

Report On

Refined Clothing – liaison office of BOI Trading Company LTD

All Departments

By

Shadiya Sultana Riya

24281085

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

September, 2025

© 2025. BRAC University

All rights reserved.

Declaration

It is hereby declared that

1. The internship report submitted is my own original work while completing degree at Brac University.
2. The report contains no materials which has been previously published and authored by others without appropriate citation and acknowledgement.
3. The report has not been used for any other qualification of Brac university or elsewhere.
4. All sources of assistance and support have been duly acknowledging.

Student's Full Name & Signature:

Shadiya Sultana Riya

24281085

Academic Supervisor's Full Name & Signature:

Muhammad Ziaur Rahman

Senior Trainer, PGD-KIM, BIGD

Brac University

Letter of Transmittal

Muhammad Ziaur Rahman

Senior Trainer

BIGD, Brac University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report of Refined Clothing

Dear Sir,

At first, my heartfelt thanks to the Refined Clothing team for their unwavering support and direction during my internship, which greatly contributed to my growth.

With great pleasure, I would like to express my sincere gratitude to Mohammad Ziaur Rahman, Senior Trainer, BIGD, Brac University, for his support, encouragement and guidance that enabled me to prepare this paper.

I am also grateful to Towficque Bin Islam, Managing Partner of Refined Clothing, for his valuable mentorship in shaping my understanding of knitwear industry management. My sincere appreciation goes to all departments of Refined Clothing for their collaborative spirit, which profoundly enhanced my learning experience.

Sincerely yours,

Shadiya Sultana Riya

Student ID-24281085

Executive Development Center, BIGD

Brac University

Date: 17.11.25

Non-Disclosure Agreement

This agreement is executed between “Refined Clothing” and “Shadiya Sultana Riya” for the purpose of sharing certain company information needed to complete the project with M&M.

Terms:

1. “Confidential Information” means all company data shared with the Intern that is marked or considered confidential.
2. The Intern agrees not to disclose or misuse any confidential Information and will use it only for the project work.
3. The Intern may share confidential Information only with authorized persons such as the supervising faculty, other approved interns or if required by law.
4. The Company understands the Intern must prepare a report/presentation for academic purposes and will help ensure no sensitive information is included.
5. All information provided remains the property of the Company

Student’s Full Name & Signature:

Shadiya Sultana Riya

24281085

Industry Supervisor’s Full Name & Signature:

Towficque Bin Islam

Managing Partner ,Refined Clothing

Acknowledgement

At first, my heartfelt thanks to the Refined Clothing team for their unwavering support and direction during my internship, which greatly contributed to my growth.

With great pleasure, I would like to express my sincere gratitude to Mohammad Ziaur Rahman, Senior Trainer, BIGD, Brac University, for his support, encouragement and guidance that enabled me to prepare this paper.

I am also grateful to Towficque Bin Islam, Managing Partner of Refined Clothing, for his valuable mentorship in shaping my understanding of knitwear industry management. My sincere appreciation goes to all departments of Refined Clothing for their collaborative spirit, which profoundly enhanced my learning experience.

Executive Summary

This internship report outlines my practical experience at Refined Clothing, Bangladesh liaison office, completed as part of my academic requirement.

This report provides an overview of how the Bangladesh hub operates as an essential part of global apparel sourcing and explains the complete garment order execution process. During my internship, I had the opportunity to work closely with multiple departments, which gave me a comprehensive understanding of the overall business operations. I worked with the Merchandising Department on order tracking, supplier coordination, sample follow-ups, documentation, and production updates. I collaborated with the Production Team to observe workflow, monitor daily progress and understand capacity planning. My involvement with the Quality Department (QA & QC) helped me learn about buyer standards, sample evaluations, and inspection procedures. Through the Industrial Engineering Department, I gained knowledge about efficiency calculation, SAM, skill gap analysis, and improvement techniques. Additionally, working with the Product Development Team enhanced my understanding of fabric, trims, design interpretation, and pre-production requirements.

This cross-departmental engagement allowed me to link my academic learning with real industry practices and strengthened my understanding of how each function supports successful order execution. Despite minor limitations such as time constraints and lack of prior cross-functional experience, the internship significantly enriched my professional knowledge, boosted my confidence, and prepared me for future responsibilities in the RMG sector.

Table of Contents

Particulars	Page Numbers
Declaration	2
Letter of Transmittal	3
Non-Disclosure Agreement	4
Acknowledgment	5
Executive Summary	6
Table of Contents	7
List of Acronyms	8
List of Figure	9
Glossary	10
About Organization	11-15
Description about Task Accomplishment	15-24
Critical Assessment of Internship Work	24-29
Conclusion	30
References	31

List of Acronyms

WH	Warehouse
RM	Raw material
QA	Quality assurance
QC	Quality Control
QMS	Quality management system
IPE	Industrial Production Engineering
IE	Industrial Engineering
TNA	Time & action plan
SMED	Single minute exchange of dies
SMV	Standard Minute Value
SMV	Standard Minute Value

List of Figure

Figure no 1: Inspection Report	17
Figure no 2: Inspection Report	18
Figure no 3: Skill Gap Analysis	21
Figure no 4: CBM Calculation	23

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 Metre) is the weight of one square metre of fabric, expressed in grams.
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.
KAIZEN	Kaizen is a Japanese philosophy meaning “continuous improvement”, where small, incremental changes involving all employees lead to better efficiency, quality and waste reduction.

Chapter 1: About Organization

Refined Clothing is the unit of the BOI Group, a leading business group in the fashion industry. The established of BOI in 1994, passing down its legacy over the 20 years. Since its establishment, the group has been a significant contributor in the fast fashion sector in the United Kingdom and global market. BOI has repeatedly proven a strong understanding preference of men's clothing while also looking forward future trends. This innovative outlook has allowed the group to keep up its position as a trusted and innovative name in the fashion industry.

The group has established its own principles, built on a strong commitment to offering creative and original products that combine with impressive design, superior quality and excellent value for money.

Our designers manage operations from the BOI groups head office, work dedicatedly to stay at the pioneering at creativity, ensuring that each collections of brand's reflect the most modern trends and carefully evaluate all details before market launch.

Considerable attention has been given into drawing a notable benchmark between each of our labels. Every brand exhibits a unique identity and set of values; every brand is firmly targeted in a manner that focused on the personality and attitude of the consumer over merely their age.

Reliable excellence at quality and economical nature is upheld across all brands. This commitment of core values has driven BOI'S sustainable growth over the 20 years.

1.1 Industry Overview

Bangladesh has developed as one of the world's leading core area for ready-made garment (RMG), making major contribution to the national economy and foreign exchange earnings. The industry gains advantages from the large and skilled work force, economical production cost and strong global demand, making the country a recommended sourcing destination for international fashion brands and wholesalers.

Over the past few years, buyers have increasingly focused to Bangladesh for high-quality knitwear products and supported by better in compliance, sustainability and supply chain efficiency. This

has positioned Bangladesh as a key partner in the global fast fashion market. Engage in this growing industry, Refined Clothing uses Bangladesh's strong manufacturing base through its dedicated office in the country. By combining with the local manufacturer of Bangladeshi production with the Group's global standards of design, quality and innovation, Refined Clothing maintain smooth sourcing and timely delivery while maintaining its reputation in the UK wholesale market and outside of UK.

1.2 Company's Vision & Mission

Vision:

Progressive, renowned, creative, design-led.

Mission:

The group has developed its own principle, founded on steadfast commitment to providing creative and original products that combine outstanding design, premium quality and excellent value for money.

Core values:

Straightforward, innovative & trustworthy.

1.3 Goals & Objectives:

Each garment we produced assure the following standard:

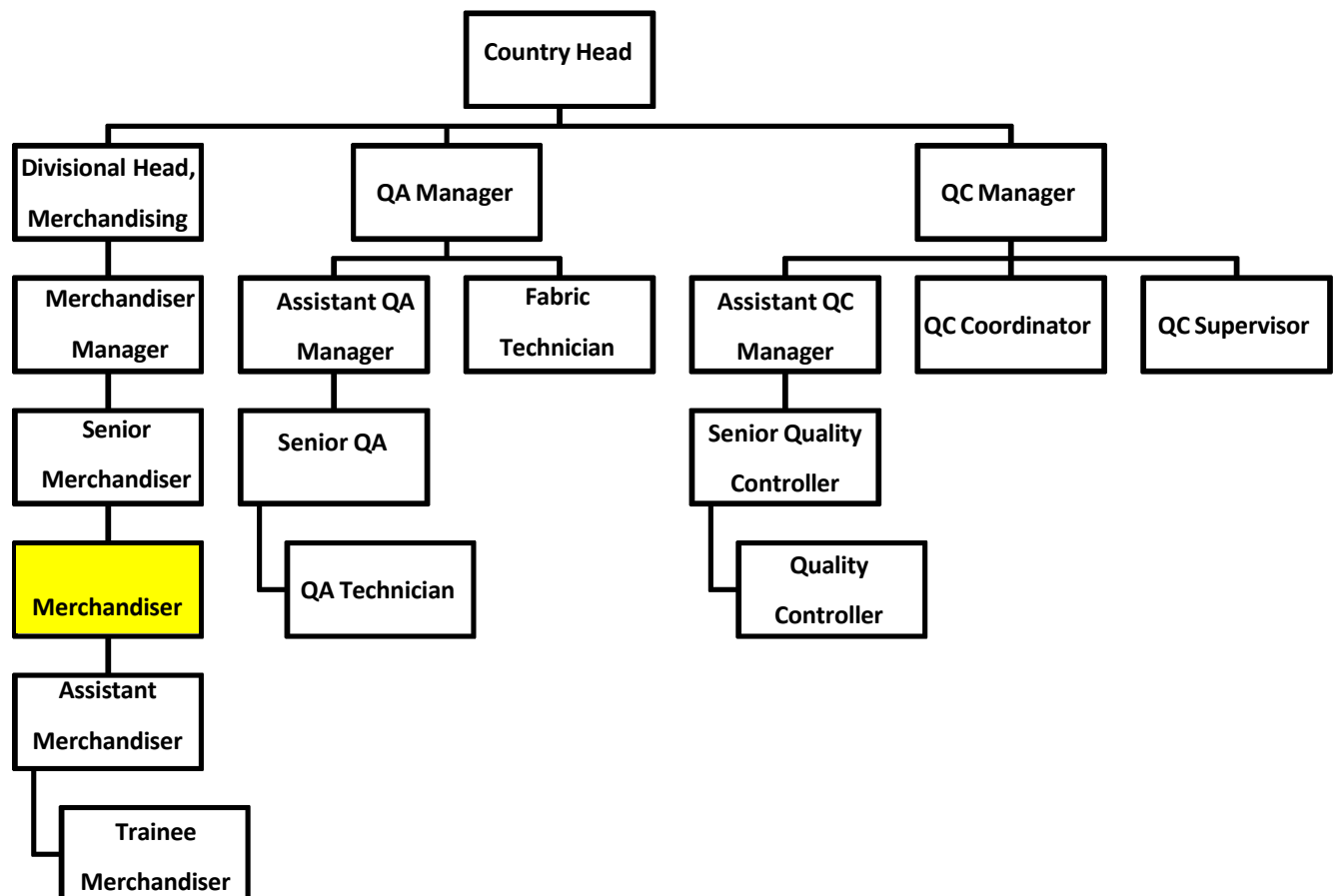
- Unique graphics created by designers which reflect the brands identity and attitude.
- High quality fabrics that have been tested, washed, worn and re-tested to ensure lasting appearance and texture.
- Careful attention to detail in labelling, finishing and stitching.
- Well-fitting garments that reflect the latest fashion trends.

Worldwide Offices

Under the name of Refined Clothing, the group operates three international offices in China, Turkey and Bangladesh which are managed operation directly from the UK office. These offices are fully capable to manage all the departments like sourcing, merchandising, quality control and shipping.

Every office is supported by a team of experienced professionals who are from the clothing and manufacturing industry and many of them have been working with the group for many years, maintain efficiency and consistence performance across all operations.

1.4 Organogram



1.5 Bangladesh Knit Products Overview

Our knit products are highly demanded in leading markets like Europe, North America, and Asia because of our combination of excellent quality, design versatility, affordability and for timely delivery. The industry continuously working with innovation and focused on fashion-forward designs, value-added finishes and sustainable fabrics, positioning Bangladesh as a competitive player in the global knitwear market.

1.5.1 Products Produces by knitwear Industry:

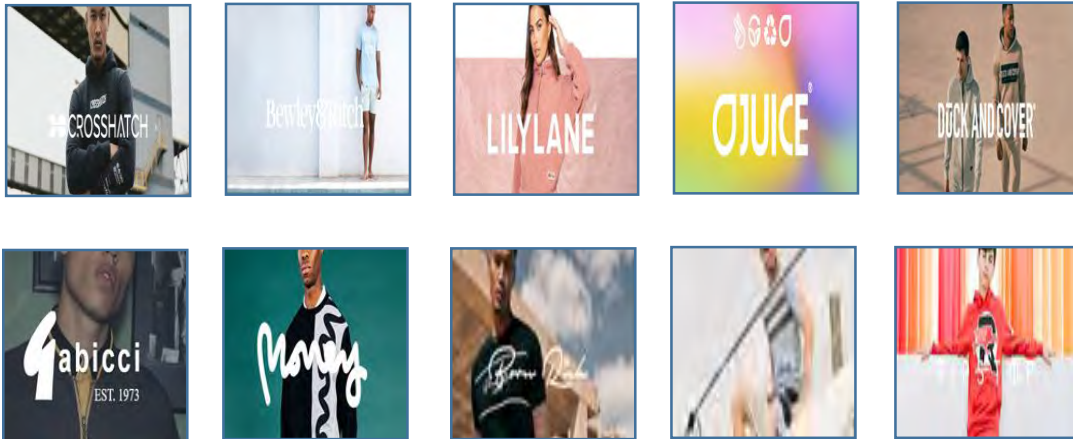
Bangladesh is the one of the leading producers of knit garments globally. Our country specialized in a wide range of knit products, they are given below:

- Tee shirt
- Polo shirt
- Sweat shirt, cardigans
- Hoodie
- Knit dresses and skirts
- Active wear
- Sports wear

1.5.2 Products produced by Refined Clothing

- Tee & polo shirt
- Hoodie
- Knit dresses
- Active wear
- Sweat shirt
- Nightwear set
- Sports wear

1.5.3 Our Brands



Chapter 2: Description of Task Completion

Refined Clothing, is a business unit of BOI group. They source textile products from Asian countries for the BOI group. Refined clothing Bangladesh office mainly source and developed various products for different customers of BOI group. During my internship, I chose to work across five departments (**production department, IPE department, Quality control department, Logistics and Merchandising department**) and engaged directly on the production floor to make my learning experience more practical. I started my internship in the quality department because I wanted to gain clear knowledge about quality control process which play crucial rules in ensuring every product meets the company's standard before shipments.

2.1 Quality Control Department

Departmental function:

The department is inspecting all the trims, accessories and fabrics to ensure that they are meet the required standards before use in production, monitoring every process of garment production to minimize defects and ensuring that the final products quality meet approved samples and specifications. Any defect or discrepancy discovered during production is reported at once to management for rectification. In addition, the department ensures all the goods are nicely packed,

tagged and ready to export requirements and ensures subcontracted factories do the same in terms of standards of procedure, with the main supplier accountable for any mistakes.

My activities in this department are given below:

Material Inspection: I checked black, navy, and mint color fabrics for PO004063 and PO004064 (Graphen style). A total of 10 rolls out of 100 were randomly selected from each color lot for inspection. The inspection was conducted using the 4-Point System to identify and evaluate any fabric defects. During the inspection, I checked fabric shrinkage, GSM (weight), shade variation, width, and overall appearance. Each roll was inspected for knitting and dyeing defects such as holes, stains and slub. All fabrics were verified against the approved shade, texture, and quality standard.

Additionally, all trims were checked to ensure they matched the approved specifications in terms of color, quality, and size. After completing the inspection, the fabrics met the required standards and were approved as “Pass” for production use.

Production monitoring: Follow up all stage of production process to minimize the defects.

Sample Approval: Review approved pre-production sample and shipping samples for PO0044523 and PO0044524 (style name: Multhen, customer:Henleys). Ensure that production matched with counter sample.

PP meeting: Attended 20-August-2025 the PP (Pre-Production) meeting with our Quality team, factory quality team, factory merchandiser, technical team, panning team, IE department where we discussed the overall production plan, reviewed samples, trims, specifications, and label layouts. During this meeting, various quality-related issues and their possible solutions were also discussed to ensure smooth production and maintain buyer standards. The meeting covered the following purchase orders: PO000370, PO000371, PO000374, PO000375, PO000376, PO000377, styles name Cheymore, Mullbarry, Klapstar and Velbedier, customer duck & cover. For each of these styles, fabric quality, color approval, shrinkage reports, and trims such as labels, hangtags, and accessories were reviewed in detail. The team also verified the measurement chart, workmanship standard, and packaging requirements according to buyer instructions. After final

review, all departments confirmed to proceed with bulk production as per the approved PP samples and discussed guidelines.

Inline and final inspection: I assisted in both inline and final inspections during the production process (PO0044368,69 Customer: crosshatch, style: tranplex, typlex). The inline inspection involved monitoring various stage of production to ensure that any defects were identified and corrected immediately, helping to maintain consistent product quality. Final inspection was conducted upon finishing of goods for Kangaroo Poo (PO0044015 & PO0044016, Style: Milwich) with a total of 12,550 pcs. Inspection was conducted on the basis of the AQL 2.5 for major defects and AQL 4.0 for minor defects. During the final inspection, all the garments were carefully check for stitching quality, color, measurements, trims, finishing and packaging against the approved quality. The inspection results were 14 major defects out of 14 and 13 minor defects out of 21. After completing the inspection and corrections, the lot was released for delivery to the customer.



BOI INSPECTION REPORT

Vendor ref. 5157

Brand: KPOO

Style No. MT2A124300B52MAM2

Style Name: MILWICH

Desc. MEN'S 5 PACK TEE

Fabric: 100% COTTON 160 GSM

Contact person: MR. MOHSIN (QA)

PO0044015+16

☐ Inline ☒ Final Inspection date: 09.10.2025

Ship date: 10.10.2025 Order No. _____

QTY: 12550 pcs

INSPECTED QTY: 12550 pcs

Supplier: SGH FASHION

Factory Area: GAZIPUR, DHAKA

Overall Inspection Conclusion	Conform / Not Conform
Inspection Summary	
1. Workmanship <u>appearance</u>	Conform / <u>Not Conform</u> (WITHIN AQL)
2. Quantity	Conform / Not Conform
3. Style, Material, Colour, GSM	Conform / Not Conform
4. Data measurement/Function/Field tests	Conform / Not Conform
5. Packing	Conform / Not Conform
6. Marking/Label	Conform / Not Conform

Problem Remark

1. UNEVEN PAIR INSIDE SAME PACK +/- 2 CM & SOME ARE MORE.
2. CHEST PRINT LOOKING OFF CENTER (APPROXIMATELY +/- 1 CM) COMPARED WITH BOTH SIDE FOR WHITE & WINDSURFER COLOURWAY.
3. RIB NOT WELL MATCHED FOR WHITE COLOURWAY. POOR PRINT ALIGNMENT OBSERVED FOR CORAL COLOURWAY.
4. NECK PRINT LOOKING SLIGHTLY UNEVEN POSITION. POOR SHAPE AT NECK, WAIST & BOTTOM HEM.
5. STAIN & OIL OBSERVED ON GARMENTS.

Inspector: RUHUL AMIN

1. Workmanship Appearance / Functional Inspection Findings:

Inspection Method Applied:

ANSI/ASQZ1.4-2008: Single sampling plans for normal inspection, Level II

Acceptable Quality Level (AQL): _____ Critical: N/A Major: 2.5 Minor: 4.0

Sample size: 315 PCS

Selected from packed cartons: 100%

Selected from finished but unpacked products: NIL

Samples selected from carton numbers: 24

Sample size: 315 PCS

Critical Allowed: 0

To open 24

Factory representative: _____

Major Allowed: 14 cartons of 24

Minor Allowed: 21 carton

total 252

Figure 1: Inspection report

[illegible]

Figure 2: inspection report

2.2 Merchandising Department

Departmental function: The Merchandising Department works directly under the guidance of UK head office and serves as the central link between the production team and the buyers. The department developed and submit proto, fit, pre-production and production samples to the buyer for approval. Source all the fabrics and trim required from approved suppliers and monitors each stage of production to make sure they get finished within deadline. Merchandisers are also in continuous contact with the UK office regarding order updates, confirmations of samples, and shipping schedules. They also coordinate with the quality and production teams to resolve any discrepancies and ensure buyer's requirements are fulfilled while making all goods and delivering them.

My activities in this department are given below:

- I worked in the Merchandising Department, where I was involved in coordinating and planning M&M customer orders under supervision of UK office.
- Provided PO (purchase order) to the suppliers and negotiated prices to ensure competitive pricing.
- Followed up the production according the TNA sheet ensure that every activity was complete according production plan.
- Maintained regular communication with the UK merchandising team regarding sample approvals, production and shipping updates.
- Participated in the developing different samples such as proto, fit and pre-production samples and observed how they were produced according to buyer's requirements.
- Helped in sourcing fabrics, trims and accessories from approved suppliers and checked their quality and availability before production.
- Followed up different stages of production, including knitting, dyeing, cutting, sewing and finishing, for ensuring smooth work flow and timely delivery.
- Supported coordination between the merchandising, production and quality departments to solve production issues.
- Learned about order documentation, monitoring shipment and export procedures that are used for M&M customer international buyers.

2.3 Production Department

Departmental function: The production department monitor style operation, assigning the required number of operator, daily target and production breakdown. This department collect cut part from cutting section and finish the garments sewing, then send it the finishing sector for final packaging.

My activities in this department are given below:

- During my internship, I directly worked 20 days with production head and other officers. Followed up (PO0044368,69 Customer: crosshatch, style: tranplex, typlex) every step of

production from the beginning to the end and noticed that delays in supplying of raw materials to sewing line affected the production efficiency. To resolve this, I monitored the raw materials availability to ensure they were available on time for production.

- worked on multiple style of tee shirt lines to understand how parts are received from the cutting section and distributed the sewing line, how operators were assigning to each process according their skill and work load.
- I assisted the team to track daily production target, identify bottleneck and take the action to ensure the production plan stayed on schedule.
- I prepared production breakdown for each style to monitor the output and ensure the resources were using effectively all the lines.
- Helped production team to line balancing and gained practical knowledge about line balancing and workflow managements.
- Learned how KANBAN system is used to manage material and raw materials flow efficiently. I observed how the cutting team updates the board to indicate which lines have sufficient raw materials and which may face shortages. This system enables both cutting and sewing teams to take necessary actions, preventing production delays. Gaining knowledge of KANBAN enhance my understanding of real-time tracking, workflow planning and collaboration between departments to maintain a smooth production process.
- I worked alongside the production officer during the style closing process. I precisely noted each product by size and color, identified sizes that needed re-cuts and missing trims and collaborated with relevant departments to ensure all requirements were fulfilled on time. This ensure the style to meet its planned completion date. The experience provided valuable insights into production coordination, attention to detail, and timely decision-making during the closing of a style.

2.4 IPE Department (Industrial & Production Engineering)

Departmental function: They Work with production managers to maintain a balanced and normal workflow to achieve high productivity. They reduce non-productive time. Plan for supervisor and operator skill development and ensure that every style change is accompanied by daily line balancing and proper operation layout adjustments.

My activities in this department are given below:

- Under guidance, I conducted a skill gap analysis by analyzing multiple styles to determine operator requirements, backup needs and performance gaps. I calculated target output at 75% efficiency and suggested training or skill development activities. The report was submitted to the production manager and he used it to plan operator training and skill development programs.

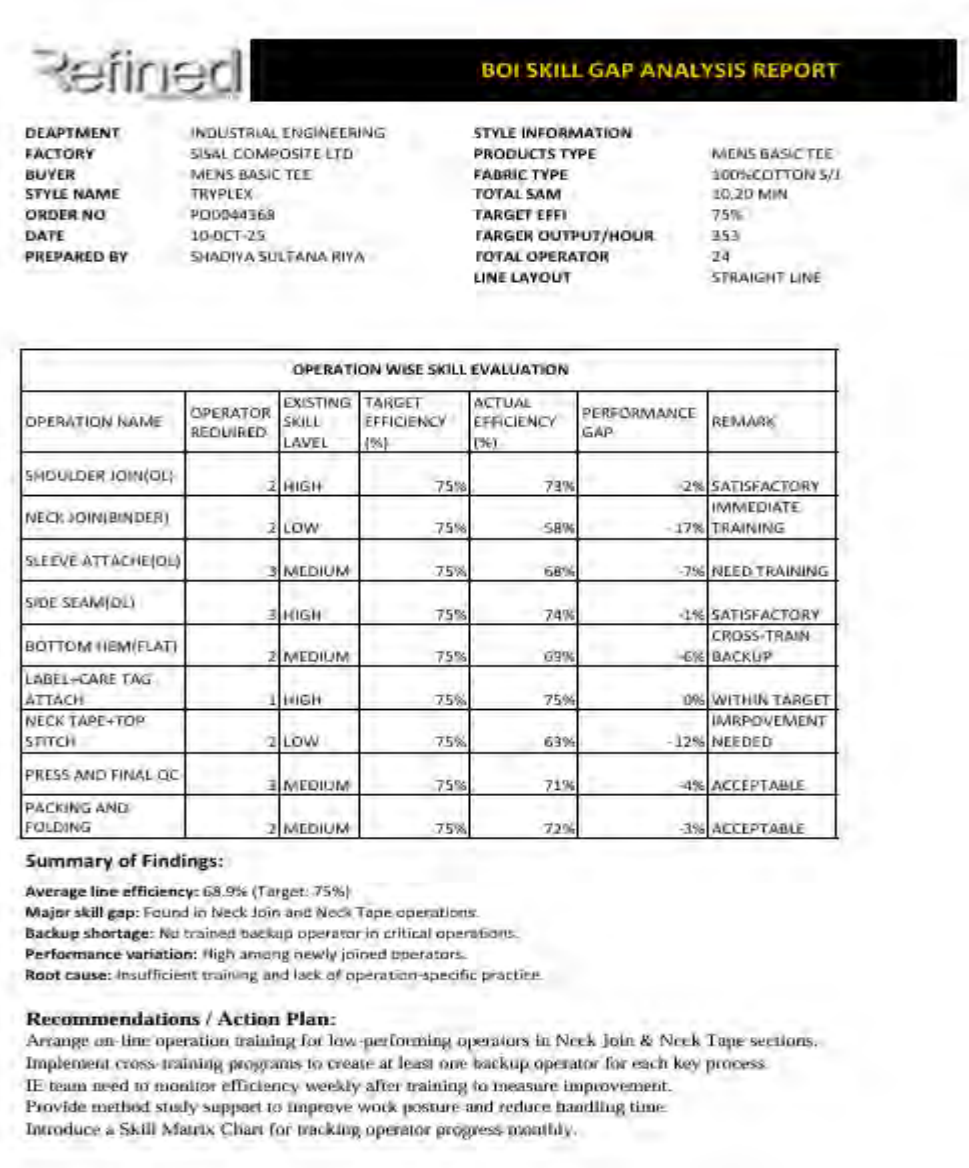


Figure 3: Skill gap analysis report

- During my internship, I actively participated in work study where I followed up each operation to identify bottlenecks, unnecessary steps and non-productive time. I noticed that how style changes affected production flow and gained knowledge how to plan smooth transitions to avoid idle time. By work study I learned about the importance of examining operator performance, process timing and workflow efficiency to increase productivity.
- I help IPE team in line balancing task, learned how operators were allocating to each task based on Standard Minute Value (SMV) and skill levels. I noticed how IE officer execute immediate transition during style changes to avoid bottlenecks and maintain smooth production flow. From This experience, I realized that proper line balancing ensured daily production targets and efficiently.
- I reviewed individual operations to learn method study, which work on find better way to complete the tasks without affecting products quality, and I noticed how to reduce the total time. Some sewing operations could be performed better using alternative machines and which reduce time. I advised some minor improvements and observed how these changes improved production speed and efficiency.
- I observed the implementation of 5S principles (Sort, Set in order, Shine, Standardize, Sustain) on the production floor. 5s assured an organized, clean and efficient workspace reduces downtime, prevents mistake and ensures smoother workflow. Observing 5S in action helped me understand how workplace structure directly affect production efficiency and quality.

2.5 Logistics Department

Departmental functions: logistics department accountable for handling the Shipment, storage and distributions the goods to ensure timely delivery and effective supply chain operations.

My activities in this department are given below:

- I prepared shipment schedules of amended PO0041609, PO0041608 and PO0041612 (style- chamata; brand- duck and cover), tracked all the orders and confirming that goods were delivered and received on time. I worked with KERRY logistics that helped me to

understand the documentation, route planning and delivery scheduling involved in logistics operations.

- I followed up the shipment of goods from suppliers to the buyers. This covered tracking delivery transport, ETA and any shipment delays. I understood that shipments tracking and coordinating with logistics providers support maintain the smooth operations and avoid shipment delays.
- A significant portion of my role included maintaining precise records of shipments, deliveries notes, invoices and delivery confirmations. I learned the importance of detailed documentation for auditing, accountability and smooth collaboration between departments.
- I practically learned how to calculate CBM (Cubic Meter). This involved measuring the length, width and height of packages to determine the required space for delivery. Calculating CBM helped me understand how logistics teams make efficient container space, reduce shipping costs and confirm safe transport of goods. I also learned the value of accuracy in planning shipments to ensure efficiency in supply chain operations. I have included the CBM calculation prepared by me during my internship.



Shipment Approval Form
BANGLADESH FOB



Please refer to the FOB Bangladesh procedure PDF. This form should be completed by the supplier with as much of the information completed as possible. It should then be sent to ALL of the following people: -

Supplier Name	Po Number	Style Number	Style Name	PACK/PCS	CTNS	CBM
SISAL COMPOSITE LTD.	PO0044368	CH2A125885MULSTK	TRANPLEX	1,800 PACKS	100	7.93
SISAL COMPOSITE LTD.	PO0044369	CH2A125886MULSTK	TRYPLEX	1,800 PACKS	100	7.93
				3,600 PACKS	200	16

Figure 4: CBM

- I collected Packing Lists and IBC from suppliers. All documents were carefully checked and verified to ensure all shipment details were accurate. I cross-checked quantities, descriptions, and other essential information against purchase orders. If any mismatched noticed that was reported and resolved in coordination with the suppliers. This process ensured that all inbound shipments were correctly documented and ready for smooth processing.

Chapter 3: Critical Assessment of Internship work

As I an employee of the merchandising department of this company, I have got guidance and a friendly environment from merchandising departments as well as from other departments, especially the production and quality team. This co-operation helped me to understand the overall knitwear industry manufacturing flow and I faced some challenges in these departments. Despite these challenges, I observed several strengths, weaknesses, threats and opportunities of my company during my internship work.

Based on internship observations SWOT analysis of my company

Strengths

- My organization has great strengths that make it successful and reliable.
- Ensure competitive and fair remuneration for all employees, provide timely and adequate payments that reflect their skills, experience and responsibilities.
- Maintain high standard of employment practices, including no child labour, minimum working age.
- Transparent and trustworthy recruitment system.
- Great credit reputation, trusted by suppliers for ethical and timely business dealing.
- Financially solvent with strong operational stability.
- Long time stability in the garments sector, showing resilience and industry experience.
- Own warehouse and storage facilities which ensure smooth supply chain operations.
- Commitment to health and safety, training and continuous improvement across all operations.

Weakness

During my internship, I noticed some areas where the company faces limitations or challenges in its sourcing and buying operations. Although my organization has notable strength. However, I have enlisted below some weakness:

- MOQ is sometimes relatively small.
- Local office sometimes depends on UK office for approval which can slow down timely order execution.

Threats

During my internship I noticed some threats despite the company's strong position. They are:

- High market competition influences pricing strategies and order volume.
- Fluctuation in raw materials prices puts pressure on production costs.
- Changes of import/export regulations in sourcing countries and buyer markets.
- Higher shipping and freight prices affect the overall products costs.
- The possibility of impose higher tariff could be a threats.

Opportunities

I noticed some opportunities where my office can expand its business and enhance the relationships between suppliers and buyers. With its prime position, the office could improve sourcing supplier, communication and market reach.

- Expansion of the network with international buyers for increasing order flows and business relationships.
- Opportunity to strengthen supplier relationships to achieve better product sourcing and quality assurance.
- Adoption of modern communication and management tools to improve coordination and efficiency.
- Potential to diversify product categories and new markets through a strategic liaison.

- Different training session and skill development programs for staff can enhance coordination and operational productivity.
- There is high chance to shift knitwear business from china due to present tariff situation, Bangladesh should grab this chance.

3.1 Application of Generic and Industry Specific Courses During Internship

Over the period of my internship, I was able to practically execute my knowledge and skills which I gained from my BRAC PGD courses. The theory from both generic and department-related course helped me understand of real workplace operations and it contributed to my career developments.

Application of Generic Courses

Analytical Skill

- Applied problem solving skill to identify production issues.
- Tracked production update to maintain schedule.
- Evaluated data for improve the workflow.

HR Skills Applied

- Gained knowledge of employee rights and internal HR processes.
- Worked effectively with different teams to maintain smooth operations.
- Assisted in implementing staff training and development plans based on skill gaps.

Business Operation Skills Applied

- Gained knowledge to manage and track order flow efficiently.
- liaise between departments to ensure timely completion of buyer orders.
- Analyzed workflow and production plans to support business objectives.

Communication Skills Applied

- Practiced clear and effective communication with suppliers, buyers, and internal teams.
- Maintained accurate reporting and documentation for production follow-up.
- Enabled smooth interactions across departments to resolve issues quickly.

Application of Industry Specific Courses

Quality Control Skill

- Reviewed all the samples and applied knowledge about quality control.
- Checked sample for maintain buyer standard.
- Applied knowledge of compliance and certification for maintain company's standards.

Production Managements

- Followed production plans to meets deadlines.
- Tracked production schedule.
- Applied production manufacturing operation knowledge to ensure smooth slow.

Industrial Engineering

- Conducted skill gap analysis for operators.
- Suggested training programs to improve operator performance.
- Analyzed line efficiency and recommended improvements.

Merchandising

- Cost negotiated by using PGD knowledge.
- Enabled effective reporting and documentation.
- Resolved issues easily and conducted critical path analysis.

3.2 Industry Improvement Suggestions

- To increase overall efficiency, my company should enhance communication between the Merchandising and Production Departments. For prevent misunderstanding company need to established a better communication framework such as shared progress meetings which smooth operation of different stage and minimize unnecessary delays.
- For regular employee development sessions should be introduced to build both technical and interpersonal skills. Continuous training will help empower staff to handling their roles more productively and ensure consistency with evolving industry practices.
- Buyer co-ordination can be strengthened through clearer communication timelines and by using combined digital platforms for all updates and sample approvals. This strategy will simplify correspondence across different time zones and ensure faster decision-making.
- Engaging with the Product Development team at the initial stage of order discussions can give significant advantages. By doing this we can get support from their technical expertise that will strengthen our product design quality, support to select suitable materials and the Merchandising team can make data-driven decisions during planning.
- The current storage and sample management areas need to upgrade by suitable layouts or expanding available space. This will help prevent sample mixed up, easy to track and we can ensure a well-organizing presentation during buyer visits.
- Regular cross-departmental review meetings should be held between QA, Merchandising and QC teams. These types of review meeting will develop coordination, promote team based problem solving ability and assure that all departments remain aligned with production and shipments goals.
- The IT department should focus on prompt assistance during busiest business hours. Timely software update and schedule maintenance will help reduce disruptions and support workflow continuity.
- Work responsibilities allocation among merchandising staff should be distributed more systematically. Clear task arranging and balanced assignment of responsibilities will prevent employee fatigue, continue motivation and increase productivity.

- Cross-functional collaboration can be promoted by using shared reporting apps/website, open discussion sessions and an approachable feedback system. This will improve teamwork and motivate collective liability for achieving company goal.
- Implementing a systematic cost monitoring system at every functional stage will support to get better financial control. Regular budget tracking will support maintain profit margin and assure efficient use of company materials.
- At last, an uninterrupted feedback and assessments platform need to be established for allowing employees to share monitoring and improvement concept will assist management identify concerns early and execute changes that promote current organizational growth.

3.3 Learning for Self-Improvement

My internship journey was filled with important learning experiences gained skills from working across different departments. As a regular employee, my responsibilities was previously limited to a single department, focused on my understanding of the wider business operations. However, this internship gave me the opportunity to collaborate with different teams which greatly increased my overall understanding of the organization's operational flow and structure. I aim to take on leadership roles in the future and I firmly believe that this internship opportunity along with my PGD courses has set a strong foundation for my goal. Even though my core experience lies in production, working closely with different departments enable me to understand how different operation are connected. In my internship, I got the chance to apply and share my knowledge with my teammates which improved my confidence in leadership, coordination and team work. This internship deepened my motivation for continuous learning and development, motivating me to create a successful career in the RMG sector.

Chapter 4: Conclusion

During the three months of my internship, I had got the chance to practically apply my theoretical learning to my organizations and with the guidance of my industrial supervisor I gained knowledge from different department. As I previously worked with only merchandising department I had some limitation of understanding the manufacturing process. By worked with various department I understand the workflow of garments industry and it nurtured my technical skills, professional skill, communication and problem solving skill.

Outside the skill development, this internship has influenced me to chase continuous learning and organizational growth. It has given me a clear outlook on the challenges and opportunities in this RMG sector, developing me for future leadership roles. Now I have a better knowledge how strategic planning, cross-departmental collaboration and effective communication support to achieve organizational goals.

This internship helped me to developed my confidence and also inspire me take the future leadership rules of RMG sector. Now I understand how importance the continuous development, adaptability and effective communication to achieve personal and professional goals. It has strengthened my commitment to professional growth and motivated me to pursue my future career in the RMG sector.

References

<https://theboigroup.com>

<https://www.6sigmastudy.com>