

Report On
Dongyi Sourcing Limited

By

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

Executive Development Center, BIGD
BRAC University
November 2025

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Declaration

It is hereby declared that

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

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Letter of Transmittal

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BIGD, Brac University

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Subject: Submission of industry attachment report on Dongyi Sourcing Limited.

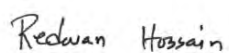
Dear Madam,

It is my pleasure to submit the Internship report on Dongyi Sourcing Limited, which was conducted through your guidance and proper instruction.

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. Redwan Hossain

24281070

Executive Development Center, BIGD

Brac University

Date: November 16, 2025

Non-Disclosure Agreement

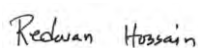
This agreement is made and entered into by and between Dongyi Sourcing Limited and the undersigned student at EDC, BIGD, BRAC University, pursuing a degree in Knitwear Industry Management. The purpose of this Agreement is to allow the student to access certain confidential data and information as an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

The Intern shall perform all assigned duties and responsibilities to the best of their ability, with professionalism, integrity, and impartiality. The Intern shall also adhere strictly to all workplace rules, policies, and procedures established by the Company or its respective departments.

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. This includes, but is not limited to, financial data, production processes, client lists, operational methods, trade secrets, or any other sensitive information disclosed to the Intern.

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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Acknowledgement

I am grateful to Dongyi Sourcing Limited and Brac University for the incredible opportunity to be granted a place in their internship program. My heartfelt thanks also go to the entire 28th batch of PGD-KIM at Brac University for their constant encouragement and support during my internship journey.

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I am also grateful to my industry supervisor, Mr. Shibli Salman Bappy, for being an incredible mentor and leader. His unwavering support, deep knowledge of the RMG sector, and his practical knowledge have greatly added to my learning experience and contributed significantly to the successful completion of this report. Under his guidance, I learned essential professional skills, including adapting to the working environment, understanding organisational culture, and effective collaboration with colleagues and senior management.

Finally, I would like to acknowledge the generous assistance of the Industrial Engineering, Merchandising, Quality, Production, Planning, HR & Compliance, and Commercial departments, whose cooperation and data support were instrumental in the completion of this report.

Executive Summary

This report is a summary of my internship experience at Dongyi Sourcing Limited (DSL) which was done as part of the Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) program under Brac University. The internship had been a great industrial exposure in real life applications of what I had studied in the classroom and in the context of the apparel sourcing industry in Bangladesh.

Dongyi Sourcing Limited is a fast-growing apparel sourcing company established in 2019, providing end-to-end services from product development to shipment. It works with major international buyers such as NEXT, ASOS, and Walmart, emphasizing sustainability, ethical practices, and innovation.

During the internship, I was able to work in five departments -- Merchandising, Production, Quality Assurance, Commercial, and Human Resources & Compliance. This rotation led me to be able to comprehend the entire process of order, including communication with buyers, production flow, quality inspection, export documentation, and alignment of labor compliance. I applied theoretical knowledge, as gained through PGD-KIM courses such as Production Management, Quality Management, and Industrial Engineering, in practical situations, which helped improve my technical, analytical, and communication skills.

A critical observation about the operation of DSL is that there is scope for a digital transformation through ERP and automated reporting systems to bring further efficiencies in the system.

Overall, the internship was a valuable learning experience that significantly enhanced my managerial capabilities, industry awareness, and professional discipline. It prepared me to contribute effectively to the Ready-Made Garment (RMG) industry of Bangladesh from both technical, ethical, and sustainable perspectives.

Table of Contents

Declaration.....	ii
Letter of Transmittal	iii
Non-Disclosure Agreement	iv
Acknowledgement	v
Executive Summary	vi
Table of Contents	vii
List of Figures.....	viii
List of Acronyms	ix
Glossary	x
Chapter 1 About Organization	1
1.1 Overview of the Industry	1
1.2 Vision & Mission.....	1
1.3 Goals & Objectives	2
1.4 Organizational structure, Organogram, Branches and Departments	2
1.5 Products/services produced by the Industry	3
Chapter 2 Description about Task Accomplishment.....	5
2.1 Merchandising.....	5
2.2 Production	7
2.3 Quality Assurance (QA)	8
2.4 Commercial.....	9
2.5 Human Resources & Compliance	10
Chapter 3 Critical Assessment of Internship Work	13
3.1 Application of Generic and Industry-specific courses during internship	13
3.2 Suggestion for industry improvement.....	16
3.3 Learning for self-improvement	17
Chapter 4 Conclusion	19

References.....	21
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List of Figures

Figure 1: Organogram Structure of DSL	3
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List of Acronyms

AQL	Acceptable Quality Level
DPR	Daily Production Report
DSL	Dongyi Sourcing Limited
ERP	Enterprise Resource Planning
LC	Letter of Credit
PP	Pre-production
QA	Quality Assurance
RMG	Ready-Made Garment
SMV	Standard Minute Value
SOP	Standard Operating Procedure
TNA	Time & Action

Glossary

Acceptable Quality Level	A statistical tool used for quality control to establish an acceptable percentage of defects in a production lot.
ERP	A software system that is used to integrate different business processes like production, finance, and supply chain into a common system.
Standard Minute Value	The time allocated to carry out a given operation or task in garment manufacture used as a measure of performance.
Time and Action Calendar	A comprehensive planning tool that maps out the schedule of activities from order placement to shipment for timely delivery.
Merchandising	The central process of coordinating between the buyers and the factories (to ensure on-time product development and production with specifications).

Chapter 1

About Organization

1.1 Overview of the Industry

Dongyi Sourcing Limited is a rapidly growing apparel sourcing company established in December 2019, and is an exporter. Although it is a relatively new company, it has had a significant impact on the global RMG sector. It offers end-to-end solutions throughout the apparel supply chain, including fabric sourcing, trim sourcing, product development, production execution, quality control, and shipping.

Its product line consists of women's, men's, and children's wear, including woven tops, bottoms, dresses, outerwear, knitwear, sweaters, and more. DSL works with ethical and sustainable factories that have been certified for compliance and green practices in Bangladesh [1].

Within a short period, DSL has established business relationships with some of the most important international buyers, including NEXT, Crew Clothing, ASOS, Walmart (Canada), Cencosud (Chile), and Biedronka (Poland). Revenue has experienced strong growth, from around six million USD in its early years to just under thirty-nine million USD in 2022, with ambitious plans of achieving one hundred million USD by 2025 and two hundred fifty million USD by 2030 [2].

Despite issues such as short lead times, maintaining steady quality, and increasing costs associated with sustainable production, DSL's strong global presence and ethical focus put it in a strong position to continue its impressive growth in the global apparel industry. With a team that has expanded to over one hundred employees, the company continues to invest in innovation, efficiency, and customer satisfaction. DSL therefore expects not only to develop its business, but also to contribute positively to the economy of Bangladesh and the RMG sector on a global level.

1.2 Vision & Mission

Vision: “To be a global apparel sourcing organization that is recognized for excellence, innovation, and forward thinking. We will realize this by developing new products and business practices that provide value to our customers and continuously deliver global standards of quality and customer service.”

Mission: “To establish business ethics by offering the most excellent services in terms of quantity and quality, as well as dedication. We use environment-friendly technologies in all our partner factories; this is achieved with the help of a highly professional and qualified human resource who ensures satisfaction of customers at an all-time high. Our vision is to bring sustainable growth through innovation, talent, and operational excellence.”

1.3 Goals & Objectives

It aims to achieve sustainable and consistent business growth in the global apparel market, targeting export earnings of USD 100 million by 2025 and USD 250 million by 2030. It also focuses on building a reputation as a reliable and ethical sourcing partner, expanding product ranges, diversifying buyer markets, and promoting eco-friendly sourcing. The company will be concerned about delivering in a timely way with uniform quality, improving customer satisfaction through innovation and flexibility, and developing long-term relationships with both buyers and suppliers. It is an organization committed to compliance, sustainability, and developing highly skilled teams through the use of modern technology and improved operational efficiencies.

1.4 Organizational structure, Organogram, Branches and Departments

Dongyi Sourcing Limited follows a rigid organizational hierarchy that is developed by the responsible branches and departments. This, in turn, enables the company to move forward smoothly with increased responsibilities and serve buyers worldwide with complete sincerity.

Branches: The global headquarters of Dongyi Sourcing Limited is in Hong Kong. The company's operations and sourcing activities are primarily centralized in the Corporate Office in Dhaka, Bangladesh. Other design, sales, and marketing functions are catered for by the UK, China, and Hong Kong offices. The company also has a broad reach through factory partnerships with Bangladesh and sourcing networks in India, Pakistan, and Turkey.

Departments: The company is organized into specialized teams, with Sourcing & Merchandising responsible for product development and order execution, while Design & Product Development is responsible for creating new collections and driving innovation. Quality Assurance (QA) ensures inspections and compliance checks. Logistics and factory planning are the concerns of the Production & Supply Chain department. Support services include Commercial & Finance, which deals with documentation and payments, Human Resources, and IT & Support Services.

The following is an outline of DSL's organizational structure.

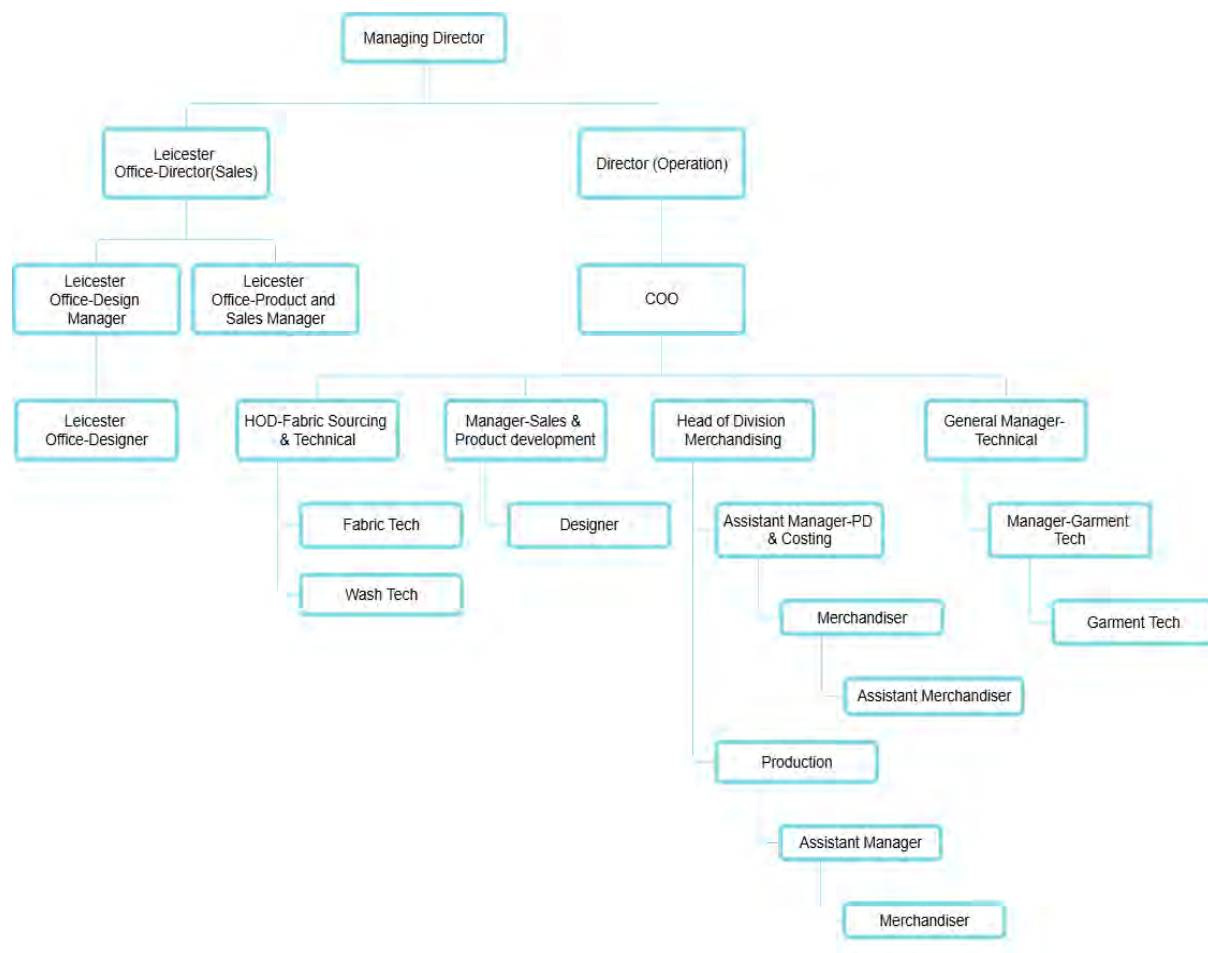


Figure 1: Organogram Structure of DSL

1.5 Products/services produced by the Industry

Products: Dongyi Sourcing Limited is a manufacturer of ready-made garments for men, women, and children. The company focuses on producing fashionable and high-quality apparel that meets international buyer standards, while remaining flexible in design, fabric, and trim. Its product categories include woven garments, such as shirts, blouses, trousers, skirts, dresses, and tailored items.

- Outerwear: jackets, coats (excluding original down), and seasonal outerwear collections.
- Jersey & Knitwear: T-shirts, polos, leggings, casual wear, and dresses.
- Sweaters: 3-12 gauge sweaters in different yarns and styles.
- Children's Wear: tops, bottoms, dresses, and casual outfits.

Services: Besides apparel manufacturing, Dongyi Sourcing Limited offers comprehensive sourcing and supply chain solutions, including:

- **Product Sourcing:** Identifying and sourcing fabrics, trims, and accessories from reliable suppliers.
- **Design & Development:** creating collections, trend research, and sample development for buyers.
- **Production Execution:** factory liaison to ensure timely and accurate order execution.
- **Quality Assurance:** inspections and testing at all stages of production according to buyer requirements.
- **Compliance & Sustainability:** ensuring partner factories follow ethical, social, and environmental standards (some factories are green-certified).
- **Logistics & Shipment Support:** documentation, shipment coordination, and delivery to buyers just in time.

Chapter 2

Description about Task Accomplishment

While interning at DSL, I gained hands-on experience in five main areas: Merchandising, Production, Quality Assurance (QA), Commercial, and Human Resources & Compliance. Each of these teams has been crucial in keeping things running smoothly, but collectively, they bear the weight of how DSL impacts global clothing supply chains.

The point of this internship was not merely to observe - it was to get in there and do real work assigned by team leads across divisions. Shifting between areas provided me with a comprehensive understanding of how a sourcing firm operates, from initial contact with buyers to shipping products.

- The Merchandising Department helps to connect buyers with the factory, ensuring that orders are consistent with the wants of buyers while following deadlines.
- Product made from the behaviors of consumers - Production Department cuts, stitches, finalizes, and packs full garments in a quick time frame and with high quality.
- Quality Assurance Department is the buyer's friend - through close inspections during stages of production, followed by careful monitoring methods that spot problems early.
- In addition to the Customs clearance, the Commercial Department deals with the export-import documentation as well as bank procedures, arranging shipment, takes care of smooth financial flow, and logistics operations without interruption.
- HR & Compliance department follows labor law, complies with international buyers' requirements, manages worker support programs - hires, schedules training, manages payroll.

This section is divided into the five areas where I worked, discussing what I learned in each one, the challenges I faced, and my thoughts on each area that arose from the process. With expert collaboration, this part bridged the gap between theory and practice, connecting experiences with the sourcing process from both the inside and the outside.

2.1 Merchandising

For any sourcing company, such as DSL, the merchandising department is often regarded as its heart. It serves as a bridge between buyers and the production team, facilitating the development, manufacture, and delivery of products according to the buyers' specifications.

[3]. Most of the time during the internship period was spent in this department to grasp how effective communication, planning, and execution play a crucial role in apparel sourcing.

Objectives

- To observe the process of buyer communication and order handling.
- To assist in preparing and maintaining documentation such as TNA calendars, purchase orders, and order status reports.
- To understand the importance of sample approvals within the sourcing business.

Tasks Accomplished

1. TNA Calendar: Assisted in the preparation of TNA calendars for several orders by incorporating key dates regarding fabric booking, sample submission, commencement of production, inspection, and shipment deadlines. This taught me how to plan and monitor progress against deadlines.
2. Sample Approval Process: I was involved in the preparation and follow-up of samples (development, fit, PP, and shipment samples). This included arranging fabric swatches and trims, as well as ensuring that buyer feedback was properly documented.
3. Buyer Correspondence: I helped compose and structure email correspondence with buyers. This included enquiries, order confirmation, and follow-ups. I also learned that clear and timely communication was one of the most vital elements in maintaining trust and long-term relationships.
4. Order Status Reports: I ran reports weekly on order status to highlight order delays and problems. The report was shared with the management and production teams.
5. Coordination with Production & Quality Teams: Merchandisers usually work as the coordinator between departments. I observed how they manage last-minute buyer changes and always keep the work flowing.

Learning Outcomes

- Developed strong organizational and documentation skills.
- Understood the workflow of an order, from buyer inquiry to shipment.
- Improved communication skills, especially professional email writing.
- Learned how necessary cross-departmental coordination is.

Challenges

- It was difficult to keep track of multiple orders simultaneously.
- Unexpected buyer requests sometimes would need urgent changes in the TNA, creating pressure.
- Limited exposure to International buyer communication (direct), although I did through supervisors.

Reflections

Merchandising gave me an overall view of the DSL business model. I noticed that the efficiency in the department has a direct impact on production times, shipping accuracy, and customer satisfaction among those who purchase the products. This improved my ability to multitask and prioritize tasks.

2.2 Production

The production department transforms the buyer's requirements into the final output. It involves designing, cutting fabric, sewing, finishing, and packaging garments. It operates on a large scale across all departments, utilizing both manpower and machinery.

Objectives

- To gain a practical understanding of the production flow.
- To observe line balancing, efficiency, and bottleneck management.
- To assist in preparing and analyzing production reports.

Tasks Accomplished

1. Daily Production Report (DPR): Worked with line supervisors to put together DPRs, which included pulling data from them on output, rejects, and downtime.
2. Fabric Cutting Observation: I noticed how materials got spread out / outlined, then cut with cutting tools. Precision is obviously required here - mistakes lead to more waste and higher costs.
3. Sewing Line Monitoring: I shadowed production supervisors and watched how the lines line up/maintained an even image. Those are really quite common things I saw while observing - the machines breaking down, workers not showing up for shifts, and that something was wrong with a stitched piece.

4. Finishing & Packaging: I assisted folks with the ironing of clothes, folding them neatly, labeling clothes, and placing them in shipping boxes.
5. Bottleneck Analysis: I noticed that the sewing line was being delayed at one of the stations, and promptly informed the supervisors.

Learning Outcomes

- Hands-on knowledge of lean production practices.
- Understood how line balancing improves efficiency.
- Realized the critical role of teamwork in meeting daily targets.

Challenges

- Adjusting to the fast-paced environment of production was initially difficult.
- Communication barriers existed with workers, as many used local dialects.
- Observing defects and classifying them correctly required guidance.

Reflections

The production team gave me an insight into how big operations are done in real life. Efficiency is not just concerned with machines; worker motivation, coordination, and strict discipline are also important.

2.3 Quality Assurance (QA)

Quality Assurance ensures that the manufactured products meet the Buyer's specifications and standards approved by international practice. Quality assurance for DSL focuses on reducing defects and ensuring pre-shipment compliance.

Objectives

- To understand inspection procedures and quality control systems.
- To learn the AQL (Acceptable Quality Limit) process followed by buyers.
- To prepare and maintain inspection records.

Tasks Accomplished

1. Inline Inspection: I participated in inline inspections, which consist of checking garments during the garment line production process for defects such as stitching errors, fabric defects, or measuring defects.

2. Final Inspection: Aided in the measurement of finished garments, labeling, packaging, and presentation according to buyer requirements.
3. Defect Reporting: I helped in preparing defect sheets by categorizing the issues into minor, major, or critical.
4. Checklist Preparation: I had to prepare a checklist of QA, since every Buyer had different standards.
5. AQL Observation: I noticed the way that samples are picked randomly, depending on the lot size, and then examined using AQL tables.

Learning Outcomes

- Acquired practical understanding of defect classification.
- Learned how buyer-specific quality requirements shape inspections.
- Improved attention to detail and observation skills.

Challenges

- Detection of even minor defects was under much pressure, as oversight usually meant rejection by the buyer.
- Technical aspects, such as fabric GSM (grams per square meter), were not easy to understand initially.

Reflections

QA taught me that quality is not an end-stage process; instead, it has to be integrated into every step of production. [4]. Attention to detail and consistency are irreplaceable traits in the scope of QA.

2.4 Commercial

The commercial department handles export and import documentation, banking, and customs work. Furthermore, it also facilitates a smooth financial and legal landscape in relation to international trade.

Objectives

- To observe the preparation of export documentation.
- To understand banking processes like LC.
- To learn about customs clearance and freight forwarding.

Tasks Accomplished

1. Export Documentation: Helped to prepare export invoices, packing lists, and certificates of origin for shipment.
2. LC: I described how commercial executives read the LCs that the buyers' banks issue to determine if they are in accordance with their contract terms.
3. Shipping Process: I gained insight into the workings of how forwarders contact and book the containers and prepare the different documents, like the Bill of Lading.
4. Customs Clearance: I watched how the documents for customs are tallied, which contain the HS code and the duty calculation.
5. Payment Realization: I was taught about collecting claims by submitting the documents to the banks for payment collection.

Learning Outcomes

- Knowledge of international trade procedures.
- Practical understanding of shipping and logistics.
- Awareness of banking practices related to exports.

Challenges

- Documentation was complex and full of technical terms.
- Deadlines were extremely tight as shipments cannot be delayed.

Reflections

The Commercial Department offered exposure to the financial as well as legal aspects of sourcing. I learned in this Mean that there will be a need of proper documentation and close coordination with the banks and the freight forwarders to avoid loss of finance.

2.5 Human Resources & Compliance

The Human Resources & Compliance team maintains these operations by ensuring the effective management of personnel in line with labor regulations, adhering to the requirements of our customers, or in the spirit of Corporate Social Responsibility.

Objectives

- To observe HR operations such as recruitment, payroll, and training.
- To learn about compliance audits and buyer requirements.

- To participate in worker welfare activities and safety training.

Tasks Accomplished

1. Attendance & Payroll: I helped keep track of the working hours at the same time to set up payment summaries.
2. Recruitment Process: From what I saw, recruiting begins with the promotion of job advertisements, followed by conversations with candidates, and then finally bringing people into the team after hiring.
3. Compliance Audit Preparation: I helped with preparation for compliance audits - compiled a list of things to check so paperwork on matters such as employee pay, fire precautions, and health rules was always up to date.
4. Safety Training: I participated in fire drills as well as contributed to guides on how to stay safe at the job for crew members.
5. Worker Welfare: I assisted in HR functions related to staff wellbeing, such as visiting staff cafeterias to check food conditions or following up on complaints.

Learning Outcomes

- Gained exposure to HR documentation and payroll systems.
- Learned the importance of compliance for international buyers.
- Understood the balance between worker rights and organizational needs.

Challenges

- Maintaining confidentiality while handling HR documents.
- Understanding buyer-specific compliance requirements.

Reflections

The HR and Compliance team changed the way I perceive people in the workplace. It struck me that when workers are driven, secure, and happy, performance increases, as does adherence to rules.

Overall, this internship at Dongyi Sourcing Limited provided me with the opportunity to rotate through five leading teams: Merchandising, Production, QA, Commercial, and HR & Compliance. Each of them had varying learning experiences and challenges. Altogether, they have given me a thorough insight into what happens in a sourcing company from order receipt to final shipment. I learned techniques, enhanced communication skills, and created a

professional discipline. Most importantly, I learned that being successful in an apparel sourcing job takes coordination, attention to detail, and the ability to adapt to the changing needs of the buyers.

Chapter 3

Critical Assessment of Internship Work

A critical evaluation of internship work is an analytical essay that examines how theoretical knowledge gained from academic studies is applied in an industrial setting. The interface between theory and practice in the apparel sourcing industry was assessed through the internship at DSL. DSL, as a top global sourcing organization, has five central operational departments: Merchandising, Production, Quality Assurance, Commercial, and Human Resources & Compliance. Every department plays a critical role in ensuring the delivery of products that meet the buyer's expectations in terms of quality, price, and on-time delivery.

Consequently, this chapter comprehensively evaluates my internship experience across three main streams: the application of academic knowledge, a critical examination of the departmental function and industrial practice, and the professional learning outcomes in totality. In essence, it views the internship experience as a learning opportunity that bridges the gap between didactic instruction and on-the-job experience.

The PGD-KIM course comprises both generic and industry-specific courses, enabling students to develop a well-rounded mix of managerial, analytical, and technical skills. My Internship with Dongyi Sourcing Limited provided a valuable platform to apply these competencies in a real industrial setting. Each course had a direct or indirect connection to activities and tasks that were carried out in each department.

3.1 Application of Generic and Industry-specific courses during internship

Application of Generic Courses: The PGD-KIM's general courses in fundamental skills of management, analysis, communication, and operations prepared me for performing effectively during the internship.

- **KIM-101 – HR Skills & Competencies** was much more real for me after getting to see the actual operations of the Human Resources & Compliance Department." I noticed that HR policies, legal procedures, and worker management rules do not just appear in theory, but are also applied in practical work, such as maintaining personal records of employees, tracking attendance, handling salary schedules, or preparing for company audits at DSL. However, upon speaking with colleagues, it became evident that there were ideas about enhancing employee motivation and learning that weren't reflected in the rhetoric of white papers - they were apparent in training, safety drills, and schemes aimed at staff well-being.

This also made it easier to determine whether the internal HR procedures of DSL actually set it apart from national labor regulations, or whether they are based on specific buyer requirements.

- **KIM-102 – Analytical Skills & Competencies** presented practical ways of assembling information in several teams. Excel number crunching held great significance as planning sheets for the assembly or track sheets to monitor production efficiency, or as a measure against manufacturer price quotations. Numerical techniques were used to determine the time sequence of manufacturing operations and control costs. Being familiar with data review allowed for identifying weaknesses in production when calculating output quality, such as the yield rates and error rates.
- **KIM-103 – Communication Skills** contributed to developing sound work relationships at DSL. Focused attention to how we speak and write was reflected in how buyer messages were handled, emails were composed, meetings were recorded, and team sync-ups. Smooth, concise, and respectful ways and means were clearly communicated to convey the workflow. Within merchandising, strong communication made all the difference, keeping buyers and suppliers confident as orders progressed smoothly without any hiccups.
- **KIM-104 – Business Operation Skills** directly related to merchandising and sales operations. In fact, an understanding of TNA planning, budgets, cost sheets, or export paperwork was crucial in understanding the flow of orders. During the internship, I monitored TNA schedules, production updates, and order records, all of which were compared to what was taught here. Having learned about Letters of Credit in class helped a lot in understanding how DSL handles export payments or deals with banks.

These four general courses provided me with a solid foundation to work effectively during the internship. Thanks to the fundamentals of HR management, as well as rational thinking, clear communication, and effective time management, everything proceeded smoothly for all DSL teams. Simply being there demonstrated the importance of generic skills in keeping pace with the rapidly changing dynamics of the clothing supply chain.

Application of Industry-Specific Courses: In addition to the generic courses, the industry-specific modules of the PGD-KIM programme gave expert routes that directly aligned with operations at Dongyi Sourcing Limited in practice.

- **KIM-201 – Introduction to Garments Industry Knitwear** offered a fundamental overview of the ready-made clothing business and how it operates from the beginning to

the final design. I knew, given their background, that it was easy for DSL to process orders once the buyer had shipped the goods. Learning this material gave a way to bridge the gap between suppliers, factories, and customers. Observing the sourcing of parts laid out flat on a table, followed by touch-ups to the mix, and the manufacturing process laid out like a football field - moving around the plant as orders come in lends itself to the idea that everything fits together, making deadlines and quality without sacrificing quality.

- **KIM-202 – Industrial Engineering** is directly related to how things operate on the shop floor. With hands-on experience in balancing lines, output rates, and lean work, there's now a clearer perspective on how industrial engineering is actually realized at DSL. With that knowledge foundation, it becomes easier to visualize where the workflow is getting blocked, monitor operator performance, or understand application performance graphs. Understanding SMV and following the process flow that clearly displayed class outcomes, as well as teaching sewing lines that helped team leaders meet their daily targets, was a joy to watch.
- **KIM-203 – Production Management & Merchandising** was one of the most relevant classes to show up during the internship. The emphasis on planning output, pricing, marketing rationale, and merchandising activities closely relates to the day-to-day work of DSL. My work there focused on the learning aspect of KIM-203, where it is easier to comprehend how product costs are created, where the materials originate, and how discussions with buyers occur. Due to the emphasis on collaboration between merchandising, manufacturing, and quality control, the class provided a strong foundation for the integrated ordering system used at DSL.
- **KIM-204 – Quality Management** was reflected in the job that the QA team was performing. The idea of AQL also emerged during the checks, as well as through step-by-step inspection steps, updating checklists, and other methods. Taking this course helped me understand quality paperwork more quickly and made the process of evaluating test outcomes more sense. This also provided information on sorting defects—small, serious, or severe—and highlighted customer-satisfying corrective actions.

Together, these four courses have developed a deeper understanding of the relationships between technical work and management tasks in clothing supply chains. The internship helped put classroom ideas into practice. It made me realize, from a real-world perspective, that the

results you see come not only from accomplishing accurate technical work, but also from working well behind the scenes as a team.

3.2 Suggestion for industry improvement

The internship at Dongyi Sourcing Limited provided an opportunity for a thorough and critical assessment of industrial practices, managerial efficiency, and coordination among various departments. While the company operates with high levels of professional discipline, several areas of its structure and operations offer opportunities for further improvement.

The merchandising department was identified as the operational core of DSL. Thanks to their organized approach to handling orders and updating buyers, things ran smoothly most of the time. Still, too much emphasis on only a few experienced workers sometimes resulted in unequal pressure being placed on the group. Spreading out responsibilities and utilizing online tools for coordination, rather than relying on key individuals, could expedite the process while also making the workflow more transparent to all parties involved.

The production crew kept their heads down, targeting goals and meeting them on schedule due to a combination of good coordination and a steady work ethic. Oversight worked well, and while the collaboration remained strong, the hand-applied tracking of numbers had made the file-wash aware of live updates being sluggish. Installation of digital dashboards with auto-tracking capabilities could accelerate the pace of insights and make decision-making even faster.

In the quality assurance team, adherence to customer expectations was a key priority. Even so, writing inspection reports by hand was sometimes a time-consuming task. With digital tracking systems replacing paper and smartphone apps for checks, repeat work can be reduced, while also helping QA and factory crews respond more quickly.

The commercial department performed well in managing export documentation, following up on payments, and coordinating with the freight forwarder. However, the data sharing between the merchandising and commercial departments was still semi-manual. Implementation of the ERP system would ensure the synchronisation of all documentation, shipment, and payment records [5].

The HR and Compliance Department ensured compliance with the local labor laws and those of international buyers. Safety drills, welfare inspections, and periodic audits reflected DSL's strong sense of ethics. Still, HR management can benefit from additional levels of

digitalization, including the use of attendance tracking software, electronic payroll systems, and standardized training, which can lead to improved accuracy and transparency in operations. Overall, DSL demonstrated a high level of professionalism and integration into the organization. Its strengths lie in the experience of its staff, well-structured SOPs, and a good compliance culture. The major challenges noted were manual data management, limited digital integration, and increased staff training initiatives. Further enhancement in automation and development of middle-level management capacity could result in more efficiency and global competitiveness

3.3 Learning for self-improvement

The internship was a valuable experience for professional, technical, and personal development. Real exposure to industrial operations has increased the level of understanding in sourcing dynamics, production planning, and compliance practices, and improved career readiness.

Understanding the complete global supply chain of clothing, the ways products evolve over time, and the relationships between buyers and suppliers was expanded during the internship through experiential learning. Observing the process of collaborating with different regions in real life demonstrated front-line lessons about the importance of smooth collaboration in creating successful orders.

Softer skills, such as effective communication, collaboration in groups, time management, and adapting to fast-paced schedules, were enhanced through daily interactions with subject matter experts, alongside the hectic work schedule. Reasoning became more logical due to the constant checking of numbers, stances, or output sums.

From a leadership perspective, the internship gave an understanding of how decisions are made when things are in motion. Seeing how team leads can trade off cost, standards, and speed helped shine a new light on the inherent compromises in supply chain work. Moreover, ensuring the collection of data that allows for the analysis of modern practices and systems of good practices in compliance with the law helps demonstrate why it is important to practice accountability and responsibility in the long term for the contemporary clothing business.

The internship was beneficial in terms of boosting confidence in professional work, problem-solving skills, and a sense of responsibility, as it progressed through the learning continuum. It

also advanced the insight that professional excellence is comprised not only of technical excellence, but also of such qualities as leadership, adaptability, and integrity.

Overall, the significant assessment of the internship work done at Dongyi Sourcing Limited shows that the internship was a worthwhile blend of classroom study and industrial work experience. While the PGD-KIM programme captured the theoretical basis needed to understand the processes of core businesses, DSL offered the opportunity to operationalise such ideas as a concept.

Generic modules, such as HR Skills & Competencies, Analytical Skills, Communication Skills, and Business Operations Skills, were combined with industry-specific modules, including Industrial Engineering, Production Management, and Quality Management, to demonstrate that academic learning is directly applied in professional life.

This internship was indeed an eye-opener, allowing me to understand the relationship between departments, the difficulties of working in the industry, and the discipline required. In addition, critical evaluation indicated that while DSL has strong operational systems in place, there is an opportunity for improvement in the areas of digitalisation and capacity development.

In conclusion, the internship has not only enabled me to acquire more professional skills, but it has also allowed me to develop personal discipline, analytical thinking, and increased sensitivity to the different standards that exist in the sourcing of clothes around the world. It is a milestone in turning a student from being academically prepared to contributing professionally in the garment and textile industry.

Chapter 4

Conclusion

The internship at DSL acted as the link between the theoretical knowledge and the industrial exposure [6]. As a part of the Postgraduate Diploma in Knitwear Industry Management (PGD-KIM) programme, this internship provided an opportunity to get hands-on experience of how an apparel sourcing organization functions in the dynamic RMG sector of Bangladesh. Through departmental rotations in Merchandising, Production, Quality Assurance, Commercial, and Human Resources & Compliance, the internship provided me with an integrated understanding of how the various operational units work together to deliver quality products on time while ensuring buyer satisfaction.

The internship helped me acknowledge that the academic courses undertaken for the PGD-KIM programme were not merely theoretical, but could be applied in actual industrial settings. It validated the idea that academic teaching and industrial practice go hand in hand, and attaining success in the sourcing industry requires ensuring that both elements are applied effectively.

Another feature of this internship experience was providing a critical view of areas within DSL that can be improved to increase efficiency. While the DSL has good SOPs and an adequately disciplined organizational framework, some functional needs within the DSL are still highly dependent on physical documentation media and the traditional reporting systems. Digital tools, such as ERP software, production monitoring dashboards, and digital quality inspection forms, can help improve communication, avoid duplication, and enhance data accuracy. Continuous professional training and digital HR systems would further ensure the skills growth of employees and the sustainability of organizations in the long run [7].

On a personal level, the internship was crucial in developing professional competencies and discipline in the workplace. It developed key soft skills, such as teamwork, adaptability, time management, and communication—all essential qualities in a high-paced industry like apparel sourcing. Exposure to actual buyer interactions and production issues, along with quality standards, brought a deeper understanding of the global apparel supply chain. Observing compliance practices also reinforced awareness of ethical business operations, the welfare of workers, and sustainability - all of which are becoming increasingly central to the expectations of international buyers.

The internship at Dongyi Sourcing Limited was a transformative experience that combined academic knowledge with industrial learning. This enhanced the capacity of analytical thinking, developed technical understanding, and professional self-assurance, which will be required for the managerial job thereafter. It reconfirmed that there can be no specific success in the apparel industry without proper coordination, adaptability, and ethical practices, along with technical know-how. Ultimately, this internship equipped me better for my career and provided a solid foundation for making a valuable contribution to the thriving and globally significant knitwear and garment sector of Bangladesh.

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