

Report On
Snowtex Outerwear Limited
Highlight the Different Function Units

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

Executive Development Center,
BIGD BRAC University
November, 2025

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Declaration

It is hereby declared that

1. The internship report submitted is my 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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Sr. Trainer, BIGD
Brac University

Letter of Transmittal

SK. Nazmus Saaqib

Sr. Trainer

BIGD, Brac University

66 Mohakhali, Dhaka-1212

Subject: Internship Report on Snowtex Outerwear Limited

Dear Sir / Madam,

This is my pleasure to submit my internship report on Snowtex Outerwear Ltd. which I was appointed by your direction.

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

I trust that the report will meet the desires.

Sincerely yours,

Md Naiem Sheakh

24281048

Executive Development Center, BIGD

Brac University

Date: December,2025

Non-Disclosure Agreement

This page is for Non-Disclosure Agreement between the Snowtex Group and Md Naiem Sheakh.

This agreement is made and entered into by and between Snowtex Group and the undersigned student Md. Naiem Sheakh at EDC, BIGD, Brac University.

Student's Full Name & Signature:

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Industry Supervisor's Full Name & Signature:

Md. Tasibul Alam Tasib
Head of Human Resource
Snowtex Group

Acknowledgement

All Praise belongs to Almighty Allah. My deepest gratitude goes to my beloved parent I'm also thankful to my academic supervisor **SK. Nazmus Saaqib**, Coordinator of Academic & Training Programs at BIGD, BRAC University, and to my industry supervisor, Tasibul Alam Tasib, Head of Corporate HR, Snowtex Outerwear Ltd. Their invaluable guidance, inspiration, and continuous support throughout the preparation of this report have been truly encouraging. I deeply appreciate their thoughtful advice, suggestions, and motivation, which greatly contributed to the completion of this work

I am also grateful to everyone who supported and assisted me in completing this task. While I have tired my utmost to prepare this report with accuracy.

Executive Summary

Internship is a major component of the PGD program, and I was fortunate to complete my three-month program at Snowtex outerwear Limited, is a leading ready-made garment (RMG) industry in Bangladesh. This. Experience highly valuable; I have acquired proper knowledge and learned many new things through this Internship by working across different departments. Its 100% export-oriented manufacturing company with a well-structured organogram. I am currently working with the Corporate HR Team. This report aims to detail and explain the work procedures of various departments within the company.

I extend my gratitude to Brac University for providing this excellent course on the Knitwear Industry.

Keywords: Organogram; Corporate HR; Knitwear Industry; Admin; Commercial; Marketing & Merchandising.

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List of Acronyms

BGMEA	:	Bangladesh Garments Manufacturers & Exporters
BKMEA	:	Bangladesh Knitwear Manufacturers and exporters Association
BTMA	:	Bangladesh Textile Mills Association
CFA	:	Certified Factory Auditor
ERP	:	Enterprise resource planning
GRS	:	Global Recycle Standards
HRIS	:	Human Resource Information System
KIM	:	Knitwear Industry Management
KPI	:	Key Performance Indicator
MIS	:	Management Information System
PI	:	Proforma Invoice
PL	:	Packing List
PO	:	Purchase Order
PPC	:	Production Planning & Control
SL	:	Sick Leave
T&A	:	Time & Action
T&D	:	Training & Development

Chapter 1

About Organization

1.1 Overview of the Industry

Snowtex Outwear Ltd. Is a manufacturing factory focused entirely on exports, establish in 2000 in a prime location in Dhaka city. The Factory main objectives are to create high fashion style for serving customer groups. As it's a woven garment manufacturer, Snowtex has robust supply chain, It's one of the largest export-oriented ready-made garments (RMG) companies in Bangladesh. Snowtex provide quality appeal globally to leading fashion brands and top retailer. Snowtex Team is highly qualified and experienced professionals. Skilled workers in production unit. Snowtex. Snowtex success comes from its best practice on maintain standard quality, on time shipment and fulfill buyer requirements. Currently Snowtex has four large factories, two of which are fully certified green factories.0built to meet LEED (Leadership in energy and environmental design) Snowtex has recently come into the retail sector in Bangladesh with "SaRa Lifestyle Ltd. Which have already 15 retail shop around the country. Snowtex has plan to start logistic business soon. The company have around 22000 employees and has an annual turnover \$300 million.

The Human Resource Department consist of around 100 young and energetic HR Professionals. This HR dynamic Team led by Director Operation who has vast knowledge in Human Resource, Talent Acquisition, Learning and Development, Skill Gap Analysis, Employee Engagement and Labor Law. There are also Deputy General manager, Assistant General managers, Manager, deputy managers who follow up overall HR activities. HR department which works for employee engagement between Management workers.

HR also responsible for Promotion, increment, leave, Grievance handling, bonus, also ensure good atmosphere in the factory. Company has many others section for achieve their goal.

Snowtex Outerwear Limited has different organizing skill like:

- ✓ Human Resource & Admin
- ✓ Fashion Design Team
- ✓ Quality Assurance
- ✓ Merchandising
- ✓ Supply Chain
- ✓ Central Costing Team
- ✓ Central Production Team
- ✓ Central Sample Team
- ✓ Research & Development (R&D)
- ✓ Planning Dept.
- ✓ Cutting Dept.
- ✓ Sewing Dept.
- ✓ Finishing Dept.
- ✓ Industrial Engineering Dept.
- ✓ IT & ERP Dept.
- ✓ Accounts & Finance Dept.
- ✓ Internal; Audit Dept.
- ✓ Printing & Embroidery Dept.
- ✓ Store Department
- ✓ Procurement Dept.
- ✓ Engineering Dept.

1.2 Vision & Mission

Vision

Snowtex outerwear Ltd vision is to become an leading organization in the country through fulfilling its commitment & obligation to its stakeholder (Customer & supplier). And making a best place for work also supply quality appeals across the world.

To provide seamless service for global fashion brand by better quality, productivity, advanced technology and reducing environmental impact.

Mission

Establishing quality control procedures, monitoring the production process, creating a quality assurance team, conducting regular audit, implementing quality control system, using the right equipment, training employees, sourcing of better raw material and providing feedback to supplier

- Implementation of new method and advanced technology on product differentiation for better productivity.
- Implementation of advanced technology in process and organizational operational excellence.
- Execution of green initiatives to reduce environmental impact.

Core values

The core values of Snowtex Outerwear Ltd. are leadership, commitment, Honesty, punctuality, sincerity, quality, Teamwork, efficiency, excellence and care for Society

1.3 Goals & Objectives

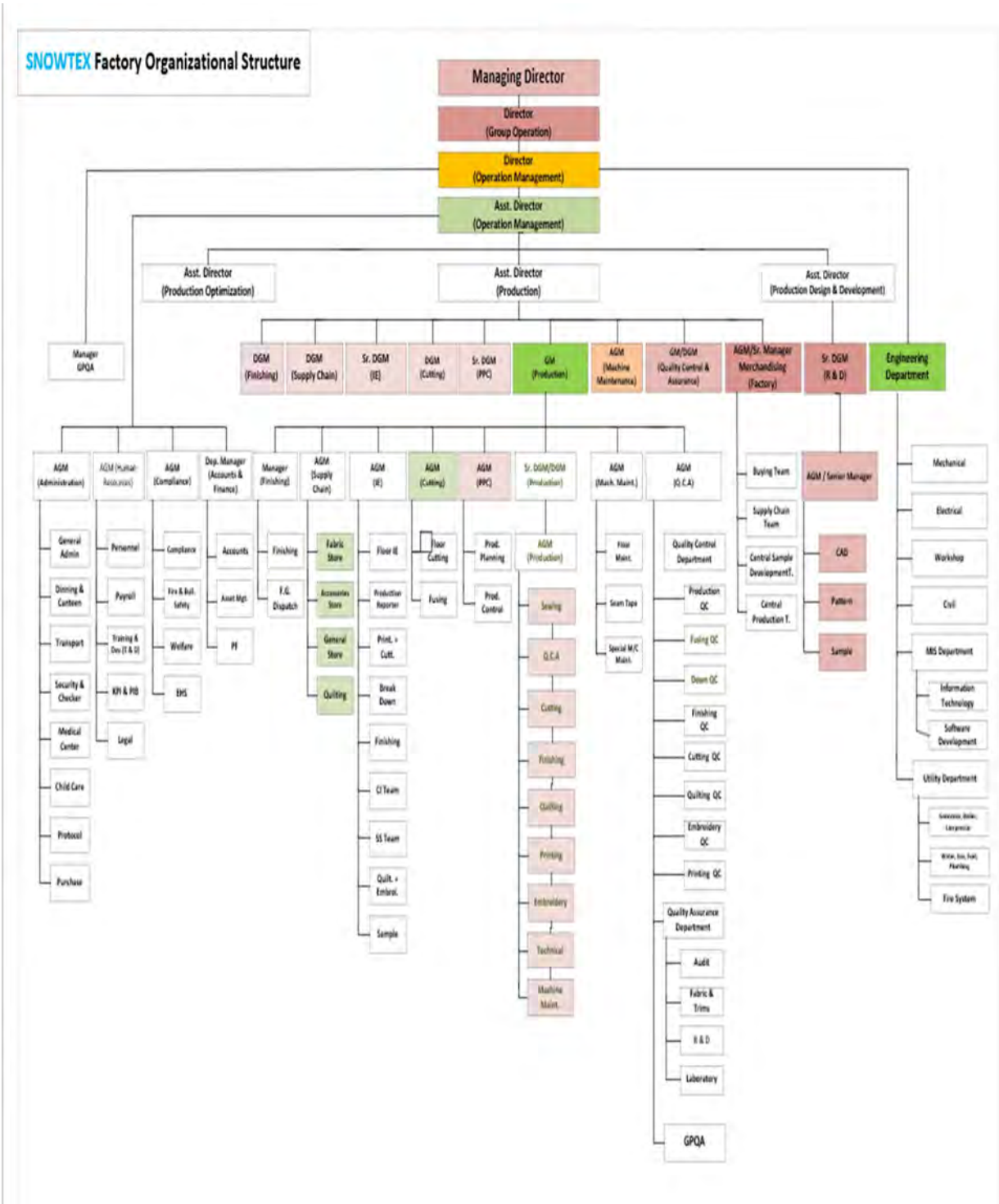
Goals

Our vision is to leave a lasting and sustainable mark in the global apparel industry by blending innovation, responsibility, and efficiency across every step of our work. We dedicate ourselves to eco-friendly practices, fair sourcing, and upholding ethical labor standards. With a focus on both sustainability and quality, we strive to expand our global reach while creating long-term value for our customers and partners.

Objectives

- Satisfying buyers with on time delivery and with best quality.
- Increasing productivity.
- Creating more jobs with minimum investments.
- Becoming competitive in the internal as well as external markets.
- Maximizing export earning with minimum imported in-puts.
- Nurturing a good relationship among the employees with the factories.

1.4 Organizational structure, Organogram, Branches and Departments



1.5 Products/services produced by the industry

Snowtex outerwear Limited key product is all kind of Jacket, Work Wear, Safety Wear, Sports Wear, Bottom Wear and Tracking suits.

Snowtex Outerwear Ltd are working with top major brands around the world. Few major brands are Decathlon, Berne, Columbia Sportswear ltd., Bestseller, G-star, Napapijri, Richlu, Timberland, Kontoor, C&A, Canada Sportswear, Walmart, Montbell, GU, Kaufland, Nautica, Alpha Broder, Zara.

With its strong commitment to quality, innovation, and global collaboration, Snowtex Outerwear Limited has established itself as a trusted manufacturing partner in the international apparel market.

Chapter 2

Description about task accomplishment

As I completed Internship in Snowtex Group, which is a leading organization in the apparel industry. Although I am primarily working in the Human Resource department, I had the opportunity to work closely with various department to gain a comprehensive understanding of their functions and coordination. During Internship I actively engaged with many teams to observe their daily operation, workflows, and challenge.

I focused on learning key rules, responsibilities and trying to contribution with various department in the organization. I also analyze how different section collaborate with each other for smooth production. This learning experiences has significantly enriched my professional growth and prepared me for future responsibilities in the corporate sector.

I have been worked for six (6) major departments on my internship period. These department are listed below-

- ✓ 1.Human Resource (HR)
- ✓ 2. Transport Department
- ✓ 3.Merchandising
- ✓ 4.Supply Chain
- ✓ 5.Commercial
- ✓ 6.Production

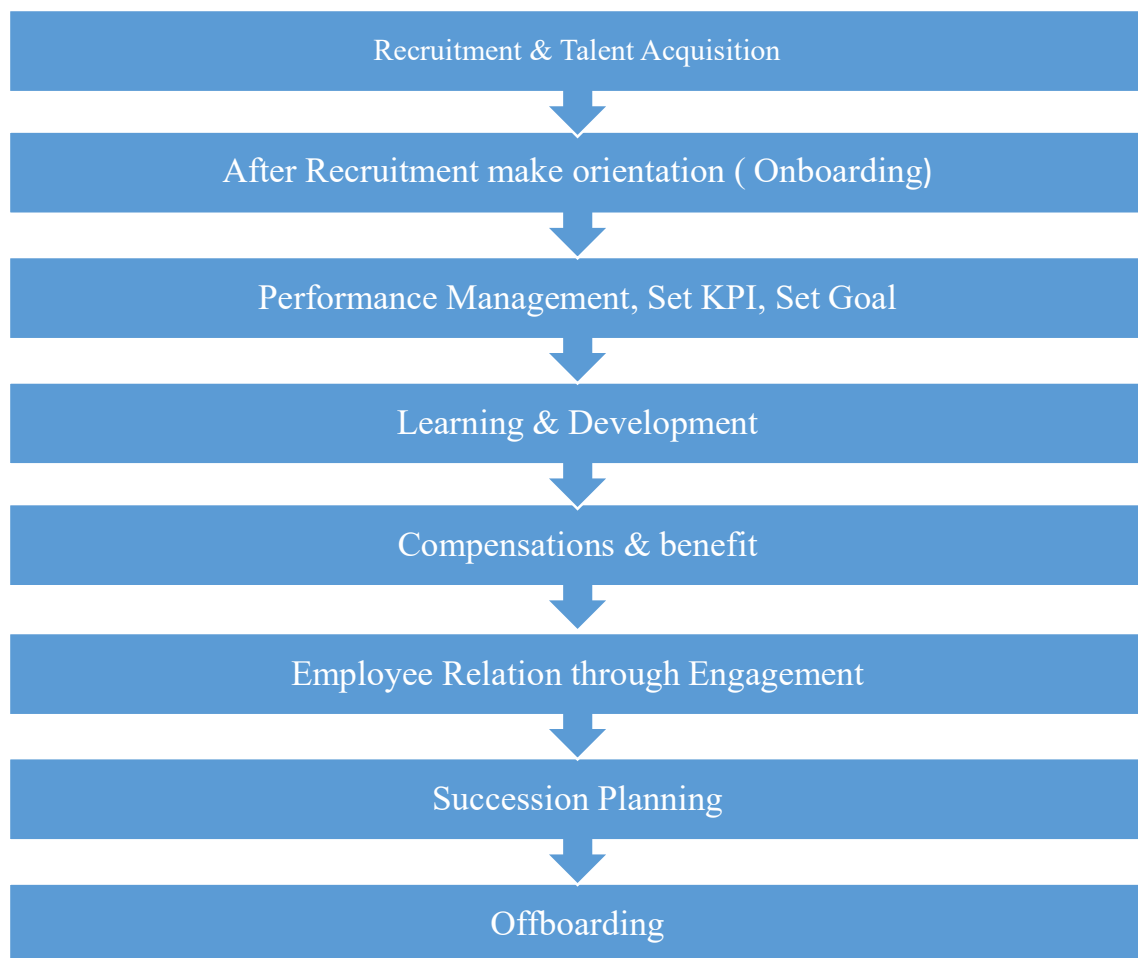
Serial	Department	Working Date	Working Days
1	Human Resource Department	03 Aug-18 Aug	14
2	Transport Department	19 Aug-31 Aug	11
3	Merchandising Department	01 Sep-11 Sep	10
4	Supply Chain Department	13 Sep-23 Sep	10
5	Commercial Department	24 SEP -06 Oct	11
6	Production Department	07 Oct-18 Oct	10
Total Days			66

Table: Department wise working days

2.1: Human Resource (HR) Department

During my Internship, I began my departmental rotation firstly in Human Resource (HR) department which plays a crucial role in ensuring the smooth functioning and compliance of the factory's workforce. I observed that the department is divided into several major sections. These are Recruit, Payroll, KPI, Legal, Training & Development. In recruitment section I called candidates for Interviews and assisted to recruitment lead with CV sorting and advertisement postings. In the payroll section I learned how to calculate earned leave, final settlement and attendance which is important for salary process workflow. I also gained experience in the attendance verification. Furthermore, I learn how HR managers take disciplinary actions and grievance handling had the opportunity to join three grievance cases

which provided practical insight into conflict resolution. Finally, I worked with learning and Development team, where I learn how they conduct orientation program for new hires and do continuous skill development through training. Before conduct departmental training need to do Training Need Analysis (TNA). through Training Need Analysis HR concern understand that which training need for which Training. From BRAC KIM I learned about the Bangladesh Labor Law 2006. This knowledge really helps understand human resource legal functions behind many HR process.

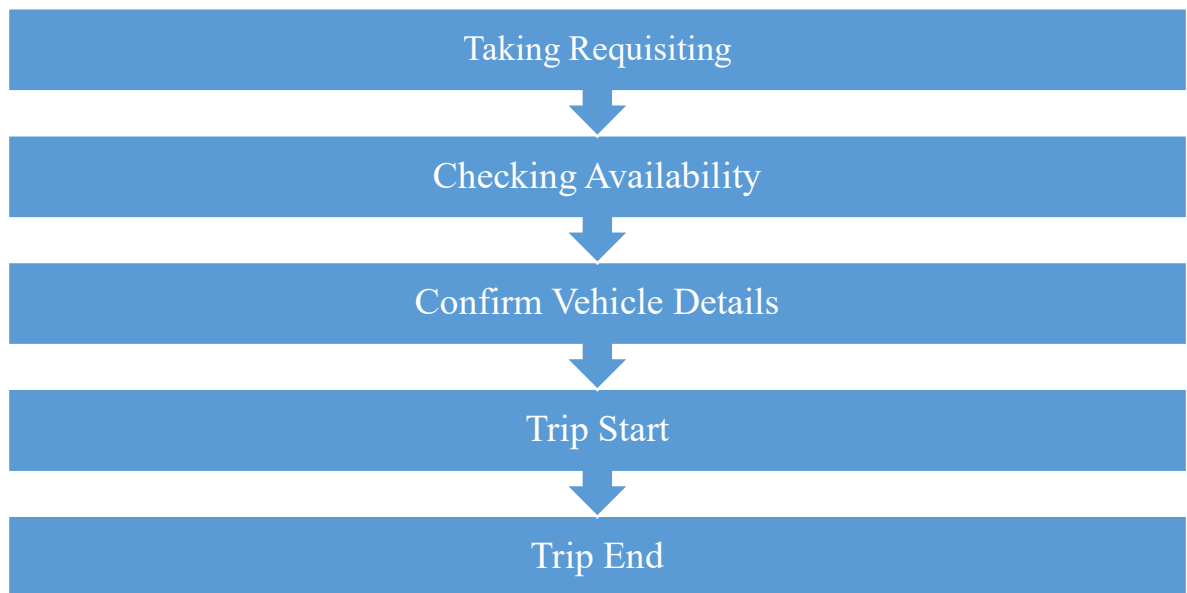


Flowchart: Human Resource Department

2.2: Transport Department

The transport team is responsible for all types of transportation issues of Snowtex Group. There are three categories of transport: commuter, small covered van, and big covered van. I worked with them to check logbook and complete transport requisition. Commuter vehicle used for carrying guests or officials to various places, including their premises. Small covered van is used for carrying small quantities of goods. And big covered van is basically used for shipment purposes. They also have bikes, which are used for messenger service and other officials who are moving various places.

From them collected a workflow of commuter vehicles. Which is given below.

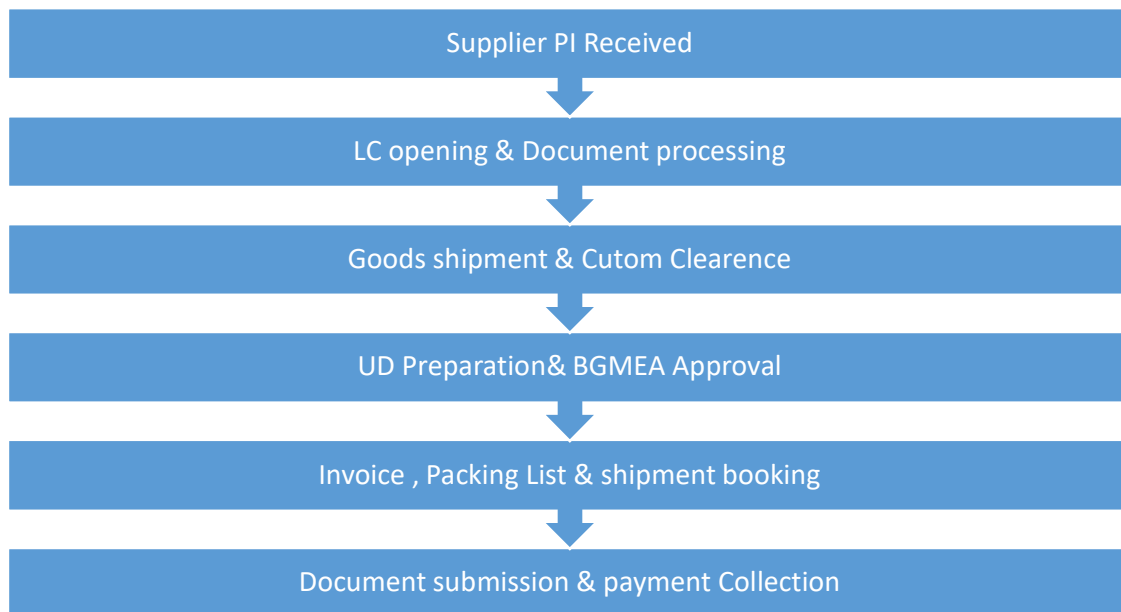


Flowchart: Commuter Vehicle Process

In commuter vehicle, drivers maintain a log book, where they input the full trip details they run over the day. In the month end they submit month-wise log book to transport concern and then, concerned person works with that to make further monthly or yearly reports

2.3: Commercial Department

During my internship I worked in the Commercial department, which plays a vital role in managing all import, export, and banking activities of company. The commercial departments of several key functions. These are Import, Export, Bank, BGMEA, and Utility Declaration (UD) Team. **The Import section** handles LC openings, supplier documentation for timely material arrival. **The Export section** prepares shipment documents, invoices, and coordinates with freight forwarder for on-time delivery. The **Bank Team** manages financial transactions, including LC payments and remittances. The **BGMEA Team** handles UD forms and other approvals required for export compliance, while the **Utility Declaration Team** prepares necessary documents for duty-free raw material imports under the bonded system.



Flowchart: Commercial Operation

Through my internship, I gained valuable practical experience in trade documentation, banking procedures, and coordination among departments, which helped me understand how the commercial function supports the overall RMG supply chain and export operations effectively.

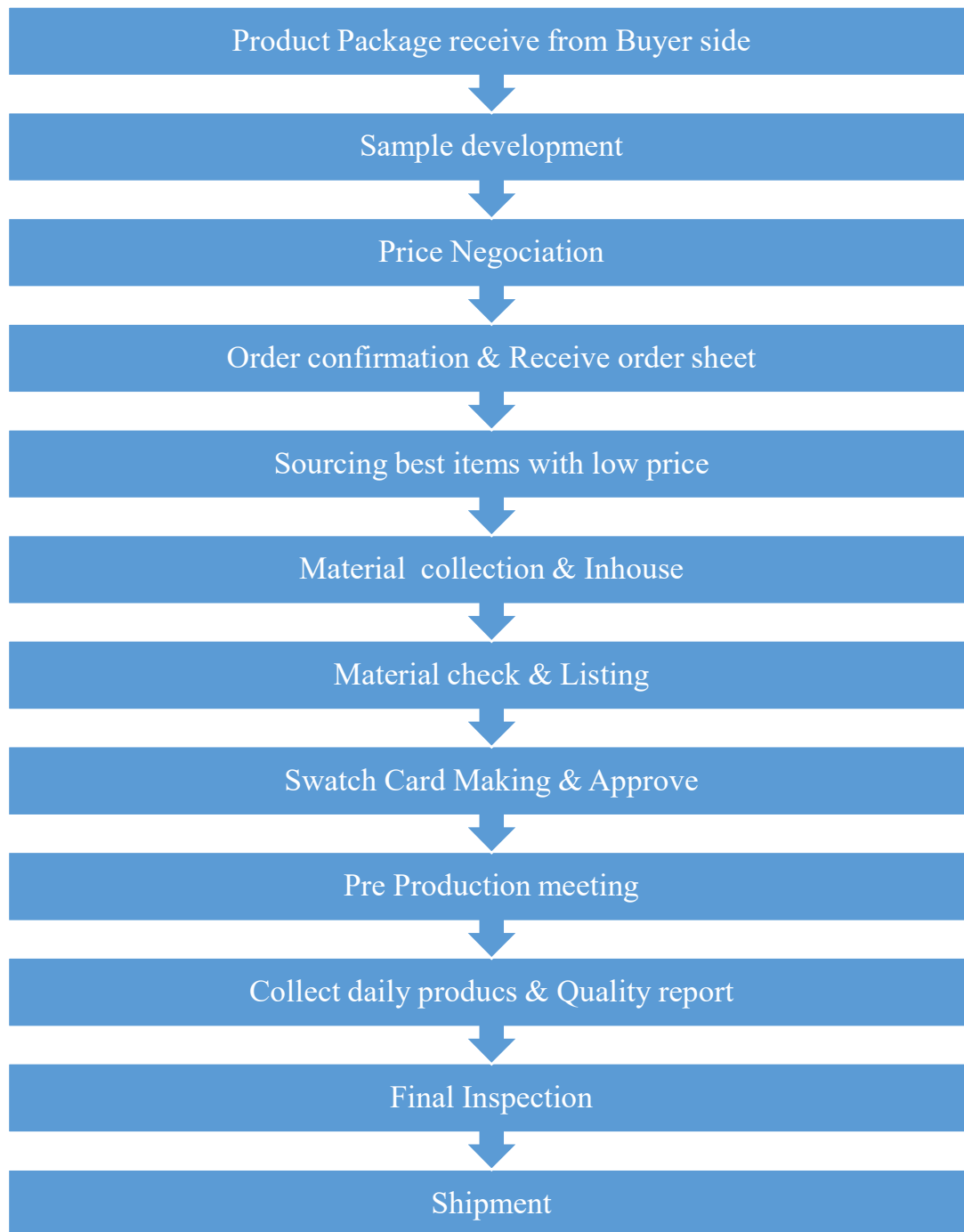
During my internship at **Snowtex Group**

2.4: Merchandising Department

Although Merchandising refers to the act of buying and selling something. In garments industry garments merchandising involves maintaining communication with buyers, sourcing various raw material & accessories to produce the required garments, maintain required level of quality and export the finished goods within the lead time which is agreed by buyers. Shortly Merchandising covers the entire process from receiving order from buyer to the final shipment. The people who do this mentioned task are known as a Merchandiser.

I began my internship in the merchandising, where I spend around 10 days for learning the merchandising department workflow. Throughout this time, I closely followed the guidance of merchandising supervisor who provide me a to do list and I followed that onward. I handled a new development request from a buyer as per his guidance I coordinating with the Sample, CAD and IE departments for Costing markers and SMV estimation. I learned material checklist checking, Time and Action Plan do process and communicate with both buyer and supplier side for manage materials.

Additionally, I was involved in different tasks, prepare trims card, material booking. I also collaborate with Quality team to identify quality issues and ensure improvement from next step. I also guided for costing part and learn some costing. I used several courier methods to bring my sample materials. It was an Excellent experience work with Merchandising team on my internship period. Merchandising Operation flowchart starts from Receive product package from buyer to on time shipment to buyer.



Flowchart: Merchandising Work process

2.5: Supply Chain Department

During my internship at Snowtex Group, I got the opportunity to work with the Supply Chain Department, which is organized into four major axes along with a checking team. Throughout this Internship, I observe how each teams play a vital role and coordinate each other. **Fabric team** focuses on fabric development and sourcing & maintain communication with suppliers. **Hardware Team** deals with all hardware items such as zippers, buttons, and metal trims that is essential for production. I also work with **Lebel and Elastic team** manages accessories including labels, elastics, drawstrings, heat seal for different product categories. **Thread and Padding team** responsible for finish material such as sewing threads, poly bag, cartoon, padding, Interlining down. I also learned about proforma invoice (PI) for ensuring all the information matches with the buyer's tech pack and consumption details along with dedicated checking team.



Flowchart: Supply chain Work Process

2.6: Production Department

My industry supervisor suggested that so that I spend the majority of the time in the sewing department, Sewing is the heart of any garment factory, I spend about 10 days on this department, also I noticed how production team collaborates with multiple others departments. This departments tackle all sorts of challenges that pop up every hour, working closely together to keeps things run very smoothly.

When Production department kick off bulk production, they hold a pre-production meeting first, followed by planning the layout for the specific style. Once layout done, everyone pitches in to ensure the production flows without a issue for style. After that, they pass the finish goods over to finishing department. I showed the operations at every machine in the sewing section and was impressed by how efficiently and hard everyone works. It was an great experience to work in this department.



Flowchart: Production Department Work Process

Chapter 3

Critical assessment of Internship work

After the Liberation war, Bangladesh faced extremes poverty and so many challenges for rebuilding country economy. It has made impressive progress and now its recognized as a middle-income country. Readymade Garment (RMG) industry is the major reason behind this great achievement which is become the backbone of the national economy in Bangladesh. These powerful sectors contributing nearly 83% of total export earnings and its showing healthy progress year after year.

Today, the “**Made in Bangladesh**” tag is proudly known across all over the world. Its also proudly representing the country’s place as the world’s second largest apparel exporter with nearly 5000 factories and over 4 million hardworking individuals. The RMG industry stands at the center of Bangladesh’s economic growth and development story.

I complete my internship at Snowtex Group. During this Internship period, I work through six major departments: Human Resources, Transport, Supply Chain, Commercial, Production, and Merchandising. This internship experience provided me with inclusive insight into both the internal workings and external working of Snowtex Outerwear Ltd. A key learning objective was to analyze the inter-departmental collaboration and coordination need for fostering a strong organizational culture. This following report details my observations, including the strengths, weakness effective practices, outcomes, and areas for improvement I identified within each department.

3.1 Application of Generic and Industry specific courses during internship

Generic and industry courses of PGD-KIM (knitwear Industry Management) have help me to improve my many skills like communication skill as well as my professionalism at my workplace. During this internship period it's easier to relate the subjective knowledge from KIM courses and can implement new method, techniques in a very proper way.

HR skills & Competencies (KIM-101):

As I 'm working in Human Resource department this subject given me a clear understanding of how organizations should follow Labor Law both at the national and internationals level. I learned how to do effective communication and coordinate with people at several organizational level which keeping them motivated and engaged. I also learn culture, Leadership traits which help me to identify people based on their leadership style at workplace. From HR Skills and competencies, I have learned engaging in cultural diversity which help me to increase engagement with employees for output their best effort reduce the conflict between employees.

Additionally, this course taught me how to maintain smooth communication between top, middle, low management through the proper information sharing. It's also support me to handle the process of employee assessment and performance evaluation. As an HR professional this course are very special and valuable for me, cause this knowledge directly support my day-to-day responsibilities and also help me enhance my role in managing people perfectly.

Analytical Skills & Competencies (KIM-102):

This subject has taught me that how to analyze concepts and data effectively to make informed decisions for factory operations and other organizational activities. This core principles helped me understand how to take logical and analytical decision, even in complex situation. From this course I have gained valuable insight and practical knowledge. Qualitative and Quantitative research was most important. As I am working in HR I need to work with peoples It's help me to explore people's thoughts, feelings and motivations behind certain behavior or decisions., It also help identify employee satisfaction, motivation and communication gaps and understand their mind deeply.

Communication Skill (KIM-103):

Communication skills play a vital role in the Readymade Garment (RMG) Industry. Good Communications skill is mandatory for coordination, teamwork and clarity for smooth operations. I learned from this course how communication helps maintain strong relationships among workers, supervisor, and management for their clear understanding to runs production efficiently. This course helps me understand how to express our idea clearly, listen actively and deliver information more accurately. This learns skill from this course help us to handling situation and communicate with all level. This skill also taught me to adopt negotiation skill and increase more convenience power to convenience people easily. I believe this communication course will help continue to benefit me throughout my career. It's helped my professional life and also future development. Additionally, I gained good knowledge about email and phone conversation etiquette which I'm applying in my job area.

Business Operation Skill (KIM-104):

As an HR professional, I often need to communicate with different departments to understand their way of work process, manpower needs and operational capacity. By this course, theoretically I learn about management and employee's work. I got valuable knowledge about letter of credit (LC) and business law. Which help to understand quickly how business operation function from a legal and financial perspective. Our course instructor explained these topics with many practical examples and real-life scenarios. This subject also taught us how to control the budget and cost of a factory.

Introduction to Garments Industry – Knitwear (KIM-201):

Through this course, I gained a solid foundation in fashion design, and also learned about different types of knitting machines, and become familiar technical terms used in knitwear industry. I also learned CAD (Computer-Aided Design) and costing, which are crucial for effectively designing, planning and managing production in the garment sector. Moreover, the course increases my understanding of the knitwear industry's production process and how others department collaborate for meets production targets.

Industrial Engineering (KIM-202):

Industrial Engineering is one of the most important departments in the RMG industry because it's the eye of management. From this course I got received huge experience top to bottom of industrial engineering. I learned how to implement projects effectively in the workplace, and I successfully applied this knowledge at Snowtex group. On my internship period I worked two project one is 5S implementation and another one is cycling time work. 5s makes the work

easier due to organized all the things. In this project, I took Line balancing as a major challenge, aiming to achieve an equal production rate across every process for specific style.

Production Management and Merchandising (KIM-203):

This course provides me with good knowledge of garment production management, from planning to final delivery learned how to coordinate between different departments. Managing production schedule and also quality assurance. Merchandising part of the course taught me how to handle different counties buyer through communication, order follow-up, and cost negotiation work more effectively. This course also helps me learn to do production efficiency, lead time and proper resource allocation for contribute to business success. I got this practical knowledge from this course supports me to my HR rule by align manpower planning and performance management with production goals to achieve high productivity.

Quality Management (KIM-204):

This course gave me clear picture of what “quality” truly means in the garments industry and why its so important. I learned about quality management system and how to meet the specific expectations of different buyers. This course program also taught me to global quality benchmarks, inspection process, and global certifications. I also come to know about quality organogram policy, product & service.

3.2 Suggestion for industry improvement

During my Internship, I found several areas where Snowtex group improve its total efficiency and company culture. I strongly believe that integrating automation and advance technology would greatly enhance productivity, enhancing training programs could help strong the skills of both mid and lower-level employees. Another major improvement is is recycling initiatives and minimize waste and upgrading the storage system for improve operation flow. I recommend Industry needs fair increment policy and on time promotions definitely boost employee's motivation and reduce employee turnover rate.

I also recommended for industry need to improve collaboration between several departments, which can contribute to smoother production processes. Lastly, maintaining strict compliance with safety regulations important to ensure a secure and efficient workplace.

3.3 Learning for self-improvement

Completing generic and industry specific courses under the PFD-KIM program has provided me strong theoretical knowledge. My Internship at Snowtex Outerwear ltd. This course helped me bridge the gap between theory and practice and also improve how to communicate, which changed my entire outlook on my job. I also learned about the operations of the production, sewing, IE, HR, Labor Law as well as the functions and uses of different types of machines. I feel much more confident moving forward in my career as a HR professional. This experience has not only deepened my industry knowledge but also increase my confidence and capability to perform effectively in my HR career.

Chapter 4

Conclusion

In the garments industry, we have to lead our RMG sector for better success in the future. To achieve this, we must keep improving our industry knowledge, skills, and leadership. The PGD-KIM program SEIP with BRAC university gives a great chance for us to learn both theory and practical skills. This greatly helps us to lead the RMG sector with confidence and ability.

During my internship at Snowtex Outerwear Ltd, I thought about the whole work process of RMG process. From getting raw material, cutting, sewing, quality, finishing, merchandising, HR and business tasks. This experience showed me how all departments connect, and how merchandising is key to finishing production and shipping on time and how to manage people through HR knowledge.

I am very much thankful to my teachers, Industry supervisor, Academic supervisor and also all my coworkers for their help and support. This PGD-KIM Program not only added to my work knowledge but also made me a better, on-time, and a responsible person.

I truly believe this course lessons, idea, experience, knowledge from this internship PGD-KIM course will help to grow my career rapidly.

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Face-to-Face Meetings

- **Meeting 1:**
Company: Snowtex Outerwear Ltd. (Damrai, Dhaka)
Person: Mr. Uzzal, Head of Production
Topic: Production line setup and Process management.
- **Meeting 2:**
Company: Snowtex Outerwear Ltd. (Damrai, Dhaka)
Person: Mr. Mahfuzur Rahman, (A.G.M))
Topic: Workforce management and sustainability challenges.

Appendix

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