

Report On  
Newflame Ltd.  
Evaluation of the activities of Merchandising, Quality Assurance  
Department

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/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 reference.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

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



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**Abeer Islam**  
**24281092**

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

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**Md. Hasib Al Mamun Sumon**  
Assistant Director, EDC  
BIGD, Brac University

## Letter of Transmittal

Md. Hasib Al Mamun Sumon

Assistant Director, EDC

BIGD, Brac University

66 Mohakhali, Dhaka-1212

Subject: Report on Merchandising, Quality Assurance department of Newflame Ltd.

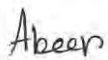
Dear Sir / Madam,

This is my pleasure to demonstrate my entry level position provide details regarding ‘Merchandising and Quality Assurance activities of Newflame Ltd’, which I was appointed to 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,



---

Abeer Islam

24281092

Executive Development Center, BIGD

Brac University

Date: August 2, 2025

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between Newflame Ltd. and the undersigned student at EDC, BIGD, Brac University.

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



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**Abeer Islam**

24281092

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



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**Md. Rohul Amin**

Merchandising Manager

Newflame Ltd.

## Acknowledgement

I would like to convey my sincere gratitude to the Merciful Allah as He has given me the opportunity to pursue Post Graduate Diploma in Knitwear Industry Management from Brac university and supported me throughout my internship.

I would like to thank my academic supervisor, Md. Hasib Al Mamun Sumon (Assistant Director, Executive Development Center, BIGD) for his proper supervisor. He had always been a great support in completing the internship report. His valuable feedback and constant support have helped to shape my internship report.

I would also thank my industrial supervisor Md. Rohul Amin (Merchandising Manager) who has been by my side in the 66 days of the internship. I am deeply grateful to him for valuable time and effort that he has invested in my internship.

Alongside this, I would also like to thank my colleagues, my faculty members and my classmates who have come forward while I faced any problem and provided me with proper suggestions.

I am sincerely thankful to my organization Newflame Ltd. For allowing me to attend the course Post Graduate Diploma in Knitwear Industry Management. The course has been very beneficial to broaden my practical knowledge and to apply them within my organization.

Finally, I wish to extend my gratitude to **BRAC University**, as well as SICIP, EDC, BIGD for their constant encouragement, understanding, and moral support throughout this academic journey.

## **Executive Summary**

This report gives an overview of my internship brought with the apparel industry, focusing on the theoretical knowledge, and skills developed into the industry's operations. The internship gave me hands-on exposure to important areas of function including design,

merchandising, production, quality control commercial Throughout the internship period, I saw how design as well as commercial strategy come together to provide successful apparel collections against strict time limitations and competitive market conditions.

During my internship I participated actively in various tasks such as must assist in product development, coordinating between departments, sample preparation and participating in costing. These responsibilities have made me gain more knowledge about the production of apparel cycle -- from concept design & sourcing to final product delivery -- while bootstrapping essential necessary professional skills like communication, teamwork, time management, and problem-solving.

Overall, this internship provided a very enriching learning experience and increased my understanding of the apparel industry and its dynamic nature It helped me to minimize the difference between academic learning and practical application; and encourages self improvement, adaptability, and better sense of direction for my future career in the fashion and apparel industry.

**Keywords:** Internship, BRAC university, PGD-KIM, apparel, readymade garments, report.

## **Table of Contents**

|                                                                          |            |
|--------------------------------------------------------------------------|------------|
| <b>Declaration.....</b>                                                  | <b>ii</b>  |
| <b>Letter of Transmittal .....</b>                                       | <b>iii</b> |
| <b>Non-Disclosure Agreement .....</b>                                    | <b>iv</b>  |
| <b>Acknowledgement .....</b>                                             | <b>v</b>   |
| <b>Executive Summary .....</b>                                           | <b>vi</b>  |
| <b>Table of Contents .....</b>                                           | <b>vii</b> |
| <b>List of Acronyms .....</b>                                            | <b>ix</b>  |
| <b>Chapter 1 About Organization .....</b>                                | <b>1</b>   |
| 1.1 Overview of the Industry .....                                       | 1          |
| 1.2 Vision & Mission.....                                                | 2          |
| 1.3 Goals & Objectives .....                                             | 2          |
| 1.4 Organizational structure, Organogram, Branches and Departments ..... | 3          |
| 1.5 Products/services produced by the Industry .....                     | 4          |
| <b>Chapter 2 Description about task accomplishment.....</b>              | <b>5</b>   |
| 2.1 Design & Development .....                                           | 6          |
| 2.2 Merchandising Department.....                                        | 7          |
| 2.3 Production Management .....                                          | 9          |
| 2.4 Quality Assurance .....                                              | 10         |
| 2.5 Commercial Department.....                                           | 13         |

|                                                                                 |           |
|---------------------------------------------------------------------------------|-----------|
| <b>Chapter 3 Critical assessment of Internship work .....</b>                   | <b>15</b> |
| 3.1 Application of Generic and Industry specific courses during internship..... | 15        |
| 3.2 Suggestion for industry improvement (based on internship).....              | 18        |
| 3.3 Learning for self improvement .....                                         | 19        |
| <b>Chapter 4 Conclusion .....</b>                                               | <b>21</b> |
| <b>References .....</b>                                                         | <b>22</b> |

## List of Acronyms

|       |                                                |
|-------|------------------------------------------------|
| QC    | Quality Controller                             |
| QA    | Quality Assurance                              |
| T & A | Time and action                                |
| PP    | Pre-Production                                 |
| PPM   | Pre- production meeting                        |
| KIM   | Knitwear Industry Management                   |
| GSM   | Gram square per meter                          |
| AQL   | Acceptable quality level                       |
| SS    | Summer spring                                  |
| IHTM  | In-house test method                           |
| BS    | British standard                               |
| IE    | Industrial Engineering                         |
| ISO   | International Organization for Standardization |
| SMV   | Standard Minute Value                          |
| PI    | Proforma Invoice                               |
| L/C   | Letter Of Credit                               |
| GSP   | Generalized System of Preferences              |
| TT    | Telegraphic Transfer                           |

# Chapter 1

## About Organization

### 1.1 Overview of the Industry

Newflame Ltd. is a Hong Kong–based buying house located in Dhaka, China, Italy and UK. Its head office is in Dhaka. As a trusted partner in the global apparel supply chain, Newflame specializes in both knitwear and woven products, delivering high-quality, fashion-forward solutions to international brands and retailers.

With strong roots in one of the world’s largest apparel manufacturing hubs, our organization unites the efficiency of Hong Kong’s global trade network with Bangladesh’s competitive manufacturing expertise. Our dedicated team in Dhaka ensures flawless end-to-end support — from product development, sampling, and sourcing of raw materials to production follow-up, quality assurance, and on-time shipment.

Newflame is proficient in sourcing product management and on time product delivery. Our organization specializes in knit and woven products like t-shirts, polo shirts, hoodies, outerwear, lingerie and swimwear and fashion essentials that meet international standards of quality and compliance.

Its main strength lies in building long-term partnerships by constantly providing reliable service, cost-effective solutions. Driven by a commitment to excellence, sustainability, and customer satisfaction, Newflame continues to grow as a trusted sourcing partner for global fashion markets. (*New Flame*, n.d.-c)

## **1.2 Vision & Mission**

Our vision is to become a globally acknowledged sourcing partner in the apparel industry by conveying innovative, sustainable, and high-quality knitwear and woven products, while promoting long-term partnerships built on trust, integrity, and excellence.

Our missions are: To provide end-to-end sourcing solutions that ensure quality, efficiency, and compliance at every stage of the supply chain; to continuously innovate in design, materials, and processes to meet the evolving needs of global fashion markets; to build strong, ethical, and sustainable partnerships with manufacturers, suppliers, and clients; to uphold the highest standards of professionalism, transparency, and customer satisfaction; to contribute positively to the apparel sector in Bangladesh while maintaining Newflame's international standards and reputation.

## **1.3 Goals & Objectives**

At NewFlame, we connect UK and Italian fashion brands with world-class knit and woven manufacturing partners in Bangladesh. We commit to delivering high-quality, ethically sourced, and trend-right apparel while ensuring transparency, sustainability, and timely delivery for our clients.

Our long-term goals are to become the most trusted buying house for UK & Italy brands in knit and woven apparel; deliver premium, trend-driven products with consistent quality; Lead in ethical sourcing, eco-friendly materials, and compliance with EU standards; build a reliable, cost-effective supply chain with strong factory partnerships; Expand our client base in UK & Italy and gradually into other European markets; Establish NewFlame as a name associated with trust, transparency, and excellence.

We launch at least 2 seasonal collections annually for UK & Italy clients, reflecting latest market trends. Quality teams maintain <2% defect rate in shipments through multi-stage QC checks. We ensure to achieve >95% on-time shipment rate to UK & Italy. Our marketing team plans to onboard at least 3 new UK clients and 2 new Italian clients in the next 18 months. To make our communication stronger, we provide weekly production status updates to client queries. We train merchandisers and QC teams regularly on EU compliance, sustainability, and fashion trend analysis.

## 1.4 Organizational structure, Organogram, Branches and Departments

Newflame is comprised of four departments: merchandising, design, quality and commercial.

Top management: Managing Director- oversees client relation and overall operation.

Regional operation: Country manager- manages day-to-day operations and reports to MD.

Core departments: Head of design leads the design department. There is senior designer, assistant designer to support trend research, mood boards, color palettes, and design library management. For merchandising, merchandising managers lead buyer communication, handling costing. Team includes senior merchandisers, assistants and junior merchandisers. For quality assurance, QA head ensures product standards, inline and final inspections. Team includes quality controllers and inline inspectors. Logistics and commercial managers handle shipment documents, customs, banking and freight forwarding. Documentation officers and logistics executives are there to support manager. HR and administration handle recruitment, compliance, and office admin.

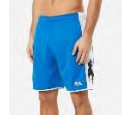
## 1.5 Products/services produced by the industry

Newflame specializes in both knit and woven products.

| Knitwear                                | Woven           |
|-----------------------------------------|-----------------|
| T-shirt                                 | Shorts & Skirts |
| Polo shirts                             | Outerwear       |
| Sweatshirts & Hoodies                   | Nightwear       |
| Activewear (leggings, sports tops)      | Trousers        |
| Kids wear (knit tops, bottoms, rompers) | Dresses         |

Our organization mostly handles customers from Italy and United Kingdom. We do all types of garments except sweaters and denim.

|                                                                                     |                                                                                     |             |                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------------------------|
|  |  | RiverIsland |  |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------------------------|

|                                                                                   |                                                                                   |                                                                                   |                                                                                     |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  |  |  |  |
| Ann Summers                                                                       |  |  |  |

Apart from apparel production, Newflame Limited provides complete sourcing and supply chain solutions, such as product sourcing, design & development, product execution, quality assurance, logistics & shipment support.

## Chapter 2

### Description about task accomplishment

I have completed my internship for post graduate diploma in Knitwear Industry Management in several departments. Total duration of my internship here was 66 days from Aug 2-October 21, 2025. During this period, I have worked in the following departments –

| SRL NO | DEPARTMENTS           | WORKING DAYS |
|--------|-----------------------|--------------|
| 01     | Design & Development  | 10           |
| 02     | Merchandising         | 15           |
| 03     | Production Management | 15           |
| 04     | Quality Assurance     | 16           |
| 05     | Commercial            | 10           |

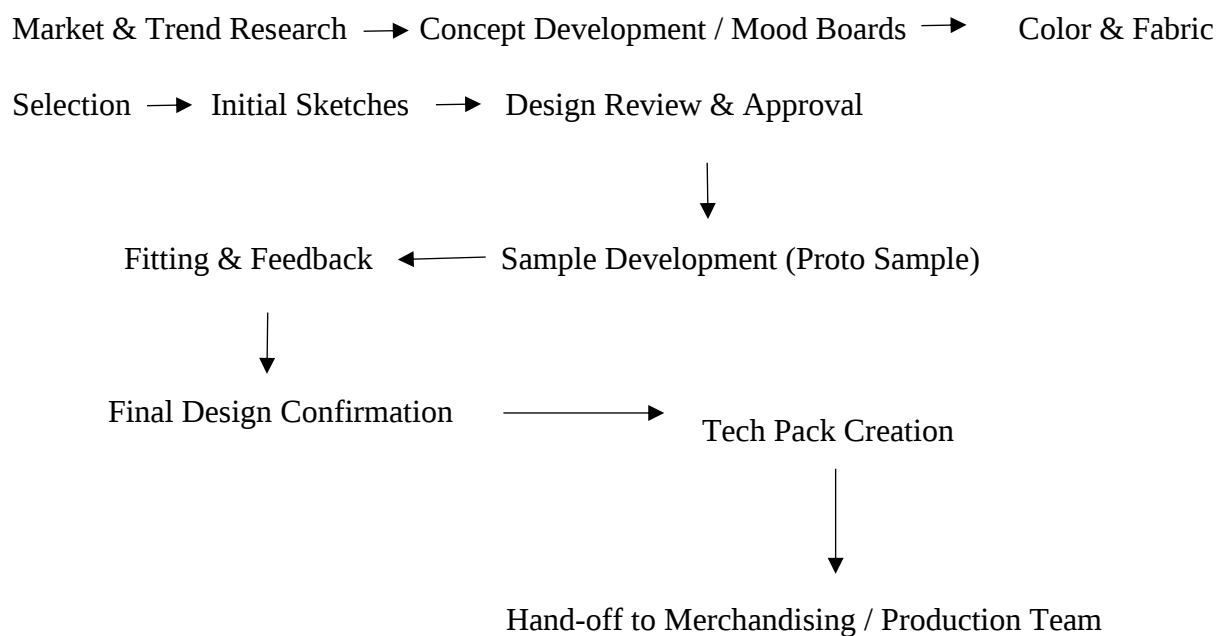
This chapter provides a detailed account of the tasks I accomplished in each of the five departments, along with the learning outcomes, challenges faced, and reflections gained. By working closely with professionals in these areas, I was able to bridge the gap between academic knowledge and practical application, gaining insights into both the technical and managerial aspects of the apparel sourcing business.

## 2.1 Design & Development:

I have worked 10 days of my internship period in design and development department. My main task was to ensure that creative ideas are being executed into commercially viable products that meet buyer requirements in terms of design, quality and price.

The Design Department is responsible for creating, developing, and modifying fabrics, prints, patterns, textures, and surface embellishments used in fashion garments, home textiles, and industrial fabrics. This department bridges creativity and functionality, balancing aesthetics with production feasibility.

### Design Department flowchart:

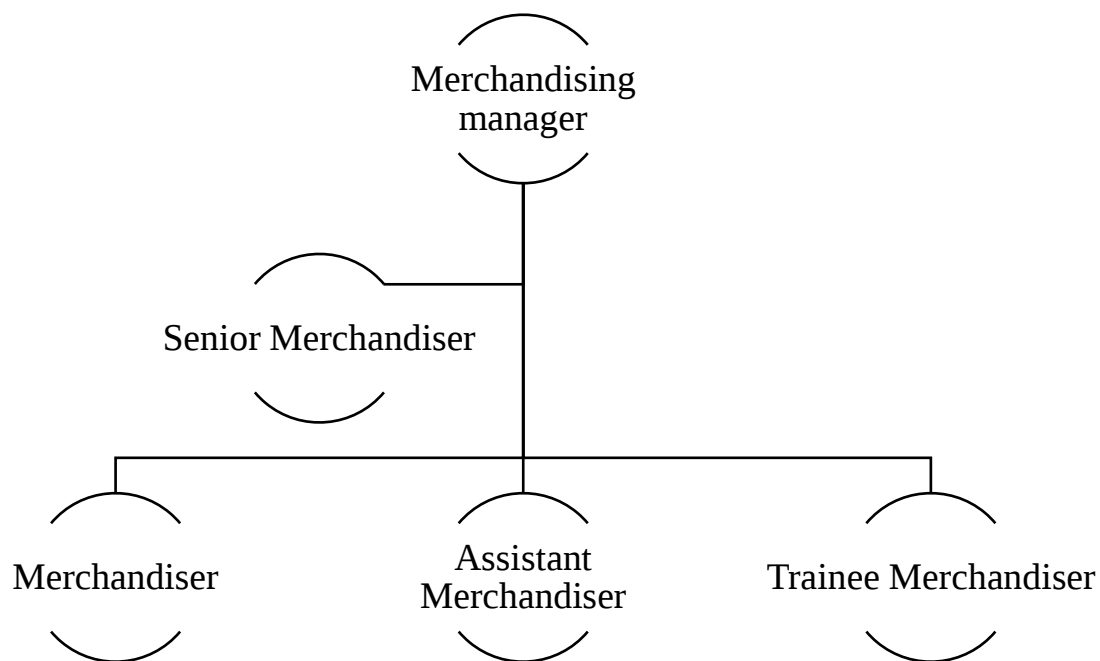


My task was to communicate with buyers and receive design briefs, mood boards and style references. I ensure design department fully understands buyers' requirements before starting their work. I assisted in fabric sourcing, coordinated with suppliers to collect fabric swatches and material for development. I followed up sample approvals and communicated buyer comments to the design team. I maintained all records of all design developments sample tracking and approval. When a design is finalized and approved, all the relevant information like tech pack, samples and costing is handed over to production merchandising team. When designer completes all the designs, I make a presentation to showcase all the designs made. I also supported the team in planning product ranges. I created and maintained fabric and trim library before customers visited and organized all the fabric swatches, trims sourced from different suppliers.

I also learned basic operations used in Adobe Illustrator & Photoshop. These software are primarily used for creating prints and repeats and colorways. Illustrator is used to create detailed flat sketches of garments, showing stitching lines, trims and construction details. It also helps with tech pack preparation including measurements, stitch types, label placements and construction for factory reference. Illustrator also helps in designing prints, embroidery, placement artworks, and logos. Design department also uses Adobe Photoshop for image editing and visual representation of design and samples. It combines images, color palettes and trend references to create visual mood boards for each season.

## **2.2 Merchandising:**

I have spent 15 days of my internship period in merchandising department. I have worked closely with managers and senior merchandisers to have a gain a detailed work understanding in this department. The merchandising department is the backbone of the buying house like Newflame. This department is responsible for coordinating entire order process from product development to final shipment. The department acts as a media between buyer, suppliers, designers, quality and commercial.



This department oversees all operations of the merchandising department. The job responsibility of merchandiser is to set strategies for buyer handling, pricing and delivery planning. They maintain strong relationships with buyers and search for ways for business expansion. They coordinate between design, sourcing, and production. They also ensure compliance with T & A calendars and quality standards. The main responsibility of merchandiser is to communicate daily with buyers regarding sample status and approvals. They also prepare cost sheets, sample trackers, and order follow up reports.

During my internship my task was to maintain regular communication with buyers regarding product inquiries and order status. It was my duty to update ERP system on regular basis. I receive tech packs and review them. I clarified all technical and commercial aspects before confirmation. If the order is CM based, my job was to book all fabrics and trims. If it is FOB based, I ensure the factory understands all aspects of the order. My regular job was to update buyers on sample status and production process. I oversaw the preparation of sample types like proto, fit, size set, pp and production samples. I ensured that samples are sent on time and followed up buyer for comments. I assisted in time and action calendars to monitor each stage of production. I took part in booking trims and materials for the bulk order. As a part of my task, I made inventory report to make sure they avoid any shortage of trims and materials during production process. I track and follow up on every step from fabric booking to final shipment.

I supported senior merchandisers in the day-to-day activities. As a learner, I also engaged myself in costing. Costing is one of the most critical tasks for a merchandiser. It determines profitability and capability of a merchandiser. For costing, merchandisers need to understand garment construction and consumption requirements. When the cost is done, merchandiser quotes the price to the buyer. Then negotiation goes on between buyer and merchandiser. After confirmation, I took part in making margin sheet for the whole order and performed the post costing after order completion.

| NEWFLAME LIMITED                  |                                       |                               |                                          |                       |          |                                                                                     |                |                    |             |                     |
|-----------------------------------|---------------------------------------|-------------------------------|------------------------------------------|-----------------------|----------|-------------------------------------------------------------------------------------|----------------|--------------------|-------------|---------------------|
| BARIDHARA DOHS, DHAKA, BANGLADESH |                                       |                               |                                          |                       |          |                                                                                     |                |                    |             |                     |
| Client:                           | LFC                                   |                               | Category:                                | MEN'S                 |          |  |                |                    |             |                     |
| Products Code                     | A24ES04                               |                               | Order Quantity:                          | 10,000                |          |                                                                                     |                |                    |             |                     |
| Style Name:                       | LOGO OVERHEAD HOODY                   |                               | FOB/pc                                   |                       |          |                                                                                     |                |                    |             |                     |
| Season:                           | AW25                                  |                               | Wash:                                    | N/A                   |          |                                                                                     |                |                    |             |                     |
| Size Range                        | XS-XXXL                               |                               | Cost Date                                | 5-Nov-24              |          |                                                                                     |                |                    |             |                     |
| FABRIC                            | DESCRIPTION                           | PLACEMENT                     | REFERENCE#                               | SUPPLIER/ MILL/ AGENT | Cons/ Dz | Unit                                                                                | Unit Price(\$) | Unit Price/dz (\$) | Total Value | REMARKS             |
| 1                                 | BODY-100% COTTON BRUSHED BACK 320 GSM |                               |                                          |                       | 7.00     | KG                                                                                  | \$ 1.00        | \$ 7.00            |             |                     |
| 2                                 | CUFF & BOTTOM RIB                     |                               |                                          |                       | 4.00     | KG                                                                                  | \$ 1.00        | \$ 4.00            |             |                     |
| 3                                 | 100% COTTON SINGLE JERSEY             | BACK NECK TAPE                |                                          |                       | 4.00     | KG                                                                                  | \$ 1.00        | \$ 4.00            |             |                     |
|                                   |                                       |                               | TOTAL FABRIC PRICE >                     |                       |          |                                                                                     |                | \$ 15.00           |             |                     |
| SEWING                            | ITEMS DESCRIPTION                     | PLACEMENT                     | REFERENCE CODE                           | SUPPLIER/ MILL/ AGENT | Cons/ Dz | Unit                                                                                | Unit Price(\$) | Unit Price/dz (\$) | Total Value |                     |
| 1                                 | THREAD                                | SEAMS                         |                                          | OWN SOURCE            | 1.05     | Dz                                                                                  | \$ 1.00        | \$ 1.05            |             |                     |
| 2                                 | WOVEN BACK NECK LABEL - 14/14/14      | SEAM                          | PA0163                                   | NILORN                | 1.05     | Dz                                                                                  | \$ 1.00        | \$ 1.05            |             |                     |
| 3                                 | RECYCLED WOVEN CARE LABEL             | SEAM                          | PA0167                                   | OWN SOURCE            | 1.05     | Dz                                                                                  | \$ 1.00        | \$ 1.05            |             |                     |
| 4                                 | SEW IN HOLOGRAM                       | SEAM BEHIND CARE LABEL        | PA0018                                   | OPSEC                 | 1.05     | Dz                                                                                  | \$ 1.20        | \$ 1.26            |             |                     |
|                                   |                                       |                               |                                          |                       |          |                                                                                     |                |                    |             |                     |
| FINISHING                         | POLY BAG WARNING                      | FRONT OF BAG                  | PA0100                                   | OWN SOURCE            | 1.05     | Dz                                                                                  | \$ 1.20        | \$ 1.26            |             |                     |
| 1                                 | BAR CODE STICKER FOR SWING TICKET     | BOTTOM LEFT FRONT OF POLY BAG | PA0174                                   | OWN SOURCE            | 1.05     | Dz                                                                                  | \$ 0.72        | \$ 0.76            |             |                     |
| 2                                 | BAR CODE STICKER FOR POLY             | REVERSE OF SWING              | PA0174                                   | OWN SOURCE            | 1.05     | Dz                                                                                  | \$ 1.00        | \$ 1.05            |             |                     |
| 3                                 | HOLOGRAM STICKER                      | REVERSE OF SWING              | PA0019                                   | OPSEC                 | 1.05     | Dz                                                                                  | \$ 1.20        | \$ 1.26            |             |                     |
| 4                                 | RECYCLED POLY BAG 30% -               | COVER GARMENT                 |                                          | OWN SOURCE            | 1.05     | Dz                                                                                  | \$ 0.72        | \$ 0.76            |             |                     |
| 5                                 | POLY BAG WARNING                      | FRONT OF BAG                  | PA0100                                   | OWN SOURCE            | 1.05     | Dz                                                                                  | \$ 1.20        | \$ 1.26            |             |                     |
| 6                                 | BAR CODE STICKER                      | BOTTOM LEFT FRONT OF POLY BAG | PA0174                                   | OWN SOURCE            | 1.05     | Dz                                                                                  | \$ 0.72        | \$ 0.76            |             |                     |
|                                   |                                       |                               |                                          |                       |          |                                                                                     |                |                    |             |                     |
|                                   |                                       |                               | TOTAL SEWING AND FINISHING ACCESSORIES > |                       |          |                                                                                     |                | \$ 7.10            |             |                     |
| EMBELLISHMENT                     |                                       |                               |                                          |                       |          |                                                                                     |                |                    |             |                     |
| 1                                 | PRINT                                 |                               |                                          |                       | 1.05     | Dz                                                                                  | \$ 1.00        | \$ 1.05            |             |                     |
| 2                                 | EMBROIDERY                            |                               |                                          |                       | 1.05     | Dz                                                                                  | \$ -           | \$ -               |             |                     |
|                                   |                                       |                               | TOTAL COST FOR EMBELLISHMENT >           |                       |          |                                                                                     |                | \$ 1.05            |             |                     |
|                                   |                                       |                               |                                          |                       |          |                                                                                     |                |                    |             |                     |
|                                   |                                       |                               | TOTAL COST >                             |                       |          |                                                                                     |                | \$ 23.15           |             |                     |
| CM & COMMERCIAL COST              |                                       |                               |                                          |                       |          |                                                                                     |                |                    |             |                     |
| 1                                 | Commercial Cost ( 2%)                 |                               |                                          | 2%                    |          |                                                                                     |                | 0.46               |             |                     |
| 2                                 | CM                                    |                               |                                          |                       |          |                                                                                     |                | \$ 14.00           |             |                     |
|                                   |                                       |                               | Total FINAL FOB Value / Dz               |                       |          |                                                                                     |                | \$ 37.15           |             |                     |
|                                   |                                       |                               | Total FINAL FOB Value / Pcs              |                       |          |                                                                                     |                | \$ 3.10            |             |                     |
|                                   |                                       |                               |                                          |                       |          |                                                                                     |                | \$ -               |             |                     |
|                                   |                                       |                               |                                          |                       |          |                                                                                     |                |                    |             | CUSTOMER FOB \$4.00 |

## 2.3 Production management:

I have spent 15 days of my internship period in production management department. This department is responsible for ensuring all approved designs and samples are properly translated into bulk garments. It is the most vital section of apparel manufacturing industry. The

responsibility of this department includes planning, scheduling, line balancing, execution, monitoring, reporting. Production simultaneously works with other departments like merchandising, cutting, IE, commercial and admin.

In cutting department, fabric is relaxed to prevent it from fabric tension. Fabric is then spread evenly before cutting. Then markers are created on fabric. Fabric is cut according to marker layout with straight knife cutting machine. After cutting, the pieces are bundled with numbers. The cutting pieces are marked with reference points like sleeve, body, neck binding etc. Then the numbered bundles are sent to sewing department as per plan.

In sewing department, machines and operators are allocated based on specific operations. The cutting pieces are assembled based on operation breakdown. It is necessary to record hourly production and efficiency by operation and line. After completion, the finished goods are sent to finishing section. The finishing department makes sure all the garments are clean, defect-free and correctly labelled. This section improves garment appearance. The inspector ensures garment meets buyer requirements. At this stage, hang tags and price tags are attached. The garments are folded and packed into the polybag. A metal detector is used to check if there is any needle or metal in the garment. The garments are then packed into cartons, labelled and sent to dispatch.

During my internship phase, I participated in weekly production plans based on priorities. I ensure that the department follows proper workflow and minimizes idle time. I helped to implement SOP throughout the production process. With the guidance of my supervisor, I supervised cutting, sewing, finishing and packing. I also supervised floor operations. As a part of daily task, I assigned tasks to sewing supervisor and line chief. I recorded daily production target and efficiency. It was also my responsibility to align shipment dates with production schedule. With the help of QC team, I maintained quality standards and rectify defects immediately. I submitted daily production reports and order status updates to customers. After goods are finished, I contacted the logistics team to dispatch them.

## **2.4 Quality Assurance**

I have spent 16 days of my internship period in quality assurance department. The Quality Assurance (QA) Department in the apparel industry makes sure that every garment produced meets the required standards of design, fit, performance, and durability before reaching the

customer. It is a fundamental function that connects production, merchandising, and customer satisfaction through systematic control, inspection, and continuous improvement.

The main objectives of the QA Department are to ensure garments conform to buyer specifications and industry standards, minimizing defects and production waste, maintain consistency in quality across batches, styles, and production units, enhance customer satisfaction through reliable, high-quality products, ensure compliance with sustainability and ethical manufacturing practices

My duties in this department were divided into 4 stages: pre-production stage, inline quality control, final inspection & testing, compliance and documentation. In PP stage, I conducted PPM with factory team and our QC to communicate all quality and construction requirements. At PP stage, it is necessary to conduct product risk assessments to identify and eliminate risks that may come across to the manufacturing process to maintain quality and safety. During my internship, I completed a risk analysis report for a women's swimwear product for customer River Island. I have provided the report below.

#### **Risk assessment report for women's Bikini Set:**

I have done risk assessment on style 922962/ Blue - Light Stripe Triangle Bikini. The style was from SS25. It is women's swimwear. The fabrication of this style is 82% Nylon 18% Spandex Interlock 200 GSM. The manufacturing location was Gazipur. The order quantity was 10000 sets. For test, we followed River Island testing manual. (*River Island*, n.d.-c)

#### **Risk Identification:**

| <b>Category</b>        | <b>Risk Description</b>                                                   | <b>Risk mitigation Ways</b>            |
|------------------------|---------------------------------------------------------------------------|----------------------------------------|
| Fabric: Shell & Lining | Shortage of fabric                                                        | Keep buffer stock of fabrics           |
| Elastic                | Incorrect tension in stitching can overstretch or cut elastic fibers.     | Test for elastic stretch and recovery. |
| Buckle/ trims          | Buckle can be scratched while handling to be care-sharp edges and others. | Perform touch and snag test.           |
| Eyelet/ metal          | Inadequate attachment methods                                             | Need to conduct pull test              |
| Foam/ cookie cup       | May change shape after washing                                            | Test shape retention after 5 washes.   |
| Ring & slider          | Ring & Slider can be scratched.                                           | Avoid direct contact with skin         |

|                     |                               |                                    |
|---------------------|-------------------------------|------------------------------------|
| Construction        | Seam failure at stress points | Use reinforced stitches            |
| Safety & Compliance | Non-compliant materials       | Material test report for OEKO TEX. |

Testing Requirements: (Bunnymonster, n.d.-b)

| TEST DESCRIPTION                                       | STANDARD METHOD                                            | REQUIREMENT                                                                                                                          |
|--------------------------------------------------------|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Dimensional Stability to Washing                       | ISO 6330                                                   | Length/Width -5%/ +1% Flat Dry<br>Length/Width -7% / +1%                                                                             |
| Extension Recovery                                     | BS EN 20932<br>1 (Method A)                                | Knitted Fabric<br>Un-recoverable elongation after 1 minute and 30 minutes<br>10% maximum knitted                                     |
| Extension & Modulus                                    | BS EN 14704<br>1 2005 Method A<br>Elongation per 5cm strip | Knitted Fabric<br>Max 5% un-recoverable Extension<br>Modulus@40% Extension                                                           |
| Corrosion Resistance (Salt Water)                      | BS EN ISO 22775<br>Method 2 only                           | Metal Components<br>No worse than slight uniform change in Appearance                                                                |
| Color fastness to Chlorinated Water                    | BS EN ISO 105 EO3                                          | 4<br>Fluorescent - 3                                                                                                                 |
| Color fastness to Sea Water                            | BS EN ISO 105 EO2                                          | 4                                                                                                                                    |
| Heat conductivity of metal components used on garments | IHTM 09                                                    | Sample temperature shall not exceed 45°C AND temperature of black cloth after 30 minutes                                             |
| USA - Flammability of Clothing Textiles                | Flammable Fabrics Act 16 CFR 1610                          | All fabrics must be screened and reported on.<br>Fabrics in scope: Class 1 - must meet.                                              |
| Free Formaldehyde                                      | EN ISO 14184-1                                             | < 20 mg/kg<br>Report to be provided on mesh, nettings and organza and intimates (underwear, nightwear bottoms and swimwear bottoms). |
| pH                                                     | Textile: ISO 3071                                          | Textile: 4-7.5                                                                                                                       |

It is necessary to check raw materials for defects before production. If any defect is found, it is necessary to update supplier about it and ask them to resolve it at earliest convenience. I conducted random checks on operator output. I ensured that the production lines are set up with correct patterns, stitching methods and approved samples. With the help of QC, I monitored sewing and production line. Bulk garment test is necessary so that the product meets customer standards and prevent any potential hazard that may cause harm to consumers. So, it is required to maintain quality reports on daily basis and share with management. To avoid further quality issues, I informed workers about the quality standards received from customers. If customer claims arise, investigation is mandatory related to quality. During inline quality inspections, I participated in inline inspections to keep track of product quality during production. I checked stitching quality, measurements, print, embroidery. It is necessary to identify defects and coordinate with factory to take corrective action. It is ensured that production process follows AQL standards. A QC also ensures testing results meet customer requirements. He/ she maintains QA records. It is mandatory for all suppliers to follow compliance, safety and quality standards. The last stage of quality department is final inspection. Shipment approval depends on final inspection. It is mandatory to conduct final inspection as per AQL levels before shipment. At this stage, it is obligatory to verify product measurements, labels, tags, folding and carton details. A QC prepares detailed inspection reports and shares with QA managers and merchandisers. Merchandisers share the report with buyers and buyers approve or reject it based on compliance standards.

## **2.5 Commercial department**

I have spent 10 days of my internship period in commercial department. This department manages all commercial, logistical, and documentation activities that guarantees swift operations from order confirmation to shipment and receipt of payment. Its main objective is to synchronize between suppliers, buyers, production units, and logistics partners to sustain efficient supply chain and compliance processes.

As an intern, I helped to prepare PI, commercial invoice, packing list, bill of lading. This department ensures all documents meet buyer and bank requirement to avoid shipment delays. PI is a primary document issued to buyer before order confirmation with product details, price

and destination. Commercial invoice is prepared after shipment showing product details. Bill of lading is transport document issued by shipping line confirming reception of goods. Packing list defines contents of each carton or package. It was my duty to communicate with freight forwarders. I communicated regularly with bank to open and amend letter of credit. L/C is a document issued by bank that guarantees payment to seller based on documentary proof. I arranged booking with shipping lines for timely shipment of goods. I monitored and tracked if the goods reach the destination on time. I checked and amended the HS codes, product description and values of goods. I prepared and submitted back-to-back L/Cs to suppliers. Maintaining all records of commercial transaction is an important task. I coordinated with warehouse and logistics team to ensure proper packaging, labeling and dispatch. I updated database and buyer portal providing them update about shipment.

Documents needed in commercial department: there are three types of documents in commercial activities; export, import documents and banking & financial documents. Export documents are bill of exchange, certificate of origin, GSP, export license, inspection certificate, insurance certificate etc. Import documents are PO, PI, L/C, bill of lading etc. Banking and financial documents includes L/C application form, L/C amendment documents, bank realization certificate, TT records, and foreign exchange documents.

## Chapter 3

### Critical assessment of Internship work

During my internship, I have gained valuable applied knowledge of merchandising, production and quality department of Newflame and vendors working with us. This experience allowed me to bridge theoretical knowledge with real world applications in apparel industry. However, the internship has been very beneficial and there are some sectors where improvement is needed in both my performance and in the organization. This chapter provides a complete assessment of internship work emphasizing the application of academic knowledge, evaluation of industrial practices and professional learning outcomes.

(<https://dspace.bracu.ac.bd/xmlui/handle/10361/12518/recent-submissions?offset=20>, n.d.)

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

During my internship, I was able to apply theoretical, industry related specific courses that I learned throughout Post- Graduate Diploma- Knitwear industry management. This combination of knowledge and practice magnified my professional understanding and upgraded my performance in real work situations.

Application of theoretical course:

**KIM 101 - HR Skills & Competencies:** During my internship in the apparel sector, I observed how various HR skills and competencies are applied to manage large workforces in production department, maintain coordination between departments, and achieve organizational goals. HR professionals use interpersonal skills to resolve conflicts, motivate employees, and maintain smooth workflow. I applied these skills by communicating clearly with team members and suppliers, preparing reports, and participating in meetings to ensure alignment of activities. I also applied the tools of this course in conducting the skill test for operators. It is necessary to minimize the employee turnover for a company. So, it is necessary to select right employee who is fit for organizational structure.

**KIM 102 – Analytical Skills and Competencies:** The tools of this course helped to make data driven decisions in merchandising and production management. It helped to me to study market trends. Analytical skills helped in risk assessment and to take actions to avoid the risk. With the help of this course, I predicted bottlenecks and took corrective actions to minimize it. I learned how to interpret data to identify bottlenecks. I suggested adjustments like operator

shifting, method changes to improve efficiency. I developed analytical skills like data interpretation, performance analysis, problem identification etc. The course included evaluation of efficiency and reporting them. As a professional, this course helped to enhance productivity, optimize resource utilization and achieve sustainable business growth.

**KIM 103 – Communication Skills:** communication skill plays a remarkable role in growing interactions within Newflame and outside the organization too. This course focused both on written and oral communication. I applied the tools of this course while interacting with buyers, vendors and within my team. I also learned professional etiquette both in written and verbal form. My ability to write precise, detailed and correct mail has improved due to this course. With the help of this course, I reduced my communication gaps. This course has made me able to share accurate information and reduce misunderstanding. I actively took part in teamwork activities. I learned about the extensive use of digital tools which helped me in production tracking and order follow up. Listening skills are also important. Active listening helps to avoid errors and improves learning. I learnt professional skills like writing clear reports, mail, presenting information in meetings, and asking questions confidently. I learned operational communication skills like updating production status, reporting defects, notifying delays and shortages.

**KIM 104 – Business Operation Skills:** Throughout my internship period at Newflame, I observed various business operation skills from my peers. I observed how this course helped to consolidate between design, merchandising and production management departments. I helped my seniors to prepare cost sheets, compared factory quotations, negotiated with suppliers without compromising quality. Along with this, I learned the value of time management. From real life experiences, I realized, business operation skill is the root of success in garment industry. I tried to maintain customer satisfaction by providing them with clarity. From this course, I learnt soft skills like time management, analytical thinking and adaptability. I improved my negotiation skills, which helped with getting competitive prices and increased profit margins. I also get to learn about how to maintain accuracy and efficiency within departments. I learnt to take financial decisions during fabric and trim sourcing.

### **Application of industrial course**

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

During my internship at Newflame, I was able to apply the theoretical knowledge gained from the course “Introduction to Garments Industry (Knitwear)” in practical, real-world situations. This course provided me with a primary understanding of the structure and operation of the knitwear sector—covering stages such as yarn selection, fabric knitting, dyeing, finishing, garment manufacturing, and final inspection. I learnt about detailed costing process in this course which I applied in merchandising while doing costing for buyers. In my daily tasks, I observed and supported various activities related to knitwear product development and order execution. For example, I helped my team in sample development, where knowledge of knit & woven fabric types helped me interpret buyer requirements accurately. Overall, this internship allowed me to bridge classroom learning with practical experience. Applying the knowledge from this course helped me understand production sequences, technical parameters, and operational challenges in knitwear manufacturing—growing my ability to contribute effectively to Newflame’s merchandising and production processes.

KIM 202 – Industrial Engineering: This course has provided me to develop and implement production schedules to ensure swift workflow and maximize efficiency while manufacturing. In sewing section, I studied the sewing operation step by step. I made sure the machines were properly arranged and skilled operators were allocated for each operation. Reduction of unnecessary motions of operators was required. I also calculated SMV in for every garment operation. I also assisted in line balancing. I have also applied the contents of this course in machine and manpower requirements based on production capacity and target. With the help of my peers, I helped in improving the workplace layout. From this course, I learnt about SMV, method study, time study, line balancing. I applied this tool in sewing section to check productivity levels and to increase efficiency. Workload analysis and capacity planning have helped to reduce overload and under-utilized machine and manpower. From this course, I helped to identify bottlenecks in production and took corrective action. I learnt about lean techniques which help to reduce waste and increase efficiency. This course has not only helped in sewing department but also it is needed in quality department. The practical experience has helped me to apply theoretical knowledge in real manufacturing scenarios.

KIM 203 – Production Management & Merchandising: this course has helped to learn that every order is produced on time by proper planning of all departments. While handling bulk order, I assisted the production manager to divide production into daily targets ensuring all materials are in housed on time. Before production, I ensured all samples, trims and accessories are approved from customer. I helped to investigate the reasons of machine breakdown and to

take corrective action. I also managed to update the production department about customer requests. Any small changes in fabric availability or shortage, sample approval delay affect the whole schedule. I witnessed the collaboration of this department with other departments. I learned about fabric consumption, costing, overhead, margin. Since both the department is essential part of apparel industry, this course has been very beneficial to every individual.

**KIM 204 – Quality Management:** This course has helped me to ensure that every product meets customer expectations and international standards through process, control, testing and inspections. Before starting production, I helped the team to check any fabric or trim defects and ensured effective actions are taken. I also conducted product risk assessment so that any obstacles can be avoided while manufacturing. It helped me in my decision making. It also helped to allocate resources efficiently. It reduced chances of accidents and penalties for future. This course has made me learn about demerit points which I used in quality department. I learned about marker efficiency which affects fabric consumption. I inspected cut pieces to check fabric shading, symmetry etc. I also learned that early detection reduces the need for re-sewing. In summary, I learned that quality must be ensured at every stage.

### **3.2 Suggestion for industry improvement**

During my internship at Newflame, I had the opportunity to discover various sectors of apparel industry like design & development, merchandising, production, quality and commercial departments. This experience has provided me valuable understanding of both strengths and challenges faced by this sector. Based on this experience, I have identified some areas where improvement can boost efficiency, production and performance. Below are the suggestions from an intern's perspective on how apparel industry can transform themselves to current trend and adopt sustainability.

As a growing industry, Bangladesh should introduce recycled, organic and biodegradable fabrics. For these fabrics, we need to rely on imported suppliers which cost a lot more than local materials. If we produce such fabrics locally, then we can save money and earn more foreign currency.

To enhance sustainability, apparel industry should engage in initiatives like clothing donation, recycling of clothes etc. The use of eco-friendly dyes and fabrics should also be encouraged. Apart from this, factories should also launch automated cutting machines, 3D software etc. to increase accuracy as well as merchandisers and operators who should be trained to handle advanced software and ERP systems. Management should organize skill development

programs for sewing operators, quality inspectors and line chiefs. To motivate them and to boost productivity, reward systems must be implemented for high performers. Quality management is another critical area that requires constant improvement. Factories should develop SOP for every production stage to ensure quality. Production workers should be properly trained on quality awareness. Last but not the least, inter- departmental communication and coordination must be improved. Throughout my internship, I observed gaps among departments often lead to delays in production and shipment. So, there should be developed unified information system where departments can upload and access documents, samples and other documents easily. In summary, the development of the apparel industry depends on teamwork in technology, skill development, sustainable production, and good management practices.

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

This internship has provided me with additional practical knowledge and professional experience that contributed greatly to my personal and career development. Working in practical experience in the real industrial environment bridged my gap to get theoretical understanding and practical application. I learned how various departments such as merchandising, Production, quality, and design all work together to carry out the buyers' orders as effectively as possible. This experience enhanced the ability to understand the whole workflow of garment, manufacturing—from sample development to shipment—while also improving my analytical skills and problem-solving skills.

One of the most important lessons I learned was the value of time management and discipline. The industry operates on strict delivery schedules, which taught me how to prioritize tasks, meet deadlines, and maintain consistency under pressure. I also developed strong communication and teamwork skills by interacting with colleagues, supervisors, and factory workers daily. These interactions improved my confidence, adaptability, and professional etiquette in a dynamic workplace environment.

The internship also strengthened my technical knowledge in key areas such as fabric sourcing, costing, quality control, and production planning. I gained practical experience with documents like the Time and Action (T&A) plan, purchase orders, and quality inspection reports, which intensified my understanding of apparel operations. Additionally, observing the application of lean manufacturing practices, such as Kaizen, helped me realize the significance of efficiency, organization, and continuous improvement in industrial operations.

Another major aspect of my learning was related to sustainability and compliance. I became more conscious of environmental concerns, workplace safety, and ethical production standards, which are progressively vital in the global apparel business. This awareness has inspired me to focus on responsible production and sustainable practices in my future career.

Overall, this internship was a turning point for my personal and professional growth. It improved my technical competencies, strengthened my interpersonal abilities, and enhanced my sense of responsibility and professionalism. The experience not only increased my confidence but also gave me a clear vision of the skills and attitudes required to succeed in the apparel industry. I believe the knowledge and insights I gained will serve as a strong foundation for continuous self-improvement and future career advancement in this sector.

## **Chapter 4**

### **Conclusion**

My internship has been an invaluable experience as it offered me a chance to gain practical experience in professional areas and a deeper knowledge of the fashion and apparel sector. It enabled me to bring together between theoretical knowledge and practical applications by actively involving them in different phases of garment production from conceptualizing the designs to product delivery.

Throughout the internship, I have gained skills needed in teamwork, communication, time management, and problem-solving when it comes to learning to adapt to the fast-paced and detail-oriented nature of the industry. I also evolved in understanding better the way to collaborate between departments, such as design, merchandising and production is important in achieving economics and of maintaining product quality. Apart from technical and professional learning, Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) gave me an amazing contribution to my personal growth. It reinforced my confidence, discipline and ability to take initiative in difficult situations. I also developed greater respect for innovation, sustainability, and continuous improvement – values that, in time, are making the future of the apparel industry.

Overall, this internship and the PGD-KIM course have been an accelerator in my career journey, helping me define my professional goals and encouraging me to keep on learning, moving forward, making an important contribution to the fashion and apparel industry.

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