

Report On
Progress Apparels (Bangladesh) LTD
Material Controlling, Logistics and Quality Management Practices

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
March, 2026

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Declaration

It is hereby declared that

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

Student's Full Name & Signature:

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Letter of Transmittal

Raisa Adiba
Senior Programme Coordinator,
BIGD, Brac University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report on Progress Apparels (Bangladesh)
LTD.

Dear Madam,

This is my pleasure to share my internship details regarding Progress Apparels (Bangladesh) LTD, which I was appointed by your direction.

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

I trust that the report will meet the desires.

Sincerely yours,

Hafsa Zarin

1000055558
Executive Development
Center, BIGD Brac
University
Date: 15 March, 2026

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 Progress Apparels (Bangladesh) LTD and the First Party. The Post Graduate Diploma in Knitwear Industry Management requirements for the Second Party's three-month internship have 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.

Student's Full Name & Signature:

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Ranjit Pandian
Senior Vice President
Progress Apparels (Bangladesh) LTD

Acknowledgment

I am very grateful to the Almighty Allah for giving me the knowledge, strength and understanding to complete this report and also to the people who guided and helped me throughout this journey.

I humbly acknowledge the guidance of my academic supervisor, Raisa Adiba. Her boundless wisdom, unwavering encouragement and support have been my guiding light through this project and also her insightful feedback and constant motivation have been instrumental in shaping this work.

As well I am immensely grateful to my industrial supervisor Mahesh Kumar Ramasamy for his wonderful mentoring by giving me insightful suggestions, constructive criticism and valuable input which has enhanced the quality of my work.

Executive Summary

During my internship at Progress Apparel (Bangladesh) Limited, one of the largest brands globally, I selected my daily obstacle as an internship subject throughout my internship duration. To acquire the latest trend, samples prepared in a manner that is economical, practical for manufacturing, and pleasing to customers. I need to communicate with individuals in various interconnected departments, such as the sample section, cleaning department, engineering department, sales department, logistics division, and so on.

My report consists of several key sections:

(i) Company overview; (ii) Examination of daily tasks with various interconnected departments, such as the sample section of the factory, wash plant, and technical team department, along with coordination with the Buyer's design group, manufacturing team, etc.; (iii) Assessment of the internship alongside PGD-KIM programs.; (iv) Summary

In my report, I aimed to demonstrate how sampling and marketing collaborate to satisfy consumers with their order confirmations and the issues I needed to address to ensure it functioned properly. And I wish that my proposal will assist my colleagues and facilitate collaboration for all involved in a positive environment.

Table of Contents

Declaration	2
Letter of Transmittal	3
Non-Disclosure Agreement	4
Acknowledgment	5
Executive Summary	6
Table of contents	7
List of figures	8
List of Acronyms	8
Chapter 1: About Organization	9
1.1 Overview of the Industry	9
1.2 Vision and mission	10
1.3 Goals and objectives	11
1.4 Organizational Structure, Organogram, Branches and Departments	12
1.5 Products and Services Produced by Company	13
Chapter 2: Description of Task Accomplished	14
2.1 Marketing and Merchandising	14
2.2 Production	15
2.3 Sampling Department	16
2.4 Commercial Department	17
2.5 HR and Admin	18
Chapter 3: Critical Assessment of Internship work	19
3.1 Application of Generic and Industry Specific Courses during the Internship	19
3.2 Suggestion for Industry Improvement	21
3.3 Learning for Self-Improvement	21
Chapter 4: Conclusion	22
Reference	23

List of Figures

Figure 1.1: Progress Apparels(Bangladesh) Ltd

12

List of Acronyms

RMG	Ready-made garments
PAL	Progress Apparel Ltd.
EPZ	Export Processing Zone
GDP	Gross Domestic products
T&A	Time and Action
AQL	Acceptance Quality Level
PP	Pre-production
L/C	Later of credit
BOM	Bill of Material
IE	Industrial Engineering
C&F	Clearing and forwarding
CM	Cost of Making
HR	Human Resource

Chapter 1: About Organization

1.1 Overview of the Industry

Progress Apparels (Bangladesh) Ltd. is one of the top class ready-made garment manufacturing companies in Bangladesh which is export oriented and operating within the RMG sector. They supply garments to the international retailers and fashion brands as being a part of the global PDS Group which is a multinational manufacturing and apparel sourcing network. The company was established with the objective of making a world-class and modern manufacturing service that can produce high-quality garments maintaining international requirements and standards but over the time, they have evolved from being a traditional garment factory to an end-to-end apparel solution.

The company officially started operation in 2017 as a garment factory and it is also a member of the Bangladesh Garment Manufacturers and Exporters Association (BGMEA), Reg. No. 6285 (Bangladesh Garment Manufacturers and Exporters Association (BGMEA), n.d.). The factory is also given certification for ethical and safety standards. In 2019, they started their sustainability journey by using sustainable boiler, solar panel installation and tree spa central office (Progress Apparels (Bangladesh) LTD, n.d.). They have also taken initiatives in waste reduction and energy efficiency.

Progress Apparel (Bangladesh) LTD mainly exports products to international markets and in recent years, the company's top export destinations were North America and European countries, others are- Great Britain (United Kingdom), United States, Mexico, Netherlands and Spain (Progress Apparels (Bangladesh) LTD, n.d.).

The company's factory operates in Adamjee Export Processing Zone (EPZ), Siddhirgonj, Narayanganj, near Dhaka on a 270k square feet of total area. In addition to the factory, they have a registered corporate office in DOHS Baridhara for their administrative purpose (Progress Apparels (Bangladesh) LTD, n.d.). They have a workforce which is estimated around 3500+, where a significant portion of its workforce which is 95% are female and 5% are male, contributing in socio-economic development (Progress Apparels (Bangladesh) LTD,

n.d.). The factory operates 45 lines which are well equipped with modern technology and 2700+ machineries which enables it to produce 10 million pieces annually maintaining the quality and compliance with the requirements of the buyer (Progress Apparels (Bangladesh) LTD, n.d.).

1.2 Vision and Mission

The vision is to maintain continued commitment to being an end-to-end apparel solution provider, Progress Apparels (Bangladesh) LTD aims to construct a top-tier manufacturing business by becoming a globally recognized supplier for their customers and partners via collaboration along with the green and sustainable initiatives. (Progress Apparels (Bangladesh) LTD, n.d.)

The company's mission is to establish a world class manufacturing facility that not only focuses on sustainable and green initiatives but also ethical production practices. In addition, they want to achieve high quality in garment manufacturing and make strong partnerships. (Progress Apparels (Bangladesh) LTD, n.d.)

1.3 Goals and objectives

The principal goal of Progress Apparels (Bangladesh) LTD is to create an apparel manufacturing company that is globally recognized for its high- quality garments and services while maintaining sustainability, ethical business practices and competitiveness. From the beginning, the company aimed to achieve a long term growth through its excellence standards and operation along with its innovation that assures not only the quality but also the cost efficiency and error reduction through which it maintains customer satisfaction and minimizes environmental impact.

Objectives

- 1.3.1 Reflecting excellence in production standards.
- 1.3.2 Ensuring customer satisfaction and reliable service.
- 1.3.3 Developing as a globally chosen clothing brand.
- 1.3.4 Building strong partnership with customers and partners.
- 1.3.5 Assuring safety, ethical and employee engaged workplace.

1.3.6 Offering end to end solutions from design to delivery.

1.3.7 Adopting practices that are sustainable and environment friendly.

1.4 Organizational Structure, Organogram, Branches and Departments

The organizational structure that Progress Apparels (Bangladesh) LTD uses is a single production facility as all major operations are done within one place. The board of directors and the chief executive officer are at the top of the organization. Following them are senior leadership teams that are in charge of key functions such as finance, production, marketing, sourcing respectively. This structure is effective for both communication and coordination.

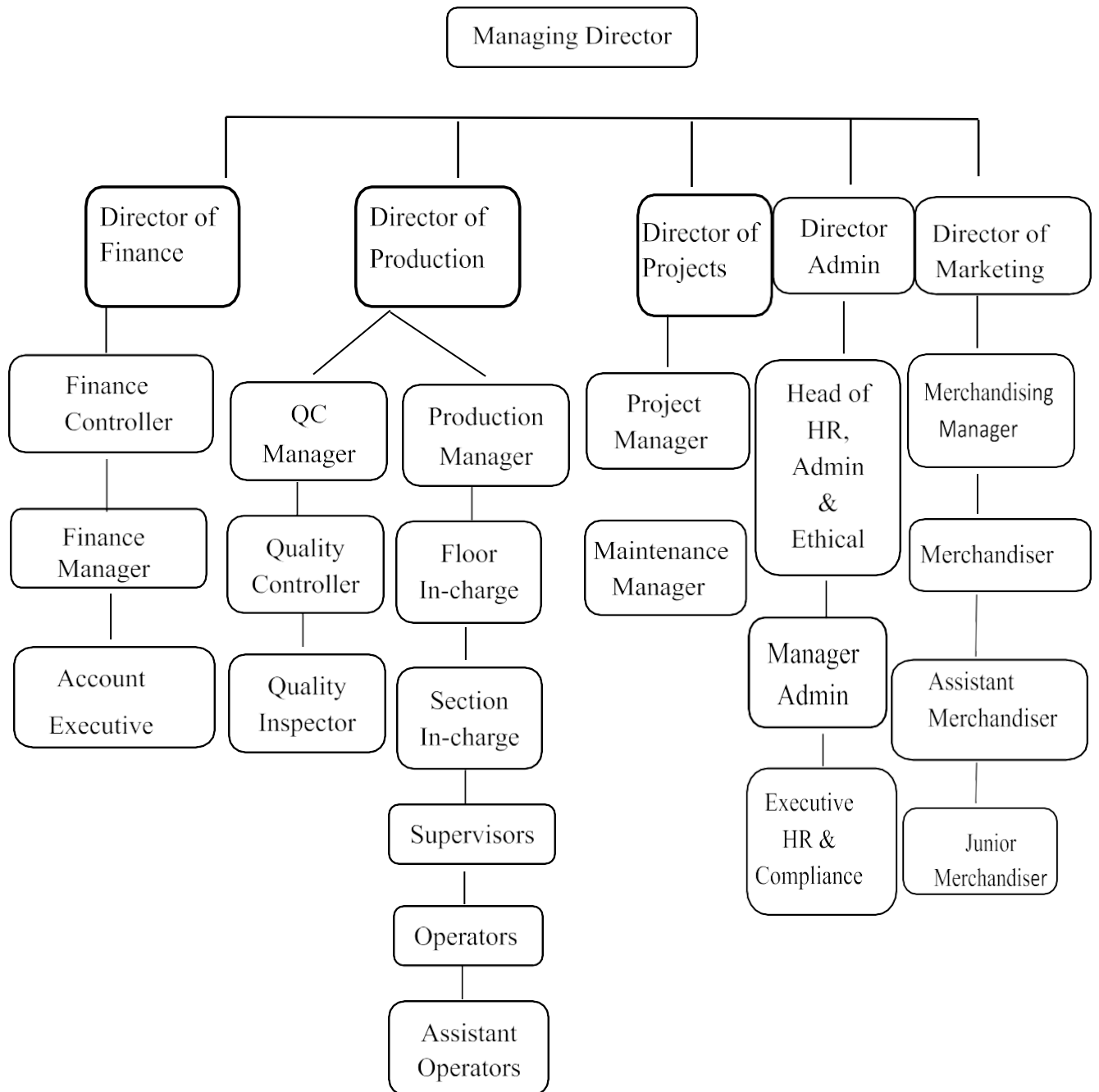


Figure 1.1: Progress Apparels (Bangladesh) LTD Organogram

1.5 Products and Services Produced by Company

Progress Apparels (Bangladesh) LTD is not just a cut, make, trim factory but it produces a large range of ready to wear garments. It is a global retail brand which produces women's wear, children's wear, men's wear, skirts and shorts, school uniform, casual wear and formal wear as well.

Products

- 1.5.1 Casual wear: pants, shorts, tops, shirts, blouses and everyday leisure wear.
- 1.5.2 Formal wear: suits and tailored outfits, formal trousers etc.
- 1.5.3 School uniforms: skirts, trousers, shirts and uniform sets for children.
- 1.5.4 Children's wear: kids bottoms, shirts, shorts and tops.
- 1.5.5 Women's wear: blouses, tops, skirts and dresses.
- 1.5.6 Men's wear: casual and formal bottoms, shirts and trousers.
- 1.5.7 Specialty items: woven bottoms.

Value-Added Services: Progress Apparels (Bangladesh) LTD, not just produces basic garments, rather they add value beyond the simple manufacturing by providing a wide range of additional services to their clients. They provide in-house design teams along with creative concept support and trend forecasting. They also have advanced technical support which includes computer based pattern drafting. In addition, they provide virtual design and sampling tools which helps the buyers to visualize them before producing them in bulk, reducing errors and making it cost efficient.

The company has established a wash plant which can handle millions of garments every year and it allows the company to do wash and dry work within the company and not doing it elsewhere. Their facility also includes a laboratory which inspects and tests fabrics for assuring fabric quality for maintaining specified standards. They also keep up a strong sourcing network for their trims, accessories and fabrics which has reduced complexity of the supply chain. They have the skill to adapt with the demand.

Progress Apparels demonstrates that they not only care about the quality and design but also assures to give a better experience to its customer by giving a full service from top to bottom.

Chapter 2: Description of Task Accomplished

It takes several stages to create a fine piece of apparel from a creative idea. I have gained an enormous amount of experience not only from the view of a professional but also as a person, which includes sewing and cutting, manner of dealing with the suppliers and how to track timetables in the department of merchandising.

2.1 Marketing and Merchandising

Marketing is the process to create value and demand of the brand. On the other hand, merchandising refers to the presentation of products and it ensures that the correct product is presented to the right customer at the correct time.

This is the "brain" of the operation where the bridge between the buyer and the factory is built. Acting as the primary point of contact for buyers; cost negotiation; and managing the Time and Action (T&A) calendar. Generally, my day started there by doing a short meeting with the team in the Merchandising Department. Mostly the discussions were about running orders and their shipment times which also includes the manner of dealing the buyers as well. As I was an intern, it was my work to look over tech packs, purchase orders and instructions given from the buyers. In addition, I assisted to write down the information relating to the products such as the cloth type, fit, trim, wash and schedule of the delivery. It was also my job to keep the tracks of the pre-production samples, progress of the samples and fit samples. Sometimes I had to make submission files and ensure that they reached the buyers on the correct time. A crucial part of my job was to keep a time and action calendar heretofore because it is an important instrument to keep records of the stages of the order from development to delivery. My work also included responding to emails and I often had to take calls from the buyer and have meetings with them. Through this, I gained experience regarding how to talk professionally with the buyers.

While I worked in the Marketing Department, I came to know about consumer demand, market strategy, market research and about building relationships with the customers. I also learned how the staff does their work daily and how each part is related with each other as even a short delay in understanding the cloth quality or approving samples can cause huge loss by shipment delays or order cancellation. Analyzed tech packs, sourced trims/fabrics, and coordinated with the production team to ensure deadlines were met. Secured confirmed

orders through accurate costing and maintained a 0% shipment delay rate for assigned accounts. During my tenure I was equipped with Negotiation, critical path management, and an understanding of global market trends.

2.2 Production

The heart of the cycle, where efficiency and volume are the main focus. Monitoring line balancing, ensuring quality standards on the floor, and tracking daily output targets. In the production area, most of the work is done by using hands. While I stayed with the line supervisors and engineers to learn how the garments are made, I witnessed that at first they put the fabrics in layers and then cut it by using marker to reduce the waste as much as possible and when the cutting is finished they are put together in a batch by design and size in order to sew them at the same time. I Conducted "Input-Output" analysis, identified bottlenecks in the sewing lines, and implemented lean manufacturing principles where Optimized line efficiency by 15% and ensured the final product met the AQL (Acceptable Quality Level) standards.

When I go ahead with the sewing line, I have noticed that different types of work are done by different people like some are putting zippers, some are putting pockets and others are putting on a waistline means each worker is doing the same work repeatedly. There were many enormous machines for lockstitch, overlock and bartack. In case a stitch is not correct or a setting is not accurate, it will not be right, and for those reasons it is necessary to make a report on things that are not correct which includes incorrect stitches and puckering. There, I was instructed to help them to find those and make a report on them as well as gain valuable knowledge of Industrial engineering basics, workforce management, and real-time problem-solving under pressure.

2.3 Sampling Department

This is where the vision becomes a physical reality. It's the "trial and error" phase. While I was there, as an intern in the Department of Sampling at Progress Apparels (Bangladesh) LTD, I successfully learned an enormous amount of information relating to the initial stages of garment production. This department is really significant as it transforms creative ideas to actual designs and then to quality apparels. These apparels can be tested before making any large production. When I was an intern, I directly worked with the design team, merchandising team, pattern creation team and production team and also assisted them in several stages of sample development and Overseeing the development of Proto, Fit, and Pre-Production (PP) samples. Translated buyer tech packs for the pattern makers, supervised sample stitching, and conducted internal fit audits before submission.

I have also worked to have the raw materials for each sample according to the fabrics, zippers labels, buttons and trims and furthermore, I organized those materials and brought them to the tailors so that they could start the process of building. I also gained knowledge of the basic pattern development and the process of making patterns.

A significant part of my job was to maintain the communication between the departments so that they can remain in touch with one another. I worked with pattern masters and tailors to make sure that every new input that was being made was clearly recorded.

My experience in the company made me aware about the importance of giving attention to small details and time management. Moreover, it also made the concept of sample process easier to me by providing me a practice of producing garments. I learned how to interact with people in a technical way and team work. I also learned how the fashion theory that I was taught in this study program was applied to the real world, became more crystal clear to me through my work in the Sampling Department and it gave me the opportunity to be fully equipped for future employment in this sector. I have Achieved "First-Time Approval" on 80% of fit samples, significantly reducing the lead time for production handover. Technical garment construction knowledge, pattern troubleshooting, and attention to aesthetic detail.

2.4 Commercial Department

The final leg involves the "paperwork" of the trade-banking, logistics, and shipping. Handling Letters of Credit (L/C), preparing shipping documents, and coordinating with C&F (Clearing and Forwarding) agents. Verified Proforma Invoices, tracked fabric import documents, and prepared the final packing list and commercial invoice for export. Ensured a smooth "Bill of Lading" process and timely realization of export proceeds without any bank discrepancies. This training has acknowledged proficiency in international trade laws, banking documentation, and supply chain logistics.

2.5 HR and Admin

From the HR and Admin Department, I have learnt the necessary skill that is required for managing relations between employees for everyday work. I also assisted in the process of employment by checking resumes, scheduling interviews of the hiring managers and candidates. I also organized the application database to make the work easier and these experiences have taught me the importance of choosing the right person while hiring, having remembered my actual need.

I have also helped in preparing employment contracts and other necessary things for the employment process and by doing this I have assured that the newly hires have everything to start their work right away. Through my work, I learned the importance of training for the newcomers to communicate and to do their work.

I also maintained the data of the employees and kept their personal files updated and well structured. I used the HR software for keeping records of the leave and attendance. I learned the crucial role of keeping personal information of a staff confidential and correct.

I have done some additional work like planning events for the company, training sessions, and making reservations for meetings. I have gained a lot of experience through this job from maintaining work to employee relations. I got to know how an office works from hiring to entertaining them and why there are HR rules and how it helps to make the work place appropriate for working.

It was one of my close experiences that I have in respect of how a massive multinational corporation usually operates its facility related to manufacturing. I have discovered that in the clothing industry to collaborate with others it is extremely important to be kind with people and to be punctual. The professionals of the marketing department showed me the manner of communication with the international buyers and they also taught me how I can be quick and clear while communicating with them. Clothing production of the Progress Apparels (Bangladesh) LTD is not a simple work and it needs a number of expertise and their close attention to hold down a high level of quality.

Chapter 3: Critical assessment of Internship work

3.1 Application of Generic and industry-specific courses during the internship

The PGD-KIM journey was great and also very helpful in every-way. I really need it at this point of my career. It also has a lot to do with what I do everyday. I could relate to and use what I learned in every course in my job. The course material was a good mix of general and industry-specific topics. It helped me to learn more.

The communication skills class shows me how vital it is to be able to talk to people successfully in both personal and professional life. This course taught me how to write emails, how to modify writing style for different occasions and also how to see the importance of each aspect of a communication. I learnt how to talk about myself with confidence, which are useful skills for everyday life. Now I can solve major difficulties at work and also at home with good communication. In general, this lesson made me a better person.

The HR Skills and Competencies course taught me how to take leadership roles and made it clear what the difference is between leader and manager. It's frequently preferable to collaborate with others to solve challenges than to do it alone. It taught me how to deal with and settle arguments. At work, it helped me to understand how individuals act. This job was similar to what I did in HR. It helped me to learn how to hire people, what to look for to hire employees and also how to obtain better work from someone.

In Analytical Skill classes I learned how to evaluate and gather data in a way that is helpful, like how to recognize the difference between main and secondary data sources. I learned statistics and excel here. It is required for my job. This course made me a better worker.

The Garments Industry-Knitwear taught me how to create garments, from getting yarn to putting the outfits together. I learned how to wash things and how to figure out costs in this course. This knowledge is applied in product creation. It improves my practical abilities and also my theoretical knowledge.

Business management taught me how to operate a business by giving an overview of different types of businesses and how the projects work. It taught me critical business phrases and helped me figure out what elements of my business I need to expand it.

Business Engineering is useful for people who work in sales and production. A factory's productivity influences how satisfied its consumers are and also how to find out how big it is. In the merchandising course, I need to know everything. Like the procedures, how to make

forecasts and email writing which is important to communicate with buyers. This course helped me to remember what I accomplished every-day and learn new things from classes.

I learnt a lot throughout the internship. I have to face a lot of crucial problems that are related to growth and outcomes. For example my factory produced a fabric that contains 96percent cotton, 3percent elastane and 1percent tycel. This happens when a new fabric or design is made. This fabric is really light and it is quite significant. When produced samples finding out that they weren't good for production. How to get the good samples to display it to the buyer, I talked to our tech and wash team about it.

But I was able to address the situation since I learnt how to communicate well from this PGD. My main difficulty was time. So, I have to hustle all the time because I didn't have any additional time for this exam.

I was able to do this because of what I learned in merchandising and marketing courses. I decided to do what was needed to make the styles easier to produce.

Another example is, I have developed a new garment. During the development stage, I only made three samples of each color and the processing is done very carefully which means less output. When the garments were finished and shipped our production team started getting complaints about pilling. Then our production team started investigating because there were no mistakes in the development stage. Here I used my garments and industrial engineering knowledge to figure out what was wrong but did nothing. Then I started an investigation and the result was that the pilling problems were with the fabric but I made the development sample with extra care that's why I found nothing. If the development section and production section had talked to each other from the start, problems could have been fixed sooner. We need to work as a team. All of these problems I dealt with and my daily life there were easier because I could use both the theoretical and practical knowledge which I learned from my PGD course.

3.2 Suggestion for Industry improvement

I'm proud to be a part of PAL but some changes could make the organization more motivating for employees even more. Many of my co-workers are more focused on managing than leading which isn't a good thing for future leadership. Promoting team work and putting leadership first would definitely make people work harder. New employees should get specific company training, not only general training. So, they can adapt to work quickly.

3.3 Learning for self-improvement

The PGD course improved my personal and professional skills. It has helped me to grow as a person and as a professional. This program enabled me to talk to individuals from other departments in my work place, learn about what they do and also find out new ways to solve problems. I find out that the textile business is connected to a number of other fields. The courses taught me how to communicate to buyers and sellers in a better way. Also how to negotiate. More importantly, this course is really helpful for my job in many ways. Also I'm sure they will benefit me in the future as well.

Chapter 4: Conclusion

The PGD-KIM program taught me many things and helped me to become a better employee. This programme was designed to fill the important gap between what one knows in theory and what one can do in real life.

To be a role model for Bangladesh garment industry PAL needs to focus on quality of product and also on cost management. Working in different departments in PAL has given me invaluable knowledge and expertise including understanding their procedures. I learned about IE, Merchandising, Production, Quality, Planning and so on. Also learned to work with different departments. In addition I learned how to deal with various types of people .

We can apply these lessons in work directly. This lesson has really helped me a lot to grow. It provided me with a better picture of what I want my profession to be like. I learned both academic and soft skills like communication, collaboration and critical thinking which are really needed in today's job sector.

This training was also a big part of my professional experience. There were some hard periods at work but the information I got from the course helped me deal with them better. What I learned in the class could be utilized which showed me that the programme was valuable and important.

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