

Report On
Robintex (Bangladesh) Limited / Comptex (Bangladesh) Limited
Merchandising and Quality Management at Robintex (BD) Limited

By

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24281032

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

Executive Development Center, BIGD
BRAC University
December 2025

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Declaration

It is hereby declared that

1. This submitted report is completely my own original work while pursuing my degree at BRAC University.
2. This internship report does not contain material previously written or published by a third party, except where this is appropriately cited through full and accurate referencing.
3. This 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 acknowledged all the main sources of help.

Student's Full Name & Signature:

Sabiha Akter
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Academic Supervisor's Full Name & Signature:

Md. Hasib Al Mamun Sumon
Assistant Director
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Letter of Transmittal

Md. Hasib Al Mamun Sumon
Assistant Director,
BIGD, BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report (Merchandising and Quality Management)

Dear Sir,

Here I am submitting my final industrial attachment on Internship from Robintex (Bangladesh) Limited / Comptex (Bangladesh) Limited as a part of my Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) degree completion at BRAC UNIVERSITY, which I was appointed by your guidance.

I tried the best to complete this internship report with all the necessary data and suggested proposition in a significant compact and comprehensive manner as possible.

I hope this report will meet the requirements.

Sincerely yours,

Sabiha Akter
24281032
Executive Development Center, BIGD
BRAC University
November 09, 2025

Non-Disclosure Agreement

This agreement has been made and entered here by Robintex (Bangladesh) Limited / Comptex (Bangladesh) Limited with the mentioned intern, Sabiha Akter, a PGD-KIM student at EDC, BIGD, BRAC University. We hereby declare, Sabiha Akter, student of Post Graduate Diploma in Knitwear Industry Management, BRAC University has successfully completed his internship from Robintex (Bangladesh) Limited / Comptex (Bangladesh) Limited. In this internship program had been supervised and guided by me, Nur Uddin Ahmed, Deputy Manager– Merchandising. During this period she had been found very serious and dedicated about the program and we did not face any kind of problems by her. The management of Robintex (Bangladesh) Limited / Comptex (Bangladesh) Limited is very happy about her performance and I wish her a successful life.

Student's Full Name & Signature:

Sabiha Akter
24281032

Industry Supervisor's Full Name & Signature:

Nur Uddin Ahmed
Deputy Manager
Merchandising
Robintex (Bangladesh) Limited / Comptex (Bangladesh) Limited

Acknowledgement

In the beginning, my heartfelt gratitude goes to the Almighty Allah for granting me the strength, patience, and ability to successfully complete my internship and this report.

I wanted to take the chance to express my sincere appreciation and thanks to my Industrial Supervisor Nur Uddin Ahmed, Deputy Manager, Merchandising Robintex (Bangladesh) Limited, and my Academic Supervisor Md. Hasib Al Mamun Sumon, Assistant Director, Executive Development Center, BIGD for their valuable guidance and constant support throughout this complete internship period. Their mentorship and constructive feedback greatly inspired me to stay dedicated and complete the internship successfully.

I want to thank all the members of the Merchandising Department at Robintex Group for their help and creating a supporting and cooperating environment. The merchandising department have helped me learn practical knowledge from the professional environment. They all offered me valuable perspectives on the world of work. I would also like to thank everyone, again directly or indirectly, who contributed to my assistance at various points in this project or process.

Finally, I want to give my deepest thanks to my father and mother for their infinite support, encouragement, and inspiration. They have always been the source of my strength. I would also like to thank the teachers and staff at the Executive Development Center (EDC), BRAC Institute of Governance and Development (BIGD), and BRAC University for their guidance throughout my Postgraduate Diploma in Knitwear Industry Management program.

Overall, I see this internship as a significant step in my professional growth. I will work hard to apply the knowledge and skills I have gained in my future career.

Executive Summary

This report shares an overview of the practical experience that I have gained during the internship at Robintex Group, a composite textile and garment manufacturer in Bangladesh. The study that I shared shows how the theoretical knowledge gained from the academic learning of PGD-KIM applies in the real-life professional within different department of a leading RMG organization.

In the beginning of this report, I introduces the Textile and RMG sector of Bangladesh. Which outlines the goals and importance of the internship program and how it emphasizes classroom learnings in industrial practice.

The next part presents a detailed organizational profile of Robintex Group. In this section I covered the company's history, mission, and vision, and its production units, product range, export markets, and organizational structure. Which helps the reader to understand the company's background, values, and role in the country's export-oriented apparel industry.

The third part describes on the intern's practical experience in the Merchandising Department. It briefs daily activities such as order follow-up, costing and pricing, buyer communication, sample approval process, and coordination with production and quality teams. This section talks about the workflow of the merchandising process, along with the skill set I learned through applying it.

The fourth section has focused on describing the merchandising process, the state of communication, and any potential improvements in process. Based on the findings of my report; I have put together a few recommendations for a more efficient workflow and effective collaboration within the department.

And in final, as part of the last section, I summarize my conclusion representing all the learning, professional development, and main findings from my internship. Lastly, I have included any supporting documents, references, and appendices have been included at the end of this report.

Keywords: Merchandising Department, Internship Experience, Textile and RMG Sector, Organizational Profile, Recommendations and Observations.

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List of Acronyms

PO	Purchase Order
GSM	Grams per Square Meter
CMT	Cutting, Making and Trimming
ETP	Effluent Treatment Processes
USA	United States of America
WPC	Workers Participation Committee
AOP	All Over Print
PPM	Parts Per Million
IPQC	In-Process Quality Control
QA	Quality Assurance
AQL	Acceptable Quality Limit
SOP	Standard Operating Procedures
HR	Human Resources
ERP	Enterprise Recourse Planning
ISO	International Organization for Standardization

Chapter 1

About Organization

1.1 Overview of the Industry

Robintex (Bangladesh) Ltd, Robin Knitwear Ltd, and Comptex Bangladesh Ltd are companies in the composite knitwear business and all are housed on a beautiful 35-acre site in Bhulta, Narayanganj, about 15 kilometers east of Dhaka, with direct access to the highway between the capital city and the international port city of Chittagong. The factory features contemporary machinery, technology and expertise from advances in countries such as Germany, the UK, Japan, USA, Switzerland, Australia, Italy, Singapore, and India. The facility was carefully designed to be a completely vertically integrated composite knit factory, which contains many of the necessary utilities, nearly a million square feet of factory floor space, plenty of attractive open space with greenery, and standard environmental protection measures. Furthermore, it has almost 1900 machines and around 7.5k skilled manpower in operation in a safe working environment. They daily sewing capacity is 1 lakh pcs high-quality knit garments.

To cope up with the customers demand, Robintex recently done additional investment to increase its production capabilities within its area.. Once the expansion is completed, which is scheduled for 2012, the facility will be able to produce an extra 5.5 tons of fabric and about 25,000 high-quality knit garments each day.

Having increased its exports by more than 27.50 percent annually over the past decade, Robintex achieved apparel exports worth approximately US\$65.11 million in 2011 and anticipates exporting around 36 million pieces valued at about US\$90 million in 2012.

1.2 Vision & Mission

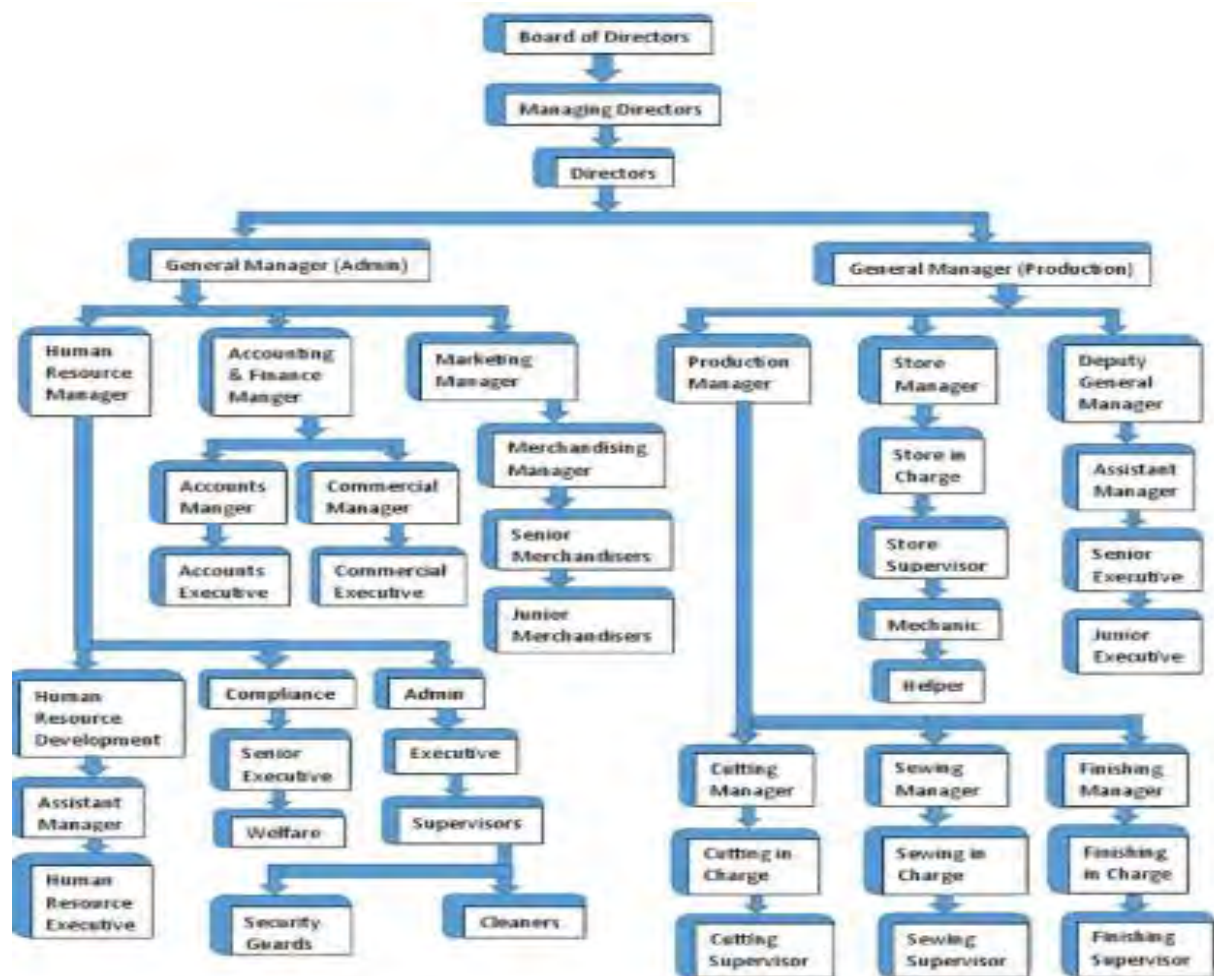
Vision: To be a globally recognized leader in the composite knitwear industry by delivering premium-quality apparel with innovation, sustainability, and ethical practices empowering people, protecting the environment, and promoting Bangladesh's image in the global textile market. The focus point of this factory is to make sustainable business with global market and ensure the buyers satisfaction to grow their business more efficiently.

Mission: Robintex Group is dedicated to making high-quality knit garments using modern technology, skilled workers, and eco-friendly practices. This company thinks to provide the best quality product delivery which will satisfy the customers by meeting their expectations. Also will increase our growth in sustainability and responsible in optimum resource usage, and encourage a workplace for our employees. That will continuously enhance the processes and be competitive in the global marke while promoting the "Made in Bangladesh" brand globally.

1.3 Goals & Objectives

We maintain international quality standards in every phase of production. Robintex Limited is enhancing the measures to maintain environmental protection and develop green factories which will promote eco-friendly operations. Increasing the production capacity consistently by investing in latest technology. Providing training to create skill manpower, and ensuring safety, and welfare services every employees. For future partnerships we will ensure timely deliveries and quality full products which will meet buyers' specifications. Implement latest automation technology and process improvement strategies to increase efficiency and lessen the lead times. Increasing volumes of exports and expanding market presence to raise annual exports and solidifying Bangladesh's position in the global apparel industry.

1.4 Company Organogram



1.5 Produced Item List and Compliance

Types of Products

T-shirt	Tank Top
Boxer	Skirt
Polo Shirt	Ladies Top
Jumpsuits	Jogger
Shirt	Hoodie
Sweat Shirt	Short Pant

Compliance:

Robintex Group has around 8k skilled manpower and a thousand qualified professionals. Robintex Limited focus on maintaining a good relationships with its every employees. They ensure a safe and good work atmosphere where all team members can feel it as their home. We do monthly audit by 3rd party auditing organization on regular basis to ensure the workers' rights, remuneration, security and safety. Also Robintex always thinks about its workers benefit and provide them with incentive, bonuses and benefits following the Bangladesh Labor Law. This company also practices CSR activities and continuous skill and man power development through arranging development program and training for the employees.

Employee receive their wages and financial benefits within the labor law. They also promote collaborative approach between management and workers. To maintain a healthy workplace and mutual respect among the company and its people. Employees can share their concerns up to the top management regarding any concerning issues. And top management also take effective actions on that. These practices also helped them to achieve "The Best Workers Friendly Knit Factory" from Bangladesh government.

On site medical services are also available, provided by qualifies practitioners and health professionals in working hours. Also regular training sessions are conducted to enlighten employees regarding the basic safety hazards and first aid. They also train a group regarding the basic firefighting training and chemical handling training and evacuation drills.

1.6 Customers we work with

CELIO	US BASIC
H&M	WALMART
C&A	EURO CENTER
HEMA	HANES
P&C	WALT DISNEY
SLAZENGER	B&C COLLECTION
TEMA MAGAZACILIK	TESCO

Chapter 2

Description about task accomplishment

2.1 Introduction about Merchandising and Marketing

The Marketing and Merchandising Department plays a vital role in the success of a garment manufacturing organization. It acts as the bridge between buyers and the production team, ensuring that customer requirements are clearly communicated and efficiently executed. This department is responsible for product development, pricing, order negotiation, sample approval, production follow-up, and on-time shipment. Effective marketing and merchandising not only help the company secure orders from international buyers but also maintain strong business relationships and ensure overall customer satisfaction. In the time of my internship at Robintex group Marketing and Merchandising department helped me to learn merchandising technically and how to satisfied buyer and develop their product on time and can ensure the order in a maximum quantity. I was focused on development department.

In my internship I covered below six departments of garments merchandising.

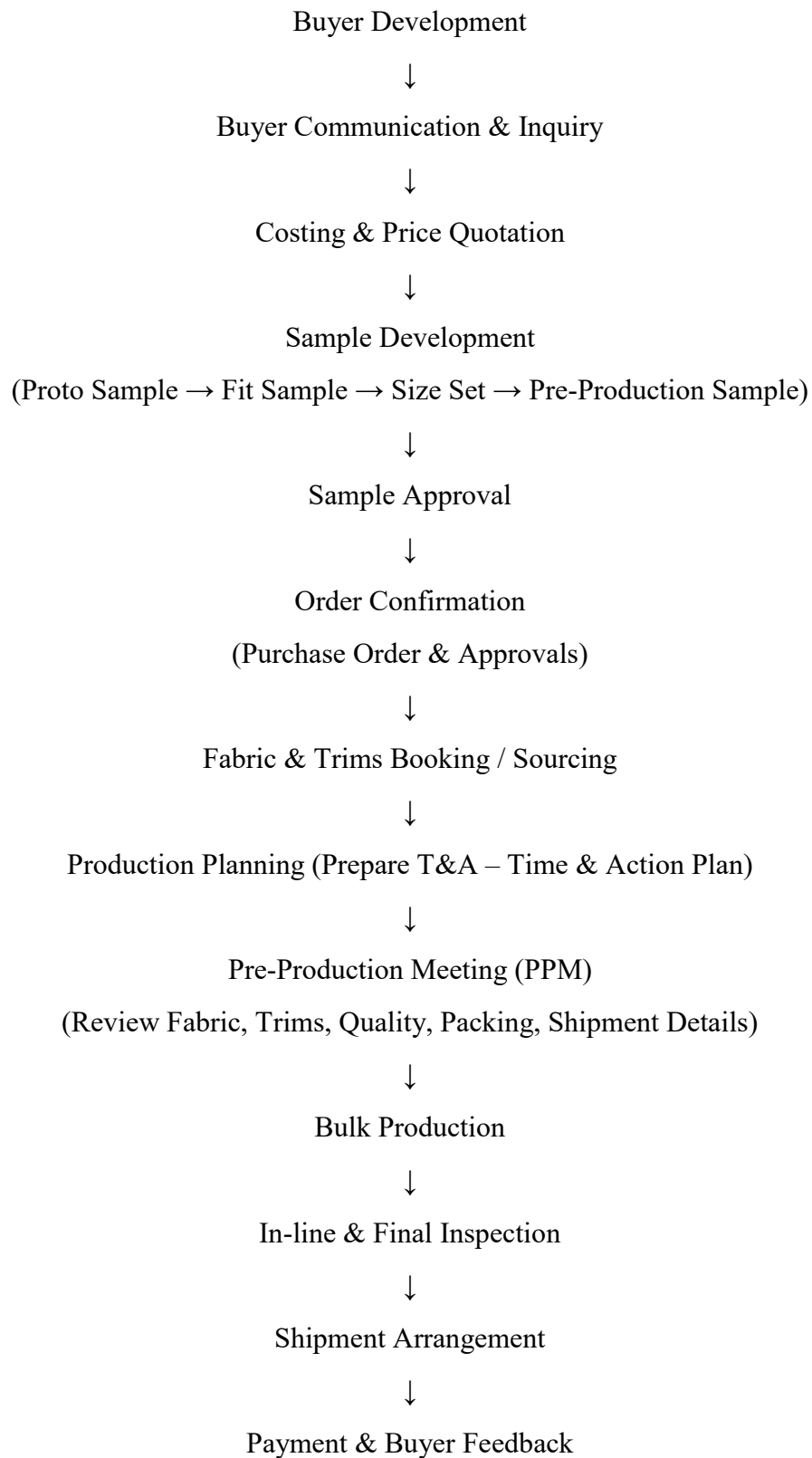
1. Merchandising Department
2. Lab
3. Cost and Budget
4. Knitting
5. Dyeing and Printing
6. Quality Assurance

Internship Time Plan Chart

Department Name	Duration
Merchandising Department	15 days
Lab	7 days
Cost and Budget	8 days
Knitting Department	10 days
Dyeing and Printing Department (Solid Fabric, AOP And Digital Print on knit fabric)	12 days
Quality Department Assurance	15 days

2.2 Merchandising

2.2.1 Merchandising Work Flow



2.2.2 Merchandising Department

During my internship at Robintex Group, I had the opportunity to closely observe and understand the complete operational structure of the Merchandising Department. From a beginner's point of view, I realized that this department acts as the central coordination hub. During my internship at Robintex Group, I had the opportunity to closely observe and understand the complete operational structure of the Merchandising Department. From an intern's point of view, I realized that this department acts as the central coordination hub between buyers and the factory, ensuring that every garment order is executed according to the required specifications, quality standards, timeline, and cost parameters. My exposure allowed me to gain practical insights into how multiple merchandising functions work together to manage an order from product development to final shipment.

1. Development Merchandising

From my experience, the Development Merchandising team is responsible for transforming buyer's concepts into physical samples. During my internship, I learned how critical this stage is for confirming the design direction before moving to bulk production. For making an initial development sample based on buyers provided designs and technical specifications I have to study on the tech pack what they given and understand the design and other aspects and then proceed to the samples. For making a development sample I need to work closely to the sample sections. If the buyer is satisfied with the development sample, they ask for the proto sample, fit samples, size set samples and lastly for ensuring the order they gave a PO sheet and confirm the order and ask for the PP sample. So, I made all the development samples and sent it to buyer and collecting approvals, comments or modification requests. Communicating all buyer feedback to relevant departments to make necessary adjustments is needed to proceed for Pre-Production samples. So have to ensure and update all the departments the new comments of that specific order or style.

As an intern, I understood that this sample approval process is essential for ensuring that the final garment meets the buyer's expectations in terms of design accuracy, fit consistency and overall product quality.

2. Production Merchandising

Once an order receives buyer confirmation, I observed that the production Merchandising team takes responsibility for driving the entire bulk production workflow. My learning during this phase helped me appreciate the importance of monitoring timelines and maintaining constant communication. To successfully complete the production, I have to maintain some workflow like arrange a meeting with planning section, discuss with the commercial and arrange a PP meeting with all the floor heads person. And ensure the last approved comments and issues. In PP meeting have to coordinating with knitting, dyeing, sewing, finishing, and packing sections. Follow the Time and Action (T & A) plan to track production milestones. Identifying production delays or operational issues and resolving them through cross-departmental communication. In the production line have to ensure every production stage aligns with the approved samples and buyers' specifications. From my perspective, this role requires strong multitasking ability and continues follow-up to keep the order on schedule.

3. Sourcing Merchandising

Material sourcing plays a vital role in ensuring production efficiency and cost control. The sourcing merchandising team manages the procurement of all the necessary raw materials. The sourcing department is known as supply chain department as well. They managed to sourcing fabrics, trims, accessories and packaging materials from both local and international suppliers. They ensure obtaining quotations, confirming lead times, and verifying quality and compliance standards. Supply chain department maintain a good relationship with suppliers for competitive pricing and reliable deliveries. So as a merchandiser, if I need any accessories like sewing thread, zipper, button, label or any other things which I need to develop a sample, I just informed the supply chain department.

4. Costing Merchandising

In my internship I saw some merchandisers who were dedicated for costing and had a collaboration with finance department for accurate data to meet the best competitive price for customer. Their task is very significant as company's profitability and future business depends on it. To me this area is very interesting to work on due to its detailed and critical analysis part. They need to consider every detail fabric cost to trims- thread cost as well. They do finalize their budget sheet after the buyer's approval and Purchase Order (PO).

5. Shipping Merchandising

In merchandising section the Shipping Merchant team mainly focus on that the finished products are dispatched correctly on due time. During the internship period I observed most of this team's task is depending on documentation of every details. Starting with all pre-shipment documents. In this process they need to coordinate with the commercial/export department and also with logistics department. They also responsible for proper packing, labeling, and carton details as per buyer requirements. Focusing on on time delivery is their main priority. Overall, the shipping merchants requires strong attention to detail, as any last minute minor mistakes can cause delay or rejection on the final delivery.

Budget and Costing

For budget sheet for a specific style, for a knit garment, we need to focus on below points:

- Yarn Price
- Knitting Price
- Dyeing Price
- Finish & Wash
- Consumption per Dz
- Finish Fabric Qty (Kg)
- Dyeing Process Loss (%)
- Grey Qty (Kg)
- Print and Embroidery Price Per Dz
- Accessories Price (Sewing Thread, Main label, Care Label, Poly etc.)

SMV = Basic time + Allowance

= (Cycle time x Rating) + (Bundle allowances + machine and personal allowances)

Efficiency (%) = (Actual Output / Theoretical Output) x 100.

Labor Productivity = (Fabric Weight (kg) / (Number of Workers X Time (h))

2.3 Lab

The lab serves the foundational quality control point. It helps manufacturing process, color pantone matching with shade or pantone with buyers' requirements prior to bulk production. It is equipped with testing and color-matching technologies. It also conducts physical and chemical assessment of fabric and dyes. The main focus of the lab is to match the color and dye formulation and provide fabric testing reports like shrinkage report, GSM, rubbing reports, color fastness, heat tolerance and drying process etc. It ensures the fabric quality. It also ensures the retention of its color during washing friction and exposure to light. They make significant tests like pH balance, bursting strength and fabric appearance evaluation to be re-conducted to guarantee that the final product meets the specifications outlined by the buyer and international quality standards.

2.4 Cost and Budget Department

This department estimates production expenses, develops budgets, analyzes costs and ensures the financial efficiency of the company. This department directly works with the merchandising, procurement and production teams to establish their cost and budget. There are two types of costing like direct and indirect costing. Direct cost comes from the materials like fabric, trims, accessories and labour. And indirect cost consists of utilities, administrative expenses and factory overhead. Merchandising department costs included for fabric usage, knitting, dyeing, washing, cutting, making and trimming charges. This calculation determines the total production cost per item and assists management in establishing the final cost for the budget sheet. This department also helps to make the final budget planning and monitoring.

2.5 Knitting Department

It is the essential part of textile production process. This sector converts yarns into knitted textiles. It ensures the accurate GSM, structure, count, width and texture of the fabric. This operation commences with the feeding of the yarn and setting up the machinery. It also initiates production. The production team generates an order sheet detailing the fabric type, GSM (Gram Per Square Meter), fabric width, Yarn and Count and Structure (including single

jersey, rib, interlock, fleece, pique). The operators configure the machines with the correct feeders, needles and yarn tension with this data. Whenever the production proceeds, the knitting operators and quality inspectors consistently oversee the fabric output and detect potential defects like typical defects like holes, oil stains, needle lines, and barre marks. These problems can compromise fabric quality and contribute to material waste. Once knitting is complete, the fabric is meticulously rolled, weighted and tagged with batch number information before forwarded to the dyeing section for coloring. For dyeing this fabric they follow lab dips for dyeing.

2.6 Dyeing and Printing Department

This department works for enhancing the appearance, design and finish of the knitted fabrics produced by the knitting section. The whole processes involve in fabric dyeing, color matching and printing within a large-scale textile manufacturing environment. The dyeing process starts with the knitted fabric being sent over from the knitting department. Initially, the fabric undergoes pre-treatment processes such as sourcing and bleaching which eliminate impurities, oils and natural colors. This time they maintain the correct temperature, chemical dosage and timing during pre-treatment. It helps to maintain the final color quality and dye uniformity. After the pre-treatment, the fabric is dyed using automated dyeing machines that cater to various types of fibers and dye classes like reactive dye for cotton, disperse dye for polyester and pigment dyes for blends. After completing dyeing the fabric goes through after treatment and finishing process for ensuring the softness and stability. They use hydro-extractors, dryers and compacting machines to eliminate excess water and manage fabric shrinkage. This section highly pays attention to color shade and fastness properties to ensure consistency across all batches of fabric. Shade Matching is evaluated against the approved lab dip. Also, they used acid wash, bleach wash and stone wash etc. in washing section. That might be on fabric or the garments. Also, the printing section applies designs and patterns to fabric using either rotary or screen or all over print or digital print. The dyeing and printing department prioritize the quality control and sustainability. For control this they adhere to environmental standards by processing wastewater and minimizing chemical waste by using the method of advanced effluent Treatment Plant (ETP). The main target is to maintain the eco-friendly practices and sustainable textile manufacturing.

2.7 Quality Assurance Department

The Quality department is segmented into various sub-sections like Raw Material Inspection, In-Process Quality Control (IPQC), Final Inspection and Quality Assurance (QA). Each component is essential for upholding product integrity and minimizing rejection rates. Raw material inspection includes for fabrics, trims, and accessories before production begins. The quality teams detect defects such as shade variation holes, contamination and irregular texture. In process quality control is executed when the garments are being manufactured. Inspectors are visited at different sewing lines to evaluate the stitching, accuracy of measurement, placements labels and overall, the workmanship. If any defect identified at this stage, they immediately reported to the line supervisor for rectification. They ensure the errors throughout the production batch and the close collaboration between inspector and the line operators' efficiency and consistency. Once garments are completely sewn and finished, the final inspection is conducted. This entails reviewing the overall appearance, measurements, color shades and labelling, packing and presentation of the finished garments. QA teams also engage with buyers and third-party auditors regarding quality reports compliance standards and audit findings.

My 66 days internships Robintex Group help me to learning priceless experience, offering me practical insights into the textile and garments production process in various departments including Merchandising, Lab, Cost and Budget, Knitting, Dyeing and Printing and Quality which all allowed me to observe and partake in the workflow from raw materials to finished garments.

Chapter 3

Critical Assessment of the Internship work

3.1 Application of Generic and Industry-Specific Courses

This internship helps me to realize the garment manufacturing and merchandising company's work in different areas. It linked with the courses I learned in PGD KIM classes with real-world applications especially in merchandising coordination, production follow up, communication and quality management. The departments I worked are Merchandising, Production, Planning, Quality and Commercial. These all departments work together to meet deliver deadlines and customer needs. Each department had different responsibilities from consumption analysis and cost data to tracking production and good communication with suppliers and brands. This internship also helped me to build important professional skills like communication, critical thinking and time management. All these things help me to boost my confidence and improved my ability to work under pressure.

I faced challenges like understanding operational terms, documents, and production capacity data. Following up with many people at once required strong communication and organization skills. However, these difficulties pushed me to be more proactive, attentive, and responsible when completing my tasks.

3.1.1 KIM 101 - HR Skills & Competencies

I used several concepts from HR skills course while working in the merchandising department. I learned how to coordinate effectively and build strong relationship with colleagues from different department like production, Quality and Commercial and how to follow Ice burg formula from the top to bottom management. The people whom I communicate, helped me a lot when I need to follow up samples and in the same time I focus on the labour in the factory. And for that I can built a good relation with them and they can help me a lot for that reason. In garments this a big achievement to build a good relation with the coworkers like operators and line in charge and others departments. This course helps me to build that relation and learn and know labour rights. And the main part is these studies allowed me to work confidently with buyers, suppliers and internal teams throughout the merchandising process.

3.1.2 KIM 102-Analytical skills & Competencies

While working in the Merchandising Department, I had to look at different types of data like consumption, costs and delivery schedules. I used the skills I learned in this course to create the probability, cost sheets, fabric consumption summaries, shipment tracking reports and samples hypothesis. I also planned shipment timelines with actual ones to assess performance. These tasks helped me to understand data supports decision-making and improves efficiency in merchandising operations.

3.1.3 KIM 103- Communication Skills

This course helps me to communicate with my buyers and vendors properly. This course was one of my most valuable course during my internship period. Communication is a key part of daily activities in the Merchandising and Marketing Department. I often interacted with accessories suppliers, fabric vendors and sometimes the buying house representatives both verbally and in non-verbally. I also prepared e-mails for followed up the orders and sent sample approval request to buyers and management via non-verbal communication. It is really important in garments sector to communicate properly with the buyer and the vendors. The communication techniques from this course helped me express ideas clearly, maintain a professional tone, and handle buyer correspondence efficiently. Overall, the communication skills I developed greatly improved my confidence and effectiveness in the merchandising environment.

3.1.4 KIM 104- Business Operation Skills

I used various concepts from this course while observing and participating in the operational activities of the Merchandising Department. I learned how different departments such as Merchandising, Production, Planning, Quality and Commercial work together to complete an export order successfully by following business strategy. From order placement to shipment, I observed the entire process and understood the importance of coordination, time management and decision -making in business operations. This course helps me to complete my workflow smoothly, make a proper documentation and timely communication contribute to achieving organizational goals. It also gave me a clear understanding of supply chain management while working with buyers and overall business strategy in the ready-made garment industry.

3.1.5 KIM 201 Introduction to garments Industry (Knitwear)

This course helped me to learn proper knowledge about knitting machineries, dying methods, printing methods (screen print, rotary print, digital print, AOP, flock print) and washing methods (Enzyme wash, pigment wash, stone wash and acid wash etc.) and finishing. This course understanding helped me easily adjust to the organizational environment and follow the sample development and production process step by step. I was able to relate classroom theories to real industry operations, especially regarding printing methods and washing methods. This course also clarified export documentation, compliance and order processing in the knitwear sector which all are vital in merchandising activities.

3.1.6 KIM 202- Industrial Engineering

This course assisted me in learning about production efficiency, time and motion study, standard minute value, efficiency, line balancing that are closely related to the order execution and delivery planning in the context of merchandising. I used the knowledge in coordinating with the production team tracking orders progress and capacity planning. I also got to know the importance of such concepts of IE as the improvement productivity and the reduction of wastage in the context of adherence to the shipment deadlines. Also, I have gained due to this course is the better analysis of Time and Action (T & A) plans and the influence of production data on merchandising decisions.

3.1.7 KIM 203 Production Management and Merchandising

This course is fully combined with fashion design, fashion knowledge, fashion history and the fashion forecasting. Whenever we develop a sample, we need to forecast that what's new design or changes should we implement to our design that consumers can easily grab this. We need to understand their demand. So, this course helps me to understand these things. For a merchandiser it is really important to understand the demand and must have to forecast the design that I develop. So, it taught me of the way of how a merchandiser plans, tracks and checks on each phase of a sample development even to shipment. This knowledge helped me to prepare costing sheets, check the status of production. The production planning, sourcing and lead time management lessons made me understand the role played by coordination between the merchandising department and other operational departments.

3.1.8 KIM 204-Quality Management

This course ensuring the kind of quality requirements that used in all the levels of producing garments. It includes various quality checks (fabric inspections, inline inspections), lab testing, different types of chemicals using in textile testing and their side effects and what steps should follow to overcome this and the sustainable requirements for the textile sector and also the supply chain management. So, it's help me to learn the cognition of such quality terminologies as AQL (Acceptable Quality Limit), sample approval process and Grading systems. Another lesson that I received was how the quality control and merchandising relate to each other. A merchandiser is obligated to take care of the quality of the final product before sending it to the buyer since he has made sure that the quality of the final product is within the scope of what the buyer wants. This course helped me to determine how quality problems affect delivery schedules and customer satisfaction. In summary, the internship gave me practical insights into apparel supply chain operations the role of merchandising in lining product development with production realities. It deepened my interesting pursuing a career in merchandising and supply chain management. The practical setting offered a way to connect theoretical learning with real operational activities across merchandising, production, quality and supply chain functions.

Application of General Business Knowledge

It helps me to understand organizational workflow, hierarchy and interdepartmental coordination and supported professional communication through structured e-mails, reporting, and follow-ups. Business communication skills develop my general communication knowledge and help me to maintain proper communication with buyers and built a strong relation with them which helps me to get their satisfaction. And it will help me to get much quantity of orders .In the same time the specially the Industrial Engineering helps me to know the SMV (Standard Minute Value) so I can complete my orders efficiently in the minimum time. And operator can give their time in a proper way. It also strengthened teamwork understanding by collaborating with multiple departments and suppliers. All throughout my courses it enhanced my ability to adapt to corporate norms, professional behavior, and workplace etiquette and workflow understandings.

Application of industry-Specific Knowledge

The courses I completed enabled me to relate production flow, sample development and order execution with real processes. It also assisted in interpreting consumption, costing, T&A plans, SMV, CAD, CAM, Quality assurance and shipment tracking reports and KPIs. It improved my understanding of quality checkpoints, approval procedures and buyer requirements and supported my ability to analyze production data and understand the effect of delays delivery lead time.

3.2 Suggestions for Industry Improvement

I identified several opportunities where operational process and communication structures could be further strengthened to improve. Also overall efficiency and alignment which is Digital Integration, Structured Training Modules, Enhanced Data Transparency and Improved Cross-Department Meetings. These are more centralized dashboards or shared platforms could enhance real time visibility of order status, sample approvals and production progress. There should be a defined learning plan for interns and new employees would help build functional knowledge more quickly. Build a proper time plan and make regular meetings for self-improvement and data evaluation which can build strong collaboration with functional knowledge and providing clear and updated production data which improve decision-making and follow-up accuracy. Cross departments regular meetings help to involving Merchandising, Planning, Production and Quality could reduce communication gaps. Hoping implementing all these actions can improve the work environment and lead-time much better.

3.3 Learning for Self-improvement

The internship contributed significantly to my personal and professional development. Working in an active production and merchandising environment enabled me to strengthen several core competencies that will be valuable in my future career. It improved my ability to interact professionally with team members, suppliers and internal departments. It helped me to learn how to handle multiple tasks while maintain accuracy and meeting deadline in a fixed time period. It also enhanced my ability to review data, understand order requirements and assess production or shipment reports. This helps me to become more flexible in adjusting to new tasks and more proactive in identifying and resolving issues. And hoping this will have an effect my future career on this RMG or any other sector on problem solving skills.

Chapter 4

Conclusion

These 66 days internship at Robintex (Bangladesh)Limited has given me a very transformative experience that breaks the academic theory and practice. With the interdepartmental experience in Mechandising, Lab, Cost and Budget, Knitting, Dyeing and Printing and Quality Assurance, I managed to have global picture of the end-to-end processes, that is to sample development to shipment.

Combination of the knowledge acquired during both generic courses (KIM 101-104) and the courses that were industry-specific (KIM 201-204) came in extremely handy. HR skills, analytics and communication and business operations skills were helpful and allowed me to work efficiently with internal teams, suppliers and buyers. In the meantime, technical know-how about knit wear production, industrial engineering, merchandising strategy, and quality control helped me to join in significantly in production planning, costing and compliance.

Besides enhancing my technical skills, the internship helped me to develop my professional confidence and problem-solving skills. I was taught about the application of such theoretical concepts of Time and Action (T&A) planning, AQL standards, SMV (Standard Minute Value) , CAD (Computer Aided Design), CAM (Computer Aided Manufacturing) and supply chain coordination into real-life-situations in order to create the expected buyer expectation and on-time delivery.

To sum up, the experience has provided the firm basis of my future career in the garment industry. It has helped me embrace lifelong learning and placed me in a better position to assume the roles in merchandising, production management and quality assurance with a lot of confidence and strength. I have now been in a better position of helping organizations grow and able to adjust to the dynamic needs of the global apparel market.

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