

Report On

Hop Lun Apparel Ltd, Unit-2
Department of Production, Quality Control,
Merchandising IPE, Human Resources

By

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An internship report submitted to the Executive Development Center, (BIGD) in
partial fulfillment of the requirements for the degree of of Post Graduate Diploma in
Knitwear Industry Management (PGD
KIM)

Executive Development Center, BIGD

BRAC University

November 2025

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Declaration

It is hereby declared that

The internship report submitted is my/our own original work while completing degree at Brac University.

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.

The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.

I have acknowledged all main sources of help.

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Letter of Transmittal

Proloy Barua, Ph.D.

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Subject: Submission of Internship Report on Five Departments of Hop Lun Apparel Ltd, Unit-2.

Dear Sir,

It gives me great pleasure to present my internship report for my industry connection with Hop Lun Apparel Ltd, Unit-2.

I did my best to finish the report with the most important information and recommendations in the most compact and thorough feasible way.

I am confident that the report will fulfil the expectations.

Sincerely yours,

Kh. Hasin Raihana Akter Aley

Student ID: 24281049

Executive Development Center, BIGD

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Date: 10 November 2025

Non-Disclosure Agreement

Hop Lun Apparel Ltd, Unit-2 as the First Party and the undersigned student at Executive Development Centre, BRAC Institute of Governance and Development, BRAC University as the Second Party have made and entered into this agreement. The First Party has permitted the Second Party to complete a three-month internship as part of the requirements for the Post Graduate Diploma in Knitwear Industry Management. The Second Party will be able to collaborate closely with company executives and gain access to official data and information. The Second Party will write an internship report based on work experience and data and information gathered during the internship. The Second Party will make use of a wide range of facts and information.

Student's Full Name & Signature:

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Md. Rakibul Islam

Manager, IPE

Hop Lun Apparel Ltd, Unit-2

Acknowledgment

I'd want to thank God for allowing me to work at Hop Lun Apparel Ltd, Unit-2 and enroll in PGD-KIM at BRAC University. I am honored to be a part of the PGD-KIM. Special thanks to Mr. Md. Rakibul Islam, my industry supervisor, and Dr. Proloy Barua, my academic supervisor, for providing full-time support during my internship and for preparing my internship report. They supplied me with wonderful, clear tips for preparing the report and learning from my chosen department swiftly.

I'd want to thank all the department heads at Hop Lun Apparel Ltd, Unit-2, for their excellent mentoring in helping me complete my departmental tasks. I am grateful to my industry supervisor for entrusting me with the completion of my PGD.

Executive Summary

During my internship at Hop Lun Apparel Ltd, Unit-2, I gained comprehensive, hands-on experience by rotating through every department. This experience proved immensely valuable, significantly enhancing my understanding of the Management System and the specific demands of various job roles within the apparel industry.

This internship report details my journey and demonstrates how the PGD-KIM standards and themes directly applied to and helped drive my job functions.

I began by outlining my typical job responsibilities and the reporting methodology used for my analysis. Over the three months, my increased comprehension of Knitwear Industry Management gave me a fresh perspective on my work.

To achieve my professional goals, I consistently sought to integrate my PGD-KIM coursework with real-world tasks across departments including Warehouse, Quality, Production, IPE, and Merchandising.

Key Departmental Contributions:

- Warehouse: I gained a foundational and advanced understanding of their operations, including Goods Receipt Note (GRN) procedures and the application of the Kanban system.
- Quality: In collaboration with the team, we attempted to align activities with Quality Management System (QMS) principles and utilized Kaizen techniques to identify and resolve major defects.
- IE and Production: My primary focus was on Lean implementation. I was a key part of the SMEP project dedicated to significantly reducing high changeover time.
- Merchandising: I contributed to an implementation team focused on waste reduction and assisted the team with various aspects of sample management.

The three-month internship was an excellent opportunity to gain practical knowledge, build experience, and learn on the job.

Keywords: RMG, Knit Industry, Kaizen, kanban, Raw Material, AIO

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List of Acronyms

HLBS	Hop Lun Brands
WH	Warehouse
RM	Raw material
BG	Bangladesh goods
AIO	All in One
ERP	Enterprise resource planning
IQC	Internal Quality Control
QC	Quality Control
MO	Manufacturing Order
QMS	Quality management system
IPE	Industrial Production Engineering
IE	Industrial Engineering
NPT	Non-productive time
SMED	Single minute exchange of dies
SMV	Standard Minute Value

Glossary

Garments SMV	The time required for a qualified worker, working at standard performance, to complete a given task under specified conditions.
Fabric's GSM	GSM (Grams per Square Meter) is the weight of one square meter of fabric, expressed in grams.
KAIZEN	Kaizen is a Japanese philosophy meaning “continuous improvement”, where small, incremental changes involving all employees lead to better efficiency, quality and waste reduction.
KANBAN	Kanban is a visual pull system in which production or material replenishment is triggered by actual demand (card or signal) rather than pushed by forecast.

Chapter 1 About Organization

Introduction: This is my Industrial attachment report of PGD. I did my Internship from Hop Lun Apparel Ltd. (Unit-2). In this Chapter 1 is written about core information of this Organization like owner name, Business procedure, Product, Capacity, vision, Mission, Goal and Objectives. Also mention Organizational Structure, name of Branches, and name of departments. Hop Lun was founded in early 1992 by Mr. Erik Otto Ryd, Director of the Hop Lun Group. Hop Lun has been supplying high quality, fashionable lingerie and swimwear to leading global retailers for over 20 years. They take pride in providing dependable service from product design to manufacturing while maintaining the highest quality at competitive prices. Hop Lun now employs 30,000 people and operates eight production sites in three countries, with centralized pre-production offices and distribution centers.

1.1 Industry Overview

Hop Lun started its business at DEPZ in 2000 & then in 2005 started Hop Lun Apparel Ltd. Unit-1 as the biggest unit in Bangladesh. Hop Lun Apparel Ltd, Unit-2, also known as Hop Lun Brands (HLBS), was established in May 2012 in Gazipur, Bangladesh, just outside the EPZ. It is Hop Lun's second factory outside of the EPZ. Matalan was HLBS's first customer, and it soon began producing orders for its own brand Dorina with Assortment Pack delivery. HLBS offers its customers high-quality, fashionable lingerie and swimwear. Over 2,000 people are employed here. It is an eight-story building with a floor area of 643,88 square feet and 36 sewing lines, 24 of which are dedicated to bras and 12 to briefs. HLBS offers manufacturing services ranging from cutting to finishing. They are skilled at handling both large and small quantities. HLBS has received several prestigious awards for their outstanding performance and customer satisfaction like Global Organic Textile Standards (GOTs), Global Recycled Standard (GRS). _ HLBS Production Capacity: Cutting Capacity Per day 55000 Pcs, Sewing Capacity Per day 50000 Pcs, Finishing Capacity Per day 40000 Pcs.

1.2 Company Vision & Mission

Vision: 'Your most trusted partner" ([Hop Lun](#), 2024, December 31)

Mission: 'We promise to be your true partner and create sustainable value together, where our corporate Code of Conduct guides our employees, vendors and working partners towards this goal ethically and compliantly" ([Hop Lun](#), 2024, December 31)

1.3 Goals & Objectives

Goals: Provide the best quality product to the customer to maintain Strong bonding for getting more orders next time & Sustainable business ([Hop Lun](#), 2024, December 31)

Objectives:

1. HLBS has achieved 5% more Production efficiency every year.
2. 100% Product delivery within lead time (15-25) days.
3. Take feedback from every customer on every shipment. After 10 days of shipment.
4. To Maintain 5S (Sort, Set in Order, Shine, Standardize, Sustain) Practices every day.
5. 5% Skill development project for workers doing every month, for new work need to achieve 50% Efficiency, for experience need to achieve 70%.

1.4 Organizational Structure, Organogram, Branches, and Departments

Name of Department: Production Department, Industrial Engineering Department, HR / People & Culture Department, Admin Department, Finance Department, Merchandising Department, Technical Department, Mechanical Department, Logistic Department, Quality Department, IT Department, Planning Department, Cutting Department, Packing Department, Ware-house Department, and Sustainability Department.

Branches of Hop Lun: Hop Yick (Bangladesh) Limited, (Unit-1), located at Dhaka EPZ. Hop Yick (Bangladesh) Limited, (Unit-2), located at Dhaka EPZ, Hop Yick (Bangladesh) Limited, (Unit 3-6 & 8), located at Dhaka EPZ, Hop Lun Apparel Limited, located at Gazipur Hop Lun Apparel Limited, (Unit-2), located at Gazipur, Hop Lun Intimate (Bangladesh) Limited, located

at Gazipur, and P.Y. Garments Manufacturing (Bangladesh) Company Limited, located at Comilla.

Organogram: The organizational structure is headed by the Country Head, followed by the General Manager (Figure 1).

Reporting directly to the General Manager are the heads of two parallel functions:

1. Production Line: Led by the Head of Production, followed by the Production Manager, and finally the Production Officer.
2. Management/Administration Line: Led by the Manager, followed by the Asst. Manager, then the Sr. Officer, and finally the Officer.

This structure shows a clear division between the core manufacturing operation (Production) and the general administrative support functions (Management).

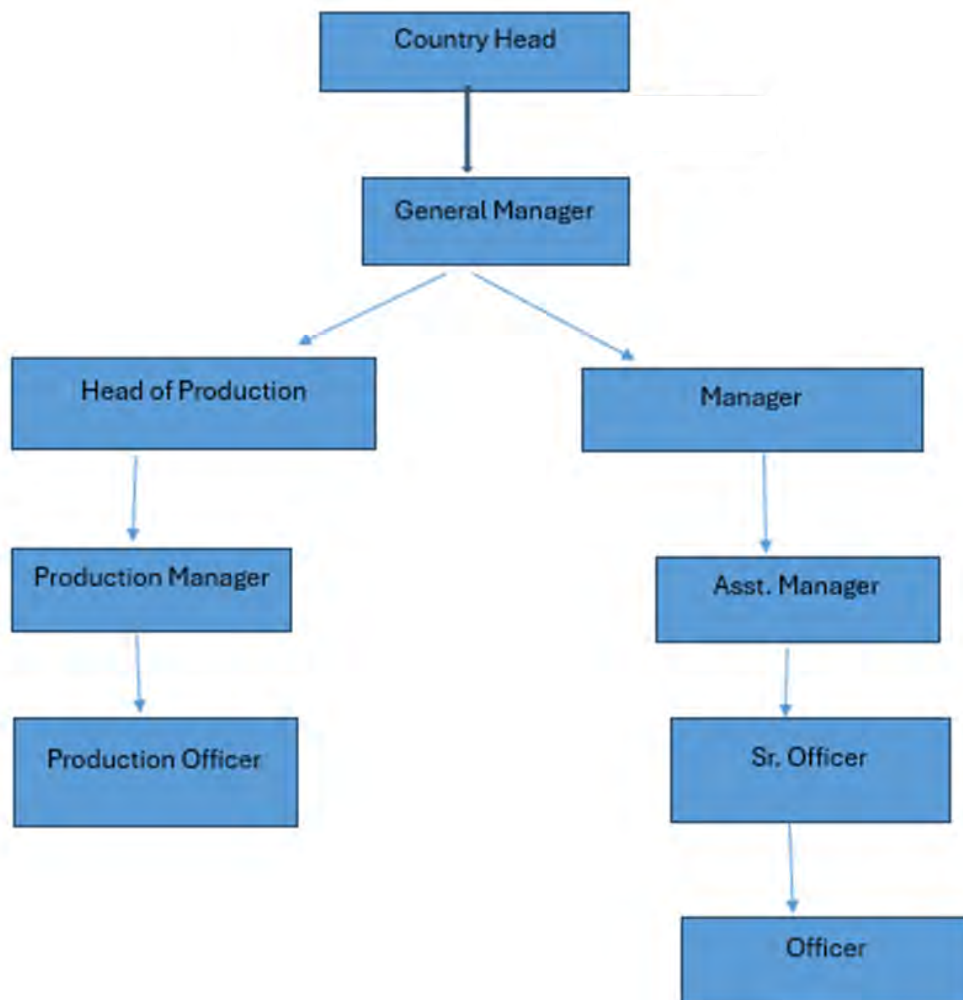


Figure 1: Organogram of Company

1.5 Products or Services Produced by the Industry

HLBS has been producing lingering items (ladies' knickers and swimwear) for the past 11 years. Without these items, they sometimes produced more customized items as well. The following are some of the most produced items: Balconette, Bandeau, Biker Shorts, Bikini, Bodysuit, Boy short, Bralette, Brazilian, Cami Set - Bottom, Chemise, Corset, Demi, Fuller Figure/Curve, High Waisted, Kaftan & Cover Ups, Leggings, Nightdress, Padded Wire Bra, Pants, Plunge, Rashguard, Shorts, Skirt & Sarong, Sports, Strapless, Suspender Belt, Swimsuit, Tankini, Teen, Thong, and Triangle. Last year total exports were 4855624 Pieces.

Chapter- 2 Description About Task Accomplishment

Introduction: During my internship, I had the opportunity to work in the Production, Quality, Human Resources, Merchandising, and Industrial Engineering departments. This experience enabled me to gain practical knowledge and a comprehensive understanding of the overall operations, coordination, and management practices within the garment industry. In this chapter I will briefly describe my work experience (Table 1).

Table 1: Summary of Tasks Accomplishment with Industry

Department	Days Spent	Key Contact(s) Met	Name of Industry
Production	16	Md. Zubair Hossain, Asst. Manager	Hop Lun Apparel Ltd. (Unit-2)
Quality Control	13	Nahidy Islam, Sr. Officer	Hop Lun Apparel Ltd. (Unit-2)
Merchandising	13	Samun-Al-Mujahid, Sr. Officer	Hop Lun Apparel Ltd. (Unit-2)
IPE	12	Md. Rakibul Islam, Manager	Hop Lun Apparel Ltd. (Unit-2)
Human Resources	12	Ripa Boiragi, Sr. Officer	Hop Lun Apparel Ltd. (Unit-2)
Total	66		

Task Completed with the Production Department: The production team first decides on their own objective and goes over their plan. To accomplish their objectives, they work closely with the IE team. To make sure they reach the goal, they monitor their production minutes on an hourly and daily basis. The style is closed and transferred to the finishing/packing division once the sewing is complete.

My activities in this department are as follows: I worked closely with the production department for 16 days. I follow the sewing production system from receiving the input from the cutting to complete the garments. On time cutting supply is very important for sewing production. Here I have found one problem: sometimes sewing lines suffer for input gap or raw material supply delays. In that case the main challenge is to achieve a day target that isn't possible.

I worked on a variety of BRA line styles, paying close attention to the style rundown and all the SMV-mandated procedures. I found that certain procedures in certain styles may be reduced

or removed. After talking with the production officer, I was able to shorten this process with his help and that of the garment technician. I found that a fixed net attachment is needed in the cup of a particular type of bra mold. To accomplish this, they use a single needle operation first, followed by an overlock operation, but I believe that a flat lock machine can accomplish these tasks. We were able to create the same quality as previously after I explained this to them and applied this technique. Similarly, with the help of the responsible production officer and garment tech, I reduced another process in the same manner.

My industry supervisor oversaw my work on the skill gap analysis. I was given the task by him. To determine the number of processes and their average SMV range, I used 20 BRA styles. Next, based on the objective peace at 75%, I calculated the number of operators needed with backup in each process. I then identified the discrepancy between the line and the requirement. After that, the report was delivered to the production manager. He talked with the IE team after reading my report and suggested that they start their project including the skill matrix and skill development.

Style closing is a production worker's most crucial task. A production officer and I worked together on one style close, which was crucial to meeting the target end date. I mentally noted the dimensions and color of each item. To reach the style's scheduled end date, I then identified which sizes needed cutting and which trimmings were missing. Then I contacted the function departments to make sure that the demands were satisfied promptly. My learning experience was excellent, and I learned a few things from the closing style exercises. I also analyzed the previous year country wise production data. Here given Last Year Export data Country Wise (Table 2).

Table 2: Export by Countries in 2024

Country Name	Export Quantity of 2024(Pisces)
Albania	58225
Brazil	26075
Finland	61282
Mexico	1665
Canada	300025
China	11411

Country Name	Export Quantity of 2024(Pisces)
Denmark	36122
France	2786788
Germany	21372
Ireland	181529
Italy	315671
Netherlands	469742
New Zealand	46814
Poland	129622
Sweden	123745
UK	285536
Total	4855624

Task Completed with the Quality Control Department: To gather the following: the manufacturing order, the operation chart, the measurement specification, the approved sample, the approved trim card, the label layout, and the PP meeting discussion. Consider the first production output considering the necessary documentation and standards. Based on the AQL, perform a lot-by-lot audit every day.

My activities in this department are as follows: I worked with the IQC team for 13 days, which is a subset of Quality Control and all of them live on the same floor of the Warehouse department. The Warehouse department sends the items to them after receiving them. I worked on the 4point system, which is used for fabric inspection; I took the fabric fault data and made a report on the flaws while the checking process was in progress. Lastly, a file containing this data is stored. After that, the cutting and merchandising teams receive the data. Before choosing which kinds of markers would be used with this shade of fabric, I used the light box method to evaluate the fabric's shade and created a swatch of various shades. Picking up knowledge from the IQC officer. To allow the cutting crew to choose which kinds of markers to produce, I finally forwarded the information to them. To help the cutting marker crew decide on marker size and identify any over consumption, I measured the fabric's GSM and generated a consumption report. For every style, I made a distinct file where all style-specific information could be stored and, if needed, verified.

After my experience in the IQC, I became part of the floor QC team and observed activities both inline and at the end table. I implemented a KAIZEN initiative along a straight line. I found that the oil mark on that line was significantly high, so, with the QCO manager's consent, I placed some brown paper under the pressure foot during the last minute of the working hour. The following day, I discovered that three machines were leaking oil. We then contacted the mechanics to address the issue. By the end of the day, I collected data regarding that day's oil spots and noted that the oil mark had decreased from 7% to 1%. In the presence of the QC manager, I conducted a kaizen meeting to talk about the significance of Kaizen.

I collaborated with the QC manager and officer to develop the line buddy concept, which was inspired by a Lean initiative introduced by the HLBS General Manager. We organized the production line into three distinct zones: input, assembly, and output. Each zone was assigned to a queue buddy. A line buddy is an operator responsible for monitoring product quality in their designated area. We selected three operators to serve as line buddies based on this approach, and they verified the quality within their zones. This was a trial run, and as a result, we successfully decreased the number of quality issues on the line while also enhancing the skills of the operators. By implementing this procedure across all production lines in the factory, the rate of line defects will decrease, and the RFT% will improve.

To address quality issues, I worked alongside both in-line and end-of-line quality teams to uncover the underlying causes of the most significant HLBS defect. The primary issue within this factory is the presence of uncut threads. I identified the specific areas where uncut threads are generated and suggested several initiatives aimed at decreasing the rate of uncut threads. The QC manager appreciated my efforts. To address quality issues, I worked alongside both in-line and end-of-line quality teams to uncover the underlying causes of the most significant HLBS defect. The primary issue within this factory is the presence of uncut threads. I identified the specific areas where uncut threads are generated and suggested several initiatives aimed at decreasing the rate of uncut threads. The QC manager appreciated my efforts.

Task Completed with the Merchandising Department: I worked with the merchandising team for 13 days; they keep an eye on manufacturing. Invest in regional products and work with their Hong Kong headquarters on additional merchandising initiatives. They collaborate with the planning team to guarantee efficient production and verify the delivery of BG materials.

My activities in this department are as follows: I collaborated with the merchandising team on samples. The sample team at HLBS generates size set and pp samples. I monitor the sample to make sure it gets to the recipient on schedule. My understanding of the style improved when I came across the tack pack and operation bulletin while working on a sample.

For the merchant, creating a MO revision and a MO-wise checklist is a crucial duty. I looked at a few Carrefour-style MOs before looking at the MO itself. I posted them to Hop Lun's server. Thread consumption is a crucial task. After learning how to calculate it, I computed the consumption of a few styles and verified the results with the relevant merchant.

A business merchant and I worked together on a project aimed at reducing waste. Together, we worked on it when I joined him. I determined the real amount of material needed for two styles by following them through to the end. Lastly, we computed the waste of sewing materials. I collaborated with the merchant and cutting to ascertain the true cutting waste, or the unutilized percentage, in the absence of the sewing material. I calculated this using a 10-lay table and found that utilization was 8%.

The alert report is a crucial report that is provided by the merchant team. They communicate the lead time and deadline to the production crew. I sat with the manager and helped create the report, and by following it, the party responsible is made aware. I also collected the benefiting bodies' responses to the report.

Task Completed with the IPE Department (Industrial & Production Engineering): To attain high productivity, they work together with production cell managers to ensure a normal and balanced workflow. They keep track of and cut down on wasted time. Make plans for the skill development of operators and supervisors. Daily line balancing and operation layout are included with every style modification.

My activities in this department are as follows: I worked with the IPE team for 12 days. After balancing the line based on pitch time, I conducted a capacity analysis. I then kept an eye on the hourly output and if it wasn't up to the mark, I worked with the IPE team to do a production study. Once I got the desired result, I went on to the next. For me, it was a really great experience because this is very challenging to achieve.

One of the new strategies I've discovered to get the intended outcome is to study for 15 minutes. I had to count the production pieces four times an hour using this technique, which involved

observing and counting an operator's production piece every fifteen minutes. Additionally, I want to boost the output of one piece every fifteen minutes. Consequently, production reached the necessary level by the end of the period.

Then I was given the assignment to revamp the 5S application's input area by my industrial supervisor. I used 5s in the input area of a sewing line to finish the work. I applied to use Internet Explorer. 5s and ultimately decreased the unnecessary materials and containers. In each line's input area, there were two to three large poly bags of mold cups and five to six tiny boxes. After gathering the required supplies and removing the team from the line, I offered a sizable 50-inch box to hold the mold cup. The cutting bundle and line-by-line box were used to store the cut panels. The input operator will gather the panels from the line-by-line box. Consequently, the input area has shrunk and the demand for issue girls has declined.

At our PGD course, we learnt about SMED, a lean tool. During my internship at the IPE department, I found out about a project that was underway, so I was able to collaborate with the team with the assistance of my industry supervisor. I worked on externalizations, machinery setting, and affixed worker position in the project line after extracting flash out data from the layout line. I tried to streamline the internal components and lessen the externalization after externalizing the elements.

On the day of layout, we were finally able to set up the machines and finish the work in less than a minute. After completing the pattern, we found that the layout was back-to-back and that we had used two hours of throughput time. I also took some worker interviews and did their evaluation from. That was also very tough for me to select a skilled worker in a short time. I also did some reports like daily Efficiency report, NPT report, and WIP report.

During my time in the IPE department, I worked with Checklist. This project is under the supervision of my industrial supervisor. We made a list of the paperwork and supplies required to start the new style's layout and stitching after he involved me in the project. With the use of the line's checklist, we could quickly determine whether the line was prepared for layout. Any kind of material fault can be found with this checklist. For me, collaborating with my mentor and the IPE team was a fantastic learning opportunity. I found some problems in the time of line balancing in morning for skill maintain, long time took for layout in critical style.

Task Completed with the HR Department: HR (Human Resources) department Work for managing everything for employees and maintaining all data of performance

My activities in this department are as follows: I worked with the HR team for 12 days; it was very good learning for me. I was working on requirement procedures based on workforce gaps or new roles, maintaining all necessary documents like NID Copy, Picture, Educational Certificate, Chairman Certificate Etc. Gave an offer letter for the interviewer, joining letter for a new employee. I worked on a performance review procedure according to their KPI. Here I did one of the officer's performance reviews. His marks were 3 out of 5. Here 3 means he achieved his target. It was a new experience. I attend one of their training programs which arrange for new workers. In that meeting I was described about Company policy and benefits for workers. I also knew about the payroll system & policy of the company. This part was difficult for me because various types of calculations had to be done. I also knew about HR Compliance & Policies, here some committees like fire & safety committee, food committee, Trade Union committee Etc. They all are work for maintain compliance Issues

Summary: Figure 2 illustrates a centralized flow model where Industrial and Production Engineering (IPE) acts as the core function coordinating four other departments. Merchandising initiates the process by feeding requirements to IPE. IPE, in turn, coordinates with Human Resources and Quality Control, and directly manages Production. Ultimately, Human Resources and Quality Control provide essential support and input back to the Production stage.

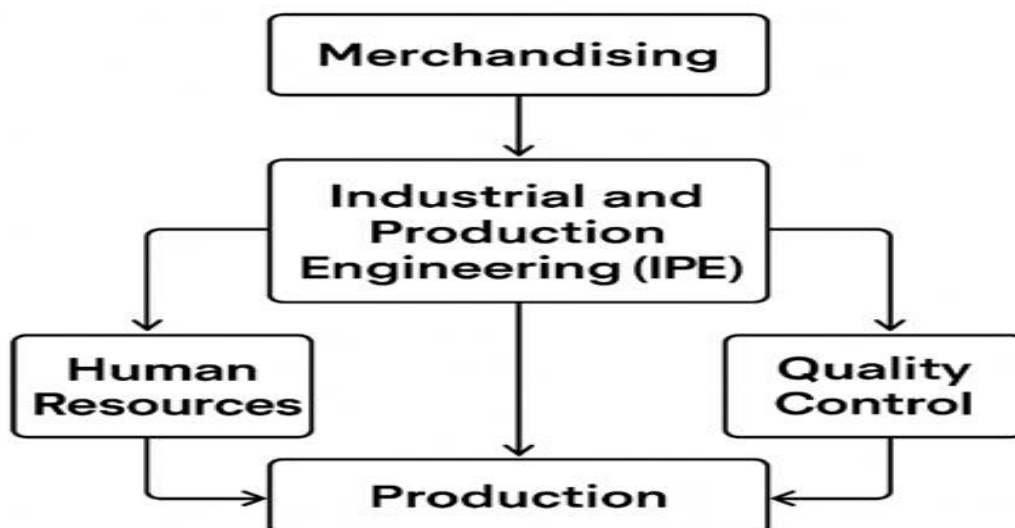


Figure 2: Interlink of Five Departments at a Glance

Chapter 3 Critical Assessment of Internship Work

Introduction: During my industrial attachment, I observed several challenges in the Production, Quality, HR, Merchandising, and Industrial Engineering departments. The Production Department faced issues like machine breakdowns and line imbalance. The Quality Department had problems with inspection and communication. HR faced high turnover and lack of training. The Merchandising Department struggled with buyer communication and tight deadlines, while the Industrial Engineering Department faced data inaccuracy and limited use of modern tools. Overall, better coordination and communication among departments are needed to improve efficiency and performance.

Critical assessment of Internship work: During my internship, I had the chance to cycle across these departments, which taught me a lot. I tried to relate the lessons we learned in the PGD-KIM course to real-world applications. I tried to put what I had learned here into practice in order to get the intended outcomes. I had the opportunity to work with a range of departments and encounter various settings during my internship. My sense of self-worth has now soared. My workplace supported the growth of my technical knowledge, practical skills, professional personality, and professional perspective. I had the chance to work with upper management and all the way down to the bottom line as an intern, I was able to observe and learn a lot from them as a result. I found the following to be some very noteworthy and fascinating points:

The objectives of the business and each team's members agree. Each department's members strive to uphold its basic values and are conscious of them. Establishing a friendly atmosphere for everyone. Anyone who wants to grow and learn is welcome. Novel concepts are conceived. Their openness to all ideas is highly encouraging; they take pleasure in hearing and helping to create potential solutions. Responsibility is assured. Workers in this company behave like team members and collaborate as a unit, which enables them to do anything. The team-based idea is demonstrated in every department.

These are excellent points, and these kinds of favorable results are necessary for working in any setting. I found something that could be done to improve and increase the effectiveness of the working environment without these points.

Adaptability is essential when implementing ideas in a large or sample region. Since I found several holes in this. I found that some of the individuals who would be carrying on this project are not keen to embrace the new things when I worked on the shop floor with the production and quality control teams to deploy the team buddy idea and KANBAN application. Progress is hampered by this.

3.1 Application of Generic and Industry Specific Courses During Internship

Application of generic and industry specific courses during internship is presented in Table 3.

Table 3: Application for an Industry Specific Course During Internship

Term	Course Name (Code)	Related topics/ technical terms linked to real life situation	Topics and Terms Linked to Internship Departments (Check all that apply)				
			Production	Quality Control	Merchandising	IPE	Human Resources
Term-1	Analytical Skill and Competencies (KIM 102)	Graphical Analysis	X	X	X	X	X
Term-1	Business Operation Skill (KIM 104)	7P (Product, Process, Price, Place, Promotion, People, Physical Evidence)	X		X		

Term	Course Name (Code)	Related topics/ technical terms linked to real life situation	Topics and Terms Linked to Internship Departments (Check all that apply)				
			Production	Quality Control	Merchandising	IPE	Human Resources
Term-1	Communication Skills (KIM 103)	Email Writing	X	X	X	X	X
Term-1	HR Skills and Competencies (KIM 101)	Leadership	X	X	X	X	X
Term-2	Introduction to Garment Industry - Knitwear (KIM201)	Different types Of Machines	X			X	
Term-2	Industrial Engineering (KIM202)	5S (Sort, set in order, Shine, Standardize, Sustain	X	X	X	X	X
Term-2	Production Management and Merchandizing (KIM203)	Fashion forecasting, Visual merchandising			X		
Term-2	Quality Management (KIM204)	QMS	X	X			

For our PGD-KIM classes, we registered in three consecutive semesters, each lasting three months. Semesters vary, and it's important to notice that the first affects the second, and both have an impact on the internship. While the second semester's courses concentrate on operational knowledge, the first semester's courses emphasize the development of soft skills. I found a connection between what we learned in PGD-KIM and the real world during my internships in each area. I gained knowledge about leadership, teamwork, dispute resolution,

situation management, and sustainability from our HR Skills and Competencies course. Being a leader and listening to a leader are crucial when working on the shop floor, thus I was able to relate everything during my internship. I learned how important it is to be a leader instead of a boss. Clothing manufacturers frequently experience disagreement, but the HRM course taught me how to handle it well, and I used what I learned to get an amazing outcome. Every stage of the working process requires the team to develop a distinct concept.

I discovered the value of being a leader rather than a boss. Disagreement is a common occurrence for clothing makers, but the HRM course taught me how to manage it effectively, and I applied what I learned to achieve a fantastic result. The team must produce a unique concept for each step of the working procedure.

My confidence in working with the QMS & QC team has grown because of my ability to discuss Document Control & Control of Records with them, having mastered the documentation system in the QMS courses. I now know about eco-labeling and other certifications and requirements. I may therefore relate what I have learned to the actual existence of these things if I come across any that fit that requirement. Since barcodes are frequently used in HLBS, I can explain what they imply here and how they help me show that I am an expert in certain subjects.

My Industrial Engineering course taught me a lot of IE tools and lean techniques, some of which are utilized in HLBS. While I was employed in the WH manufacturing department, I had already used KAIZEN and KANBAN. Because of this application, I got results and recognition. IPE lessons are incredibly useful in a variety of disciplines when performing direct work.

Because the concepts we learnt in the IPE course are utilized in the HLBS, working with the IPE department enabled me to make the connection between theoretical and practical knowledge. I have observed individuals utilizing the lean tools that our instructor showed us. I was ecstatic to have the chance to use my theoretical knowledge throughout my internship.

While I worked in the merchandising department, I was able to put my understanding of PGD to use. Our course covers a wide range of topics that apply here. Along with other business documents like letters of credit, I discovered and learned about a variety of incoterms here. I learned about invoicing, MO, and other subjects we studied in class. While working with various styles, I found that some of them correspond with specific seasons. We have studied

fashion seasons, design, and a lot of other topics in our fashion design course. I was able to relate what I had learned in class to what I had seen in the field here.

3.2 Suggestion for Industry Improvement

I worked directly on the shop floor, in departmental teams, and rotated across different departments during my internship. By now, I've noticed a few things regarding departmental operations. Along with some other issues that can be fixed and transformed into productivity, I also found several really good and useful suggestions. By making minor adjustments, the current state of affairs can be improved. My observations have led me to make certain recommendations, the key details of which are outlined below.

1. Reduction of NPT (Non-Productive Time): NPT is one of the hardest barriers to reaching the milestone for a manufacturing organization. Nevertheless, NPTs are frequently not accurately tracked, making it impossible for any firm to completely comprehend the amount of loss they sustain every day. Therefore, these times need to be documented in order to get NPT findings. Data collection and analysis necessitate a robust and committed IE team. Where the NPT is occurring and where it can be decreased, they will document it and report it to management. Consequently, the situation will be better understood by the concerned department. Increased productivity will lead to industry transformation if these objectives are achieved. The following things will change. There will be less waste in terms of skill, minute & piece production.

- Actual output minutes will be raised.
- The cost of SMV/manufacturing will be reduced.
- Maximum utilization of man, machine, and material will be accomplished.

2. Automation and technological progress: I found that there is relatively little utilization of technology in HLBS. Everything from production to paperwork is managed by the outdated system. When items are needed in the WH, they walk to the gallery and use the bin number to track them down. However, if RFID is used, this process is much simpler. In the sewing industry, barcode stickers are used to track individual productivity. The entire system takes a lot of time, and operators have to take their time collecting the stickers. The excess time will be turned into productive time, though, if they can get rid of stickers and use contemporary software to track each person's efficiency with ease.

The IE team can contribute significantly to the adoption of new technology by working with IT. The industry will gain a great deal if this is achieved. Automation will save enough time and reduce manual labor. The following are the progress:

- Efficiency, piece, and production minutes will all be enhanced.
- Work will be made easier.
- Any task will take less time to complete.
- The amount of manpower needed will be decreased.

3. Mid-Level Management Capabilities: The intermediate management in Bangladesh's garment sector is woefully insufficient. Other than that, this industry is unable to advance. The gap between middle and high management is the biggest. It is impossible to enhance corporate communication when there is a significant communication gap between businesses. First, training is required to enhance middle managerial abilities. Furthermore, it needs to be taught practically. Top management should create schedules and timetables. We will significantly improve things if we can finish this task:

- The creation of new job positions will benefit the factory.
- The pressure on top management will be reduced.
- Foreign management demand is expected to fall.

4. Operator Education: They are the cornerstone of any industry's strength and production. Until they are upgraded, the sector cannot be upgraded. Running a production task requires a lot of knowledge, including compliance, efficiency, target, and capacity. We can increase floor production by educating the operators about the tools. It is necessary to create and adhere to a training schedule. MS will instruct them on standard issues, different certifications, and compliance. It will be the responsibility of the IE team to tell them of the efficiency, capacity, and target. They can also be the target of a motivating campaign from top management. If this kind of training and development keeps on, the workplace will get better.

5. Team for Continuous Improvement: An organization's progress depends on ongoing improvement. Due to a lack of a dedicated continuous improvement team, the majority of manufacturers try continuous improvement but fail. Continuous improvement becomes a burden for all employees in an industry because their jobs are fixed and based on KPIs. However, IPE, production, quality control, and garment technology can be combined to form

a team. After that, the committed team will have time to consider new ideas and apply lean and other productivity-boosting techniques that are employed all over the world. If possible, the benefits of implementing new tools and techniques will include a reduction in workload.

- Productivity and responsiveness will be improved.
- Innovation and new applications will boost confidence.
- The operations will be economical.

6. Waste minimization: I observed a great deal of waste in the sewing process throughout my internship. The amount of waste from cut panels and stitching material is really considerable. As everyone is aware, RM accounts for 45–60% of clothing costs. Maintaining the waste percentage as low as feasible is crucial in this situation. In order to lower the waste percentage, I propose that higher authorities. Monitor the quantity of waste generated by each process, pinpoint the underlying reasons, and, if need, restrict the supply of materials in the queue. The continuous improvement team can have a big impact in this situation. JIT is a lean beginning technique that keeps track of sewing line input. Implementing JIT and stringent guidelines for receiving RM and other sewing supplies would boost the sincerity of accountable parties and reduce waste. The following benefits will be experienced if this recommendation is put into practice:

- There will be a decrease in the price per piece.
- The percentage of replenishment will be lowered, and the material will be consumed entirely.
- Please write challenges and solutions related to each of five departments. Also draw examples from pioneer industries in Bangladesh and beyond.

3.3 Learning for Self-improvement

I gained a wealth of knowledge and experience from a variety of cross-functional areas throughout my three-month internship. I exclusively work in one department of this factory as an employee, and my expertise and experience are restricted to that area alone. But because this job gave me the chance to collaborate with many departments, I was able to fully comprehend the business and functioning as a whole. I think that this internship and all of the PGD courses have prepared me for my goal of becoming the leader of any firm in the future.

I work in the production department and knew nothing about it until I got the chance to work with the other four departments that did not have production. This allowed me to learn about the relationships between the departments. My confidence in teamwork, leadership, and other areas has grown as a result of the many opportunities I've had to implement and share what I've learned with the departmental team throughout this internship. My desire to study and grow has grown as a result of this internship, and I think that the ongoing learning process will soon help me launch a successful career in the RMG industry.

Chapter 4 Conclusion

Key learnings and organizational insight

The experience offered extensive, hands-on exposure to several crucial departments, including Production, Quality Control, Human Resources (HR), Merchandising, and Industrial and Production Engineering (IPE). Crucially, I gained a clear and holistic understanding of the interdepartmental synergy required to achieve overarching organizational goals, observing firsthand how strategic input from departments like IPE and Merchandising drives the core production output.

Challenges and future preparedness

While the attachment was highly beneficial, it also highlighted practical challenges inherent in a large manufacturing environment, specifically identifying occasional resource limitations and instances of coordination gaps between certain operational areas. However, these challenges served as practical case studies, reinforcing the need for efficient management systems.

Professional outcome

In summary, this attachment was instrumental in my professional development. It successfully enhanced my technical knowledge of garment management systems (like Lean and QMS applications) and refined my professional soft skills. The comprehensive real-life experience has effectively prepared me to confidently assume future responsibilities and contribute meaningfully to the apparel sector.

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