

Report On  
*Bureau Veritas Consumer Products Services*

By

Md. Zawad Rayhan Bhuyan  
Student ID: 1000055575

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  
March 2026

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## **Declaration**

It is hereby declared that

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

**Student's Full Name & Signature:**

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**Md. Zawad Rayhan Bhuyan**

Student ID: 1000055575

**Academic Supervisor's Full Name & Signature:**

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**Anindita Bhattacharjee**

Senior Researcher & Initiative Lead, UPGI-BIGD Research Partnership  
BRAC Institute of Governance and Development (BIGD),  
Brac University

## Letter of Transmittal

Anindita Bhattacharjee

Senior Researcher & Initiative Lead, UPGI-BIGD Research Partnership

BIGD, Brac University

66 Mohakhali, Dhaka-1212

Subject: Submission of Industry attachment report for Post Graduate Diploma in Knitwear Industry Management (PGD-KIM)

Dear Madam,

It is my pleasure to submit my internship report on Bureau Veritas Consumer Products Services, which I was appointed to by your direction.

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

I trust that the report will meet the expectations.

Sincerely yours,

---

Md. Zawad Rayhan Bhuyan

Student ID: 1000055575

Executive Development Center, BIGD

Brac University

Date: March 10, 2026

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between Bureau Veritas Consumer Products Services and the undersigned student at EDC, BIGD, Brac University, pursuing a degree in Knitwear Industry Management. The purpose of this Agreement is to allow the student to access certain confidential data and information as an intern from the Company for the completion of their internship project. Both parties agree to the following terms and conditions:

**Responsibilities of the Intern:** The Intern shall perform all assigned duties and responsibilities to the best of their ability, with professionalism, integrity, and impartiality.

**Definition of Confidential Information:** For the purpose of this Agreement, “Confidential Information” refers to any data, material, or proprietary information belonging to the Company that is marked, identified, or otherwise designated as confidential.

**Form and Scope of Information:** Data or information shall be considered Confidential Information only when it is provided to the Intern in tangible form (including electronic formats) and is clearly labeled as “Confidential”, “Copyrighted and Confidential”, or by any other equivalent designation.

### **Student’s Full Name & Signature:**

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**Md. Zawad Rayhan Bhuyan**  
Student ID: 1000055575

### **Industry Supervisor’s Full Name & Signature:**

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**Alamgir Hossain**  
Manager  
Bureau Veritas Consumer Products Services

## **Acknowledgement**

I would like to express my intense gratitude and best regards to my honorable industrial supervisor Alamgir Hossain, Manager, Inspection, Audit and Assessment Department, Bureau Veritas Consumer Product Services (BD) Ltd. for his valuable guidance and supervision throughout my internship period. I am grateful to him for his patience, motivation, enthusiasm, immense knowledge, effective guidance and endless encouragements during the preparation and compilation of this report. Any mistakes that remain are undoubtedly mine.

Sincerely I want to offer my best regards to my academic supervisor Anindita Bhattacharjee, Senior Researcher & Initiative Lead, UPGI-BIGD Research Partnership (BIGD) , Brac University and to all my teachers of this courses for their affection, cordial co-operation and efforts for providing us high-quality education.

Moreover, I would also like to express my gratitude to my Bureau Veritas Consumer Product Services (BD) Ltd. fellows, seniors and colleagues who gave me good advice, suggestions, inspiration and support. I must mention the wonderful working environment and group commitment of this organization that has enabled me to deal with a lot of things.

Specially, I want to thank the Ministry of Finance, Government of the People's Republic of Bangladesh to establish Executive Development Center, BIGD at Brac University which offers Post Graduate Diploma in Knitwear Industry Management with the financial support from Asian Development Bank (ADB), under the Skills for Industry Competitiveness and Innovation Program (SICIP).

Finally, I express my deepest gratitude to my Parents and my wife who were always ready to offer valuable advice. They endlessly supported me and gave me encouragement and inspiration whenever I needed.

## **Executive Summary**

This report is prepared on the basis of my three (03) months practical experience at Bureau Veritas Consumer Product Services (BD) Ltd. in different department. This internship program helped me to learn about the practical scenario of a service providing company. BVCPS is a world leading testing, inspection and certification solution provider for the global consumer, electrical, wireless and automotive markets. They work closely with their clients to effectively manage quality assurance needs throughout their supply chains and mitigate risks in terms of quality, health, safety, social responsibility and environment, thus protecting brand reputation and minimizing costs.

This report has been presented based on my observation and experience gathered from the company. The organization has many divisions and departments but the internship focuses on Human Resource Management, Compliance and CSR, Marketing and Business Development , Inspection Department

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## **List of Acronyms**

|       |                                          |
|-------|------------------------------------------|
| AQL   | Acceptable Quality Limit                 |
| BV    | Bureau Veritas                           |
| BVCPS | Bureau Veritas Consumer Product Services |
| CSR   | Corporate Social Responsibility          |
| L/C   | Letter of Credit                         |
| PI    | Proforma Invoice                         |
| PO    | Purchase Order                           |
| QM    | Quality Management                       |

# Chapter 1

## About Organization

### 1.1 Overview of the Industry

Bureau Veritas Consumer Products Services (BVCPS) is a direct QA (Quality Assurance) provider for the global consumer products and retail markets with proficiency in consulting, testing, inspection, training, auditing and social accountability. Bureau Veritas has over 130 offices and testing laboratories in more than 40 countries, with 12000+ employees and a global network of quality assurance services supported by 1615 Bureau Veritas Offices in 140 Countries, with an efficient manpower of more than 84000 employees.

The Testing, Inspection, and Certification (TIC) industry is a crucial component of the global quality assurance and regulatory compliance network. Bureau Veritas Bangladesh operates within this versatile sector, providing independent, trustworthy services that ensure product quality, safety, and compliance across the industries. The TIC industry serves as a bridge among manufacturers, regulators, and consumers, facilitating international trade while upholding meticulous quality standards.

### 1.2 Vision & Mission

Bureau Veritas Consumer Products Services anticipates becoming the world's most trusted partner for consumer product safety, quality, and compliance. The organization is obligated to deliver excellence and integrity globally, recognized as the leading provider of testing, inspection, and certification services. **“Shaping a world of Trust”** - BVCPS ambitions to build lasting partnerships with regulatory authorities, manufacturers, and consumers, streamlining international trade while ensuring only safe, high-quality products reach the market.

BVCPS's mission is to deliver independent, credible testing, inspection, and certification services that enable manufacturers to produce safe, high-quality products and protect consumers worldwide. The organization provides objective assessments, helps manufacturers meet regulatory requirements, and facilitates market access through internationally recognized certifications. By supporting compliance and continuous improvement, BVCPS enables Bangladesh's manufacturing sector to achieve international competitiveness while maintaining rigorous safety and quality standards.

**Ethics:** Bureau Veritas maintains a strong commitment to its Code of Ethics, which prioritizes integrity, transparency, and accountability. This ethical foundation serves as a cornerstone of the organization's reputation—a critical asset for BVCPS globally—and is deeply embedded in its core business values.

### **1.3 Goals & Objectives**

The goals and objectives of BVCPS reflect its commitment to delivering excellence, building client partnerships, and protecting consumers. These goals guide organizational strategy, resource allocation, and daily operations. By targeting these objectives methodically, BVCPS aims to strengthen its position as a trusted partner for Bangladesh's manufacturing sector while contributing to international trade facilitation and consumer safety. Regular monitoring and adjustment of objectives ensures BVCPS remains responsive to evolving market needs and regulatory requirements.

### **1.4 Organizational structure, Organogram, Branches and Departments**

BVCPS is led by the Vice President here in Bangladesh. He is the key person here. He reports to the Group Vice President at the BVCPS head office in France. There are a Senior General Manager and a General Manager to support his activity here. BVCPS has 16 departments, and each is led by an HoD (Head of Department). The HoD hold different designations and job

roles. There are Senior managers and managers to support the HoDs. Managers control the supervisors and the executive and operations teams. Junior executives are the last line of this pyramid.

### **1.5 Products/services produced by the Industry**

BVCPS is working in various sectors. Bureau Veritas Consumer Products Services is a global Giant in the shipping and marine sector. On the other hand, BV has expanded its business into different sectors over the course of the century. In Bangladesh, BV is working especially in the manufacturing industry, such as Electrical & Electronic Products, Wireless/Smart World Products & Services, Automotive, Softlines & Accessories, Footwear & Leather Goods, Toys & Juvenile Products, Hardlines, Food, Health & Beauty, and more.

BVCPS provides Testing (Chemical/Physical), Inspection (In-Line Inspections/Final Inspection), Audit (CSR, Factory Audit), and Consulting/Advisory. The main Asset for BV is 'Efficient international network & a strong brand built over 198 years with skilled employees.

## Chapter 2

### Description about task accomplishment

#### 2.1 Inspection

Inspection service is one of the key businesses for BV here in Bangladesh. Inspection is a process in the manufacturing industry. Here, BV provide this service as a third party & builds a relationship of trust between the manufacturer and the client. In Bangladesh, over 90% of the inspection service provided by BV is for the garment industry. BV performs different types of inspection services throughout the production period. Mostly during in-line inspection, during production inspection. Final random inspection and others. Clients (like Walmart, H&M, Inditex) place orders with factories through suppliers. then the suppliers assigned the factory concern for production by providing the details of the goods (finished product). All Client instructions regarding specific orders have been shared before the production over the PO sheet (Purchase order), Technical file, trim card, lab dip and others. The manufacturing plant starts the production process. This is based on actual information. Then the inspector starts to compile the inspection process, Inspection Standard, Inspection Level, Sampling Plan, Sample Size and others.

**Benefits:** An inspection program can assist a company to:



Here, we are going to briefly discuss the garment inspection process. BV provides technical expertise to design customized inspection programs that Optimize costs through targeted, efficient testing, Address specific industry and client requirements, Minimize product and

operational risks: production and shipping. BV works with the factory, supplier, and customer to customise a program that is best for them.

**2.1.1 Fabric inspection:** Fabric Inspection is a systematic evaluation process that assesses whether fabrics conform to client requirements, including yarn count and weave construction, color accuracy, design specifications, dimensional tolerances, tactile properties, and any additional quality parameters specified by the client. The client establishes the acceptable defect threshold and quality standards used to determine shipment acceptance. By executing this inspection protocol, the number of disallowed panels or garments due to fabric defects is substantially reduced, thereby guaranteeing the quality of finished products. Fabric Inspection serves as a critical pre-production quality-control measure for garments and other textile products.

**2.1.2 Raw Material Incoming (Country of origin):** This is an inspection of raw materials that are used in production. By doing this, the client can ensure the actual result of using raw material, what they require, and what the factory uses. This has a huge impact on the product-using experience for ultimate consumers. For this case, the client fixes the raw material, sources, quantity, quality & other related specifications, which help to minimize the risk from unwanted hazard and others. This inspection can also help minimize wasted time.

**2.1.3 Initial Production:** Manufacturing involves numerous production processes, with significant setup and planning conducted at the initial stage to enable a comprehensive review of product quality requirements before mass production commencement. During-production inspection involves monitoring critical product characteristics throughout the manufacturing process. Typically, this inspection is conducted when approximately 10-20% of the total order quantity has been completed.

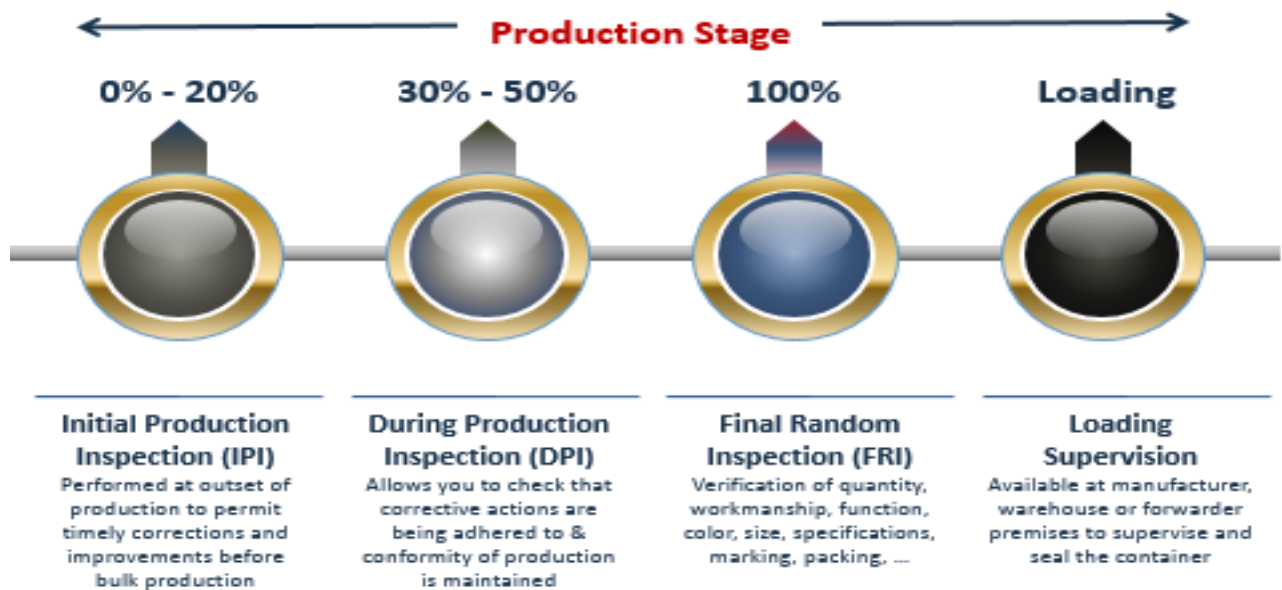
**2.1.4 During Production:** During-production inspection involves monitoring critical product characteristics throughout the manufacturing process. Typically, this inspection is conducted when approximately 40-60% of the total order quantity has been completed.

**2.1.5 Final Random:** The definition of Finished Products in IPI & DPI is different from that of FRI. In IPI & DPI, the finished products are those that have been completed in the last assembly process (e.g., trimming, ironing, pairing, etc.) and have been inspected by the factory at least for workmanship. The products may or may not have unit selling packaging (materials used to wrap or protect the goods, e.g., unit polybag, color box, photo board, labels/tags, instruction sheet, manual etc.). The products may or may not be packed into cartons.

In FRI, the finished products are those that have completed the assembly and finishing processes, have been inspected by the factory, and are packed in unit selling packaging (including labels, tags, colour box, instruction sheet, etc.). The products may or may not be packed into cartons.

**2.1.6 100% Inspection:** One hundred per cent (100%) inspection requires that every individual unit be examined. Under this system, acceptance or rejection decisions are made on a unit-by-unit basis rather than for the entire lot. This provides holistic insight into garment quality and ensures that all failure points are identified. This service requires additional time and cost compared to alternative inspection methods.

**2.1.7 Loading Supervision:** Loading and Unloading Inspection provides supervision of the cargo handling process, including monitoring the loading of products into containers, validating carton numbers, and confirming that cargo aligns with shipping files. This service may also comprise inspection of shipping containers, supervision of the product loading process, and validation of container sealing.



**Defects Classification:** Defects Classification is a formalized system used in the textile and apparel industry to categorize and analyze quality issues in finished product. This classification system helps to maintain quality standards across manufacturing facilities and facilitates clear communication between manufacturers, quality inspectors, and buyers regarding product quality expectations and acceptability criteria. The classification system organizes defects into three primary severity levels based on their impact on garment usability and marketability. Critical defects are those that render a garment unwearable or unsafe for consumer use, such as large stains, completely broken zippers, severe and widespread color variations, or structural failures. Major defects are significant flaws that substantially reduce the garment's value or functionality without rendering it completely unusable, including misaligned patterns, loose or separating seams, color bleeding that affects wearability, or significant measurement deviations. Minor defects are small imperfections that have minimal impact on the garment's function or overall appearance, such as loose threads, small color spots, minor stitching irregularities, or slight variations in finish quality.

**Critical defect:** A critical defect that poses a risk of injury to the end user and creates a hazardous condition.

**Major defects:** Major defects are defined as flaws that default to meet mandatory regulatory requirements and directly impact the usability, salability, safety, or value of the merchandise, or as specified by the customer or buyer. These defects are typically non-repairable and include fabric holes, color shading inconsistencies across panels, incorrect measurements, foreign fibers, and dye patches. Measurement tolerance levels vary depending on customer specifications.

**Minor Defects:** Minor defects are flaws that do not adversely affect product usability but represent a deviation from the original sample and may impact product saleability. These defects stem from workmanship issues and may be repairable; however, they can still compromise the merchandise's serviceability. Examples include stains, skipped stitches, and wavy bottom hems.

**Acceptable Quality Limit (AQL):** The Acceptable Quality Limit (AQL) is a widely used statistical method for evaluating production samples to determine whether an entire product order meets client specifications. Based on sample inspection results, the customer receives data to make an informed decision regarding lot acceptance or rejection. The inspection report clearly indicates whether production has passed or failed according to the selected AQL standard.

The most commonly used AQL levels are 2.5 for major defects and 4.0 for minor defects. AQL random sampling inspection is derived from probability theory and is based on sampling procedures defined in Military Standard 105D (MIL-STD-105D). Under this methodology, some defects are considered acceptable within defined limits. This method involves selecting a random sample from a production lot, inspecting the sample, and determining lot acceptability based on sample quality. MIL-STD-105D (also referenced as BS 6001, ISO 2859, and DIN 40080) provides standardized sampling plans that specify the number of units to inspect based on lot size and establish the AQL—the maximum number of defects per hundred

units that can be considered satisfactory as a process average for sampling inspection purposes. Generally, the buyer determines which sampling plan and AQL level to adopt. AQL 1.5 is applied when severe inspection conditions are required for high-value items such as upmarket or boutique products. AQL 2.5 is applied for textiles of normal or good quality. Three types of sampling plans exist, each executable at three inspection levels—normal, tightened, and reduced—depending on inspection requirements and product quality standards.

In the garment industry, single- and double-normal sampling plans are typically used. The sample size code letter table correlates various lot sizes to corresponding code letters. Seven inspection levels are available: four for general inspection and three for special inspection. For garment inspection, General Inspection Level II (Normal II) is standard practice.

**Work process:** As part of this team, I was involved in an inspection. It was a Final random inspection with the BV standard. For this inspection reporting, I have used the BV standard report format (SD069). It was a six-hour inspection at a factory in Tongi, Gazipur. The inspection level was II. The sample size was 200 Pieces. The inspection result failed due to the workmanship section. I have found more defects than the acceptance level. I have submitted the report to the concerned report review team. This team had some queries, and I answered them. The next day of the inspection, the review team sends the final report to the client.

## **2.2 Marketing and Business Development**

Marketing is one of the core business units for any business organization. Bureau Veritas Consumer Products service has a strong marketing team that collaborates globally and locally. Bureau Veritas Consumer Products service is a customer-focused organization. The team is working with business and marketing is named here as “Business Development team “In Bangladesh, it is led by a Senior Regional Manager, Business Development. The core job of the business development team is to build relationships with clients regarding customer support and compliance continuously. Marketing is the process of creating value, building customer

relationships, and satisfying customer needs and expectations. Here, this team strongly believes this. It has a strong business and marketing policy. The total marketing effort also reflects its year-to-year business growth. Per the Annual report for 2024-2025, organic growth is almost 21%. Per the customer feedback record, they are happy with the service provided by this company.

**Marketing and Business Development Policy:** The Testing, Inspection, and Certification (TIC) industry within Bureau Veritas is continually evolving and improving. Beyond regulatory compliance, today's TIC sector emphasizes innovation with a strategic focus on paradigm shifts affecting global markets. By leveraging its international presence and recognized expertise, BVCPS is well-positioned to help clients anticipate and navigate future market scenarios.

**Marketing Strategy:** Marketing is a core element of business strategy for service companies that provide "intangible" offerings rather than tangible products. Because services lack physical form, building brand value can be more difficult than for conventional products. Bureau Veritas Consumer Products has established itself as a leading brand in this market, providing a massive competitive advantage. China and the USA represent the world's largest markets for Testing, Inspection, and Certification (TIC) services, and Bureau Veritas Consumer Products serves both as a priority market. By strengthening its presence in China, Bureau Veritas Consumer Products is positioned to address the region's growing demand for infrastructure, transportation, and energy services. The geographical expansion strategy also includes sustained growth in the United States, where the business has experienced rapid expansion in recent years.

**Work process:** As a part of this team, I have communicated with local clients regarding the inspection business. It's a Final random inspection service. I have shared the inspection protocol with them and have proposed an ideal inspection service package. Negotiate on the

price. After the settlement, I sent them the service quotation. The invoicing team prepares a proforma invoice & based on that, the payer settles the payment. Then I hand over this entire file to the operations team for the service process.

## **2.3 Human Resource Management**

Human Resources encompasses all activities related to recruiting, developing, managing, and retaining employees to achieve organizational goals while supporting employee well-being. Bureau Veritas Consumer Products adheres to global standards in its HR operations. The HR function prioritizes employee focus, integrity, and safety in all initiatives. The Human Resources department is a core component of the organization. Bureau Veritas Consumer Products believes that every individual's active participation is essential to the organization's success. This inclusive approach fosters a healthy, dynamic organizational environment. HR responsibilities include payroll administration, benefits management, recruitment and separation processes, and compliance with current national tax regulations.

The Bureau Veritas Human Resources Department focuses on several major functional areas, including:

**Recruiting** – Talent acquisition and workforce planning

**Compensation and Benefits** – Salary administration and employee benefits programs

**Training** – Skills development and professional competency enhancement

**Learning** – Continuous education and career development initiatives

**Employee Relations** – Workplace engagement and conflict resolution

**Organizational Development** – Strategic organizational design and change management, cultural activities & many more.

Human Resource Management at BVCPS involves administering programs designed to enhance organizational effectiveness through strategic management and the cultivation of employee relationships. HR management focuses on the following key areas:

- Addressing current employee concerns
- Acquiring new talent
- Managing employee separation processes
- Improving employee morale
- Identifying and leveraging employee strengths
- Creating organizational alignment
- Employment Status: Employee Classification
- Regular Employee: An employee hired against a permanent position within Bureau Veritas Consumer Products.
- Casual Employee: An individual hired on a daily or temporary basis to address specific organizational needs.

### **Performance Rating Definitions**

Outstanding Performance: The employee consistently exceeds job performance requirements. Initiative and outputs significantly surpass expectations. This rating is reserved for truly exceptional and exemplary performance.

Very Good Performance: The employee consistently meets job requirements and frequently exceeds them, as documented in the Performance Appraisal Form.

Good Performance: The employee meets job performance requirements in most areas but demonstrates gaps in some minor areas, as documented in the Performance Appraisal Form.

Satisfactory Performance: The employee meets all job requirements with well-balanced, consistent performance at the expected level and successfully handles all job responsibilities satisfactorily.

Unsatisfactory Performance: The employee does not meet job requirements. Initiative, outputs, and work quality consistently fall short of expectations. The employee requires improvement in one or more critical areas, as documented in the Performance Appraisal Form.

**Disciplinary Action Procedures Policy:** The purpose of implementing disciplinary measures should be to encourage employees to enhance their performance and maintain their connection with the organization, rather than to create distance or resentment. Any instance of inappropriate behavior that violates the organizational Code of Conduct must be addressed in accordance with established disciplinary procedures.

In my journey in the Human Resource Management team, I have observed the payroll function. Here, this organization uses a tool “AREAL’ for day attendance and overtime calculation. Every employee has an account here & their everyday office timing is recorded here. If any overtime is involved, it is calculated. Leaves, work-from-home status, etc., are also recorded here. The HR department collects all data on this and approves the event one by one if these are valid. I was also involved in a training program titled “Quiz competition – 'Code of ethics – BV”

## **2.4 Compliance and CSR**

Compliance and Corporate Social Accountability represent two integrated pillars of modern business operations that Bureau Veritas Consumer Products actively facilitates across its global operations. Compliance refers to the adherence to applicable laws, regulations, standards, and internal policies that govern business conduct within specific industries and jurisdictions.

BVCPS provides comprehensive support to organizations seeking to strengthen their compliance posture and advance their CSR objectives. Through its testing, inspection, and certification services, Bureau Veritas helps clients navigate complex regulatory landscapes, implement internationally recognized standards, and demonstrate their commitment to quality, safety, and sustainability. The organization's expertise spans multiple sectors including energy, construction, transportation, manufacturing, and services, enabling tailored compliance solutions that address industry-specific challenges. Additionally, Bureau Veritas itself maintains rigorous internal compliance frameworks aligned with its Code of Ethics and

demonstrates commitment to corporate responsibility through sustainability initiatives, transparent reporting, and stakeholder engagement. By integrating compliance requirements with CSR objectives, organizations can create value for all stakeholders while managing risks effectively and contributing positively to society and the environment.

A Bureau Veritas-developed code of conduct incorporating standard industry compliance elements, complemented by a comprehensive range of industry standards established by leading organizations including the International Council of Toy Industries (ICTI), Worldwide Responsible Accredited Production (WRAP), the British Retail Consortium (BRC), the Business Social Compliance Initiative (BSCI), and the Supplier Ethical Data Exchange (SEDEX).

**CSR Workflow:** To start work with a new client, Bureau Veritas follows the procedure below.

**Program Development:** Before a new client program is launched, the CSR coordinator creates the document, such as Client Operating Procedures-COP (for coordination), Client Price Table-CPT (for quotation/invoicing) and Field Instruction-FI (for auditors to conduct the audit). For minor volume audit, Bureau Veritas (BV) suggests that the client follow the BV standard to proceed with the audit.

**Document Approval:** After creating the document, it needs to be approved by the manager, then it shall be posted to the server, which is called the global FTP (File Transfer Protocol), so that all offices can access it easily.

**Booking request review:** When the CSO/coordinator receives a request, an acknowledgement of receipt shall be sent by e-mail. For all requests that come directly to the OO (operating office coordinator) from the client, the CSO/coordinator shall determine if the requesting party is an existing BV SA client:

**Determine if BV can meet the requirements of the request:**

1. Service Type

2. Turn Around Time (TAT),
3. Geographical location and
4. Auditor skills.

In my journey in the CSR department, I have been working with service booking Clark. In here, the supplier submitted the booking for a social audit service. I initially pulled it and then checked the requirement from the Standard Operating Procedure for the particular service. Then I hand it over to the operation team for service execution.

## Chapter 3

### Critical Assessment of Internship Work

#### 3.1 Application of Generic and Industry-specific courses during internship

Throughout the specialized course curriculum, I studied various subjects, with HR Skills, Business Operations, and Communication Skills courses proving particularly valuable for understanding Bureau Veritas's operations. These courses enhanced my understanding of effective teamwork and organizational collaboration. I found how to work remaining within a team to contribute a company. I also gathered knowledge on Industrial Engineering, which is very helpful to me. Here as a customer service company communication is very important. I have learned communication basics on different but effective way .

**Teamwork:** Understanding leadership and leadership styles is essential for maximizing teamwork effectiveness—a critical learning outcome from contemporary HR courses. Different circumstances demand different leadership Strategies: transformational leadership inspires innovation, servant leadership builds credibility and trust, and directive leadership provides clarity during crises. HR person must develop competency in recognizing which leadership style best serves specific team contexts and organizational phases. By studying and applying diverse leadership models, HR practitioners can train managers to adapt their approaches, minimize team conflicts, and open the team potential. This knowledge transforms HR from an administrative function into a strategic partner that improve organizational leaders capable of building high-performing, engaged teams.

**Quality Management:** This customized course has substantially enhanced my understanding of the Testing, Inspection, and Certification (TIC) industry. Bureau Veritas maintains exhaustive quality documentation standards across all part. All HR processes—including recruitment, operations, and training and development are executed systematically, with each

step supported by thorough documentation to prevent unsanctioned claims and ensure accountability. In the Quality Management System (QMS) module, we studied about on this.

**Marketing** – Marketing it the one of the key parts for a business organization. I have learned few basic point throughout the courses . In merchandising courses we see the technical aspect of different market . how market behave and its challenge to overcome . lots of commercial term I have learned from this course which are very relatable into my journey .

**Organizational Environment** – I have experienced a cross-cultural and diverse work environment at Bureau Veritas. Employees represent different business units and are engaged in a wide variety of roles and responsibilities. All are interconnected. I have seen a diversity in here . Which ware discussed in my courses . Here I have learned that how to react with such situation which is really helpful to me .

**Costing** – I have learned costing related terms from the courses . in business operation costing is playing a vital role to make profit . In Bureau Veritas Consumer Products service we worked different supplier regarding service which related with cost . for negotiating service price cost assumption help me a lot . Here it helps me to connect.

**Environment** - In Bureau Veritas Consumer Products service we have seen environment concern seriously. there are few environmental concept I have seen what I also found in my courses . This organization deal with the CSR which is very technical part . In my courses I also learned about zero carbon concept, environment friendly production and eco- friendly operation. which was on covered on my courses .

**Line balancing** – Industrial Engineering's line balancing concept shows that when work is distributed uniformly across all team members, operational imbalances are avoided. Our HR team has embraced this methodology, maintaining equal participation and ensuring all deliverables are executed properly.

**Lean-** I observe Lean practices being implemented here and teach these same concepts in my courses. Vendor and logistics support resources are allocated only when necessary, and interior decoration expenditures are similarly constrained to essential requirements

**Safety** - Safety is an absolute. I have seen safety concerns are considered here as the first priority. Through my courses, I have learned safety awareness-related topics.

**Communication Skills** – In BVCPS, communication is very important activity. Communication is not only writing an email or a phone conversation, but it is beyond this. I have learned lots of communication techniques and terms throughout my courses, which are very helpful here.

**Computer Skills** – In the course “Computer Skills”, we covered MS Word, Excel and PowerPoint, as well as AI. Here we had to report in MS Word, Excel and Power point. We have learned about cyber security basics in my courses , which is very relatable it my work . We have seen the AI tools in my courses . in In Bureau Veritas Consumer Products service we are using AI to make job shortly . All are relatable.

**Law** – I have learned few law related courses which is very relatable with the HR practice in Bureau Veritas Consumer Products service.

### **3.2 Suggestion for industry improvement**

Bureau Veritas Consumer Products Service operates as a well-established multinational enterprise with a substantial organizational legacy, which typically makes external recommendations challenging. However, acknowledging this report's requirement for recommendations, I have an analysis and developed suggestions

- Constructive promotion policies should specify: required accreditations , mandatory training programs, proficiency evaluations , and development timelines. Regular performance reviews should track improvement, and promotions should be conditional upon meeting these

standards. KPI should be followed correctly and its proper monitoring is important . Bureau Veritas Consumer Products service should keep focus on this.

- Bureau Veritas Consumer Products Service experiences communication gaps between employees and management that require mitigation. Implementing monthly interdepartmental meetings involving both employees and management, coupled with recruitment of higher-caliber mid-level management personnel, would substantially address this issue. Additionally, the organization should establish robust procedures to ensure hiring decisions align with organizational values and requirements.

- Bureau Veritas also can be improved in employee's Wages and Benefits. In global part the wages and benefit is higher than Local (Bangladesh) part . it should be minimal. Hours of Work; Health and Safety, so that employees are satisfied with their jobs.

- In management information system of Bureau Veritas, they are using a software named IAAMS under inspection department who managed data in an organized way for future tracking as well smooth planning and documentation of running work. As per my observation here manual data input are more, And manual data keeping is time consuming activity . which can be minimized.

- Bureau Veritas Consumer Products service is a service providing company, it sales the service not a single psychical product, employees are their strength to deliver service, so their main target to deliver quality service to customer at the right time. In that sense Bureau Veritas Consumer Products service should trained their internal employees to develop their particular skills like testing engineers, inspectors, coordinators on their related areas of work so that they can deliver quality service to customer. The world is changing rapidly. Now it is considered that time is more valuable than money. So always client is seeking support within a short time, so BV can review their working procedure in every department to deliver faster service to client.

- BVCPS should be more safety focused on inspectors point of view. they should provide stop work authority properly on site .

### **3.3 Learning for self-improvement**

Throughout my academic journey in BRAC University, the first semester provided me with comprehensive foundational knowledge in Generic subjects, which establishing core competencies essential for business understanding. The second semester helps to built upon this foundation by introducing industry-specific subjects tailored to my field of specialization. This internship experience represents a significant landmark, serving as a realistic link between the theoretical concepts learned during both semesters and real-world business scenario. During this internship, I have had the scope to directly connect the previously studied subjects with actual business scenarios, acquiring valuable insights into how organizations operate in practice. Through hands-on engagement with various organizational functions and processes, I have learned how to effectively implement and implement the academic knowledge acquired in the classroom within a functioning business environment. This experience has been instrumental in transforming abstract theoretical concepts into tangible, practical understanding, allowing me to appreciate the relevance and application of my academic learning in disciplined business settings. The internship has solidified my comprehension of course materials while simultaneously improving my ability to apply this knowledge strategically and effectively in real organizational structure.

## Chapter 4

### Conclusion

Bureau Veritas Consumer Products service manifest continuous commitment to employee satisfaction, fostering an inspiring modern organizational culture what I have seen . Nevertheless, the organization should prioritize enhanced engagement strategies for its skilled and long-serving employees who possess institutional expertise. The organization's proactive stance toward implementing Visionary policies and improvement Strategy reflects its dedication to organizational merit. Implementing well-structured Employee Involvement projects can Substantially elevate individual motivation and organizational morale by Optimizing employee energy, creativity and innovative thinking while promoting cross-functional Partnership and fostering continuous improvement. Such initiatives yield benchmarked benefits including streamlined work processes, reduced operational cost, enhanced workplace safety, and accident Avoidance. When employees exchange ideas openly and perceive that senior management listens and implements their suggestions, organizational communication strengthens and employee trust deepens substantially. Employee recognition projects—delivered through formal gatherings, corporate newsletters, and Intranet platforms—reinforce constructive contributions and enhance morale. Preserving consistent recruitment standards, equitable benefits packages, and uniform facility access ensures employee satisfaction, resulting in superior service quality and enhanced client satisfaction. In the contemporary digital environment, Bureau Veritas should tactically adopt an advanced communication infrastructure to strengthen customer linkage and response times. Treating all customers—whether small or large—with equal technical proficiency and personalized service ensures sustainable business growth, as smaller clients often manifest greater loyalty through consistent orders. Finally, executing advanced quality procedures and modern quality

management methods, maintaining rigorous inspection policies, and prioritizing quality assurance motivates customers to increase business.

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