017
15. Best clothing supplier from Sainsbury's

1.8 Product of Echotex

Echotex provides a wide range of clothing items that are made to satisfy the demands of customers in various markets worldwide. The company's product line includes outerwear, formal clothing, and casual goods to meet both everyday necessities and fashion-forward trends. Echotex provides a wide range of clothing with esteem quality, creative styles, and prompt delivery. It is accommodating a wide range of merchants, brands, and client preferences thanks to its diverse product line which also broadens its competitiveness in the market.

The main products for men are T-Shirt, Polo-shirt, Vest, Dress, Trouser, Leggings, Skirts, Tops, Pant, Hoody, Sweat, Jogger, Night wear, Denim, Outerwear etc.

1.9 Customer of Echotex

Echotex is happy to collaborate with numerous renowned international retailers and brands, thus solidifying its reputation as a reliable and excellent garment manufacturer. These partnerships, which include general merchants, niche labels and fast fashion giants. The well-known retailers like Next, New Look, Asos, and Morrisons as well as market titans like H&M, Zara, KIABI, Bershka, Sainsbury's, Mango, and Primark are working with Echotex. Besides, Auchan, White Stuff, Sea Salt, and Gas are among the local and specialty companies keep their trust on Echorex.

Echotex continues to bring excellence in product quality, sustainability, and supply chain efficiency, solidifying its position as a preferred partner in the global garment industry through these strategic partnerships,

Overall Echotex is working for renowned buyers like - H&M, KIABI, Zara ,Bershka ,Sainsbury's, Pull & Bear, Mango, Varner, Next ,New look ,Primark , Asos ,Morrisons , Nutmegetc ,White stuff, Sea salt, Gas , Auchan (Tribune 2025).

Chapter 2: Description of Task Accomplishment

As part of my internship progress, I've been assigned to observe and follow the departments below to work closely. The activities of these departments are involved that are in line with their primary functions and departmental performance indicators. My main target has been to build systems that incorporate sustainable practices into their regular operations and observe the way they are following.

1. Procurement Dept.
2. Merchandising Dept.
3. Commercial Dept.
4. Accounts & Finance.
5. HR & Admin.

2.1 Procurement Department

The apparel industry is currently facing challenges stemming from customers demanding lower prices and an increase in garment production costs. For overcoming this challenge effectively, need to implement efficient measures across all aspects of its operations in apparel industry from raw materials to delivering final products. In this context Supply Chain Management has a pivotal role. To bring fashionable products to the market at the lowest possible cost and with the quickest turnaround time, all while maximizing profits are the priority. Among other reputable companies Echotex has established a dedicated Procurement team and this specialized team primarily focuses on sourcing fabric and accessories, a task traditionally handled by merchandisers. Echotex followed this practice to maintain an efficient supply chain management system.

2.1.1 Function Plying by Procurement Department at Echotex

As a part of my internship, I was assigned in procurement department for ten days from 1-Aug 2025 to 11-Aug 2025 to follow and work closely with the team. First, I observed their working process and steps they are following. The steps are-

- Supplier Sourcing
- Sample Development
- Price Negotiation
- Forwarding Booking
- Ensuring Material Availability
- Quality Confirmation
- Ensuring Payment

After the realization of the working procedure and process I directly involved in buyer wise responsibilities they are playing. So, practically I played my role for the buyer H&M where the style was YUKI FLARED LEGGINGS - S.3 and order no H-9892. Total garments quantity was 20000 pcs which will be shipped in different H&M warehouses. The practical working experience is briefly discussed below-

Supplier Sourcing

Here we mainly focus on identifying, assessing and choosing suppliers capable of providing the goods as they need different types of trims like- elastic, sewing thread, button, hanger, labels poly and carton for this order. We selected as supplier Ema Sourcing, Color City, BHT Industries Ltd., Mainetti PVT. BD Ltd., and M&U Packaging Ltd respectively for the above items. The main purpose of supplier sourcing is to locate dependable suppliers capable of meeting our company's requirements and assisting in achieving its business objectives. The supplier's profile and certifications are reviewed by us during this process.

Sample Development

In this step we sourced samples from several suppliers for specific items. We collected elastic from Ema Sourcing, Montrims Ltd and Union Labels & Accessories to assess their quality upon receiving the request from the concern merchandizer team.

Price Negotiation

The common challenges arose when negotiating with the suppliers on reducing prices. To justify our desired price, we employ various arguments and tactics like citing market conditions, preparing CS, budget constraints or competitive offers on pricing, we also collaborate with

merchants. Then the supplier is included in ECHOTEX' s system after the agreed price approval on 0.0125/yds from the head of procurement team.

Forwarding Booking

After confirming with the supplier with negotiations, the elastic booking is proceeded to Ema Sourcing Ltd. When the customer service (CS) officer accepted and acknowledged the purchase order (PO), a legally binding contract became active. The total elastic booking quantity was 12000 yds. After receiving the requirement from merchant team, we created the PO and sent it to approve supplier after securing approval from the procurement manager and the head of procurement.

Ensuring Material Availability

Based on Echotex floor planning and input date we monitor production progress and ensure that materials are available on time. For securing line plan we frequently followed up supplier and in housed all trims before line input date.

Quality Confirmation

After the in-house of the trims, we kept sharp look with our QC team to ensure the bulk quality assessing with approved quality. With the help of QC team, we prepared a trims card and sent to merchant team for approval. After the approval of concern merchant by their sign and seal we permitted to handover the goods at store.

Ensuring Payment

We received the Proforma Invoice (PI) following order placement, confirmed it and sent it to the commercial department to initiate the Letter of Credit (LC) process. In the PI we carefully checked the total order quantity, value, PI terms & conditions, H.S code, bank address and company address etc. After the LC establishment shared with the supplier which took about five-seven working days. Upon receiving LC confirmation, the supplier provided the invoice, delivery challan, and Bill of Entry (BOE) to us. Upon checking we forwarded the shipping documents to the commercial department to settle the payments.

2.2 Marketing & Merchandising Department

I had a chance to make a substantial contribution to Echotex Ltd.'s dynamic Marketing & Merchandising section during my internship period from 12-Aug 2025 to 30-Aug, 2025. As an

intern in this division, I gained a lot about the strategies, creativity, and customer-focused strategy that help the company succeed in an extremely competitive setting. I kept a close eye on the intricate operations of the Marketing & Merchandising division during my time at Echotex Ltd. I was able to observe firsthand how this department works with various departments around the organization throughout my internship. The need to align marketing strategies with product offerings and operational capabilities was brought to light by this cooperative interaction. Through such interactions, I gained firsthand knowledge of the customer-focused culture and strategic decision-making that propel the Marketing & Merchandising division to success.

2.2.1 Activities of Merchandising Department at Echotex

First of all, I had a brief discussion about marketing and merchandizing and how the merchandizer playing their role at Echotex. The session was successfully run by Mr. Ariful Haque Sobuz, Deputy Manager of the team who is responsible for the buyer Sainsbury. He ensured the nature of the buyer, requirements, certifications, quality and target. The main role of merchandizing at Echotex are-

- Fashion Forecasting
- Product Development
- Sample Approval
- Costing
- Order Receipt
- Planning
- Fabric and Trims Booking
- Pre-Production Meeting (PPM)
- Communication
- Follow-ups
- Negotiation
- Controlling
- Decision Making

After the successful discussion and realization, I had assigned for practical work with a specific order. The order no was T8092 style which style name and quantity were respectively 509027-7930, OLLIE LS TEE - S.3 and 130000 pcs where the finished product was polo-shirt. To complete

this order till shipment we played below responsibilities and faced different challenges which are described below.

Fashion Forecasting

Echotex Merchandizing team are highly involved in forecasting fashion. We prepared a regional, season-wise forecast for the design team by evaluating the state of the market as well as political, social, and cultural forces. As for the upcoming FIFA world cup we have held a meeting with buyers about the design. We updated the forecast from the buyer to design team. This study enabled it to be possible to understand new fashion concepts better.

Product Development

As per my observation, ECHOTEX' s merchandising section handles manufacturing of goods mainly through two methods: internal development based on current trends and standards of design for specific lines provided each season. Following the "Tech Pack" for the above style criteria like design, measurements, fabric, style code, decoration of the surface and more we developed the expected garments.

Sample Approval

Following sample development, we sent three samples for approval to buyer. The buyer assessed the type of product, specification and others requirement. Then they provided comments for improvements and modifications. After reviewing the comments, we resubmitted the samples and finally collected approval.

Costing

After the approval of sample, we offered the price to buyer by costing merchant team considering all manufacturing and shipping costs. It also included the price of the fabric, the accessories and trims, the CMT (Cut-Make-Trim) pricing, the finishing, washing cost, the bank charges, the buffer values, and more costs that include waste. Then we offered the price to buyer for the style.

Order Receipt

Considering our cost and others details the buyer has accepted the cost, they placed the order and specified additional crucial information. We received the PO sheet from buyer with all other documents.

T&A Planning

After receiving the order from buyer, we were in the role of allocating work to assistants, coordinating different activities, and confirming order requirements. We made the time and action (T&A) plan based on the shipment date which involves organizing the production of fabrics and accessories, knitting, dyeing, printing, cutting, sewing, finishing, packing, inspection, and shipping.

Fabric and Trims Booking

Booking merchant placed booking for fabric, trims, accessories, and other necessary raw materials describing the color, GSM, weave, quantity, quality, and describing other crucial factors. We additionally conveyed these requirements to the purchasing division so that orders can be placed with suppliers.

Pre-Production Meeting (PPM)

Prior to starting bulk production with permitted samples and internal raw materials, we scheduled pre-production meetings. These meetings included participation by quality team, production team and other key company personnel in order to effectively organize and organize the production process.

Communication

We are with production merchant team conducted pre-production meetings preceding beginning mass manufacturing using approved samples and internal raw materials. Buyer accounts heads from our factory end and other important company people attend these meetings in order to successfully plan and coordinate the production process.

Follow-ups

Development merchandisers dispatched approved samples to different stakeholders, including the buyer, buying house and printing, washing, embroidery to secure approvals during the various stages of order processing. Production merchant team always keep pressure on respective departments for delivery in time.

Negotiation

To reduce price & cost merchant team try to reach agreements that benefit all parties involved, negotiation requires the ability to persuade, compromise, and work together.

Controlling

For merchandisers effort control is crucial. So Merchandisers come up with other plans to have the responsibility of making sure that every task follows standard operating procedures if there are any issue.

Decision Making

Selection of fabrics, colors, designs, accessories, and packaging, selection of suppliers and vendors, selection of buyers, and assessment of whether to extend order shipping time are all decisions taken by garment merchandisers during order processing.

2.3 Commercial Department

The commercial section is in charge of both the arrival and departure of raw materials and finished apparel. Their primary duty is to efficiently supervise and offer the records required for the seamless import and export process in the clothing manufacturing sector. Their value extends beyond collaborating with accountancy and marketing departments to streamline procedures. During my internship tenure I had the opportunity to work with the team on 1-Sep,2025 to 10-Sep on the supervision of Mr. Toufiq Alam, Commercial Manager of Echotex. As per brief discussion the main duty perform by the team are-

- Banking Operations
- Work Relation to BGMEA
- Management for Buying Houses
- Management for Freight Forwarders/Shipping Agents
- Management for Clearing & Forwarding Agents
- Office Operations
- Customs Bond Responsibilities
- Export Promotion Bureau (EPB) Tasks

Function of commercial department Banking Operations

We are in charge of certain banking responsibilities, including collecting merchant sales information for master LC/export L/C reasons. The first step we took was to open a BTB L/C, transfer the L/C to other parties, make any changes that are required, then establish lines with the bank for the Master/Master/Export L/C. We also needed to obtain Bank Guarantees which also known Letters of Guarantee, collect import documents from the bank, and guarantee endorsement

prior to them can discharge import consignments. We organized document purchases for fund transfers, submitted export documents for payment realization, and kept records of bank bill/reference numbers as well as DHL/FedEx courier numbers and receipts and we have to keep close tabs on the realization of proceeds and supervise import bill acceptances, including commitments to maturity dates. Bank loan revisions, local agent commissions, and the maturity payment of BTB LC falls under the purview of the commercial department. Commercial team also collected bank statements and vouchers, prolonged and renewed bank liabilities, and requested penalties as needed.

Work Relation to BGMEA

In addition to our banking responsibilities, the commercial department is in charge of declaring the usage of fabrics and accessories and any associated alterations. We deal with the balancing of raw ingredients and fabrics and collecting the UD certificate. To begin this process, we first got a bank certificate from the BGMEA bank, and then we sent the Master LC copy, BTB LC copy, measurement sheets, and other necessary documents to the BGMEA. Once this was completed, BGMEA provided us with a UD copy. We also facilitated the transfer of interbond for subcontract work and acquires BGMEA certificates for "Free of Cost" commodity imports. We supervised the renewal of BGMEA licenses and any other required BGMEA certificates, as well as the renewal of sample passbooks for the shipment of sample items. We also administered the yearly renewal of member IDs and carried out more responsibilities as required.

Management for Buying Houses

In addition to gathering L/Cs and transmitting Master L/Cs, we closely monitored order procurement. In along with gathering proforma invoices, BTB L/Cs, and their changes, merchandisers also supply them with order sheets, artwork, and measurements. Commercial team provided shipment paperwork to home buyers, including bills of lading for IC (inspection certificate) certifications, packing lists, GSP certificates, COO certificates, and invoices.

Management for Freight Forwarders/Shipping Agents

The commercial section is responsible for managing the online booking of cargo for export by air and sea. So, we obtained shipping suggestions and a fake B/L or AWB for EPB work. We verified that the products are prepared for the buying house once the buyer provided the ASN to the buying

house. After the buying house is completed with the vessel booking, the buyer is notified by the forwarder agency and confirms shipment. We followed the products transfer to the forwarder.

Management for Clearing & Forwarding Agents

To clear imported goods, we sent import documents to the C&F agent with bank endorsement. We also provided the export shipping paperwork to the C&F agency. Besides collecting the Bill of Entry/Shipping Bill and monitoring the assessment and examination procedure we acted as verified import and export records.

Office Operations

Apart from monitoring production statutes, bookings, shipments, and import/export documentation with suppliers, we are also in charge of communicating with domestic and foreign buyers and buying offices and supervised corporate meetings. We had to keep an eye on whether finished goods are ready for export, among other office-related responsibilities.

Customs Bond Responsibilities

The commercial department sent all certificates and documentation to the customs office for customs bond licensing, and it complies with the Customs Office's directives. This included processing UP (utilization permit), in-bond business, concerns involving machinery, ownership transitions, permanent bond transfers, and the installation or replacement of manufacturing buildings.

Export Promotion Bureau (EPB) Tasks

"Certificate of Origin (CO)," quota issuances, and GSP approvals belong to the credentials which the Export Promotion Bureau (EPB) delivers to the commercial department.

2.3.2 Significance of the Commercial Department

As per my short time working in the observation commercial department is essential to the RMG sector because it makes sure that import and export information is handled effectively. This covers both the export of finished goods and the importation of raw resources. They partner with banking institutions, government organizations, and customs offices to facilitate the seamless flow of finished goods and raw materials throughout the supply chain. Of all the departments in the apparel industry, the commercial department is the most crucial due to the significance of its functions. The import and export system may be impacted by any delays in their work.

2.4 Accounts & Finance Department

I had the pleasure of being able to completely immerse myself in the dynamic Accounts & Finance area at Echotex Ltd., on 11-Sep,2025 to 25-Sep, 2025 where I had the distinction of completing my internship. This vital department served as the company's financial core, controlling and optimizing its financial resources. While working at Echotex Ltd., I had the honor of closely seeing the internal functions of the Accounts & Finance branch. This department was crucial to tasks like budgeting, financial analysis, and cash flow management in order to assure the company's long-term survival and financial stability.

Through my internship, I was able to observe firsthand how this department worked in unison with other departments, such as marketing and operations, to create strategic decisions that were well-informed. During my internship, I had the good fortune to be mentored by seasoned experts who kindly shared their expertise, which enabled me to have a solid grasp of a variety of accounting and financial procedures. During this period, I was guided by the deputy manager of accounts department, Mr. Abu Taher.

2.4.1 Functions of Accounts & Finance Department

I participated in a variety of activities during my internship in Echotex Ltd.'s Accounts & Finance division, which greatly improved my comprehension of the division's operations. Some important tasks carried out by the finance and accounts department include the following:

- Recording Financial Transactions
- Budgeting Assistance
- Invoice and Payment Handling
- Financial Analysis
- Bank Reconciliation
- Financial Risk Management
- Month-end and Year-end Closures
- Audit Support
- Cross-functional Collaboration

Recording Financial Transactions

The accounting unit is in the position of carefully documenting financial transactions, maintaining the company's ledger, and producing journal entries. Precision and care to detail are crucial in the maintenance of financial records which we followed very carefully.

Budgeting Assistance

Planning and budgeting are the primary duties of the finance department in the fashion industry. So, we created comprehensive economic plans and budgets which promote the business's strategic goals. By estimating sales, figuring out expenses, and setting financial goals, the finance department develops a plan for the business's financial health.

Invoice and Payment Handling

We expedited the payment process by reviewing invoices and comparing them to purchase orders.

Financial Analysis

The department collects facts and provides reports for financial analysis. So, we collected key performance indicators, comparing expected and actual outcomes, and identifying trends that influence decision-making.

Bank Reconciliation

We reconciled bank statements with internal data to precisely monitor all financial activity and quickly rectify anomalies.

Financial Risk Management

There are additionally many financial risks connected with the textile industry's dynamic global marketplace. These risks, which include variations in interest rates, credit, and foreign exchange rates, must be effectively recognized and controlled by the finance and accounting department. How it can be minimized any damages and protect the company's financial interests by using procedures and regulations like insurance is followed strictly.

Month-end and Year-end Closures

The accounting & finance department is in charge of month-end and year-end closures, which include preparing financial accounts and ensuring that rules are followed.

Audit Support

Strong internal controls have to be implemented and maintained in the industry. The finance department implements policies and processes that safeguard company assets and ensure financial accuracy. During the annual audit procedure, they also collaborate with external auditors to ensure candor.

Cross-functional Collaboration

We communicated with partners from different divisions to collect data and ensure accurate financial reporting.

2.4.2 The Significance of the Accounts & Finance Department

A well-run finance and accounting department is essential to the efficient operation of any firm. It is the lifeblood of any firm and the unifying factor that makes up the majority of corporate successes. Located at the center of any corporation, the accounting and finance department is responsible for making sure that all business operations are supported by efficient financial management and controls. The Accounts & Finance team's analytical inputs and insights serve as the cornerstone for important decision-making procedures in every area of the company. The department's assessments have a direct impact on how financial and non-financial resources are distributed. One of the most important duties is to identify and reduce financial risks. Another is to make sure that financial legislation and reporting standards are followed.

2.5 HR & Admin Department

During my internship at Echotex Ltd, I had the privilege of working in the dynamic and innovative Human Resources (HR) & Administration Department. My internship experience in this department provided me with a deep dive into the essential functions that support the organization's efficiency and employee well-being where Mr. Amit, Deputy manager, provided me with the instructions from 26-Sep to 05-Oct, 2025.

2.5.1 Roles and Responsibilities of the HR & Admin Department

The HR & Admin Department of Echotex Ltd. is liable for several activities that are necessary for the overall operation of the business. The main tasks of this department are as follows:

- Recruitment and Selection
- Employee Records Management
- Training and Development
- Performance Management
- Succession Planning
- Policy Implementation
- Administrative Contributions
- Employee Relations Management
- Compliance and Documentation
- Payroll and Benefits Management

Recruitment and Selection

We carried out preliminary interviews, reviewing resumes and developing a shortlist of prospects in order to ensure an uninterrupted hiring process. We utilized a range of methods, such as assessment centers, behavioral assessments, competency frameworks, and predictive indices (PI), to arrive at the optimal choices.

Employee Records Management

We preserved complete records of each employee, including evaluations of performance, attendance data, and personal info.

Training and Development

We provided an important part in designing training programs that improve employees' skills and knowledge while evaluating their success.

Performance Management

We established tracks and analyzed employee work goals and contributions to the company. We also used continuous performance management, which involves goal setting, progress assessment, and continual coaching and feedback, to help people reach their goals.

Succession Planning

We engaged in succession planning and carried out employee engagement initiatives like wellness campaigns, team-building activities, and appreciation events. Such initiatives aim to raise staff morale and create a positive company culture.

Implementation of Policies

We followed policy issues and put forward proposals for policy changes and improvements.

Administrative Contributions

We supervised office supply tasks, planned meetings, coordinated transportation, and helped with facilities management in addition to other administrative responsibilities.

Employee Relations Management

The department of human resources learned how to manage employee relations, which includes answering questions, settling disputes, and encouraging open lines of communication between the HR division and its staff.

Documentation and Compliance

We followed how HR & Admin ensure compliance with labor laws and regulations, prepare audit documentation, update policies to align with legal requirements, and ensure organizational compliance.

Benefits Management and Payroll

We looked at how HR control salary administration, benefits enrollment, and payroll calculations to ensure that employees receive their fair compensation and benefits.

2.5.2 Significance of the HR & Admin Department

The human resources department is crucial to the garment industry given its responsibilities, which include employing, training, and cultivating staff, providing benefits, adhering to labor laws, resolving disciplinary issues, guaranteeing workplace safety, as well as keeping correct records. This section is essential to maintaining the smooth operation of the company while supervising the workforce. In the textile and fabric industries, the HR department is therefore crucial to the overall success of the corporation.

Chapter 3: Critical Assessment of Internship Work

Throughout my internship, I performed a range of positions utilizing the skills I learned in our PGD-KIM course to translate theory into practical outcomes. Working with other departments increased my confidence and helped me develop a professional mindset, a strong work ethic, technical expertise, and practical skills. Being in close contact with upper management as a student provided an exceptional chance to gain expertise from seasoned experts and gain insight into the intricacies of the operations of the company.

3.1 Application of generic courses during internship

During my internship, I attended fashion and merchandising production management courses and learned invaluable abilities in areas including pricing strategies, enhancing customer-supplier relationships, buyer sourcing, financial management, season wise capacity planning, and creating time and action plans. Throughout my internship, I implemented the price strategy method, acknowledging that more competitive core style pricing rather than fashion styles is necessary for volume-driven purchases. I also put what I had learned into practice by using fair pricing, quality, and exhaustive pre and post-purchase customer service to boost consumer satisfaction. My awareness of season-wise capacity planning also enabled me to efficiently build capacity across numerous seasons, and the Time and Action planning concepts were essential in reducing shipment operations for faster and more effective operations.

My academic courses on manufacturing administration (Fashion & Merchandising) and Introduction to the Garments industry emphasized the practical aspects of getting the licenses and certificates required in the apparel business. In addition to learning the proper procedures for submitting data profiles to obtain accurate certifications, we also studied both the benefits and drawbacks of commercial incoterms and international delivery terms. The program also included effective buyer communication, buyer finding, and finance strategies as well.

Throughout my internship I used this expertise in real-world scenarios, including managing shipping agents, managing clearing and forwarding agencies, and interacting with C&F agents. I performed necessary tasks during my internship in the accounts and finance department of Echotex Ltd., obtaining practical experience in important financial processes such as financial reporting, budgeting, analysis, and transaction management. Through this hands-on experience, I was able

to convert my academic knowledge into real-world applications and the practical skills necessary for the Accounts & Finance industry. We learned a lot about budgeting, risk management, and financial transaction processes from our PGD program's "Business Operations Skills" and "Introduction to the Garments Industry" modules. As part of my job, I helped prepare the budget by working closely with department leaders to collect information on expected costs and revenue targets. In order to ensure conformity with the organization's strategic goals, I helped synthesize this information into a thorough budget paper. I also carried out a number of financial analyses, offering insights on the examination of invoices, comparing them to purchase orders and delivery receipts, and verifying compliance with established approval procedures, all of which were approved and put into practice.

Participants in KIM's PGD program gained valuable knowledge from the course "KIM 101: HR Skills and Competencies." Effective hiring procedures, personnel management, performance management, employee motivation, team dynamics, corporate culture, and career advancement were among the many HR topics that were covered in this course. I actively implemented these course concepts in the HR & Admin Department of Echotex Ltd., and they were highly received, resulting in the introduction of these principles into the department's procedures.

3.2 Suggestion for industry improvement

With its reputable software and systems, Echotex is unquestionably one of the top factories in the world but there is scope for development, especially in the domain of SCM. Although strict adherence to the Time and Action (T&A) schedule is essential for on-time shipments, there have been instances of violations which have affected customer satisfaction and delivery timeliness. Unprepared materials, inconsistent sewing thread shades, and accessory shortages are some of the difficulties that arise while planning for readiness throughout the sewing process. Last-minute disruptions might be avoided by proactive planning to address these problems. The lack of style-wise layouts is another flaw that makes production less efficient and lengthens lead times. To address this, closer coordination with the planning and production divisions is required, with a focus on the significance of supplying comprehensive styling information. Careful oversight of line planning and improved communication with functional departments are also essential. In order to optimize operations and do root cause analysis for excessive fabric requisitions, merchandisers must collaborate with several departments. Since there is a lack of innovative product creation,

merchandisers can broaden their range of goods beyond the buyer's tech pack, hone their marketing abilities, and research other buyer sourcing techniques such as direct sourcing and attending textile exhibits. Despite having first-rate facilities and being one of the world's top manufacturers, Echotex might yet do better, particularly in the commercial area. Issues with BGMEA, banking procedures, and government regulations impede workflow and certifications. It is essential to identify the steps required to go past these challenges. The fact that omissions or misconceptions with merchandisers and buying houses may impact on the timeliness of shipments emphasizes the need of excellent communication. Updating data management apps or software is recommended to guarantee uninterrupted operation.

There is potential for development even though ECHOTEX' s Accounts & Finance department performs admirably. To improve cost-effectiveness, obsolete procedures and instruments must be updated. Using electronic document management systems instead of manual record-keeping can improve accessibility and reduce the chance of data loss. Upgrading accounting software to a versatile and user-friendly platform may optimize financial reporting and analysis. Modern financial software with real-time data analytics and forecasting features could be integrated to enhance operations. To increase economy and reduce human error, routine tasks like data entry and invoice processing can be automated. In addition, there is space for improvement in terms of strengthening data security protocols and implementing robust internal controls.

The HR & Admin department of Echotex Ltd. continues to use antiquated manual and paper-based procedures, which hinders efficiency. A digital and paperless method would be less expensive and compliant with eco-friendly regulations. Prioritizing strategic goals, embracing technology-driven solutions, establishing a proactive, employee-centric strategy, fostering a collaborative culture, and utilizing cloud-based software are all crucial to the garment industry's long-term success. By following HR best practices, such as financial plans versus achievement evaluations, career development sessions, induction programs, meet-and-greet sessions with new hires, peer appreciation, online assessment centers, service loyalty awards, performance-based incentives, and knowledge-sharing cultures, the department's effectiveness can be improved further. Comments can increase the efficacy of the department significantly.

3.3 Learning for self-improvement

During my internship, I've gained more knowledge about the procurement department, covering subjects including supplier sourcing, pricing negotiation, product development, booking procedures, and the challenges of supplier payment verification. The collaborative links between the procurement department and other organizational divisions are another thing I've learned about.

Cutting lead times, improving customer service, reducing procurement costs, and developing outstanding products were the primary goals of our supply chain management study. Using category specialists, regularly analyzing supplier lead times, encouraging in-house supplier collaboration for shorter lead times and cost benefits, streamlining the supplier base to increase purchase volume, offering incentives for large purchases to obtain profit-sharing agreements with suppliers, modifying credit terms for negotiation flexibility, implementing efficient inventory management to reduce costs, breaking supplier nominations for potential cost savings, improving collaborative processes through shared vision and planning, holding frequent meetings or reviews with suppliers to strengthen relationships and negotiate favorable terms, and developing innovative products in partnership with suppliers are all noteworthy strategies. In order to make educated choices on contract renewals, retention, and other alternatives, key performance indicators (KPIs) are still crucial. While I was employed in the procurement department, I identified a number of inefficiencies in normal procedures and proposed the fixes mentioned above to boost productivity. I brought these ideas to the procurement manager, who embraced them with enthusiasm. Although our department does not already employ some of these strategies, the procurement manager is committed to employing them in order to reap the previously indicated advantages.

During my internship, I had an invaluable chance to learn from seasoned marketing specialists, which greatly benefited my personal growth and deepened my awareness of effective marketing tactics. I typically work as a merchandiser, but this internship allowed me to gain additional information about product creation, which will be useful for future jobs in merchandising. Through data analysis, interactions with various departments, suppliers, and customers, the experience also enhanced my communication abilities and supplied valuable insights into customer behavior.

Learning from seasoned people in the commercial division allowed me to better comprehend effective concepts and strategies. This experience gave me a number of capabilities that aided in my growth as an individual, including an improved comprehension of commercial banking procedures and the ability to open master LC and back-to-back LC. I also learned how to maintain and renew licenses, as well as how to communicate with homebuyers and organizations like BGMEA. The subject matter experts were useful for merchandising operations and beyond due to their deep understanding of clearing and forwarding agent management, shipping agency management, and their strong communication skills with C&F agents.

Throughout my tenure at the finance and accounts department, I acquired invaluable information that aided in my career and personal growth. Under the direction of experienced experts, I learned how to handle bills and payments, record financial transactions, perform financial analysis, and regulate financial risk. Additionally, I learned about the processes for collaborating with several departments.

My internship in the HR & Admin Department gave me practical skills involving careful attention to detail, outstanding communication, and precise organization. Working directly with HR specialists and administrative staff to gain firsthand knowledge in operational processes gave me a thorough understanding of HR themes involving hiring, training and development, people management, and performance management, as well as the associated challenges.

Chapter 4: Conclusion

In conclusion, my internship at Echotex Ltd., which included five departments, was an enjoyable educational endeavor. During this time, I gained an extensive understanding of the functions, significance, and relationships between several departments as well as insights into the challenges they face. In addition, I established a comprehensive understanding of Echotex as a company, including its status, mission, vision, goals, global market ranking, image, strengths, weaknesses, opportunities, threats, employee experiences, feedback, production unit attributes, and other important information.

I made an effort to study as much as I could about each of the five areas throughout the brief duration of my internship. During my journey, co-workers and department head gave me great support. Knowing the significance, it is to fully comprehend one's own business, I tried to work with greater concentration and commitment.

LEED Platinum recognized Echotex as a vertical apparel manufacturing sector that includes knitting, dyeing, digital and screen printing, embroidery, laundering, and garmenting. The company, which specializes in knitted jersey and denim apparel for men, women, and children, has about 20000 full-time employees, a monthly manufacturing capacity of 7.5 million pieces, and an annual turnover of approximately \$190 million USD. With an emphasis on Planet, People, Product, and Partners, Echotex is invested in sustainability across economic, social, and environmental pillars. The business provides services to well-known retailers and brands. Notably, their authorized products save energy and substantially decrease CO2 emissions.

Rising manufacturing expenses, cost of electricity, and raw material costs are just a few of the issues facing Bangladesh's garment industry, which is vital to the country's economy. Infrastructure development, higher labor productivity, favorable government regulations, technology adoption, method improvement, staff training, design innovation, quality enhancement, better working conditions, product diversification, and increases in energy efficiency constitute all important factors.

My career and personal development were significantly affected by completing PGD-KIM. My knowledge of business operations, effective management strategies, and the development of strategic analysis and planning has all improved as a result of the curriculum. Communication skills, which are essential for management, were refined during the course, enabling effective

problem-solving and departmental interaction. Further, the training improved analytical skills, corporate culture development, and leadership. The thorough negotiation training offered by PGD-KIM has been helpful, enabling practical application in everyday life and potential leadership responsibilities, given my line of work, which often entails negotiations.

During my delightful and rewarding internship at Echotex, I had a fantastic opportunity to apply both new skills and technical expertise in the knitwear sector. Together with academic training, this practical knowledge had a significant positive influence on my entire development and equipped me to handle future challenges in the industry. It is anticipated that the relationships, technical expertise, and abilities gained throughout the course will support ongoing personal development. Industry-specific training, in my opinion, is a great way to improve communication skills, which benefits both individual businesses and industry.

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