

Report On
Intimates Global Ltd.

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 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/We have acknowledged all main sources of help.

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Letter of Transmittal

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Senior Trainer,

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66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report on Intimates Global Ltd.

Dear Sir,

With due respect, I am pleased to submit my report on “Intimates Global Ltd”, which has been prepared as a part of my internship programme. This report has been completed under your guidance and includes detailed analysis and findings based on my experience and research.

I am sincerely grateful to you for your valuable supervision, advice, and support throughout the preparation of this report.

I hope the report will meet your expectations and serve its intended purpose. I will be happy to provide any further clarification if required.

Sincerely yours,

MD FOYEZ MAHMUD

ID: 24281076

Executive Development Center, BIGD

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Date: November 10th, 2025

Non-Disclosure Agreement

The undersigned student at the Executive Development Center, Brac Institute of Governance and Development, Brac University is the Second Party to this Agreement, which is made and entered into by and between Intimates Global Ltd. and the First Party. The Post Graduate Diploma in Knitwear Industry Management requirements for the Second Party's The three-month internship has been partially satisfied by the First Party. The Second Party will have the chance to interact closely with the company's officials and will have access to official information and data. The Second Party will prepare an internship report based on work experience and data and information gathered during the internship. The Second Party will use any and all data and information for academic purposes while protecting the First Party's interests by not disclosing it to anyone.

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Manager, (Seles & Marketing)

Intimates Global Ltd.

Acknowledgement

I would like to express my sincere gratitude to the Executive Development Center (EDC), Brac Institute of Governance and Development (BIGD), Brac University, for providing me with the opportunity to undertake this internship as part of the Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) program. My heartfelt thanks go to my academic supervisor, Mr. Mahbubur Rashid, Senior Trainer (General Manager–Operations, Yunusco (BD) Ltd.), BIGD, Brac University, for his continuous guidance, valuable feedback, and encouragement throughout the preparation of this report. I am also deeply grateful to my industry supervisor, Mr. Md. Istiaque Hasan, Manager (Sales & Marketing), Intimates Global Ltd., for his kind support, practical guidance, and mentorship during my internship period. Finally, I would like to thank all the officials and colleagues of Intimates Global Ltd. for their cooperation, assistance, and valuable insights, which have enriched my learning experience and helped me connect academic knowledge with real industry practice.

Executive Summary

This report presents a comprehensive overview of my internship experience at Intimates Global Ltd., a leading fabric marketing and sourcing company in Dhaka, Bangladesh. The internship provided practical exposure to multiple departments including Marketing & Business Development, Sourcing & Supplier Management, Quality Assurance, Supply Chain & Logistics, Finance, and Human Resources. Through hands-on participation, I gained insight into the complete fabric sourcing process—from buyer inquiry and supplier evaluation to quality inspection and shipment coordination. The report analyzes departmental functions, sequential workflow, and the integration of sustainability and compliance in textile sourcing. It also highlights key learning outcomes, challenges, and improvement opportunities such as digital integration, supplier performance analytics, and enhanced sustainability communication. Overall, the internship bridged academic knowledge with real-world application, strengthening my professional, technical, and communication skills while shaping my understanding of global textile operations and sustainable sourcing practices.

Keywords: Textile Sourcing, Quality Assurance, Sustainability, Supply Chain Management, Buyer–Supplier Coordination, Fabric Marketing

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List of Acronyms

AQL	Acceptable Quality Level
BCI	Better Cotton Initiative
BL	Bill of Lading
CO	Certificate of Origin
ERP	Enterprise Resource Planning
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
GSM	Grams per Square Meter
GRS	Global Recycled Standard
HR	Human Resource
LC	Letter of Credit
NCR	Non-Conformance Report
PO	Purchase Order
PP	Pre-Production
QA	Quality Assurance
RMA	Return Merchandise Authorization
TT	Telegraphic Transfer

Glossary

Acceptable Quality Level (AQL)	A statistical measurement used in quality control to determine the maximum number of defective items allowed in a production batch.
Better Cotton Initiative (BCI)	A global organization that promotes sustainable cotton farming practices focusing on environmental, social, and economic improvements.
Bill of Lading (BL)	A legal shipping document issued by a carrier acknowledging receipt of goods and specifying terms of transportation.
Certificate of Origin (CO)	An official document certifying the country where goods are manufactured, often required for customs clearance.
Enterprise Resource Planning (ERP)	An integrated business management software that helps coordinate sourcing, finance, logistics, and HR functions.
Global Recycled Standard (GRS)	A certification verifying that products contain recycled materials and comply with environmental and social responsibility criteria.
Grams per Square Meter (GSM)	A unit used to measure fabric weight or density, indicating its thickness and durability.
Letter of Credit (LC)	A financial document issued by a bank guaranteeing payment to the seller upon fulfillment of trade terms.

Chapter 1: About Organization

1.1 Company Overview:

Intimates Global Ltd. is a prominent fabric sourcing and marketing firm based in Dhaka, Bangladesh. The company focuses in sourcing and supplying reputable clothing brands and customers throughout the USA and Europe with premium, cutting-edge, and sustainable materials from leading production centers in China, India, and Indonesia.

Intimates Global provides complete solutions, including fabric sourcing, technical assistance, quality inspection, logistics coordination, and after-sales service, with a particular emphasis on quality, compliance, and sustainability.

With the support of a skilled staff and a clear organizational structure, the business guarantees timely delivery, open communication, and enduring relationships with suppliers and customers around the world. Intimates Global wants to be a reliable worldwide partner in bringing Asia's textile capabilities to Western fashion markets through ongoing innovation and ethical sourcing.

1.2 Mission and Vision:

Mission:

Our aim is to bridge the global textile supply chain by locating and supplying premium, advanced, and sustainable materials to prestigious clothing brands and consumers in the USA and Europe from major manufacturing hubs like China, India, and Indonesia.

We are dedicated to:

- i. **Ensuring Quality & Compliance:** Assuring quality and adherence to international standards by collaborating with reliable suppliers and mills.
- ii. **Customer-Centric Service:** Offering customer-focused services that include timely deliveries, quick communication, and tailored sourcing solutions.
- iii. **Sustainability & Responsibility:** Encouraging sustainability through sustainable procurement methods, recycled materials, and eco-friendly textiles.
- iv. **Value Creation:** Adding value across the whole sourcing process, from supplier selection to logistics and post-purchase support.
- v. **Long-Term Partnerships:** Establishing enduring alliances built on dependability, openness, trust, and steady performance.

Vision:

Our vision is to establish itself as a global fabric marketing and sourcing partner, the goal is to connect the textile strengths of Asia with Western fashion marketplaces, promoting excellence in design, quality, and sustainability for businesses.

We aspire to:

- i. Lead in Innovation & Sustainability by promoting fabrics manufactured with innovative technologies, recycled fibers, and ecologically conscious procedures.
- ii. Be the Preferred Sourcing Partner for top fashion retailers and brands in the USA and Europe.
- iii. Boost international cooperation by encouraging closer ties between Western design businesses and Asian fabric producers.
- iv. Increase market reach while upholding honesty, openness, and a dedication to excellence in every transaction.
- v. Create a robust and moral textile supply chain by integrating technology, experience, and sustainable practices to shape the future of sourcing.

1.3 Goals and Objectives:

The company aims to become a leading global fabric sourcing and marketing partner, connecting Asia's textile strengths with Western fashion markets. It is dedicated to advancing sustainability through eco-friendly, recycled, and ethically sourced textiles while guaranteeing all international customers constant quality, complete compliance, and prompt delivery. Through cutting-edge technologies, ongoing product development, and market-driven solutions, the firm aims to promote long-term collaborations with reputable textile mills and global brands.

Objectives:

- i. Expand market presence in the USA, Europe, and emerging regions.
- ii. Achieve 100% compliance with international quality and sustainability standards.
- iii. Introduce new sustainable fabric collections annually.
- iv. Reduce lead time and improve supply chain efficiency through digital coordination.
- v. Maintain customer satisfaction and build trust through transparency and reliable service.

1.4 Organizational Structure, Organogram, Branches and Departments:

Department of Intimates Global:

1. Marketing & Merchandising
2. Sourcing
3. QA/Technical
4. Supply Chain
5. Finance
6. Admin/HR

Organogram:

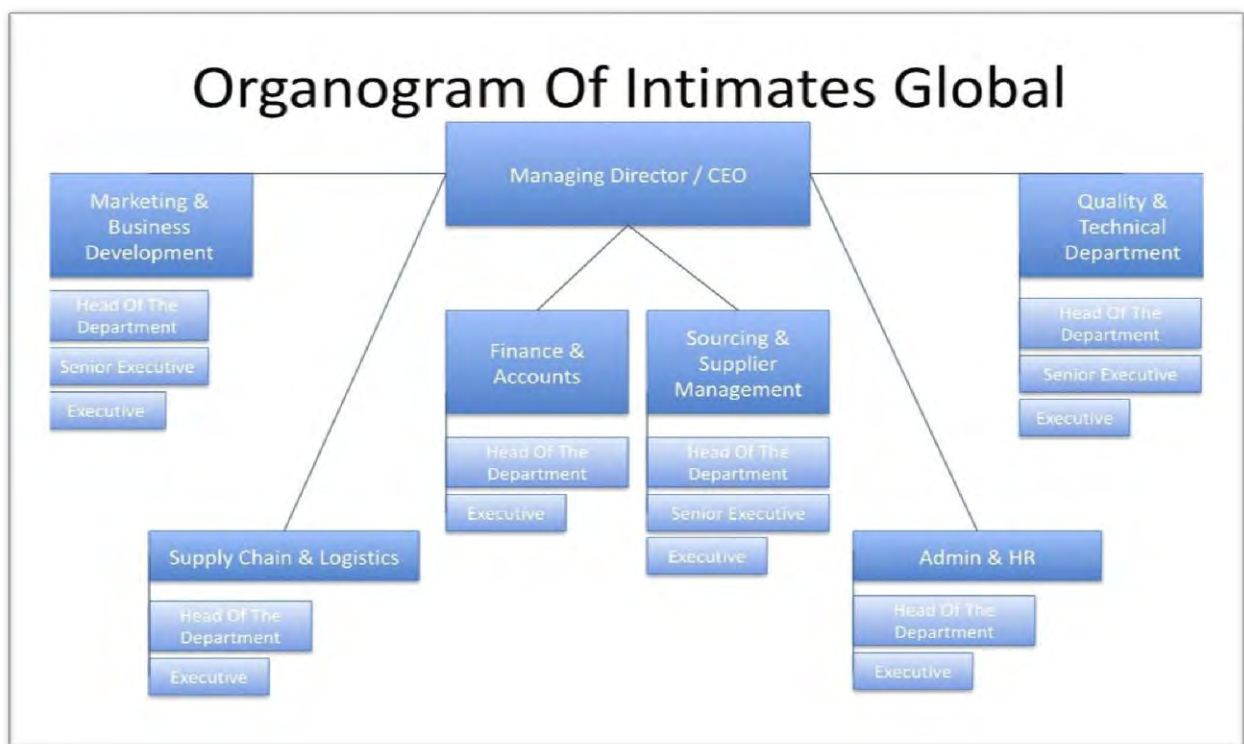


Figure 1: Organogram of Intimates Global

1.4 Products of Intimates Global:

1. Knit Fabric:

- a. Weft Knit Fabrics
 - i. Single Jersey
 - ii. Rib Knit
 - iii. Interlock Knit
 - iv. Purl Knit
 - v. Fleece Knit
 - vi. French Terry
 - vii. Jacquard Knit
 - viii. Pointelle Knit
 - ix. Thermal Knit
 - x. Mesh Knit
- b. Warp Knit Fabrics
 - i. Tricot
 - ii. Raschel
 - iii. Milanese
- c. Special / Functional Knits
 - i. Spandex or Lycra Knit
 - ii. Double Knit
 - iii. Spacer Knit
 - iv. Circular Knit
 - v. Flat Knit

2. Woven Fabric:

- i. Poplin
- ii. Broadcloth
- iii. Chambray
- iv. Denim
- v. Twill
- vi. Drill
- vii. Gabardine
- viii. Canvas

- ix. Duck
- x. Corduroy
- xi. Flannel
- xii. Muslin
- xiii. Voile
- xiv. Lawn
- xv. Percale
- xvi. Taffeta
- xvii. Satin
- xviii. Chiffon
- xix. Crepe
- xx. Georgette
- xxi. Organza
- xxii. Oxford
- xxiii. Dobby
- xxiv. Jacquard
- xxv. Brocad

3. Non-Woven Fabric:

- i. Spunbond Nonwoven
- ii. Meltblown Nonwoven
- iii. Spunlace (Hydroentangled) Nonwoven
- iv. Needle-punched Nonwoven
- v. Thermal-bonded Nonwoven
- vi. Chemical-bonded Nonwoven
- vii. Air-laid Nonwoven
- viii. Wet-laid Nonwoven
- ix. Flash-spun Nonwoven
- x. Electrospun Nonwoven

Chapter 02: Description about Task Accomplishment

2.1 Introduction:

During my internship at Intimates Global Ltd, I had the opportunity to gain hands-on experience in several major departments — marketing & Business Development, Sourcing & Supplier Management, Quality Assurance & Technical, Supply Chain & Logistics, Finance & Accounts, and Administration & Human Resource.

Each of these departments plays a vital role in ensuring smooth coordination between buyers, suppliers, and internal teams to achieve successful order execution and customer satisfaction.

The purpose of my internship was to observe and participate in real-time operations, understand the workflow across departments, and bridge the gap between theoretical learning and practical implementation. This chapter elaborates on the tasks I accomplished, skills I developed, and insights I gained during my rotation in each department.

2.2 Marketing & Business Development Department:

Objectives

- i. To understand how the company identifies and communicates with international buyers.
- ii. To observe the complete process from inquiry handling to order confirmation.
- iii. To learn about price negotiation, market research, and customer relationship management.

Tasks Accomplished

- i. Conducted market research to identify potential buyers including international brands, importers, and buying houses from the USA and Europe.
- ii. Assisted in drafting and sending initial buyer communication to understand fabric requirements, trends, and sustainability preferences.
- iii. Helped collect and organize buyer technical details such as GSM, fiber composition, and finishing types.
- iv. Supported in preparing price quotations and sample submissions in coordination with the Sourcing Team.
- v. Observed the price negotiation process and preparation of order sheets for confirmed programs.
- vi. Assisted in maintaining buyer communication during the sampling and production stages and followed up on approvals and shipment feedback.

Learning Outcomes

- i. Developed understanding of buyer communication and marketing strategies in textile sourcing.
- ii. Learned how to translate buyer requirements into actionable tasks for internal teams.
- iii. Improved professional communication, documentation, and presentation skills.

Challenges

- i. Difficulty balancing multiple buyer inquiries at once.
- ii. Understanding diverse buyer expectations and technical terms required additional study.

Reflections

The department taught me how relationship management and timely communication determine business growth. I realized that marketing and business development are not just about generating sales but also about building trust and long-term partnerships.

2.3 Sourcing & Supplier Management Department:

Objectives

- i. To understand the process of supplier evaluation and selection.
- ii. To learn about fabric sourcing strategies, lead time management, and cost negotiation.
- iii. To gain insight into supplier communication and relationship building.

Tasks Accomplished

- i. Assisted in shortlisting mills from China, India, and Indonesia based on buyer requirements.
- ii. Communicated with suppliers to request development samples and quotations.
- iii. Helped compare price, quality, and compliance credentials such as OEKO-TEX, GRS, and BCI.
- iv. Observed supplier assessment and approval process in coordination with the Merchandising team.
- v. Monitored production progress through supplier updates and helped resolve minor delays.
- vi. Supported documentation and tracking of sourcing records for future reference.

Learning Outcomes

- i. Gained knowledge of international sourcing processes and supplier management.
- ii. Understood the importance of supplier compliance and certification.
- iii. Improved negotiation and analytical comparison skills.

Challenges

- i. Managing communication across different time zones and languages.
- ii. Understanding the technical specifications of new fabric developments.

Reflections

This department helped me understand how strategic sourcing decisions directly impact cost, quality, and delivery. I also realized the importance of maintaining good relationships with suppliers to ensure long-term collaboration and reliability.

2.4 Quality Assurance & Technical Department:

Objectives

- i. To observe fabric testing and inspection procedures.
- ii. To understand quality control systems and buyer quality requirements.
- iii. To learn the process of sample approval and defect analysis.

Tasks Accomplished

- i. Reviewed buyer technical manuals and standards for fabric testing.
- ii. Assisted in evaluating lab test reports including GSM, shrinkage, colorfastness, tensile strength, and pilling resistance.
- iii. Observed lab dip, strike-off, and bulk sample approval processes.
- iv. Participated in inline and final inspections during bulk production at mills.
- v. Prepared inspection summaries and maintained AQL-based inspection records.

Learning Outcomes

- i. Learned practical application of international quality standards.
- ii. Developed understanding of AQL inspection procedures.
- iii. Improved attention to detail and analytical observation skills.

Challenges

- i. Understanding advanced textile testing parameters initially required additional technical support.
- ii. Working under time pressure during bulk inspection schedules.

Reflections

The QA & Technical Department strengthened my understanding that quality is a continuous process, not just a final-stage check. I realized how systematic inspection and early detection of defects ensure buyer satisfaction and reduce rework costs.

2.5 Supply Chain & Logistics Department:

Objectives

- i. To understand the shipment planning and export documentation process.
- ii. To observe coordination between mills, forwarders, and buyers for timely delivery.
- iii. To gain insight into the logistics workflow of apparel sourcing.

Tasks Accomplished

- i. Helped prepare shipment plans in line with buyer delivery schedules.
- ii. Assisted in checking packing, labeling, and carton marking details before shipment.
- iii. Supported the preparation and verification of export documents such as Commercial Invoice, Packing List, LC, Bill of Lading, and Certificate of Origin.
- iv. Observed communication with freight forwarders for vessel booking and shipment tracking.
- v. Maintained shipment tracking updates and assisted in post-shipment documentation for payment clearance.

Learning Outcomes

- i. Acquired knowledge of export procedures and documentation.
- ii. Understood coordination requirements between multiple parties in logistics.
- iii. Learned the importance of precision in paperwork for international trade.

Challenges

- i. Managing last-minute changes in shipment schedules due to vessel delays.
- ii. Understanding detailed documentation requirements for LC transactions.

Reflections

Working in logistics taught me the value of timing, accuracy, and coordination in ensuring smooth export operations. I realized that even minor documentation errors could delay entire shipments, making attention to detail essential.

2.6 Finance & Accounts Department:

Objectives

- i. To observe financial procedures for buyer and supplier transactions.
- ii. To understand cost analysis, LC processing, and payment tracking.
- iii. To learn about compliance with international trade finance regulations.

Tasks Accomplished

- i. Assisted in preparing cost sheets and order-wise profit margin analysis.
- ii. Observed processing of Letters of Credit (LC) and Telegraphic Transfers (TT).
- iii. Helped verify supplier payment records and reconcile accounts.
- iv. Observed preparation of financial reports for management review.

Learning Outcomes

- i. Gained basic understanding of international trade finance operations.
- ii. Learned how financial accuracy supports company credibility.
- iii. Improved numerical and analytical reasoning skills.

Challenges

- i. Understanding complex LC documentation during initial days.
- ii. Ensuring confidentiality and accuracy while handling sensitive financial data.

Reflections

The Finance & Accounts Department helped me appreciate the financial backbone of business operations. I learned that profitability depends not only on sales but also on efficient financial control, cost management, and compliance.

2.7 Administration & Human Resource Department:

Objectives

- i. To understand HR operations and employee welfare management.
- ii. To learn about recruitment, performance evaluation, and training.
- iii. To observe how administrative activities support overall organizational efficiency.

Tasks Accomplished

- i. Assisted in maintaining attendance and payroll records.
- ii. Observed recruitment processes, including job posting, interviews, and onboarding.
- iii. Supported in organizing employee training sessions and welfare programs.
- iv. Helped coordinate office maintenance and administrative logistics.

Learning Outcomes

- i. Gained understanding of HR policies and labor law practices.
- ii. Learned the significance of employee engagement for organizational success.
- iii. Developed interpersonal and organizational coordination skills.

Challenges

- i. Managing large amounts of employee data accurately.
- ii. Balancing administrative tasks with HR responsibilities under strict timelines.

Reflections

The HR & Admin department made me realize that employee satisfaction and organizational discipline go hand in hand. A motivated workforce ensures productivity, while proper HR management creates a positive and sustainable work culture.

2.8 Sequential workflow:

Below is a clear, sequential workflow from buyer inquiry to final delivery and after-sales. Each step shows who is responsible, what to do, and what documents / acceptance criteria to close the step.

Phase A — Inquiry & Order Placement

1. Receive buyer inquiry / lead

Who: Marketing & Business Development

Do: Capture buyer details, product brief, target delivery date, and sustainability/compliance requirements.

Close when: Buyer contact, initial brief, and required delivery window recorded.

2. Confirm technical requirements

Who: Marketing + QA/Technical

Do: Collect fabric type, GSM, composition, construction, finishing, color references, and any lab/eco standards (OEKO-TEX, GRS, etc.).

Close when: Complete technical pack (spec sheet) created.

3. Feasibility check & preliminary costing

Who: Sourcing + Merchandising + Finance

Do: Identify potential mills, request indicative prices, estimate landed cost, lead time and MOQ.

Close when: Feasibility + preliminary cost sheet shared with buyer.

4. Sample development plan & timeline

Who: Marketing + Sourcing + QA

Do: Agree with buyer on sample types required (lab dip, strike-off, handloom, PP sample), timeline and approval steps.

Close when: Sample plan and dates confirmed by buyer

Phase B — Sample Development & Approval

5. Order samples from shortlisted mills

Who: Sourcing

Do: Place sample requests, follow up on sample production and courier.

Close when: Samples dispatched with tracking.

6. Lab dips / strike-offs & physical sample testing

Who: QA/Technical + Marketing (for buyer presentation)

Do: Test lab dips for color, perform initial lab tests (GSM, shrinkage, fastness).

Share with buyer for approval.

Close when: Buyer signs off lab dip / strike-off.

7. Prototype / PP sample & preproduction approval

Who: Sourcing + QA + Marketing

Do: Produce preproduction sample, inspect vs spec, send to buyer. Adjust if required.

Close when: Buyer approves PP sample (or provides corrective feedback and new sample confirmed)

Phase C — Order Confirmation & Contracting

8. Finalize commercial terms

Who: Marketing + Finance

Do: Negotiate and finalize price, payment terms (LC/TT/Open Account), lead time, INCOTERMS.

Close when: Buyer issues PO / Sales Contract signed.

9. Prepare internal order packet

Who: Merchandising

Do: Compile technical pack, approved samples references, cost sheet, delivery plan, and buyer PO. Issue production order to sourcing/ supplier.

Close when: Production order issued to supplier.

10. Financial setup

Who: Finance

Do: Open LC or confirm payment schedule, record advance payment if applicable, update cost & margin sheets.

Close when: Payment instrument in place per contract.

Phase D — Pre-Production & Production

11. Supplier confirmation & production schedule

Who: Sourcing

Do: Confirm mill order, receive production schedule, confirm capacity and lead times.

Close when: Supplier provides confirmed production start and finish dates.

12. Pre-production meeting (PPM)

Who: Sourcing + QA + Merchandising (+ buyer if needed)

Do: Review specs, color tolerances, packing, lab test plans, and inline inspection schedule.

Close when: Minutes of meeting recorded and distributed.

13. Raw material & input verification

Who: QA + Sourcing

Do: Verify yarn/fibers/chemicals certificates, sustainability claims, and approved trims.

Close when: Raw materials accepted or discrepancies resolved.

14. Inline inspections during production

Who: QA (on-site)

Do: Check fabric at critical stages (dyeing/finishing, printing, finishing). Raise NCRs if defects found.

Phase E — Final Inspection & QC

15. Bulk sample & lab testing

Who: QA/Technical

Do: Test bulk fabric for GSM, shrinkage, colorfastness, tensile, pilling, etc., per buyer specs.

Close when: Lab results meet acceptance criteria.

16. Pre-shipment / Final inspection

Who: QA (AQL-based)

Do: Inspect rolls/packaging, count, check packing marks, labeling, and generate inspection report.

Close when: Final Inspection Report issued and approved. Any rejects resolved.

Phase F — Logistics, Documentation & Shipment

17. Packing & shipment preparation

Who: Supply Chain & Logistics + Supplier

Do: Ensure packing per buyer spec, mark/labelling, palletization, stuffing (if container).

Close when: Goods ready for pickup and packing list finalized.

18. Documentation & customs compliance

Who: Logistics + Finance

Do: Prepare Commercial Invoice, Packing List, Bill of Lading/Airway Bill, CO (Certificate of Origin), inspection certificates, and LC documents.

Close when: Documents checked and transferred to bank/forwarder.

19. Book freight & dispatch

Who: Logistics

Do: Block vessel/airspace, confirm ETD/ETA, hand over docs to freight forwarder. Share AWB/BL and tracking with buyer.

Close when: Shipment departed and tracking provided.

Phase G — Payment, Delivery & After-Sales

20. Payment reconciliation

Who: Finance

Do: Submit documents to bank (if LC), chase payment per agreed terms, settle supplier invoices.

Close when: Payment received and supplier paid as per terms.

21. Track delivery & confirm receipt

Who: Logistics + Marketing (client liaison)

Do: Monitor shipment until arrival, confirm buyer's receipt and condition, resolve customs issues if any.

Close when: Buyer confirms receipt and goods accepted.

22. After-sales support & feedback

Who: Marketing + QA + Sourcing

Do: Collect buyer feedback, handle any quality claims or claims process (RMA/credit/replace), and capture learnings.

Close when: Claim resolved and feedback recorded.

23. Record & archive order

Who: Merchandising + Finance + QA

Do: Archive order documents, inspection reports, lab tests, final cost & margin report, supplier performance notes.

Close when: Order file complete and stored.

24. Continuous improvement & supplier review

Who: Sourcing + QA + Management

Do: Review supplier performance (quality, delivery, cost), update approved supplier list, and plan improvement or development actions.

Close when: Supplier scorecard updated and action items assigned.

Chapter 03: Critical Assessment of Internship Work

3.1 Application of Generic and Industry-Specific Courses During Internship:

During my internship at Intimates Global Ltd., I had the opportunity to apply both generic academic knowledge (such as management, communication, and business administration) and industry-specific knowledge (textile engineering, quality management, and sourcing strategy) in a practical business setting.

Application of Generic Courses:

- i. Communication and Business Correspondence: My coursework in professional communication helped me draft clear and structured emails to international buyers and suppliers. It was essential while preparing buyer inquiries, quotations, and sample submission documents.
- ii. Principles of Management and Organizational Behavior: Understanding organizational hierarchy and inter-departmental coordination helped me adapt quickly and work effectively with marketing, sourcing, QA, and finance teams.

- iii. **Data Analysis and Report Writing:** Analytical and documentation skills learned in academic courses supported my work in maintaining sourcing records, inspection reports, and market research summaries.
- iv. **Marketing and Negotiation:** Theories on buyer behavior and negotiation were applied during pricing discussions and cost analysis with suppliers, where I observed real-world decision-making processes.

Application of Industry-Specific Courses:

- i. **Textile Materials and Fabric Manufacturing:** Knowledge of fabric construction, GSM, and fiber composition helped me understand buyer specifications and supplier technical data sheets during sourcing and QA tasks.
- ii. **Textile Testing and Quality Control:** Laboratory testing principles such as colorfastness, shrinkage, and tensile strength testing were directly applied during my time in the QA/Technical Department.
- iii. **Garment and Fabric Merchandising:** The workflow from inquiry to shipment closely reflected merchandising concepts taught in class, including costing, order confirmation, and production follow-up.
- iv. **Sustainability and Compliance in Textiles:** Familiarity with certifications like OEKO-TEX, GRS, and BCI enabled me to understand the importance of sustainable sourcing practices and compliance verification.
- v. **Supply Chain Management:** The internship gave me practical exposure to lead time planning, shipment scheduling, and documentation flow—core aspects of supply chain operations that complemented theoretical learning.

3.2 Suggestions for Industry Improvement (Based on Internship):

Based on my observation and participation in different departments at Intimates Global Ltd., I identified several opportunities for operational and strategic improvement:

Digital Integration and Automation: Introduce an integrated ERP system to link marketing, sourcing, QA, logistics, and finance data for real-time order tracking and communication.

Automating order status and documentation flow could reduce manual errors and improve efficiency.

Enhanced Sustainability Communication: The Company is already promoting sustainable fabrics; however, creating a dedicated “Sustainability Report” or digital catalog highlighting

eco-certifications, recycled materials, and carbon footprint reduction could strengthen brand image among European and American buyers.

Supplier Performance Analytics: Establish a supplier evaluation scorecard tracking on-time delivery, defect rates, and compliance. This would help in selecting high-performing mills and maintaining consistent quality.

Employee Skill Development Programs: Organize regular training sessions on topics like digital marketing, technical textiles, and supply chain analytics to keep employees updated with global trends and technologies.

Improved Sample Management System: Implement a structured sample tracking database with barcode or digital labeling to monitor sample development status and approval timelines more efficiently.

Enhanced Buyer Relationship Management (CRM): Adopting a CRM software could help track communication history, buyer feedback, and future fabric demand, supporting better forecasting and relationship nurturing.

Increased Collaboration with Local Universities: Partnering with textile institutions for R&D projects, internship placements, and innovation programs could help drive continuous product development and talent growth.

3.3 Learning for Self-Improvement:

The internship at Intimates Global Ltd. has been an invaluable experience for both professional and personal growth. It allowed me to discover my strengths, recognize improvement areas, and shape a clear vision for my career in textile sourcing and marketing.

Professional Learning:

- i. Developed a comprehensive understanding of the fabric sourcing cycle, from buyer inquiry to final shipment.
- ii. Improved my analytical skills through cost comparison, supplier evaluation, and quality assessment.
- iii. Strengthened my communication and negotiation abilities, especially when dealing with international clients and suppliers.
- iv. Learned the value of documentation accuracy, timely follow-up, and cross-department coordination in ensuring smooth order execution.

Personal Development:

- i. Enhanced my time management and multitasking skills while handling multiple buyer inquiries simultaneously.
- ii. Built greater confidence and adaptability by working in a fast-paced, professional business environment.
- iii. Improved attention to detail—particularly during fabric testing and inspection reporting.
- iv. Learned the importance of teamwork and leadership, observing how departmental synergy ensures organizational success.

Future Focus:

- i. I aim to enhance my knowledge of digital textile sourcing tools and sustainability analytics to contribute more effectively to eco-friendly supply chains.
- ii. I plan to pursue professional certifications related to Quality Management Systems (ISO 9001) and Sustainable Textile Production (STeP, Higg Index) to strengthen my industry credentials.
- iii. Finally, I will continue developing my global communication and data analysis skills to align with the needs of an increasingly digital and sustainability-driven textile industry.

Chapter 04: Conclusion:

My internship at Intimates Global Ltd. has been an enriching and transformative experience that bridged the gap between academic learning and real-world industry practice. Over the internship period, I gained a comprehensive understanding of how a modern textile sourcing and marketing company operates—covering every phase from buyer inquiry and supplier management to quality assurance, logistics, and financial coordination.

Through departmental rotations, I witnessed firsthand how collaboration among marketing, sourcing, QA, supply chain, and finance teams ensures successful order execution and customer satisfaction. I learned how theoretical concepts from textile engineering—such as material science, quality control, and supply chain management—are practically applied to meet the diverse needs of international buyers. This exposure enhanced my professional communication, analytical thinking, and problem-solving skills while strengthening my adaptability in a dynamic business environment.

The experience also deepened my appreciation for sustainability and compliance, which are now essential components of global textile sourcing. Observing Intimates Global's commitment to eco-friendly and responsibly sourced fabrics inspired me to align my future career with sustainable business practices. Moreover, the internship taught me the value of teamwork, time management, and continuous learning—qualities that are vital for success in today's competitive textile market.

In conclusion, this internship has not only expanded my technical and professional competencies but also shaped my vision to become a responsible, skilled, and innovative textile professional. It reaffirmed my commitment to contributing toward a more efficient, sustainable, and globally connected textile industry.

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