

Report on
Hop Lun Apparel Limited
Quality Practices

By
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An internship report submitted to Executive Development Centre, 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 Centre
BRAC Institute of Governance and Development
BRAC University
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Declaration

It is hereby declared that

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

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Letter of Transmittal

Mohammad Sirajul Islam

Deputy Director, EDC & Programme Manager, BIGD

BRAC University

Subject: Submission of Internship Report on Hop Lun Apparel Limited.

Dear Sir,

This is my pleasure to submit my internship report based on my industry attachment with Hop Lun Apparel Limited.

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

I trust that the report will meet the desires.

Sincerely yours,

Md. Roman Mian

ID: 24281094

Post Graduate Diploma in Knitwear Industry Management (PGD-KIM)

Executive Development Centre, BIGD, BRAC University

16 November, 2025

Non-Disclosure Agreement

This agreement is made and entered into by and between Hop Lun Apparel Limited as the First Party and the undersigned student at Executive Development Centre, BRAC Institute of Governance and Development, BRAC University as the Second Party. The First Party has allowed the Second Party to complete three months long internship in partial fulfillment of the requirements for the degree of Post Graduate Diploma in Knitwear Industry Management. The Second Party will have the opportunity to work closely with the company's officials and access official data and information. Based on work experience and data, data, and information collected during the internship,nd Party will prepare an internship report. The Second Party will use all sorts of data and information for academic purposes and will not disclose to any party against the interests of the First Party.

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Hop Lun Apparel Limited

Acknowledgment

First, I want to thank almighty **Allah** for His countless blessings, guidance, and strength that helped me complete my internship and this report.

I am very thankful to my academic supervisor **Mohammad Sirajul Islam Sir**, Deputy Director of Executive Development Centre (EDC) and Senior Academic Coordinator at BRAC Institute of Governance and Development (BIGD), BRAC University for his help, cooperation and valuable feedback during my internship. His supervision helped me to understand academic concept.

I would like to express my sincere gratitude to my industry supervisor **Samit Kumar Roy Sir**, Manager of Quality Control of Hop Lun Apparel Limited for his cooperation and valuable feedback during my internship. I am very thankful for his guidance to me for better understanding of quality management and production system of this Garment Company.

I would like to express my thanks to all the officials and employees of **Hop Lun Apparel Limited** for their cooperation, friendliness and help during my internship. I have learnt a lot from them.

Also I would like to express my special thanks to **Harun-or-Rashid Sir**, my Job Manager at Hop Lun Apparel Limited, who has been very kind and cooperative towards me during my whole course.

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Finally, I want to thank my **family** for their support, motivation, love and prayers. They are my greatest motivator.

Executive Summary

This report is prepared based on my three months internship experience in Hop Lun Apparel Limited. Hop Lun Apparel Limited is one of the major lingerie and activewear manufacturers in Bangladesh. I had worked in different departments of this garment manufacturing company such as Quality control, Industrial engineering, Production, Production Merchandising and Product Development.

In chapter 1, I described about the company's overview, organization structure, mission and vision. Hop Lun is a global operating company and they have good reputation in intimate apparel and swimwear.

In chapter 2, I described the work I did in different departments. In Quality department I worked on fabric inspection in 4 points system, accessory checking, checking sewing quality in traffic light system, final audit in AQL system. In IE department, I worked on SMV calculation, line balancing, measuring Non Productive Time factors and measuring efficiency. In Production department, I got opportunity to work in cutting, sewing and pack area. I got idea on process flow, quality check, material handling etc. In merchandising department, I worked with the Hunkemoller buyer team. I got idea on costing, ERP operation, TNA planning, material booking and ordering. In Product development department, I saw different process like pattern making, CAD work, sample preparation, technical checking etc. I learned on how a new garment design idea comes in mind and make it ready for mass production.

In chapter 3, I critically analyzed the strength and weakness of the company. My idea on strength and weakness of the company. My strengths of the company are quality control, well organized work flow and experienced technical team. My noticed weakness of the company are production inefficiency, quality issue of material and little bit loss due to inefficiency.

In chapter 4, I concluded that, it was a great opportunity to implement my study in different departments of garment. I got technical idea, team working and communication skill.

Keywords: Quality Control; Quality Assurance; Industrial Engineering; Production Merchandising; Product Development; Garment Manufacturing Process.

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List of Acronyms

AQL	Acceptable Quality Level
BOM	Bill of Materials
BIGD	BRAC Institute of Governance and Development
BKMEA	Bangladesh Knitwear Manufacturers and Exporters Association
CAD	Computer Aided Design
CEO	Chief Executive Officer
ERP	Enterprise Resource Planning
FOB	Free On Board
HOD	Head of Department
IQC	Initial Quality Confirmation
IE	Industrial Engineering
LC	Letter of Credit
MMR	Man Machine Ratio
NTP	Non Productive Time
PD	Product Development
PGDKIM	Post Graduate Diploma in Knitwear Industry Management
PP	Pre-Production
QA	Quality Assurance
QC	Quality Control
QCO	Quick Changeover
QMS	Quality Management System
SMV	Standard Minute Value
TNA	Time and Action

Chapter 1: About Hop Lun Apparel Limited

1.1 Overview of Hop Lun Apparel Limited

Hop Lun Apparel Limited is one of the largest manufacturers of intimate apparel (lingerie, bras, panties), swimwear, and activewear in Bangladesh. It is located in Tongi, Gazipur. Hop Lun Apparel Limited is part of the Hop Lun group, which is a leading global fashion lingerie and swimwear company based in Hong Kong, established in 1992 and majority-owned by Platinum Equity. Hop Lun has grown to employ around 28,000–30,000 people operating multiple factories in Bangladesh, China, and Indonesia. The group specializes in providing full-service design, development, and manufacturing for intimate wear, shapewear, and knitted garments, supplying products on a mass scale to major international fashion retailers worldwide (Company website, n.d.).

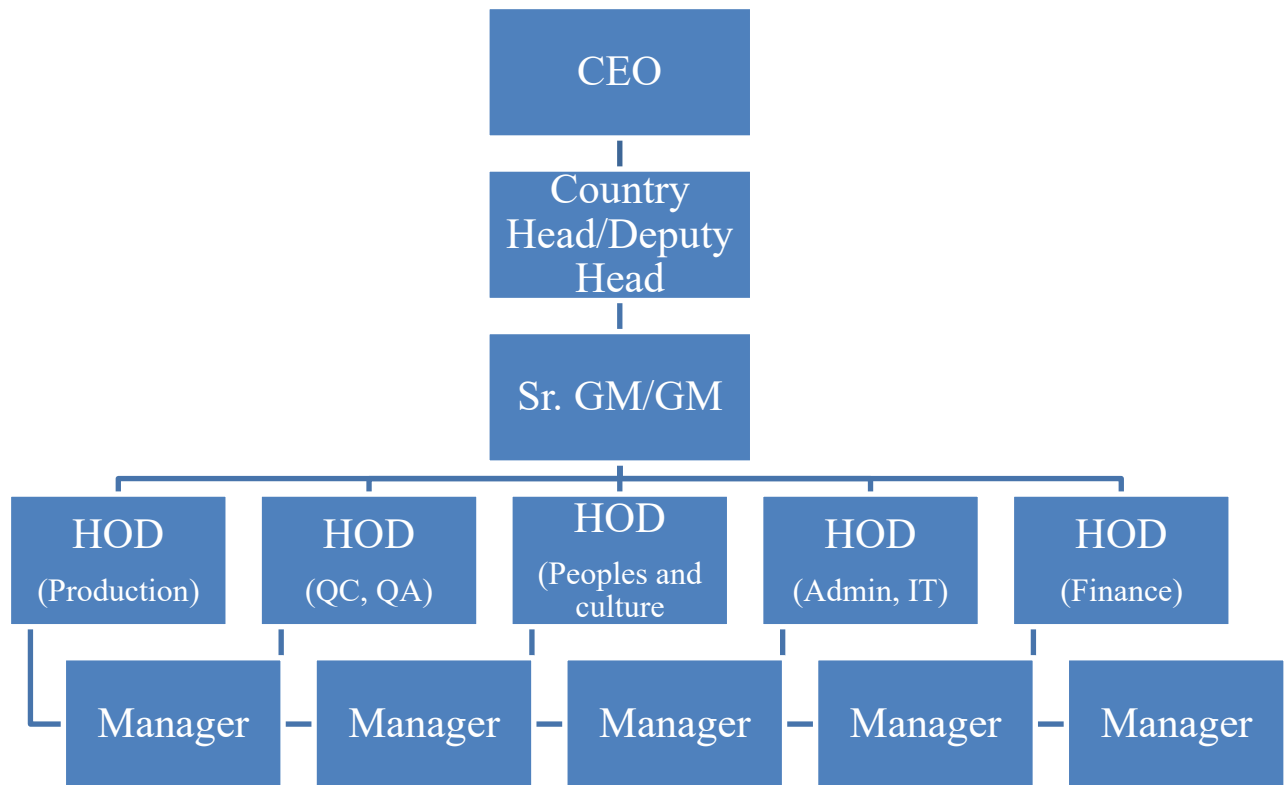
1.2 Vision and Mission of Hop Lun Apparel Limited

The company's vision is "Your most trusted partner". And its mission is "We promise to be your true partner and create sustainable value together". In addition, the company has three values, "OPEN" ("We act and communicate in an honest and straightforward way. We're open to new perspectives and ideas"), CREATIVE ("By thinking differently we find new and better solutions"), and RELIABLE ("We do as we say and we always deliver as promised") (Company website, n.d.).

1.3 Organizational structure, Organogram, Branches and departments

In this company's organizational structure, at the top is the CEO, who reports to the company owners. The CEO directs the Country Head/Deputy Head, who oversees all regional operations and manages the Sr. GM/GM (Senior General Manager/General Manager). The GM then supervises five distinct Heads of Department (HODs) for Production, QC/QA, Peoples and Culture (HR), Admin/IT, and Finance. Finally, each HOD delegates responsibilities to a team of Managers. The organogram of the company is given in Figure 1.

Figure 1: Organizational Structure of Hop Lun Apparel Limited.



(Source: Author)

1.4 Key Products of the Company

The company has various types of products. Key items are mainly intimate apparel (lingerie, bras, panties), swimwear, and activewear.

Last year export data of this company is given in Table 1.

Table 1: Last year export data of Hop Lun Apparel Limited.

Buyer	Export Quantity	Export Country	Year
Primark	9.5 Million	Europe	2024
Lidl	3.8 Million	Europe	2024
Hunkemoller	2.0 Million	Europe	2024
George	1.0 Million	Europe	2024
Others	15 Million	Europe and America	2024
Total	31 Million	Europe and America	2024

(Source: Hop Lun packing department, n.d.).

Chapter 2: Description of Task Accomplishment

In my 66-day internship, I worked in seven different departments. So I have a broad knowledge of the company from my internship. My work in Quality Department was for 12 days. I got to know about the inspection system and quality control methods. I worked for 10 days in IE Department. In these 10 days, I got to know about the efficiency, SMV and production analysis. I worked for 10 days in Production Department. I got to see the whole garment manufacturing process on the Production Floor. I worked for 12 days in Merchandising Department. I got to know about the costing, consumption, ERP work and order follow up. I worked for 8 days in Product Development Department. I got experience in patterns, CAD and sample making. I worked for 7 days in People & Culture Department and 7 days in Warehouse. I got to know about the HR activities. I got to know how the garments are stored and issued from the warehouse.

I worked in seven departments but I mentioned five in my internship report. I worked for more days in those five departments. Those five departments are more related to our academic field and they can give more relevant experience.

2.1 Quality Department

In Hop Lun Apparel Limited the Quality Department ensures product quality throughout the manufacturing process and maintain quality management system, there are three sections under Quality Department such as Quality Control, Quality Assurance, and QMS Section. Quality control ensures that garments meet required standards in stitching, measurements, and finishing and maintain consistency, reduce wastage, and ensure customer satisfaction.

In fabric inspection, I worked with QC Inspector for fabric checking, we followed 4-point inspection system for fabric.

The 4 point inspection system method is given in Table 2.

Table 2: 4 point inspection system

Defect Size (in length, in either direction)	Penalty Points	Remarks
Up to 3 inches	1 point	Minor defect
Over 3 inches, but not over 6 inches	2 points	Medium defect
Over 6 inches, but not over 9 inches	3 points	Major defect
Over 9 inches	4 points	Critical defect

During the fabric inspection we checked 1000 meters of fabric and found final result 20 penalty points, which was passed according to Hop Lun internal requirements (maximum 28 points).

Total Points Calculation Formula:

$$\text{Total Points per 100 Square Meters} = \frac{\text{Total Points Found} \times 100}{\text{Fabric Length (Meters)} \times \text{Fabric Width (Meters)}}$$

In accessories checking, I worked with QC Inspector for accessories quality checking, we checked Elastic, Ware casing, Eye hook, Ring Slider, Bow, Label, Lace etc. and we found some defect like hook and eye color staining, snagging problem, uneven shape, rust problem in ring slider among them and generated QC reports.

In cutting quality section I worked with QC Supervisor, here we checked fabric spreading quality, Lay Height, and Marker Quality and found defects like there was shade variation in fabric, tension was not appropriate.

2.1.1. Sewing Quality

In sewing department I worked with QC Officer, before sewing start the QC team arrange an internal pre-production meeting with production, technical, and mechanical team after that the sewing was started, in sewing input area at first we checked cut panel with pattern. After that production team started lay out and QC people review the first output. We followed Traffic Light System (TLS) in every sewing line, TLS is a preventive quality control system that ensures correct thread, correct needle, and correct stitch/seam quality are maintained for each operation and machine in the sewing line. In end-line QC people check all complete garments, after that all OK garments are separated for next procedure. Here we maintained QC report for defect garments.

2.1.2 Quality Assurance

Quality Assurance is a proactive system to ensure that quality is built into the product at every stage from fabric sourcing to final packing through planned and systematic activities. Here in Hop Lun, I worked with QA team for few days.

In packing section the QA team checked 10% lot audit, their checking points was garments appearance before packing, measurement check, label and tag verification, folding method, polybag quality and size, garment quantity in polybag, carton quality, carton marking, etc.

After packing I with QA team did a pre-final inspection as per AQL (Acceptable quality level).

Before shipment QA team did a final inspection as per AQL. AQL chart is given in Table 3.

Table 3: AQL Chart of Hop Lun Apparel Limited

Lot size	Sample size code	Sample size	AQL 1.0	AQL 1.5	AQL 2.5	AQL 4.0	AQL 6.5
2-8	A	2	0	0	0	0	0
9-15	B	3	0	0	0	0	0
16-25	C	5	0	0	0	0	0
26-50	D	8	0	0	0	0	0
51-90	E	13	0	0	0	0	0
91-150	F	20	0	1	1	2	3
151-280	G	32	1	1	2	3	5
281-500	H	50	1	2	3	5	7
501-1200	J	80	2	3	5	7	10
1201-3200	K	125	3	5	7	10	14
3201-10000	L	200	5	7	10	14	21
10001-35000	M	315	7	10	14	21	21
35001-150000	N	500	10	14	21	21	21
150001-500000	P	800	14	21	21	21	21
500000 OVER	Q	1250	21	21	21	21	21

(Source: Hop Lun Apparel Limited QMS Team, n.d.).

The main objective of using an AQL chart for inspection is to ensure consistent product quality by determining the acceptable number of defects within a production lot. It helps quality inspectors decide whether to accept or reject a batch based on statistical sampling rather than inspecting every piece. This system saves time and cost while maintaining the required quality standards.

In Hop Lun we maintained MIL STD 105E, single sampling plan, normal inspection, level II with AQL of 1.5 for major defectives and AQL 4.0 minor defectives. Unless others wise buyer specified.

2.2 Industrial Engineering Department

Industrial Engineering is a specialized branch of engineering focused on optimizing the entire manufacturing process to achieve maximum efficiency, productivity, and quality while minimizing waste and cost.

Here in IE Department I worked with IE Officer, at first we collected a style of Hunkemoller Buyer from planning department, and we did style analysis for operation break down according to sample. Our analysis checkpoints were man and machine analysis and we found out in very line 24 man power was required and total machine was 20 in every line, also we did critical operation analysis for each garment part, we did SMV analysis and found 9.20 for this garment, and we also made QCO plan and make skill matrix like operation skill, machine skill etc.

Pre-setting

We pre-set critical machine and critical operation, operator train up for smooth feeding and increase efficiency.

Line Balancing

After that we did line balancing such as skill balance, manpower balance, process balance, for smooth production and higher efficiency.

Line capacity

We found out the line capacity by cycle time for proper line balance and to ensure proper output. Formula is given bellow.

Capacity = 60 / cycle time in minute

$$60 / 0.5 = 120 \text{ pcs}$$

Where this was an operator's capacity 120 pcs per hour.

Now we find out SMV for each operation

Formula.

SMV= Basic Time + Allowance (15%)

$$24s + 15\% = 27.6 / 60 = 0.46 \text{ SMV}$$

Basic Time = Observed Time + Rating

$$30s + 80\% = 24s$$

We record NPT such as, machine break down, input gap, material gap, shading, operator absenteeism and take initiative for reduce NPT for better efficiency and productivity.

We find out MMR (Man Machine Ratio) to ensure proper utilization of man, machine and material for smooth productivity and reduce helper ration.

MMR = Total Number of Manpower / Total number of Machine

$$30 / 24 = 1.25$$

After that we set a target 133 pcs/hour for every production line as per 85% efficiency, that day line target was 1064 pcs in 8 hours.

Line Target formula = $(60 \times \text{Manpower} / \text{SMV}) \times \text{Target Efficiency}$

$$(60 \times 24 / 9.20) \times 85\% = 133 \text{ pcs/hour}$$

Where garments SMV was 9.20, and manpower was 24.

In that day during my internship the total production of that line was 951 pcs and efficiency was 76%.

Efficiency Formula = $\text{Total production} \times \text{SMV} / \text{Manpower} \times \text{Working hour} \times 60$

$$951 \times 9.20 / 24 \times 8 \times 60 = 76\%$$

Where, Total production = 951, Working Hour = 8 hours

$$\text{SMV} = 9.20, \text{Manpower} = 24$$

2.3 Production Department

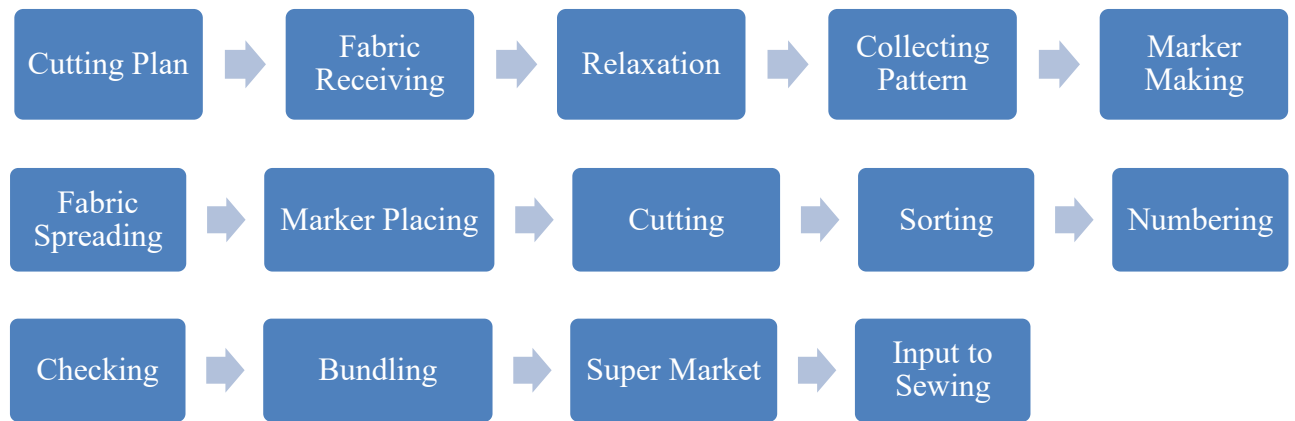
Production Management in a Garment factory is the core operational function responsible for efficiently converting raw materials (fabric, trims, and accessories) into finished, marketable garments that meet quality specifications, cost targets, and delivery deadlines.

Here in Hop Lun I worked with production team during my internship period, at first we collect raw materials (fabric, trims, and accessories) from warehouse according to production planning for cutting.

2.3.1 Cutting Section

Cutting Section is the part of production department where the fabrics are spread and cut according to pattern and marker plan. Both hand and automatic cutting system is implemented to ensure accurate cutting and minimal wastage of fabrics. The cut pieces are checked, bundled by size and style and ready for transfer to the sewing section. Cutting process flow chart of this company is given figure 2.

Figure 2: Cutting process flow chart of Hop Lun Apparel Limited.



(Source: Author, n.d.).

Here in the cutting section, I worked with cutting team and did various operational tasks. The process started with preparing the cutting plan according to the production schedule. After planning, we collected the required fabrics from the warehouse. In this section, I observed the fabric relaxation process, where all types of fabric are kept for up to 48 hours to release tension and ensure dimensional stability before cutting. After receiving the fabric rolls, we unrolled them and placed them on the Relaxation Rack, and recorded the relaxation date and time in the logbook.

I work in machine relaxation. In machine relaxation, we use relaxation machine to relax the fabric automatically. The relaxation machine can automatically unroll the fabric and move the fabric in a reciprocating motion. After that, we collect pattern from sample section by garment style and prepare to make marker.

I work in marker making. We arrange pattern by pattern size and garment style on the layout by fabric layout method to get the most use of fabric and as well as minimize the waste. Also, we need to consider the fabric grain line, design direction and pattern size ratio on the arrangement. After marker preparation, I help spread the fabric. Spread means laying multiple layers of fabric on the cutting table smoothly without bumps and wrinkles. The pattern marker we prepared before is placed on the cut fabric, and then we put it on the cutting table smoothly.

Automatic cutting machine can cut the fabric automatically. I work in automatic cutting and manual cutting. After cutting, we separate the part by part and pair them up by their identification number so that we can get them easily. The QC inspects the cut pieces. After cutting part is approved by QC, we need to bundle them by size, style and part. Cutting section need to bundle the cut pieces properly so

that the sewing section can get them easily and the material flow is smooth.

Supermarket is in the cutting section. It is designed to store the cut pieces in an orderly way. We arrange the parts that have been cut by the cutting machine on the rack by style, color and size. It is easy to retrieve. Finally, we transfer the arranged bundles to the sewing section.

2.3.2 Sewing Section

In sewing section, I work in assemble the cut piece into a garment. Each production floor does different operation to join the cut panel together by sewing parts together. Some parts are joined together by hand sewing. At the beginning of the process, we collect all accessories such as trims, label, and thread from warehouse and also the cut pieces from cutting section. We need to organize the cut pieces by size, style and color.

After that we collect the feeding paper and IE bulletin paper from IE department. Then I assist sewing supervisor to prepare the line layout according to these two kinds of papers. I observe the operator work in different kinds of sewing machine. They follow the garment specification and quality standard.

Quality Check

I work in end-line quality inspection. QC people inspect the finished garment according to different quality check points. The quality check includes stitch accuracy, seam strength, align, thread tension, garment shape, garment measurement, trimming and garment appearance. After that, we transfer the garment to finishing and packing section.

2.3.3 Packing Section

In the packing section, I participated in the final stage of garment production. I assisted in inspecting, folding, and packing the garments according to buyer specifications, ensuring correct size, style, and order labeling. We attached labels and tags as required. The packed garments were then submitted to the QA department for final inspection. Once approved by QA, the garments were ready for shipment to the buyer.

2.4 Production Merchandising Department

Production merchandise refers to the products that are manufactured after the final stage of price negotiation and before the completion of order delivery.

Here in Hop Lun I worked with Hunkemoller team, I did various kinds of work here. I was involved in the order handling and costing process at Hop Lun. At first, we received the order from the sourcing team, along with all the necessary documents such as the approved sample, garment FOB price, supplier list, fabric and accessory details, shipment date, actual PO sheet, and buyer comments. After reviewing the handover package, we discussed with the team to confirm whether there were any issues with the sample or if a root cost analysis had already been conducted.

Once the handover was complete, I logged into the ERP system to start the order setup process. We created a tech pack that included all sample related information, such as the sample name, type, fabric composition, print details, accessories, FOB price, and shipment date. After Entering data, this ERP automatically created the TNA calendar of that order, with the help of that we can track the deadlines of each production stage.

After that I entered the quantity of each garment size in the ERP according to the customer's PO sheet. After that we generated the order list for this order, the no. was 251035, it was shipment date base. Before generating BOM, I recorded the consumption of fabric and sewing thread only.

I entered the standard wastage in percentage 2.5 for fabric, 4.5 for cutting, 2.8 for printing, 3 for sewing and 2 for finishing. Then we added the cost of fabric, SMV of garment, expected efficiency of production. For trimming & Accessories I entered the details of all items used in garment and their respective costs. After entering all above data the ERP automatically generated the pre-costing sheet summarized total cost in it. Target price set by buyer Hunkemoller was \$ 0.85 per garment. Our expected cost was \$ 0.79543, so it was in acceptable range.

After doing the pre-costing we submitted it for HOD approval. HOD instructed to confirm and release all material reservations after that. Then we started the fabric booking. After that we got buyer approval for Trim card and gold seal sample, and then we confirmed the reservations of sewing trims and after few days we confirmed the reservations of finishing accessories.

After confirming all reservations we collected all purchase orders LC to Commercial Department. I was actively involved in the day to day monitoring, coordination and follow up activities to maintain good communication and on time stage order.

2.5 Product Development Department

At Hop Lun I did my internship in the Product development (PD) department which is one of the most important department of the factory. The PD Department has three division Technical division, pattern & CAD department and Sample department. I worked in these department how a new garment style come into production.

2.5.1 Technical Section

In the technical section I work with the sample team for reviewing the buyer requirement and technical pack and make sure that everything is clear before development. We did risk and criticality analysis to identify the potential risks and possible problems that could arise during production. We were also responsible for preparing the critical path analyses and technical analysis sheets. We had a meeting where the team discussed and evaluated the potential risks, I learned how technical support is provided during sample and bulk production. The experience helped me to learn how proper planning and technical evaluation can lead to reduced production errors.

2.5.2 Pattern and CAD Section

In the pattern and CAD department we develop garment's pattern using CAD software. I worked on pattern making for sample and bulk production, I learned how CAD consumption is calculated to help with fabric usage. I had hands on experience in adjusting the measurements and fitting issue to be sure on the right measurements according to the buyer requirement.

2.5.3 Sample Section

In the sample section I was also worked with different type of sample preparation according to the buyer's instruction and make sure that the measurement and quality is according to the buyer's specification. I also attended pre-production (PP) meeting where the sample result and possible production were discussed before bulk production. With all these activities we were learned that there must be find out a way to produce the clothes in an efficient and eco-friendly way to be sure on the right quality, at the right cost and in an environmentally friendly way.

My experience in the product development department was a great learning experience.

Chapter 3: Critical Assessment of Internship Work

3.1 Strengths and weaknesses of Hop Lun Apparel Limited

During my three months long internship in Hop Lun, I studied in seven different departments and found some strength and weakness of this company, these are described in below.

3.1.1 Strengths of Hop Lun Apparel Limited

a) QC Department

In Quality department's IQC section, they inspected all kinds of Raw materials like labels, ring sliders, eye hook, etc. and there defects were very low. Specially in fabric inspection we were following 4 point inspection system and fabric met Hop Lun internal requirements, there requirement was 28 point, which was very tight.

The sewing QC team implemented TLS system in every floor every sewing line which is very important for controlling quality in sewing line.

b) Production Department

In cutting section there was a special unit called Supermarket, where they kept all the cut pieces separated by color, size, style. Supermarket was used for proper storage and easy tractability for smooth workflow.

They maintained fabric relaxation process to ensure quality and proper efficiency for next stage.

c) IE Department

The IE department of Hop Lun maintained Lean process, they implemented new methods, which was very positive side for a RMG a company for better efficacy and better production.

d) Production Merchandising Department

Hop Lun merchandising team use ERP system for smooth monitoring of orders, they have strong TNA tracking system. Merchandising team did accurate pre-costing and consumption analysis, which helps keep production costs within buyer targets.

e) Product Development Department

Hop Lun Product Development (PD) team is technically strong and creative. They used CAD software for making patterns. They have regular technical reviews and Pre-Production (PP) meetings for continuous improvement of product.

3.1.2 Weaknesses of Hop Lun Apparel Limited

During my internship I observed Hop Lun have some weakness, in this company there is less productivity and less efficiency, Hop Lun did not following proper QMS system, imbalance utilization of man power, they have communication gap between one department to another department., salary and wages increasing gradually.

3.2 Application of generic and industry-specific courses during Internship

Over the period of internship in the factory Hop Lun Apparel Limited, I had an opportunity to use many of the areas covered in the PGD-KIM courses. The generic as well as industry specific courses helped me to manage the day-to-day work and gain a general understanding of the process of the factory.

3.2.1 Application of generic courses

HR Skills and Competencies course was useful for me to manage my behavior at work. It helped me to manage the work with discipline, create good relationships with the colleagues, work in a team. Also, it helped me to manage stress and not to react abruptly to situations, as the work at the production is often time consuming.

Analytical Skills and Competencies course helped me to think in an analytical way while working at IE and Quality departments. Many times we needed to find reasons for the delay in production, calculate SMV, efficiency, count non-defective and defective parts and analyze the data about defects. The analytical thinking from this course helped us to find logical solutions and make observations based on data.

Communication Skills course helped me to feel more confident when working with supervisors, operators, and staff. Clear communication was necessary while explaining quality issues, inspection results, or showing production to the colleagues. Also, it helped me to write reports.

Business Operation Skills course gave me an overall picture of the connections between different departments at the factory. It helped me to understand better how the production plan is made, how

materials are passed to different departments, and how quality, IE, and merchandising departments should be coordinated.

3.2.2 Application of industry-specific courses

From the industry courses, Introduction to Garments Industry, helped me to understand better the production process, from the choice of fabric to shipment. It helped me to adapt to the factory faster because it was easier to understand what the production process is, and what terminology is used in the garment industry.

Industrial Engineering course was connected with my work at the department of IE. I used the information from the course to calculate SMV, find out the line efficiency, and analyze the time study. It is possible to see how small improvements in efficiency make a difference.

Production Management and Merchandising course helped me to understand how production planning, costing, and communication with the buyer is organized. While working at the merchandising department, I could follow order sheets, TNA, and see ERP entries. It was easier due to the information I had got during the course.

Quality Management course was the most useful while I was working at QC and QA. It helped me to understand the system of AQL, method of 4-points fabric inspection, and root cause analysis. I could apply the information directly while checking garments, finding defects, and making sure the quality is met.

So, the information from courses helped me throughout the internship. It made me more confident while performing technical work, solving issues, and working responsibly as part of the team in garment industry.

3.3 Suggestions for the Company

According to my observation as an intern, I would like to make some suggestions, such as implementing an electronic quality data tracking system would benefit the company in the sense that the data recording would be more accurate and defects could be analyzed from the data.

Quality training should be conducted regularly for the sewing operators. There would be less recurring defects, particularly for new or intricate styles.

A preventive maintenance plan should be implemented for the machines. This would reduce quality

defects caused by machine needles damaged, oil stains, etc. More use of visual aids such as defect display boards and color coded QC checks would help line operators and supervisors to be more aware of quality.

Hop Lun should make a connection between the company's mission, vision, aim, and objective with the interests of the workers, employees, and stakeholders. Company should set up a counseling and exercise program to ensure the mental and physical well-being of the workforce.

3.4 Learning for self-improvement

My internship experience at Hop Lun Apparel Limited was very inspiring for me. I had an opportunity to know in details about garments work flow. From the fabric inspection to the packing process. I had an opportunity to work with QC and QA for the garment checking. I learned a lot of things for accuracy, patient and observation. For the activities, I learned to check fabric and accessories, do the checking based on AQL and do the final audit for the garment. I learned a lot of things for problem-solving ability and more confident when facing quality issue. I learned to solve the problem more practical way instead of depending only on theory.

In addition to the technical learning, I also learned a lot of things for myself. I noticed that every day we could see the teamwork, discipline and time management. It helped me to communicate better with the colleague, respect for the deadline and complete the work within the time and meet the target. Inspired to always refine myself and want to learn more about lean production system, improvement efficiency and quality management system.

I learned better to set a clearer target for my career and is to establish a career in the garment manufacturing field as a skilled and responsible person.

Chapter 4: Conclusion

During my internship in Hop Lun Apparel Limited, I had the chance to apply the knowledge I learned during Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) in a practical work environment. This experience in industry attachment for 3 months has increased my technical knowledge, team working and communication skill.

I got the exposure in 7 different departments. Quality control (QC) is given thorough training. Besides QC, I also got the opportunity to train in Industrial Engineering (IE) department, Production, Merchandising and Product Development (PD) department.

For the technical part, I got to apply the technical knowledge I had learned in school in the work environment. For example, implement the traffic light system (TLS) for sewing quality and 4 points checking system for fabric quality. In addition, in the IE department, practical analysis had been done on the SMV calculation and measuring efficiency.

Moreover, by exposure to the Merchandising department, I had the opportunity to use the ERP system, TNA planning and pre-costing analysis which proved the expected cost in this company. Most importantly, I had the chance to know the strengths and weaknesses of this company. For the strengths, quality control (QC) traffic light system (TLS) and Supermarket system in cutting room and using ERP to monitor order were implemented well. However, the strengths of this company in quality management was not implemented well, production efficiency was not optimal. In addition, there was no proper quality management system (QMS) followed by the workers and communication between departments was not sufficient.

Therefore, all the technical PGD-KIM courses are necessary. As an intern, I had the chance to think analytically and solve problem in a practical way. With confidence, I could carry out the AQL inspection and line balancing work. Throughout the 3 months, I had experienced my own discipline and time management. My target after post-graduation is to be a skilled and responsible professional in garment manufacturing field. I wanted to use my knowledge in lean production to improve the manufacturing process.

References

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