

Report On
SGS Bangladesh Limited
[An Overview of Testing, Inspection & Corporate Management]

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

Executive Development Center, BIGD
Brac University
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Declaration

It is hereby declared that

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

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Letter of Transmittal

Sheikh Touhidul Haque, PhD
Assistant Professor & Research Fellow,
BIGD, Brac University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report.

Dear Sir,

I am very happy to submit my internship report titled "Internship Experience at SGS Bangladesh Limited." This report is the final requirement for completing my PGD.

During my three months internship, I rotate in six different department of SGS. I try my best to put all my practical learning and observation in this report. Working in a multinational testing company give me huge practical knowledge which I share here.

I hope you will kindly accept my report. If you have any question about any chapter, I am always ready to explain it to you.

Sincerely yours,

Abdullah Al-Mahamud
Student ID: 1000055561
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Date: March 8, 2026

Non-Disclosure Agreement

This agreement is made and entered into by and between SGS Bangladesh Limited and the undersigned student at EDC, BIGD, Brac University.

I understand that SGS Bangladesh Limited is a top multinational testing, Inspection and Certification company. Because they work with big international buyer, many data and client information is very confidential.

To maintain the company policy, I do not use any real buyer secret data, actual financial amount, or confidential test result in this report that can harm the company reputation. All the information and data use in this report is totally for academic purpose and it will not be share for any commercial use.

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Industry Supervisor's Full Name & Signature:

Md.Ashraful Aryfin

Key Account Manager, C&P Inspection
SGS Bangladesh Limited

Acknowledgement

First I want to thank Almighty Allah for giving me health and strength to complete this three months internship successfully.

Then I am very thankful to my university supervisor, **Sheikh Touhidul Haque, PhD**, for always guiding me and giving me the proper format to write this report.

Then I am very thankful to my industry supervisor, **Md.Ashraful Aryfin**, for always guiding me during the internship period.

I also want to give my special thanks to the HR and Admin department of SGS Bangladesh Limited for giving me this big opportunity. Specially, I am very grateful to all my department supervisor in Marketing, Finance, C&P Inspection, Business Assurance, and Testing Lab. Even in their busy schedule, they give me time and teach me how the real corporate world work.

Executive Summary

This internship report is a summary of my three months practical work experience at SGS Bangladesh Limited. SGS is a global multinational company who check quality, test garments, and give ISO certification. In Bangladesh, they play a very important role for the Ready-Made Garment (RMG) export sector.

During my internship, I rotate in six main department. In Chapter 1, I write about the company history and their vision. In Chapter 2, I discuss my daily work and learning in HR & Admin, Marketing & Business Development, Finance & Accounts, C&P Inspection, Business Assurance, and C&P Testing Lab. I learn how they receive sample, test the fabric, check quality in factory, and manage the whole corporate system.

In Chapter 3, I make a critical assessment. I discuss how my university book knowledge match with the practical work. I also find some problem in the industry, like factory merchandiser making mistake in Test Request Form (TRF), and give my suggestion to solve it. Finally, this report show how this internship improve my communication skill, punctuality, and make me fully ready for the future job market.

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List of Acronyms

- **SGS:** Société Générale de Surveillance
- **RMG:** Ready-Made Garments
- **HR:** Human Resources
- **BD:** Business Development
- **C&P:** Consumer & Products
- **TRF:** Test Request Form
- **AQL:** Acceptable Quality Level
- **ISO:** International Organization for Standardization
- **GSM:** Grams per Square Meter
- **TDS:** Tax Deducted at Source
- **VAT:** Value Added Tax

Glossary

- **Sample Inflow:** The daily amount of fabric or garment samples coming into the lab for testing.
- **Blind Testing:** A system where lab analysts do not know the factory name to keep the test result 100% honest.
- **Crockmeter:** A machine use in the physical lab to check color fastness to rubbing.
- **Turnaround Time:** The total time needed to finish a test and give the final report to the buyer.

Chapter 1

About Organization

1.1 Overview of the Industry

SGS Bangladesh Limited is a very important part for the quality assurance sector in our country. It is operating as a branch of the Swiss multinational company named SGS S.A. (Société Générale de Surveillance). SGS Bangladesh Limited is an important part for the quality assurance sector in our country. It is operating as a branch of the multinational company named SGS S.A. The SGS Bangladesh Limited is a part of SGS S.A. Which is known as Société Générale de Surveillance. Globally SGS Bangladesh Limited is known as the benchmark for quality and integrity. The parent company of SGS Bangladesh Limited, which's SGS S.A. was established in 1878. The SGS Bangladesh Limited operation has grown up to become a huge support system for our national economy specially for the Ready-Made Garments and textile sector. The SGS Bangladesh Limited company mostly functions as a third-party service provider. The SGS Bangladesh Limited offers inspection, verification, testing and certification. In Bangladesh, where textile export is driving the economy the SGS Bangladesh Limited acts as a gatekeeper for quality. The SGS Bangladesh Limited bridges the gap between manufacturer and international buyer by making sure that all product meet global standard before shipment. The SGS Bangladesh Limited is not doing one function it operates a big network of facilities. This includes modern testing laboratories in Dhaka and Chittagong. The SGS Bangladesh Limited handles testing, like color fastness, shrinkage and strength and also chemical analysis. The SGS Bangladesh Limited serves industries, including Softlines, which is Garments, Hardlines, Agriculture and Food. The dominance of SGS

Bangladesh Limited is mostly visible in Consumer and Retail service sector. By maintaining an ISO-certified lab and a skilled workforce the SGS Bangladesh Limited establishes itself as a trusted partner for major global retailer. The daily operations of SGS Bangladesh Limited ensure that the "Made in Bangladesh" tag remains synonymous with reliability and safety in market. The SGS Bangladesh Limited is working hard to keep the "Made in Bangladesh" tag safe. The SGS Bangladesh Limited is doing a job, in the quality assurance sector in our country.

1.2 Vision & Mission

Vision:

The vision of SGS Bangladesh is to maintain its status as the most competitive and productive service organization in this industry. They want to be the top choice for customers by continually improving their testing capabilities and establishing a global standard for quality.

Mission:

Their mission is driven by passion for the profession and a commitment to society.

SGS focuses on:

- Acting with full unwavering integrity to maintain the trust of all stakeholders.
- Encouraging an entrepreneurial spirit among the employees to find innovative solution for client challenges.
- Ensuring that their service add value to the local supply chain while minimizing risks for international buyer.

1.3 Goals & Objectives

Goals:

- **Operational Excellence:** To streamline the laboratory and inspection process for faster turnaround times.
- **Sustainability:** To lead the industry with sustainable business practice, both in own operations and offering "green" solutions to clients.
- **Health and Safety:** To maintain a zero-accident workplace environment, prioritizing physical safety and wellbeing of all lab technician and staff.
- **Market Leadership:** To retain the top position in Testing, Inspection, and Certification (TIC) market in Bangladesh.

Objectives:

- **Customer Satisfaction:** To improve client retention by offering transparent communication and reliable data that help manufacturer avoid shipment rejection.
- **Innovation in Testing:** To adopt new technology and methodology that reduce sample waste and total testing duration.
- **Compliance and Ethics:** To strictly adhere to the SGS Code of Integrity, making sure no bias or external influence happen in the work.
- **Employee Development:** To foster a work culture where employee can advance their careers within the organization.

1.4 Key Brands we work with and Organizational Organogram

Brands	Origin Country
INDITEX (Zara, Pull&Bear, Bershka)	SPAIN
Lojas Renner	BRAZIL
C&A	GERMANY
Carrefour	FRANCE
H&M (Hennes & Mauritz)	SWEDEN

Table 1.1 Key Brands we work with

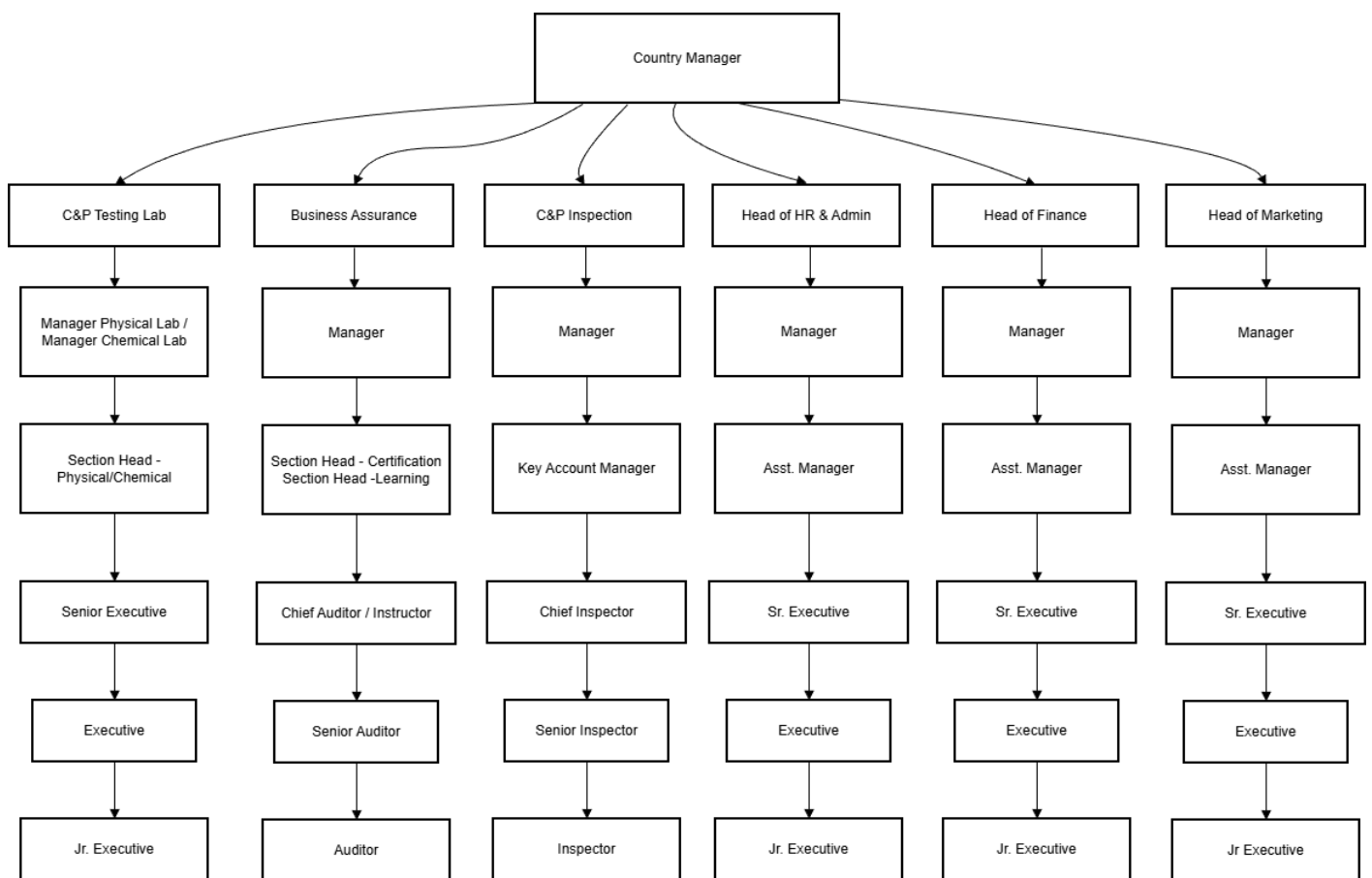


Figure 1.1 Organizational Organogram of SGS Bangladesh

Chapter 2

2.1 HR and Admin Department

2.1.1 Overview of the Department

After I complete my initial orientation, I start my internship rotation at the HR and Admin Department. It is located at the Corporate Head Office in Gulshan-1. This department is like the backbone of SGS Bangladesh Limited. They manage a huge workforce that work in the corporate office, Kawran Bazar laboratory, and also field inspection site in Chittagong and Narayanganj. Working here give me a clear idea of how a big multinational company manage their "human capital" and technical operation together.

2.1.2 Recruitment and Talent Acquisition

One main function I see here is the recruitment process. At SGS, this work is very specialized. Normal companies hire regular employees, but SGS needs a consistent flow of technical experts such as Textile Engineers, Chemical Analysts, and ISO Auditors.

- **Resume Screening:** I assist the HR team in sorting resumes. Specially I look for candidate who have technical background in textile engineering or chemistry, so they can support the lab work.
- **Interview Coordination:** I also help to schedule interview between candidate and the Head of Departments (HOD). This teach me time management because coordinating schedule with busy Lab Manager is very difficult challenge.
- **Observation:** I learn that for a testing company, "Integrity" is same important as technical skill. Sometimes candidate are checked for their ethical standing before testing their technical knowledge.

2.1.3 Onboarding and Documentation

I involve actively in the "Onboarding Process" for the new joiners. In SGS, compliance rule is strict and document process is very rigorous.

- **Contract Preparation:** I assist to prepare the Appointment Letter and Job Description (JD).
- **Code of Integrity:** I make sure that every new employee read and sign the SGS Code of Integrity and Health & Safety Declaration. I understand these are not just formality, it is legal requirement for ISO-certified company.
- **Database Management:** I contribute to the personnel file's updates. I make sure that NID and academic credentials (such as a BSc in textile engineering) are validated and digitally stored in the HR program.

2.1.4 Attendance and Leave Management

It is difficult to control attendance during operational shifts at SGS. Lab analysts work rotating shifts (A, B, and C shifts) to provide round-the-clock testing support, while corporate employees work the typical 9–6 office.

- **Monitoring:** I learn how to monitor daily attendance using HR software. "Late In" and "Early Out" are examples of irregularities I recognize.
- **Leave Processing:** I help process applications for sick leave (SL) and casual leave (CL). Here, I discover how the company strikes a balance between the urgent shipment deadline and the welfare of its employees.

2.1.5 Administrative Responsibilities

In addition to my work in HR, I assist the administration team to make sure everything runs smoothly every day.

- **Logistics:** I help to handle requisition for office stationery and lab consumable. I ensure the team have the tool they need to work.
- **Event Management:** I help to organize internal training session and town hall meeting. I do things like booking conference room, arranging the multimedia projector, and managing refreshment for guest.
- **Visitor Management:** I observe how front desk manage the client visit. This is very crucial for keeping confidentiality. Buyer often visit to check test result, so strict protocol are followed to ensure data privacy.

2.1.6 Key Learnings

My rotation in HR and Admin teach me that the efficiency of testing lab totally rely on the support of this department. I develop my skill in professional communication, data confidentiality, and corporate compliance. I realize that machine do the testing, but the disciplined and motivated workforce managed by HR keep the company running.

2.2 Marketing and Business Development

Overview of Marketing at SGS After finish my rotation in HR, I am moved to the Marketing and Business Development (BD) department. In a testing and inspection company like SGS Bangladesh, "Marketing" works very differently than a normal manufacturing factory. A factory focus on merchandising and selling physical garments, but SGS focus on selling service—like quality assurance, testing, and certification. Our core objective here is to

convince international buyer and local factory that SGS laboratory give the most accurate and timely result compared to other competitor.

Daily Operations and Strategy My day in BD department normally start with a "Morning Huddle" meeting led by the Head of Sales. In this meeting, our team review daily sales target, volume of test request received (booking status), and if there is any urgent issue from key client. Factory merchandiser track production line, but marketing officer at SGS track "Sample Inflow". I learn that the lifeline of this business is constant flow of fabric sample from garment factory to the SGS lab. My role as intern was helping Key Account Manager (KAM) to monitor these inflow. I make sure that major buyer (like H&M or Marks & Spencer) are satisfied with our service speed.

Key Responsibilities and Learning During this rotation, I expose to many critical function of B2B (Business-to-Business) marketing:

- **Client Onboarding & Communication:** I observe how the team approach new garment factory to offer our testing service. I learn to draft professional email and prepare "Service Quotation". This involve calculating the cost for specific test like "Color Fastness" or "Formaldehyde content". This teach me how to negotiate price but maintaining the company profit margin.
- **Managing Test Request Forms (TRF):** In factory, merchandiser use "Tech Pack", but at SGS, the main document is Test Request Form (TRF). I assist to verify these form to ensure client select the correct international standard (ISO, ASTM, or AATCC) for their test. This is a very crucial lesson for technical accuracy. Because if client select wrong standard, the test result become useless for export.
- **Handling Customer Complaints (CRM):** Big part of my learning come from observing how Customer Service team handle complaint. If test report is delayed or

factory dispute a "Failed" result, the marketing team act as bridge between technical lab and client. I discover that in this cutthroat business, empathy and prompt problem-solving are crucial for retaining clients.

- **Market Research and Trends:** I also get to help with market research. This is where I find out which new buying houses are opening offices in Dhaka and what kind of certification they are looking for, like ZDHC or organic cotton testing. This information helps the department make sure our sales pitch is in line with the industry trends.

Conclusion: Working in the Marketing department of SGS was an eye-opening experience for me. It changed my view of the textile industry from thinking it is about making clothes to understanding the huge service infrastructure that supports it. I learned that when it comes to testing the product is really about being honest and fast. To be successful in this department you need more, than sales skills you also need to really understand the tests we are selling. This is what makes clients trust the SGS brand for the quality of their exports.

2.3 Finance and Accounts Department

After I finished my time in marketing I was moved to the Finance and Accounts Department for my rotation. The Finance and Accounts Department is located at the floor of the corporate office in Gulshan. Before I joined the Finance and Accounts Department I thought the Finance and Accounts Department is about counting money and giving salary.. After working in the Finance and Accounts Department I see that the Finance and Accounts Department is the most busy and critical part of SGS Bangladesh Limited. The finance team at SGS Bangladesh Limited ensures that the company runs smoothly by managing all the cash flow and banking transactions in the Finance and Accounts Department.

In SGS the main income source is the fees from testing and inspection. So the biggest task for the finance team at SGS Bangladesh Limited is creating invoices. Every day thousands of test reports are generated for clients like H&M, Zara and local factories. My supervisor at SGS Bangladesh Limited gave me the task to match the Job Order number with the Invoice number. At first I made some mistakes because the software system, Oracle ERP was new for me.. The Senior Executive at SGS Bangladesh Limited helped me to understand how to check the bill amount before sending it to the client.

I also learned about managing Petty Cash in the Finance and Accounts Department. In an office like the one at SGS Bangladesh Limited there are many small expenses like tea, paper and conveyance bills for messengers. I was responsible for checking the vouchers submitted by the staff at SGS Bangladesh Limited. I had to check if the date and amount were correct or not. If everything was okay then I put a stamp on the voucher. This was a task but it taught me that in the Finance and Accounts Department at SGS Bangladesh Limited every single taka must be accounted for.

The important thing I learned in the Finance and Accounts Department at SGS Bangladesh Limited was about VAT, which is Value Added Tax and Tax Deducted at Source, which is TDS. In Bangladesh when a factory pays SGS Bangladesh Limited for a test they cut some tax money from the bill. I saw how the finance team at SGS Bangladesh Limited calculates this deduction. Before this internship I only read about tax in books. At SGS Bangladesh Limited I saw the real Challan forms and how they deposit money to the government bank.

Working in the Finance and Accounts Department at SGS Bangladesh Limited was a bit difficult for me because everyone there works very silently and seriously. In marketing people talk a lot. In the Finance and Accounts Department, at SGS Bangladesh Limited focus

is the main thing. One time, I help the team to organize the "Month-End Closing" files. It was huge pressure because all report has to be ready by the 30th date.

Overall, the Finance department experience was very valuable. I understand that a company cannot survive if they do not collect the bills on time. Even though I am a textile student, this knowledge of corporate finance will help me in future when I will become a manager.

2.4 C&P Inspection Department

Overview of Inspection Team After finishing my work in the office, I was very excited for the next part because it was the "Inspection Department." This is the core heart of SGS Bangladesh. In the office, we only see papers and files, but in this department, I got the chance to go outside and visit different garment factories. The C&P inspection team is responsible to check the quality of goods before shipment. If they say "Pass," then only the goods can fly to the buyer.

Field Visit and Daily Task My supervisor assigned me with a Senior Inspector to visit a factory in Gazipur area. We start our journey early in the morning at 8:00 AM. When we reach the factory, I saw how much respect the factory people give to the SGS inspector. First, we did an "Opening Meeting" with the factory QC manager. My senior checking the "Packing List" to see if the goods are ready or not. I learn that for Final Random Inspection (FRI), at least 80% goods must be packed in cartons.

The Inspection Process (AQL) The most important thing I learn here is the AQL (Acceptable Quality Level). Before this, I only study AQL in books, but here I use the chart in real life.

- **Carton Selection:** The inspector calculate how many cartons to pick based on the total quantity. I help him to pull the cartons from the warehouse. I found that working

in the warehouse was difficult because the warehouse gets very hot and the warehouse is also extremely dusty..

- **Visual Check:** We open the boxes. Check the clothes one by one. I look for problems like threads or stains. The person teaching me shows me that there are three kinds of problems with the clothes: problems, medium problems and small problems. If we find a problem like a needle inside the whole shipment is not good and we stop right away.
- **Measurement Check:** After we check the clothes for problems we measure them to make sure they are the size. I use a measuring tape. Check the size list. Sometimes the people at the factory try to stretch the fabric to make it fit. The person checking is very strict and does not let them do it.

Challenges I Face: This job is not easy. The factory is very loud and hot. Sometimes the factory bosses get upset with us if we find many problems.. I see my senior colleague handle the situation in a firm but polite way. He explains the problem. Shows them the issue, with the Visual Check and Measurement Check of the clothes. I learn from him how to do the Visual Check and Measurement Check of the clothes. I learn that an inspector need strong personality.

2.5 Business Assurance Department (Knowledge)

Overview of the Department After I finish my rotation in the inspection field, I was moved to the Business Assurance (BA) department. In SGS, this department is also known as "Knowledge" because here the work is totally different from the labs. While the lab tests the product (like fabric or buttons), the Business Assurance department tests the system of a company. They are responsible for giving ISO certifications to factories and other industries.

This department is located at the Corporate Office in Gulshan-1. When I first join this team, I was little bit nervous because all the employees here are very senior auditors with high qualifications. But my supervisor was very friendly and he explain me the basic concept of "System Certification."

My Learning on ISO Standards The main task I was given is to understand the different ISO standards. Before this internship, I only hear the name of ISO 9001, but here I see how it works in real life.

- **ISO 9001 (Quality Management):** My supervisor give me the standard book to read. I learn this is for maintaining quality in my regular work.
- **ISO 14001 (Environment):** ISO 14001 for the environment is really important for textile factories these days. I got to see how SGS auditors check if a factory is harming the environment or not. They look at everything to make sure the factory is not polluting.
- **ISO 45001 (Health & Safety):** ISO 45001 for health and safety was interesting to me. I learned that a factory needs to have a safety plan in place for its workers to get this certificate. This plan is like a set of rules to keep everyone safe.

The audit process was something for me. I did not get to go to an audit because it is private but I helped the team in the office get ready for the audit. We made an audit plan. Figured out how many man-days the auditor would need to check everything. For example if a factory is huge with 5000 workers the auditor needs time to look at everything. I also learned about something called a surveillance audit. I thought that once a factory gets a certificate it is good forever. The senior auditor told me that SGS checks on the factory every year to make sure they are still following the rules. If they are not they can lose their certificate. This is what makes SGS the best company in the world.

SGS Academy are also a part of this department. The SGS Academy sets up training sessions for factory managers. One day they had a training session on an auditor course in the conference room. I helped the admin team get the training materials and registration sheets ready. I sat in the back of the room. Listened to the trainer. He was explaining how to find problems in a process, which they call non-conformity. It was very educational for me.

Working in business assurance was tough because there is a lot to read and a lot of paperwork. I realized that without a good management system a company cannot do well. The auditors are very professional and know a lot about the rules of the industry. This experience helped me understand the picture of the garment industry, which is more than just sewing and cutting. I learned a lot about ISO 14001 and ISO 45001. How they are important, for textile factories.

2.6 C&P Testing Lab Department

I was finally moved to the C&P Testing Lab, which's the main part of SGS Bangladesh. The lab is in Kawran Bazar, Dhaka. When I first walked into the lab I was really surprised by how big it's. The C&P Testing Lab environment is totally different from the Corporate Office in Gulshan. Here everyone wears an apron and safety glasses. My supervisor told me that Safety is the First Priority at the C&P Testing Lab. If I do not wear my ID card and shoes I am not allowed to enter the floor of the C&P Testing Lab.

My work at the C&P Testing Lab started in the Sample Receiving section. Every day thousands of polybags with fabric samples come from factories to the C&P Testing Lab. My task was to help the team sort these samples by buyer. For example H&M samples go to one basket. Zara samples go to another basket at the C&P Testing Lab. It was work at first but I understand that if we mix the samples at the C&P Testing Lab the whole test result will be

wrong. I also learned how to put the Bar Code sticker on the fabric so that the lab analysts at the C&P Testing Lab do not know the factory name. This is called Blind Testing to keep things at the C&P Testing Lab.

After one week I moved to the Physical Lab at the C&P Testing Lab. This was the interesting part for me at the C&P Testing Lab. I learned how to use the GSM cutter at the C&P Testing Lab. We cut the fabric into a circle and put it on the electric weight machine at the C&P Testing Lab. It was a sensitive machine at the C&P Testing Lab. I saw washing machines like home laundry but more powerful at the C&P Testing Lab. I helped to mark the fabric with a yellow ruler before washing at the C&P Testing Lab. After washing and drying we measured it again to see if the fabric got smaller or not at the C&P Testing Lab. This is a critical test at the C&P Testing Lab. I learned about Color Fastness to Rubbing at the C&P Testing Lab. I used a machine called a Crockmeter which rubbed the fabric 10 times at the C&P Testing Lab. Then we checked the cloth to see how much color was transferred at the C&P Testing Lab.

I also visited the Chemical Lab at the C&P Testing Lab but interns are not allowed to touch chemicals because it is dangerous at the C&P Testing Lab. The smell in the Chemical Lab at the C&P Testing Lab is very strong. I saw the seniors testing for value and Formaldehyde at the C&P Testing Lab. They used expensive machines like GC-MS at the C&P Testing Lab. I only observed from a distance how they cut the sample into small pieces and put it in the glass tube at the C&P Testing Lab.

The last part of my work was in the Reporting Section at the C&P Testing Lab. After the test is finished the data comes to the computer at the C&P Testing Lab. The Data Entry Operators type the result in the SGS software at the C&P Testing Lab. I sat with them. Checked if there

were any typing mistakes at the C&P Testing Lab. It requires concentration because one wrong number can fail a shipment from the C&P Testing Lab.

Working at the C&P Testing Lab was physically tiring because we have to stand for a time at the C&P Testing Lab.. I learned the real technical things at the C&P Testing Lab. I understand that Quality is not a word it is a calculation, at the C&P Testing Lab. The lab analysts work in shifts (Morning, Evening, Night) to finish the report on time. This dedication inspire me a lot.

Chapter 3: Critical assessment of internship work

In this chapter, I will discuss about the critical assessment of my internship. I work in six different department in SGS Bangladesh Limited. So I gather many practical experience which I will share below.

3.1 Application of generic and industry specific courses during internship

In my PGD course, I complete some major and generic course. During this three months internship, I finally get the chance to practically use them.

For the industry specific courses, my "Textile Testing & Quality Control" course was very helpful when I work in the C&P Testing Lab. I already know about GSM, color fastness and shrinkage theory from my book, so running the machine with my senior was easy. Also when I go for factory visit in the C&P Inspection department, I use my "Apparel Manufacturing" knowledge. Because I know all the garment parts, it was very easy for me to find sewing defect and use the AQL chart.

For the generic business courses, my "Accounting" course help me a lot in Finance and Accounts department. I understand how they calculate VAT, TDS and match the invoice. In the Marketing and Business Development department, I use my "Business Communication"

course. It help me to check the Test Request Form (TRF) and talk with the B2B buyer professionally. Also, my "Human Resource Management" course help me in HR and Admin department to understand how corporate recruitment and employee leave calculation works. Lastly, my basic idea of Quality Management help me to understand ISO standard when I was in Business Assurance department.

3.2 Suggestion for Industry improvement (Based on Internship)

When I rotate in these six department, specially in field and lab, I notice some area where the industry can improve.

First thing is, local factory merchandiser make too many mistake in the TRF form. When I was in Marketing and Lab department, I see they often choose wrong test method (like ASTM instead of ISO). This waste huge time for SGS and the buyer. Factory need to give them proper technical training before they send sample to lab.

Second problem I see in C&P Inspection is that, the factory QC try to argue with our SGS inspector. Actually they do not have clear idea about international buyer standard.

To enhance their internal checking, I believe they should enroll in our Business Assurance Academy's training program. Overuse of paper is another issue.

Everyone uses physical copies, especially in Finance for billing and Inspection for packing lists. The apparel industry will save time and the environment if it uses digital tabs or software.

3.3 Learning for self improvement

This internship change my life actually. I learn many things for my self improvement and career.

Before join SGS, I was little bit shy boy. But working in HR and Marketing teach me how to talk with different people and handle angry client. In the C&P Testing Lab and Finance department, the work pressure is very high, specially during month end closing time. Here I learn how to work under huge pressure without making any single mistake. Because I know one wrong data entry can fail the whole export shipment.

Also I learn to be very punctual. In university we can be late for class, but corporate office do not allow late. Moving from the silent Business Assurance office to the hot, noisy factory floor make me very adaptable to any environment. Now I feel I am fully ready to start my professional career in the corporate world.

Chapter 4: Conclusion

To finish my report, I want to say that my three months internship journey at SGS

Bangladesh Limited was a very wonderful and eye-opening experience for me.

I only knew what I knew from university books when I initially came here.

However, working in six separate departments

HR & Admin, Marketing, Finance, C&P Inspection, Business Assurance, and Testing Lab gives me a true, hands-on understanding of the testing and clothing industries.

Being a leading worldwide corporation, SGS has very stringent rules and regulations.

I've learned how to be honest, professional, and on time in my day-to

day employment because to this strictness. I can actually observe how several departments collaborate like a chain to guarantee export quality and delight foreign buyers.

Even though there was a lot of work pressure at times, particularly in the lab and financial department, my supervisor and senior colleague always helped me understand things practically.

At last, this internship has understood my dread of the business world. I now understand exactly how "Made in Bangladesh" goods are kept up to par before being shipped elsewhere. I am incredibly grateful to SGS management and my university instructor for providing me with this significant chance. I am confident that having this practical knowledge will enable me to have a successful career in the future.

References

Here is the list of document and website which I use to collect data for preparing this internship report:

1. SGS Official Global Website. Available at: <https://www.sgs.com> (Access during my internship period).
2. SGS Bangladesh Limited Local Portal. Available at: <https://www.sgs.com/en-bd>

3. SGS Employee Handbook and Code of Integrity Document (From HR Department).
4. Class lecture sheet and book of "Textile Testing & Quality Control" from my university.
5. Standard AQL (Acceptable Quality Level) Chart used in C&P Inspection department.
6. Internal training presentation on ISO 9001 from SGS Business Assurance Academy.

Appendixes

In this section, I attach some important document and picture which I use during my regular internship work.

- **Appendix A:** A blank copy of the Test Request Form (TRF) which we use in the Marketing department to receive sample.

- **Appendix B:** A Picture of my SGS ID card and a photo of me doing garment inspection.
- **Appendix C:** The AQL Chart (Acceptable Quality Level) is used for checking garment defect during my factory visit for inspection purposes.
- **Appendix D:** A Final Inspection Report of Apparel Item.