

Report On
Rising Group
Departmental Insights from Rising Group

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

Executive Development Center, Brac Institute of Governance and Development
(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, PGD-KIM,

Executive Development Center, Brac Institute of Governance and Development (BIGD)

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Internship report on **Departmental Insights from Rising Group**

Dear Sir,

Here attached my internship report on **Departmental Insights from Rising Group**, which I was appointed by your direction.

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

It would be very grateful for me if you accept my internship report.

Sincerely yours,

MD. Asif Iqbal

20281043

Executive Development Center, Brac Institute of Governance and Development (BIGD)

BRAC University

Date: Month Day, Year

Non-Disclosure Agreement

By signing this Non-Disclosure Agreement, both parties agree to maintain the confidentiality of all information shared during the course of discussions or collaboration. The parties further agree:

- Confidential information shall include any business, technical, financial, or proprietary data disclosed in any form.
- Neither party shall disclose, copy, or distribute the information to any third party without prior written consent.

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AGM, Sampling Section

Rising Group

Acknowledgement

We are grateful to the Almighty Allah for the good health and well-being that were necessary to complete this industrial training. The internship opportunity, we had with Rising Group was a great chance for learning and development of professionalism. Therefore, we can consider ourselves as very lucky as we were provided with an opportunity to be a part of it.

We would like to express our sincerest gratitude and special thanks to our supervisor Md. Nazmul Islam, Senior Trainer, PGD-KIM, Executive Development Center, Brac Institute of Governance and Development (BIGD), BRAC University, for his valuable guidance, suggestion, encouragement, inspiration and constructive criticism throughout this industrial training period and help in assisting to create the report.

We would love to express our massive obligations & gratitude to Mr. Md. Jalal Uddin (AGM, Sampling Section, Rising Group) who continuously guided us on accomplishing the entire intern process.

We would like to show our respect for Rising Group for giving us an opportunity to conduct our industrial training. Without their cooperation, it would not be possible for us to complete our task. We are also grateful to all the department's managers, supervisors, technicians, operators, and all other staffs of Rising Group, who helped us in moral and material needs as well as sharing their knowledge to improve our theoretical knowledge to the real works during the completion of our industrial training.

Executive Summary

This report summarizes my three months of industrial training at Rising Group. Rising Group is one of the largest vertically integrated textile and garment manufacturers in Bangladesh. This internship was a requirement for completing my Post Graduate Diploma in Knitwear Industry Management from BRAC University. It provided exposure to five key sectors within the company: HR & Compliance, Industrial Engineering (IE), Operations & Production, Merchandising, and Sampling & CAD.

My exposure in this company began in the HR & Compliance sector, with a focus on manpower planning and welfare management. Working alongside the Mental Coach and administrative executives, I realized that discipline and well-being are essential to promoting professional compliance as part of everyday life. Consequently, the IE sector became my source of sectoral knowledge, where I participated in time studies, line balancing, and continuous improvement meetings. I learned how an engineering company's production meets management expectations through responsiveness to data.

Subsequently, I joined the Operations & Production floor to get familiar with cutting, sewing, finishing, and packing garments. Gaining exposure to such a diverse RMG factory environment during these activities helped me apply problem-solving skills in two key areas: Merchandising, Sampling and CAD. After working on the operations floor with the team, I transitioned to Merchandising, where I tracked orders, collected samples, and communicated buyer details.

Finally, in Sampling and CAD, I was introduced to pattern making and sample creation from an artistic, CAD-focused perspective. This overlap represented the intersection of creativity and technically responsible roles. Therefore, my time at Rising Group strengthened my technical application of textile education within an industrial setting while also improving soft skills for interdisciplinary communication, enabling timely problem-solving and professional engagement. As a result, this intensive experience at the Rising Group further motivates me to pursue a career in textile engineering and make a significant impact in the apparel industry through sustainable innovation.

Keywords: Industrial training, HR & Compliance, Industrial Engineering, Operations & Production, Merchandising, Sampling & CAD, manpower planning, time study, line balancing, pattern making, buyer communication, problem-solving, textile engineering.

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List of Acronyms

Acronym Full Form

AGM	Assistant General Manager
CAD	Computer-Aided Design
EDC	Executive Development Center
ERP	Enterprise Resource Planning
ETP	Effluent Treatment Plant
HR	Human Resources
IE	Industrial Engineering
KIM	Knitwear Industry Management
MQA	Merchandising Quality Assurance
ODM	Original Design Manufacturer
OEM	Original Equipment Manufacturer
PGD	Post Graduate Diploma
PP	Pre-Production
RMG	Ready-Made Garments
SMV	Standard Minute Value

Glossary

Apparel Industry:

This industry manages the entire process from making raw fibers to producing and selling finished clothes. It begins with fiber creation, moves to fabric production, then pattern making, sewing, and ends with garments ready for customers.

Buyer:

A buyer places orders with manufacturers. Typically, this is a representative from a large brand or retailer who chooses styles, decides on quantities, and sets delivery deadlines.

CAD (Computer Aided Design):

Manufacturers utilize CAD systems to design patterns and arrange cutting layouts. CAD makes the process faster, more accurate, and helps minimize fabric waste and errors.

Compliance:

Compliance involves following local and international laws, as well as meeting buyers' standards for factory practices. This includes ensuring workplace safety, fair pay, no child labor, and environmental care.

Efficiency:

Efficiency means making more products in less time with minimal waste. In factories, it requires that each worker and machine produces as many garments as possible without unnecessary effort.

Industrial Engineering (IE):

The IE department studies factory operations and suggests improvements. IE organizes machine placement, assigns workers, and balances workloads to increase production speed.

Kaizen:

Kaizen, a Japanese word, stands for “continuous improvement.” It focuses on making small, ongoing changes that together make work better for operators and improve the factory as a whole.

Lead Time:

Lead time measures how long it takes to finish an order—from the buyer's initial request to shipping out the completed garments. Reducing lead time means delivering products more quickly.

Line Balancing:

Line balancing distributes sewing tasks evenly among all workers. This prevents overloading or idling, ensuring production flows smoothly.

Merchandising:

A merchandiser acts as a link between the buyer and the factory. They handle order management, arrange samples, check materials, monitor production, and ensure timely shipment.

OEM (Original Equipment Manufacturer):

An OEM factory produces clothing based on the buyer's instructions and designs. The buyer supplies the specs, and the factory makes the garments under the buyer's brand name.

ODM (Original Design Manufacturer):

An ODM both designs and manufactures clothing. Buyers select from the ODM's designs and sell the finished items with their own branding.

Pre-Production (PP) Sample:

Before full-scale production, the factory creates a sample garment. This sample checks if the fit, material, stitching, and finish meet the buyer's requirements.

RMG (Ready-Made Garments):

These are factory-produced clothes, ready to wear immediately. In Bangladesh, RMG is a major export sector.

SMV (Standard Minute Value):

SMV calculates how long a skilled worker takes to complete a task, such as sewing a sleeve. Factories use SMV to measure efficiency and set production goals.

Sustainability:

Sustainability means producing clothes in ways that protect the environment and treat workers well. It includes conserving water, reducing energy use, recycling waste, and lowering pollution.

Vertical Integration:

A vertically integrated business manages every production step from spinning yarn and weaving fabric to sewing, dyeing, and packaging. This increases quality and speeds up delivery.

Workforce Planning:

Workforce planning ensures every department has enough trained workers. It helps avoid labor shortages and keeps production running smoothly.

Chapter 1

About Organization

1.1 Overview of the Industry

Rising Group stands as one of Bangladesh's leading textile and apparel manufacturing companies, which has achieved rapid growth while maintaining its position as a respected industry leader. The company stands out through its extensive operations and its commitment to conducting all activities with integrity. The company started its operations in 1997 and has expanded its industrial presence through six locations across Dhaka, Gazipur, and Manikgonj. The company maintains its excellent reputation through the daily work of its 13,000 employees. (Group, Rising Group – Driving towards excellence, 2022)

The production model of Rising Group operates through complete vertical integration. The company controls all production stages from spinning yarn to knitting, dyeing, printing, washing, sewing, and packaging. The company achieves dependable quality standards and fast delivery times because it controls all production stages, which enables it to meet changing customer requirements. The company produces a wide range of products, including woven clothing, knitwear, denim, and casual apparel for both men and women. The company operates a Green Factory Award-winning Effluent Treatment Plant (ETP) system, which protects the environment. The company maintains strict international safety and compliance standards, which resulted in receiving the National Export Trophy and Green Factory Award for its responsible manufacturing practices.

The company expansion under Managing Director Mahmud Hasan Khan continues to build its worldwide market share while upholding its core values of integrity, innovation, and social accountability. Rising Group exists as a visionary organization that unites technological advancement with sustainable practices and human rights protection to create a better future for Bangladesh's RMG industry.

1.2 Mission & Vision

Rising Group Bangladesh is driven by a mission to produce garments in a sustainable and ethical environment, reflecting its commitment to responsible manufacturing practices that prioritize environmental care, worker welfare, and long-term industry transformation. The company believes that the future of the textile and apparel industry lies in ethical production and sustainability. Its vision is to evolve into a circular business model by designing products

that are durable, recyclable, and made from safe, sustainably sourced, or recycled materials. This forward-thinking approach positions Rising Group as a leader in innovation and sustainability within the global textile industry. (Group, Rising Group – Driving towards excellence, 2022)

1.3 Goals & Objective

Rising Group Bangladesh operates with a clear set of goals and objectives aimed at becoming a globally trusted name in the textile and apparel industry. The company's primary goal is to deliver high-quality garments through sustainable and ethical manufacturing practices. It strives to maintain excellence in customer satisfaction, product innovation, and operational efficiency. To achieve these goals, Rising Group focuses on vertical integration across its production processes from spinning and knitting to dyeing, printing, and packaging, ensuring complete control over quality and lead time. The company also prioritizes environmental compliance by operating certified Effluent Treatment Plants (ETP) and adheres to international safety standards. Additionally, Rising Group invests in advanced technologies and workforce development to enhance productivity and align with global sustainability standards. Through these objectives, the company aims to strengthen its global presence, build long-term partnerships, and lead the industry toward a more responsible and innovative future. (Group, Rising Group – Driving towards excellence, 2022)

1.4 Organizational structure, Organogram, Branches, and Department

Rising Group's success is built on more than just machines and materials, people, structure, and shared purpose power it. With thousands of employees spread across multiple industrial zones, the company relies on a clear and well-organized framework to keep operations running smoothly. Every department, from HR and Compliance to Production, IE, Merchandising, and CAD, plays a vital role in maintaining quality, meeting deadlines, and supporting ethical practices.

This section offers a closer look at how Rising Group is structured, from its leadership hierarchy to its key buyers, product categories, and the policies and facilities that support both its workforce and environmental goals.

1.4.1 Organogram of Rising Group

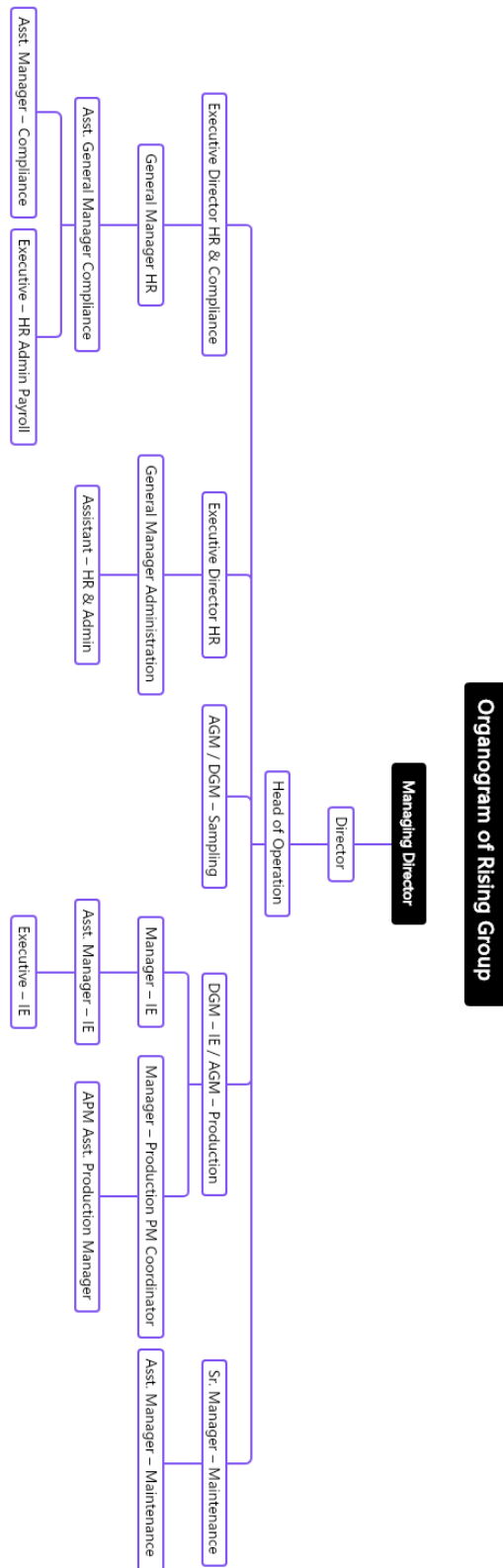


Figure 1: Organogram of Rising Group

1.4.2 Some buyer Rising Group

Some of the most popular buyers of Rising Group are, (Group, Rising Group – Driving towards excellence, 2022)

1. ZARA
2. KIABI
3. TARGET
4. KONTOOR
5. ALDI
6. EMINENCE
7. OODJI
8. NEXT
9. COSTCO
10. NAUTICA
11. CONNOR
12. LANDS END
13. MULLIEZ-FLORY
14. GTL
15. BERSHKA
16. NEW WORKER
17. CREW CLOTHING
18. LPP
19. MOSSBROSS
20. KMART

1.4.3 Products produced by Rising Group

Rising Group Bangladesh operates as a garment manufacturer that provides complete apparel solutions through its commitment to creative work, precise production, and responsible business practices. The company offers a wide selection of clothing items, including basic everyday apparel and fashionable clothing for men, women, and children, who shop worldwide. The company offers a wide selection of clothing items, which include basic T-shirts, polos, hoodies, jackets, dresses, joggers, chinos, and swimwear. The company operates as a manufacturer of children's clothing, producing baby rompers, nightwear, and sportswear

that offer both comfort and durability. (Group, Rising Group – Driving towards excellence, 2022)

The production system of Rising Group operates as a complete vertical integration, which differentiates it from other companies. The company maintains complete control over its supply chain, as it performs all production stages, from fabric development through dyeing and sewing, to final packaging, within its own facilities. The company operates its complete supply chain network from its facilities to deliver fast delivery with reliable product quality. The company provides OEM and ODM services to international fashion brands, retail chains, and private labels operating in Europe, North America, and Asia. (Group, Rising Group – Driving towards excellence, 2022)

Rising Group operates as a dependable business partner that goes beyond its core manufacturing responsibilities. The company uses ethical production methods and sustainable practices throughout its operations to achieve global industry leadership and earn customer trust.

1.4.4 Policy and facilities of the Rising group

Rising Group has some policies and facilities to aid the workers and maintain the environmental performance

Policies;

1. Worker compensation and benefits policy
2. Child labor policy
3. Disable worker policy
4. Workplace harassment policy
5. Grievance policy
6. Environmental policy
7. Work hour policy

Facilities;

1. In-house medical facility
2. Fare shop
3. Childcare facility

Chapter 2

Task Accomplishment

2.1 Learning and experiences from different departments

In the fast-paced world of garment manufacturing, delivering orders on time and to specification isn't just about machines or manpower; it's about teamwork. During my internship at Rising Group, I saw firsthand how success depends on seamless coordination across a wide range of departments: Merchandising, Commercial, Finance, Accounts, MQA, Warehouse, Cutting, CAD, Technical, HR, Production, Operations, Quality, Planning, Industrial Engineering, Mini Store, and Finishing. Each team has its own role, but they all work toward shared goals, guided by clear KPIs and a strong sense of accountability.

What impressed me most was how interconnected everything is. A delay in one section, say, fabric arrival or machine setup, can ripple across the entire production chain. That's why communication, planning, and mutual support are so critical. This report reflects my journey through these departments, capturing the lessons I learned and the collaborative spirit that drives the operational success of Rising Group.

2.2 Internship learning

After discussing with my industrial supervisor, we selected five major departments where I can learn about the industry's operations. Those departments are,

1. HR and Compliance Department
2. IE Department
3. Operation and Production Department
4. Merchandising Department
5. Sampling and CAD Department

2.2.1 Internship Schedule

To maximize the benefits of my training period, I collaborated closely with my industrial supervisor to design a department-specific schedule that balanced learning with hands-on experience. This plan enabled me to rotate through key sections of the factory and gain an understanding of how each contributes to the overall supply chain.

Department	Section	Time (Days)
Merchandising Department	Marketing Team	2
	Development Team	4
	Factory Merchandiser	4
	Fabric Team	4
HR Department	Hiring & Requirement Team	2
	HR Team	3
	Compliance Team	3
	Mental Coach	2
Operation & Production Department	Production Section	6
	Cutting Section	4
	Finishing Section	6
	Mini Store	2
IE Department	Floor IE	6
	Costing IE	2
	Production Planner	2
Sampling and CAD Department	Planning Coordinator	5
	MIS Team	3
	CAD Team	3
	Sampling Section	3

Table 1: Work schedule

2.3 Department-Wise Learning

2.3.1 Insights from the Human Resources (HR) and Compliance Department

The Human Resources (HR) department plays a pivotal role in the success of Ready-Made Garment (RMG) factories. A well-functioning HR team makes a significant contribution to organizational development by fostering a positive workplace culture and ensuring the optimal utilization of resources.

2.3.1.1. Responsibilities of Human Resources (HR) and Compliance Department:

Human Resources (HR) and Compliance responsibilities span several key areas, including:

- **Manpower Planning & Recruitment:** The team forecasts staffing needs, hires suitable candidates, and promptly fills gaps caused by turnover or absenteeism to ensure smooth production.
- **Training & Development:** New hires get proper orientation, and ongoing skill-building and leadership programs support employees' professional and personal growth.

- **Employee Relations & Culture:** HR promotes a respectful and inclusive environment, resolving conflicts and encouraging positive relationships between employees and management.
- **Health & Safety Management:** Safety isn't just a checklist; it's a daily priority. The department enforces standards that protect workers and ensure compliance with legal and buyer expectations.
- **Administrative Oversight:** From promotions and transfers to attendance tracking and salary adjustments, HR handles the behind-the-scenes tasks that ensure operations run smoothly and fairly.
- **HR Planning:** Strategic workforce planning is an analysis of budgets, capacity, and operational goals to ensure the right people are in the right roles.
- **Compliance & Audit Readiness:** The team prepares for buyer audits and ensures all legal and ethical standards are met, maintaining certifications and building trust with international partners.



Figure 2: Responsibilities of Human Resources (HR) Department

2.3.1.2. Internship Experience: Human Resources Department

During my time in the HR department, I didn't just observe; I became part of the rhythm that keeps a factory running smoothly. Each day offered a new layer of learning, from managing workforce data to supporting employee well-being. I actively contributed to core HR functions, gaining hands-on experience in how people, processes, and policies come together in practice.

- **Manpower Planning & Recruitment Support:** I helped track daily manpower needs and assisted in onboarding new operators, primarily to address absenteeism, which averaged around 7%. It taught me how staffing decisions directly impact production flow.
- **Attendance & Payroll Monitoring:** I worked with the payroll team to verify punch records and process attendance bonuses for workers who maintained punctuality across 26 working days, a small incentive that made a big difference in morale.

- **Onboarding & Documentation:** I prepared ID cards, personal files, and salary account setups for new joiners, and supported monthly salary sheet preparation. These tasks gave me insight into the administrative backbone of HR.
- **Operator Welfare & Productivity Coordination:** I worked with the Mental Coach to understand the challenges faced by operators, from absenteeism to motivation, and helped improve communication between workers and management.
- **Administrative & Logistics Support:** I helped the admin team monitor security shifts and transport services, making sure the workplace stayed safe, organized, and accessible for all staff.

2.3.2 Insights from the Industrial Engineering (IE) Department

The Industrial Engineering (IE) department is vital for operational efficiency in Ready-Made Garment (RMG) factories. It concentrates on enhancing production processes, making better use of resources, and boosting productivity through systematic analysis and ongoing improvement methods.

2.3.2.1. Responsibilities of the Industrial Engineering (IE) Department

The key responsibilities of the Production Department include:

- **Production Planning and Line Balancing:** IE engineers design efficient production layouts and balance sewing lines to ensure smooth workflow and prevent bottlenecks that could slow down output.
- **Time Study and SMV Calculation:** By conducting detailed time and motion studies, they determine Standard Minute Values (SMV) for each operation, establishing benchmarks for production targets and fair performance assessments.

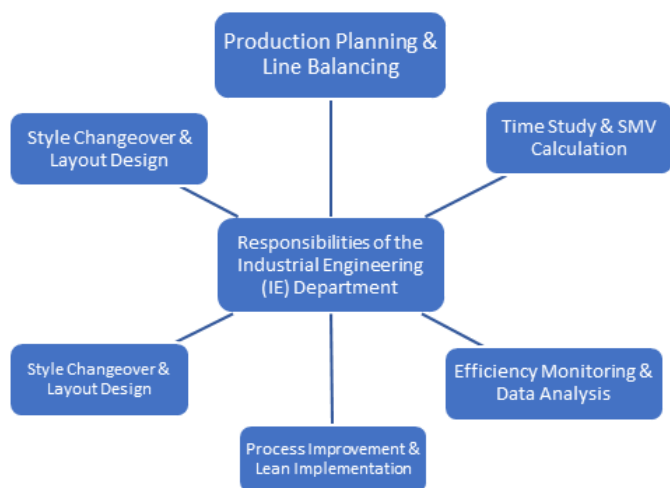


Figure 3: Responsibilities of Industrial Engineering (IE) Department

- **Efficiency Monitoring and Data Analysis:** They track hourly production data, monitor operator efficiency, and prepare daily reports that help management make informed decisions.
- **Process Improvement and Lean Implementation:** Using lean tools such as Kaizen, 5S, and motion analysis, the team identifies waste and redesigns processes to enhance flow and productivity.
- **Style Changeover and Layout Design:** When new styles arrive, IE creates layout plans and staffing arrangements to ensure smooth transitions with minimal downtime.
- **Operator Training and Performance Support:** They guide operators in standard work practices and help build technical skills that result in better output and fewer errors.

2.3.2.2. Internship Experience: Industrial Engineering Department

During my internship, I actively engaged with the IE team and gained practical experience in production analysis and process optimization. My key responsibilities and learning areas included:

- **Production Data Collection:** Logged hourly production data from specific sewing lines and refreshed efficiency records for daily reports.
- **Assisting in Line Balancing:** Supervised line operations and helped reposition operators to improve balance and workflow efficiency.
- **Conducted time studies:** Participated in time and motion studies to measure SMV for different garment operations under supervision.
- **Supporting Style Changeovers:** Assisted in preparing new layout plans and adjusting machine setups during style transitions.
- **Monitoring Efficiency and Bottlenecks:** Identified low output areas and discussed solutions with the IE supervisor to boost daily line efficiency.
- **Participating in Improvement Projects:** Participated in small Kaizen initiatives focused on reducing non-productive time and enhancing operator performance.

2.3.3 Insights from the Operation and Production Department

The Operation and Production Department serves as the primary unit in any Ready-Made Garment (RMG) factory, directly responsible for transforming raw materials into finished garments. The department ensures that production goals are met in terms of volume, quality,

and delivery schedules through effective resource management and coordination with supporting departments, including IE, Quality, and Maintenance.

2.3.3.1. Responsibilities of the Operation and Production Department

The key responsibilities of the Production Department include:

- **Production Planning and Execution:** The team creates daily, weekly, and monthly production schedules based on buyer orders, ensuring shipments are completed on time and in full.
- **Resource and Workforce Management:** Manpower, machines, and materials are carefully allocated to ensure a smooth production flow. Quick decisions are often necessary to minimize downtime and maintain efficient line operations.
- **Quality Assurance During Production:** Close coordination with the quality team guarantees that in-line inspections are performed regularly, helping to uphold consistent product standards throughout the sewing process.
- **Coordination with IE and Other Departments:** The department collaborates closely with Industrial Engineering for line balancing, target setting, and process optimization. They also coordinate with maintenance to prevent machine breakdowns and delays.
- **Monitoring and Reporting Production Performance:** Daily output, efficiency rates, and rejection data are monitored to identify gaps and implement corrective actions. These reports helped in guiding both immediate fixes and long-term improvements.
- **Ensuring Compliance with Safety and Productivity Standards:** Discipline, safety, and teamwork are essential. The department fosters a culture where operators feel motivated and secure, while maintaining consistent factory standards.

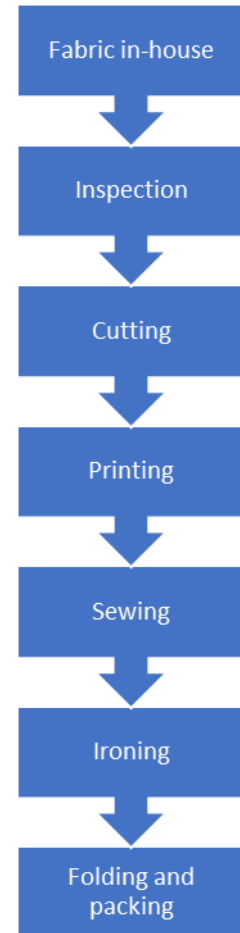


Figure 4: Work process of Operation and Production Department

2.3.3.2. Internship Experience: Operation and Production Department

During my internship in the Operations & Production department, I had the opportunity to immerse myself in the fast-paced environment of the factory floor, where every minute counts and each decision affects the day's output. I wasn't just observing from the sidelines; I was

actively engaged in the daily rhythm of production, learning how coordination, communication, and quick problem-solving ensure everything runs smoothly.

- **Production Floor Observation:** I spent time on the sewing lines, watching how operators, helpers, and line chiefs coordinate in a well-organized flow. It gave me a clear sense of how teamwork boosts productivity.
- **Output and Target Monitoring:** I collected hourly production data and compared it to daily targets, helping evaluate line performance and identify areas needing support or adjustment.
- **Style Changeover Support:** When new styles were introduced, I assisted with layout adjustments and machine repositioning under the guidance of the line supervisor. This experience taught me how flexibility and planning go hand in hand.
- **Coordination with Quality and IE Teams:** I observed how closely the production team works with Quality and IE departments to uphold standards and boost efficiency. These interactions demonstrated the importance of cross-functional teamwork.
- **Workforce Support and Communication:** I helped communicate daily targets and feedback between supervisors and operators, making sure everyone stayed motivated and on track with production goals.
- **Problem-Solving and Floor Management Exposure:** I participated in identifying common challenges like machine breakdowns or material shortages and observed how supervisors respond quickly to keep operations on track.

2.3.4 Insights from the Merchandising Department

The Merchandising Department plays a vital role in linking buyers with the production team in RMG factories. Merchandisers ensure that buyer requirements are clearly understood, translated into effective production plans, and completed on time while maintaining quality and controlling costs. They manage tasks such as sample development, costing, production follow-up, and shipment coordination. To do this effectively, they work closely with planning, production, and quality teams, resolving issues promptly and maintaining a steady schedule. Their clear communication and strong time management help meet buyer expectations and foster long-term business relationships.

2.3.4.1. Responsibilities of the Merchandising Department

The major responsibilities of the Merchandising Department include:

- **Order Communication and Coordination:** Merchandisers serve as the main liaison between buyers and the factory. They gather all order details, such as fabric type, design, trims, and delivery dates, and communicate them clearly to the production team.
- **Costing and Price Negotiation:** They prepare costing sheets based on fabric use, trims, accessories, and labor. These sheets assist management during price discussions with buyers.
- **Sample Development and Approval:** Merchandisers collaborate with the sampling unit to prepare development, fit, and pre-production samples. They follow up with buyers to obtain sample approvals before beginning bulk production.
- **Production Follow-up:** They monitor the sourcing of fabrics and trims, check production progress, and track shipment schedules to make sure everything is completed on time.
- **Material Planning and Coordination:** Merchandisers coordinate with the procurement team to ensure all necessary materials arrive on time and match the production plan.
- **Documentation and Buyer Compliance:** They prepare order sheets, booking forms, and shipment documents. They also ensure that all processes meet buyer standards and are prepared for audits.

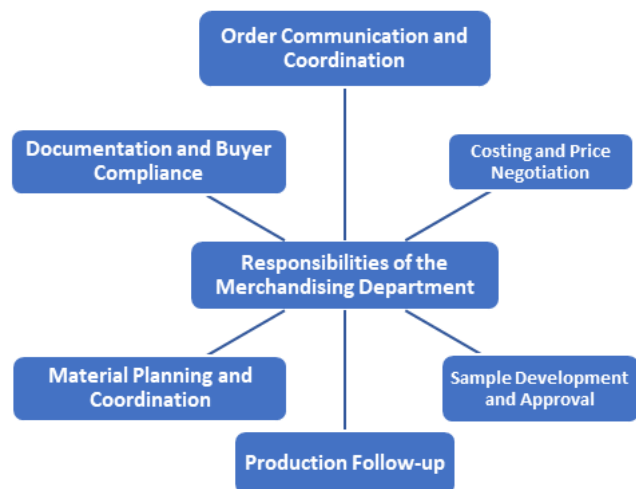


Figure 5: Responsibilities of the Merchandising Department

2.3.4.2. Internship Experience: Merchandising Department

During my internship, I observed and participated in the daily activities of the merchandising team, gaining insight into buyer communication, order management, and production coordination. My main tasks and learning experiences included:

- **Assisting in Order Follow-Up:** I helped monitor the progress of ongoing orders by checking fabric arrivals, trims approvals, and production updates to ensure on-time delivery.

- **Sample Handling and Coordination:** I assisted the sampling team by preparing sample tags, coordinating submissions to buyers, and maintaining records of sample approvals.
- **Data Entry and File Management:** I updated order status reports, style details, and shipment schedules in the merchandising database to maintain organized and current records.
- **Communication Support:** I assisted in drafting and sending email updates to buyers regarding sample approvals, shipment schedules, and overall order progress.
- **Costing and Consumption Support:** I observed how costing sheets and fabric consumption data are prepared and learned how pricing and margins are calculated.
- **Production and Quality Coordination:** I participated in production meetings with merchandisers to observe how they collaborate with the production, quality, and planning teams to solve problems and meet deadlines.

2.3.5 Insights from the Sampling and CAD Department

The Sampling and CAD (Computer-Aided Design) Department plays an essential role in the product development process of Ready-Made Garment (RMG) factories. It serves as the creative and technical hub where buyer designs are first transformed into physical samples and precise production patterns. The department ensures that the design, fit, and technical details of garments meet buyer specifications before mass production starts.

2.3.5.1. Responsibilities of the Sampling and CAD Department

The key responsibilities of the Sampling and CAD Department include:

- **Sample Development and Approval:** The sample team prepares various types of samples, including development, fit, pre-production (PP), and size set samples, according to buyer instructions. These samples are submitted for approval before beginning bulk production.
- **Pattern Making and Grading:** Accurate garment patterns are created either manually or with software. These patterns are then graded into various sizes while maintaining consistent fit and proportions.
- **Marker Making and Fabric Utilization:** CAD software is used to create marker layouts that minimize fabric waste and increase cutting efficiency.

- **Technical Specification Review:** The team reviews tech packs, measurement charts, and construction details provided by buyers to ensure all design elements can be produced correctly.
- **Coordination with Merchandising and Production:** The sample section collaborates closely with merchandising, IE, and production teams to ensure a smooth transition from sample development to bulk production.
- **Quality and Fit Evaluation:** Trial fittings are held to assess the garment fit and appearance. If necessary, pattern adjustments are made to satisfy the buyer's expectations.

2.3.5.2. Internship Experience: Sampling and CAD Department

During my internship, I had the opportunity to observe and assist with sampling and CAD processes, gaining practical experience in garment pattern development and digital design applications. My main responsibilities and learning outcomes included:

- **Sample Preparation Assistance:** Helped the sampling team prepare development and fit samples according to buyer specifications and tech packs.
- **Pattern and Marker Observation:** Observed the CAD operators using software like Gerber or Lectra to create and modify patterns and marker layouts.
- **Measurement and Fit Analysis:** Participated in sample fit sessions with the technical team to review garment measurements and determine necessary pattern adjustments.
- **Fabric and Trims Coordination:** Assisted in organizing the fabric and trims required for sample making, working in collaboration with the merchandising and store departments.
- **Data Entry and Documentation:** Recorded sample approvals, buyer comments, and measurement data for future use in production planning.

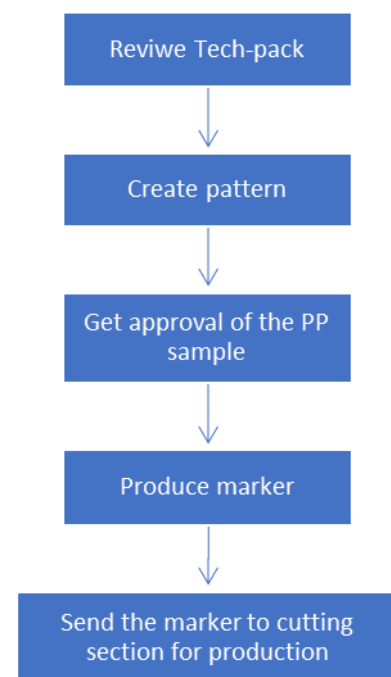


Figure 6: Work process of Sampling and CAD Department

- **Understanding CAD Technology:** Learned how digital pattern making and marker planning contribute to cost savings, production accuracy, and overall efficiency in garment manufacturing.

Chapter 3

Critical Assessment of Internship Work

The internship at Rising Group provided a valuable opportunity to connect classroom learning with real industry work. It enabled me to apply academic knowledge in practical situations, understand daily challenges, and learn how a large garment factory functions across different departments. This chapter examines the extent to which academic lessons align with factory work, highlights the gaps between theory and practice, and offers suggestions for improvement based on my observations. It also discusses ideas for future growth by considering current global trends. Lastly, the chapter reflects on my personal development, including the skills I gained in technical work, communication, and teamwork. Overall, this part of the report demonstrates how academic training can support industry needs and emphasizes the importance of learning and growth for both the company and the intern.

3.1 Application of Generic and Industry-Specific Courses During Internship

During my internship at Rising Group, I was able to apply both general management principles and the technical knowledge gained from the Postgraduate Diploma in Knitwear Industry Management program. Courses like Supply Chain Management, Human Resource Management, and Industrial Engineering Principles helped me understand how different departments collaborate to ensure smooth operations. For example, in the HR department, I utilized what I learned about workforce planning and compliance to support recruitment, maintain employee records, and assist in preparing audit-related documents. In the IE department, I applied lessons from Operations Management and Lean Manufacturing to analyze production efficiency, monitor line balancing, and participate in Kaizen activities aimed at reducing waste and improving workflow. These experiences helped me understand the importance of fundamental management tools and teamwork in daily factory operations.

The industry-specific courses were even more valuable in my daily work. Topics like Textile Production Processes, Garment Merchandising, and CAD Pattern Making helped me understand the technical aspects of garment manufacturing. In the merchandising department, I applied costing and consumption methods learned in class to facilitate price discussions, prepare costing sheets, and support material planning. I also assisted in tracking order status and sample approvals. Later, in the Sampling and CAD section, I contributed to pattern development, marker planning, and sample coordination. I observed how CAD tools help reduce fabric waste and improve cutting precision. I also learned how tech packs and

measurement charts facilitate the sample-making process. These tasks helped me connect classroom learning with real factory work, making the internship a valuable and hands-on experience that enhanced both my technical skills and confidence in managing real responsibilities.

3.2 Suggestions for the Industry

Based on my observations during the internship, I believe Rising Group has strong operational capabilities, but there are areas where improvements could make a significant difference. Here are my suggestions:

- **Adopt a Centralized ERP System:** A single ERP platform can connect merchandising, production, IE, and quality teams in real time. This reduces communication gaps, prevents repeated data entry, and enables managers to make quicker decisions.
- **Invest in Operator Training:** Regular training in lean methods, machine operation, and quality awareness can enhance operator performance. Workshops and refresher courses help maintain skills and minimize production delays.
- **Strengthen Sustainability Efforts:** Rising Group already follows eco-friendly practices. Using more recycled fibers and renewable energy can enhance its image as a green and responsible manufacturer.
- **Improve Quality Monitoring:** Implementing real-time quality checks and digital dashboards on the production floor can help identify defects early. This reduces rework and increases buyer satisfaction.
- **Enhance Employee Welfare:** Going beyond basic compliance, the company can provide mental health support, counseling, and performance-based rewards. This will boost morale and lower absenteeism.
- **Cross-Department Collaboration:** Regular meetings between departments and sharing knowledge can enhance teamwork and ensure orders flow smoothly from start to finish.
- **Innovation in Product Development:** Investing in research for sustainable fabrics and SMART clothing can help Rising Group remain competitive in the global market.

3.3 Learnings from Internship for Self-Improvement

This internship marked a significant turning point in my career, providing real-world experience that turned my theoretical knowledge into practical skills. Besides technical skills, it also shaped my mindset and work approach. Here are the main lessons I learned:

- **Communication Skills:** Working with different departments taught me how to communicate clearly and professionally. I learned to listen actively and adjust my message accordingly, tailoring it to the audience, whether explaining technical points to operators or sharing updates with managers.
- **Time Management:** Managing tasks across HR, IE, merchandising, and sampling helped me improve how I plan and manage my time. I learned to break tasks into smaller steps and set priorities, which is crucial in the fast-paced garment industry.
- **Technical Knowledge:** I gained practical experience with CAD systems, SMV calculations, and production planning. These tools helped me understand how technology and data can enhance efficiency, minimize waste, and facilitate more informed decision-making.
- **Problem-Solving:** By observing and assisting with floor-level issues, I enhanced my ability to think clearly under pressure. I learned to identify the root causes of problems, such as machine breakdowns or delays, and recommend simple, practical solutions.
- **Teamwork and Leadership:** Working with different teams showed me how crucial teamwork is for achieving shared goals. I also saw that leadership—such as motivating others and maintaining harmony on the floor—is just as vital as technical skills.
- **Adaptability:** The garment industry changes rapidly. I learned to adapt to new tasks, sudden shifts, and tight deadlines without losing focus. This flexibility has become one of my main strengths.
- **Attention to Detail:** Whether reviewing sample measurements or analyzing production reports, I realized how small mistakes can lead to significant problems. This taught me to be careful and precise in every task.
- **Professional Ethics and Compliance:** My experience in HR and compliance enhanced my understanding of labor laws, buyer standards, and ethical practices. I learned that honesty and transparency are crucial for long-term success.

- **Stress Management:** Handling many tasks in a busy environment helped me stay calm and focused, even during peak times. I learned how to manage pressure without losing productivity.
- **Continuous Learning Mindset:** Most importantly, I realized that the garment industry is constantly evolving. To succeed in this field, I need to continually learn about new technologies, sustainability efforts, and global trends.

Chapter 4

Conclusion

The internship at Rising Group was an excellent opportunity to apply classroom knowledge to real-world work experience in the garment industry. I was able to work in several departments, including Human Resources, Industrial Engineering, Merchandising, Operations, and Sampling & CAD. This provided me with a comprehensive view of how garments are produced, from order planning and sample development to production and shipping. It also helped me understand how different teams collaborate to keep the supply chain functioning smoothly and meet buyer expectations.

Through this experience, I learned the value of teamwork, time management, and following company rules to meet deadlines and ensure quality. I faced real challenges like planning manpower, adjusting production layouts, and facilitating communication with buyers. These tasks improved my problem-solving skills and helped me think more clearly under pressure. I also learned how to better manage my time, stay organized, and communicate effectively with people from different roles and backgrounds. Working in a fast-paced environment taught me to stay flexible and adapt quickly to changes, which is essential in the garment industry.

I also gained practical experience with technical tools like CAD systems, SMV calculations, and production planning software. These tools helped me understand how data and technology can improve efficiency and reduce waste. I noticed how small details like accurate sample measurements or proper documentation can significantly affect the production flow and buyer satisfaction. My time in the HR and compliance departments gave me a better understanding of labor laws, audit preparation, and ethical practices, which are crucial for long-term success in any organization.

Overall, this internship helped me grow both technically and personally. I boosted my confidence, learned how to work in a team, and gained a better understanding of how the industry functions. The knowledge and skills I acquired will support my future career in the textile and apparel sector and enable me to contribute to efficiency, quality, and sustainability wherever I work.

References

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