

Report On
EPYLLION GROUP
A synopsis of the cross-functional departments

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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
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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.

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Letter of Transmittal

Ali Navir Khan

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BIGD, Brac University

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Subject: Submission of Industrial attachment report on Epyllion Group

Dear Sir,

It provides me with immense pleasure to share the details of my entry-level position at Epyllion Group, which I have been assigned under your direction.

I have made every effort to finish the report as succinctly and clearly as possible, including all relevant facts and recommendations. I hope the report will live up to your expectations.

Sincerely yours,



Syed Rafiu Syen Rafi

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Executive Development Center, BIGD

Brac University

March 05, 2026

Non-Disclosure Agreement

Epyllion Group, the First Party, and the signed student from the Brac Institute of Governance and Development's Executive Development Center, Brac University, the Second Party, have made this agreement. To partially fulfil the requirements for the Post Graduate Diploma in Knitwear Industry Management, the First Party permitted the Second Party to get involved in a three-month internship. The Second Party will have access to official data and information and have an opportunity to collaborate closely with company representatives during this internship. The Second Party will create an internship report using the knowledge and information acquired throughout the internship. In order to protect the First Party's interests, the Second Party undertakes to utilize all data and material exclusively for academic reasons and to avoid sharing it with any other parties.

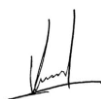
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Sohel Hossain Shaikh

Assistant Manager

PDC, Epyllion Group

Acknowledgement

With great pleasure, I provide my final report on Epyllion Group's operational procedures for the garment industry. First and foremost, I praise the Almighty for giving me the chance to wrap up my report.

I want to express my gratitude to Ali Navir Khan, my academic supervisor, for all of his assistance and encouragement. He provided us with excellent guidance during the entire internship. Every aspect of the internship offers a comprehensive understanding that is beneficial during the entire duration.

I also want to thank Sohel Hossain Shaikh, my respected industrial supervisor, who spent a lot of time helping me with this report. He gave me a lot of technical advice that was essential for my final report. Additionally, I want to thank everyone at Epyllion Group who helped me with this project.

Finally, I would want to express my gratitude to Brac University for providing an outstanding learning environment in the garment industry, which has significantly aided in the advancement of my career.

Executive Summary

This report provides an in-depth summary of my internship at Epyllion Group. The company was founded in 1994 with just two sewing lines and 200 workers. Since then, it has expanded significantly and now employs about 24,000 people across several locations in Dhaka, Gazipur, and Narayanganj. The company is well known for its dedication to sustainability, moral corporate conduct, creativity, and worker empowerment. The business maintains robust backward linking facilities and runs its own retail brand in addition to its export-focused apparel manufacturing operations, guaranteeing full vertical integration across the supply chain.

Also, the report gives a thorough picture of the company's industrial practices by providing a detailed review of its activities, corporate philosophy, and structure. The Product Development Center (PDC), Marketing and Merchandising, Production, Quality Management System (QMS), and Human Resources are the five main departments whose work procedures and organized flowcharts are also displayed. From sampling and buyer communication to bulk manufacturing, quality assurance, and staff management, these flowcharts clearly show the sequential operating procedures followed in each department.

Throughout my internship, I was able to observe firsthand the PDC's entire sample process, which included working with the technical and merchandising teams. I observed order formulation, costing, material booking, negotiation, and shipment follow-up in the Marketing and Merchandising division. While the QMS department exposed me to quality control tools like DHU, AQL, and Right First Time standards, the Production department gave me hands-on experience with cutting, sewing, finishing, and packing procedures. I gained knowledge about hiring procedures, performance reviews, employee engagement programs, and organisational development techniques in the human resources division.

The report contained examples from my PGD program's industry-specific courses and general academic courses, showing how my theoretical knowledge aided my practical internship tasks. It also identifies areas that require improvement from the standpoint of the industry as well as from my own.

Practical tasks in Product Development, Marketing & Merchandising, Manufacturing, Quality Management, and Human Resources—such as manufacturing processes, line balance, SMV, WIP management, quality control, and cross-functional coordination—were carried out using the knowledge gained from PGD-KIM courses. The industry may make improvements in digital sampling, multiskilling, preventive quality controls, and better communication. The

experience honed professional abilities in problem-solving, communication, analytical thinking, and leadership, while emphasising the value of structured workflows, ethical standards, CSR activities, and operational efficiency. Overall, it exhibits the excellent application of academic knowledge to real-world industrial operations.

Keywords: Apparel Industry, Human Resources, PDC, QMS, Epyllion Group.

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List of Acronyms

RMG	Ready For Garments
CSR	Corporate Social Responsibilities
HR	Human Resources
PDC	Product Development Centre
QMS	Quality Management System
PD-1	Physical Development-1
PD-2	Physical Development-2
CS	Contract Seal
TP	Teckpack
PMS	Performance Management System
OD	Organisational Development
KPI	Key Performance Index
MT	Management Training Program
NOC	No Objection Certificate
DHU	Defective Per Unit Hour
AQL	Acceptable Quality Level
M&M	Marketing & Merchandising

Glossary

CS SAMPLE	The last authorized sample that is used as the contractual reference for production in bulk is known as a Contract Seal (CS) sample. This sample becomes the benchmark by which all bulk garments is manufactured and examined when the buyer gives their approval.
AQL	Acceptable Quality Level, or AQL, is a statistical metric used in quality control that establishes the highest quantity of defective units permitted in a batch before it is discarded.
DHU	Defects per Hundred Units, or DHU, is a quality indicator that indicates how many faulty garments are made for every 100 units.
RFT	Right First Time, or RFT, is a quality goal that shows a product satisfies requirements without requiring revisions.
NOC	A NOC (No Objection Certificate) is an official document issued by the department or company that permits a student to study or work as an intern.
WIP	Items or clothing that are half finished but still in production are referred to as WIPs (Work in Progress).

Chapter 1

About Organization

1.1 Overview of the Industry

Epyllion Group has established itself as a leading player in the apparel business. In the short time since its founding in 1994, with just two sewing lines and two hundred workers, the group began its journey in Mirpur, Dhaka. With 16 sewing lines spread over multiple locations in Dhaka, Gazipur, and Narayanganj, Epyllion Group has grown to employ about 24,000 people.

The Epyllion Group is committed to sustainability, human spirit, innovation, and ethical business practices. Honesty and appropriate communication, empathy for colleagues, respect for one another, camaraderie, and unity are all part of its team philosophy. The Epyllion group's clothing sector consists of six sibling enterprises. Dekko Knitwears Limited, Epyllion Knitwears Limited, Dazzling Dresses Limited, Epyllion Style Limited, Epyllion Style Limited-Extension, and Epyllion Knitwears Limited-HW are these.

In addition to clothing, Epyllion Group owns its own textile, clothing accessory, printing, embroidery, washing plant, real estate, food and beverage, and, most recently, an export design studio for exporting RMG to other countries. The Epyllion Group's most popular retail brand is "Sailor." The Epyllion Group's business units are all arranged vertically.

The Epyllion Group has very typical HR procedures. It offers its workers a wide range of facilities and human rights. Sexual harassment and gender discrimination of any type are prohibited. It focuses on empowering women. The Epyllion Group operates a non-profit store called "RENU" exclusively for employees, allowing them to purchase high-quality, reasonably priced necessities.

Epyllion Group firmly believe in the power of the human spirit. Through Empowerment, Equal Opportunity, Innovation, and Community Involvement, our programs seek to showcase the human spirit. The CSR programs of Epyllion Group show how committed we are to achieving the Sustainable Development Goals.¹

1.2 Vision

The business will turn into a window through which everyone who interacts with it can see and feel their potential and dream of success. For its workers, suppliers, and customers, Epyllion will become a way of life. It will also serve as an example of a green corporate house and be recognized as a national icon.²

1.3 Mission

Epyllion will be recognized as a company whose human resources are its primary source of motivation. Epyllion has begun to march toward its glory of success, which is not profit but rather the enjoyment of life, thanks to its highly skilled, professional, and driven personnel.²

1.4 Goals & Objectives

Epyllion Group's goals include reaching export standards, becoming a leading provider of high-value fabrics and one-stop solutions, and expanding its retail sector. The organization also places a high priority on sustainable development through its corporate social responsibility (CSR) activities, which promote human empowerment, environmental preservation, and community development and align with the UN's Sustainable Development Goals. Creating a strong brand value while striking a balance between the human spirit, technological innovation, and social responsibility is one of the primary goals.²

1.5 Organizational Organogram

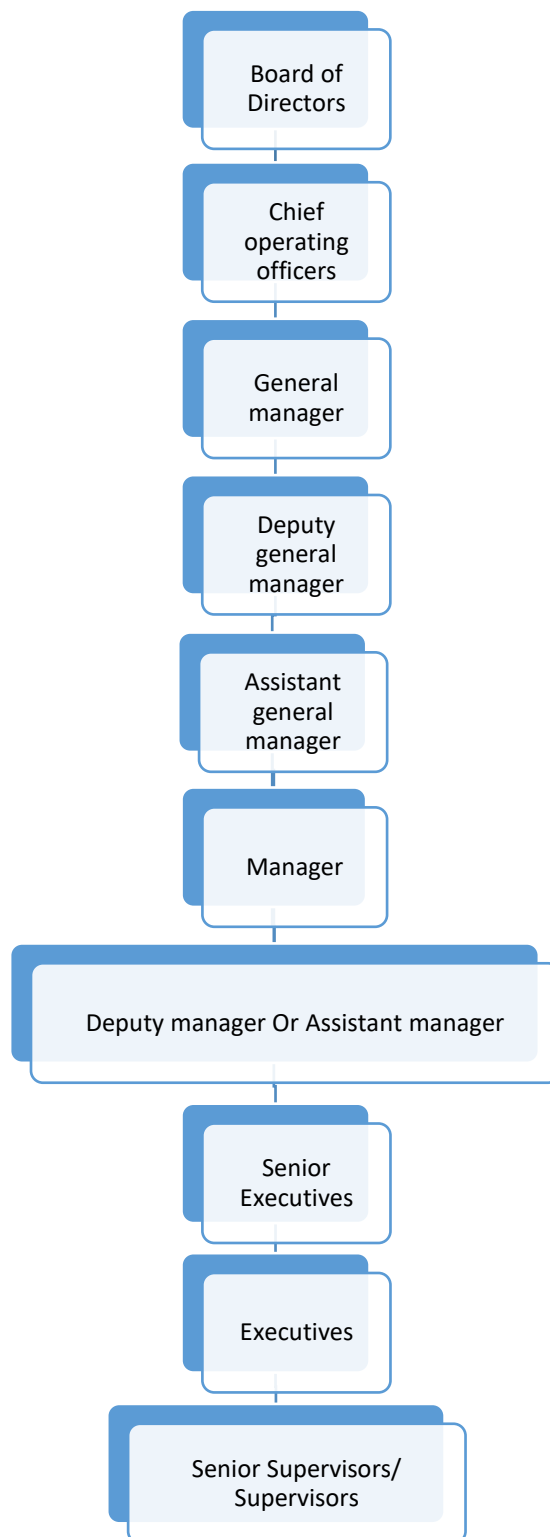


Figure 1: Organizational Organogram

1.6 Products/ Services produced by the industry

Serving the casual, fashion, and utilitarian garment segments, Epyllion Group is a vertically integrated knit garment producer. The team participates in every step of the garment manufacturing process, including knitting and development of the fabric, dyeing and finishing, printing and embroidery, cutting, sewing, finishing, and packing. Men's and women's T-shirts, polo shirts, sweatshirts, hoodies, jackets, joggers, shorts, tank tops, crewneck sweatshirts, ladies' dresses, and quilted or padded jackets are just a few of the many knit garments that Epyllion Group manufactures with a strong emphasis on comfort, fit, durability, and performance.

Apart from producing garments, the group also manufactures a wide range of knitted fabrics that are commonly used in the production of current garments, such as single jersey, double jersey, design jersey, auto stripe, jacquard, polo piqué, single and double lacoste, interlock, rib, D-Ottoman rib, wool fabric, loop-back terry, brush-back fleece, and flat knit fabrics like collars. Epyllion Group can fulfil the rapidly evolving demands of international garment manufacturers and support a variety of design requirements owing to its extensive product and fabric ranges.

Additionally, Epyllion offers a large selection of garment trims, accessories, and packaging supplies. Among its goods are hangtags, barcode stickers, cartons, poly bags, gum tape, printed packaging boxes, woven and printed labels, care labels, drawstrings, elastic, twill tape, jacquard tape, and plastic accessories like collar inserts and clips. ¹

Chapter 2

Description about task accomplishment

Throughout my internship at Epyllion Group, I was supervised by designated supervisors while working with multiple departments. Acquiring hands-on experience and understanding how the knit clothing industry functions in a real production setting were the goals of this internship. I observed regular production activities and followed to a regular work schedule during the internship. I gained knowledge of the entire knitwear production process, which made it easier for me to understand how several departments work together to successfully meet demands. I evaluated order and style-related papers, observed sample department and production processes, conducted basic quality checks at various stages, and supported with basic marketing and merchandising responsibilities. Additionally, I also gained basic knowledge of human resource practices and employee safety.

During my internship, I engaged in the following departments:

- 2.1 Product Development Centre (PDC),
- 2.2 Marketing and Merchandising Department,
- 2.3 Production Department,
- 2.4 Quality Management System (QMS) Department, and
- 2.5 Human Resources Department.

2.1 Product Development Centre (PDC) Department

In order for factories to secure future orders and obtain buyer confidence, garment sampling is a crucial part of the apparel industry. Before bulk manufacturing starts, buyers can evaluate a garment's design, fit, and quality via sampling, which is an important part of the pre-production process. Additionally, it aids companies in estimating fabric consumption, production costs, and processing needs including printing, sewing, and dying.

The Product Development Center (PDC) at Epyllion Style Ltd. oversees the sampling procedure in an organized and effective way. The PDC's primary goal is to make sampling easy, affordable, production-friendly, and new product development-focused. To guarantee that samples fulfil buyer specifications and are delivered on time, designers, merchandisers, production, quality, sourcing, and costing teams work together.

The PD-1, or buying sample, is delivered to the UK team for evaluation as the first stage in the sampling protocol performed by the M&S department. Then, PD-2 sample is created when

the order is confirmed, and then a fit sample is developed with actual trims and accessories to make sure every fit satisfies the buyer's specifications. The required base pattern adjustments are performed and resubmitted to the M&S office based on buyer feedback. The sample gets the grade seal and then the contract seal if it is accepted. A second fit or CS sample is created and submitted for approval if it is rejected. Bulk size sets, bulk cutting patterns, print placement, embroidery placement, and bulk placement patterns are finalized following final approval.

From manufacturing PD-1 samples to submitting CS samples, it is my responsibility to guarantee that all M&S department SOPs are followed for each style. I also have to make sure that all requirements satisfy buyer standards and that buyer approval is obtained within the time frame given. Receiving the Tech pack (TP) with the required requisition from the relevant merchandiser is the primary phase in the process of ordering. After printing and reviewing every relevant piece of information, I call a handover meeting with the pattern master, supervisor, and technician to make sure everything is taken care of as needed.

If any clarifications or call-outs are required during the meeting, I respond to them right away via phone or email. After gathering all the data, I proceed with PD-1, utilising the available materials that are accessible, verify all measurements, and send it to the UK team for evaluation. After receiving the comments from the UK, I evaluate their OneNote comments, including fit and style-related input, with the team, make the appropriate call-outs, and proceed quickly on to PD-2. I use all of the actual materials to prepare the fit sample after PD-2. After the fit sample is approved, I move forward with the CS sample and arrange every necessary document before sending it to the buying team.

The documentation includes specific fabric technical hangers, strike-offs gathered based on approved print or embroidery, and 3D approvals (if available). Every document, including the teckpack (TP), comments, and fitted photos, is printed so the buyer can easily review all things at the same time. I work with the appropriate teams to provide technical support for sewing, cutting, and finishing at each level. Every year, four seasonal collections come out: Autumn, Summer, Spring, and Winter. Each style is associated with a particular season. A style's overall lead time can be anywhere between 90 and 120 days. To guarantee seamless execution, I stay in touch with PDC's merchandisers, pattern teams, embellishment teams, cutting team, and sewing team at every stage.

2.2 Marketing and Merchandising Department

Marketing and Merchandising are required and core departments in all apparel manufacturing organizations. At Epyllion Group, the Marketing and Merchandising team is critical to the company's long-term growth and financial stability. This department serves as the center of gravity for buyers, production units, sourcing, quality, and commercial teams. For this reason, it is frequently considered the backbone of the garment manufacturing process.

During the internship time in the Marketing and Merchandising department, I observed that the overall success of an order largely depends on the efficiency and decision-making capability of this department. From buyer communication to shipment follow-up, the Marketing and Merchandising team ensures smooth workflow, timely execution, and compliance with buyer requirements. Besides order handling, the department also plays a key role in buyer audits, factory visits, and business development with new buyers.

Epyllion Group's Marketing and Merchandising department is organized into two specialized teams depending on their job responsibilities: the Development Team and the Bulk Production Team.

During the full time while staying with the respected team, try to observe their full way of working process for a successful shipment. First & foremost Marketing team gets a seasonal projection from the buyer, and based on these they ensure how much load and capacity they need for that respective season. Then, Development starts their work with new orders while analysing buyer requirements and order inquiries. Team first receives TP, design sketch, and order details. After that, style-wise, targeted price, quantity, and lead time are ensured. Based on the material requirements, they make fabric bookings and develop the sample release style-wise requisition. During that time, I personally made the requisition and booked that particular material with the help of the team. Assemble all the trimmings and accessories needed to create the sample. During sampling, they communicate with the respected sample department concerns, embellishment departments' concerns, knitting, dyeing and if wash have then communicated with the wash department concerns. After making the buying sample, they sent it to the buyer to get their feedback based on their circumference. If all the requirements are met and the order for that particular style, the stage-wise sampling is being made by following the same sequence and also revised costing is taken from the concerned person. Before sampling, they ensure fabric, trims, and technical hanger confirmation from the buyer to proceed with bulk booking. Pricing and the overall lead time for shipment are negotiated with the buyer by the development M&M team in the interim.

Then the next process comes to the bulk team. Based on the price negotiation and finalising the order flow, they ensure materials booking for bulk production based on the PO (purchase order). Step by step, they release materials booking inside of Epyllion, as well as outside suppliers, based on the demand. After arranging all materials along with the required shipment requirements, arrange a pre-production meeting to start the bulk production asap. Communicate with all external stakeholders and briefly explain whether any critical or challenging issues are present. This is the core job for this department. For pp meeting, personally attend the meeting, and conduct the meeting with the help of the respected merchandiser. Then time to time production follow-up is ensured by the bulk team so that shipment can be done within the time frame. During the entire process and challenges or findings, they provide a faster solution without any delay and communicate with all concerned persons to avoid any bottleneck.

The next phase is shipment, documentation, and inspection by the own QMS team, the buyer and third parties based on the buyer's demands. Based on the buyer's standard and required they will finalise it with the respective person and ship the goods in allocated location. Furthermore, ensures the payment, addresses buyer feedbacks and works on new season orders or repeated orders. For a sustainable business, they also ensure buyer compliances are met with a high standard by collaborating with all respected persons.

2.3 Production Department

Here in Epyllion, production department is in charge of turning buyer-wise approved samples into bulk while making sure that the necessary quality standards and delivery dates are fulfilled. Cutting, stitching, ironing, packaging mainly finishing dept. is the core segments of this department. Fabric is spread, marked, and cut in the cutting portion in accordance with the guidelines and the authorized marker. The sewing department is in charge of utilizing various sewing machines to put together garment components while adhering to the proper proportions and construction. Following stitching, the garment is sent to the finishing area, where tasks including thread clipping, ironing, measuring, final inspection, and packing are completed in order to get the clothing ready for shipping. The production team ensures workflow efficiency, controls personnel, and keeps an eye on line performance throughout the process.

However, in Epyllion I observed the full production department working procedures, learn how the production dept. run the processes of cutting, finishing & sewing. In the cutting

section, first the fabric is relaxed and then spread with an auto spreader machine; sometimes it occurs manually. The marker is laid and ready for cutting. Then, with the auto-cutter machine, cut the fabric, and then the numbering process occurs based on the fabric bundle. Then bundle-wise cut panel sent for inspection, and then if any embellishment have send them to respected concern area. If not, then send the packages to the cut kit area for preparing them for complete sewing packages while maintaining actual sewing threads, trims, and accessories. After receiving the cut panel from the cutting department, the sewing section analyzes the product and sets up the target line-up before sending the physical statement to the center plan to begin sewing. The line is then fed according to the plan, and with the assistance of the IE team, they balance the line in the interim to fulfill the line-wise target and guarantee on-time shipment. Depending on the buyer's needs or the level of criticality, inline inspection takes place throughout the sewing process. After that, there is endline inspection and ironing, and in the meantime, the supervisor makes sure that the stitching is crucial and of high quality to meet buyer criteria. After that, endline and final inspections take place. After that, submit the packages to the finishing area so that the remaining parts can be finished before shipping. Before bulk sewing, the finishing section makes sure that finishing accessories are scheduled and shipped on time. Following stitching, the garments are received and sent for ironing while keeping the buyer's desired measurements. After that, the garment is accepted bundle-wise through the metal zone, then it passes through a metal detecting machine before item-wise packing begins. After attaching the price tag and hand tag, producing the poly, and sending it to the cartoning area, they made sure the barcode was scanned. After refilling the carton, send it to GPQ for a pre-final inspection. Then call out the buyer for inspection or any third party if have one, have them return to the finished goods area, and then give them to the MCD department for shipment.

2.4 Quality Management System (QMS) Department

The system of quality control and assurance that documents the processes (online and offline), procedures, systems, planning, responsibilities, and tasks required to accomplish quality objectives and policies in line with buyer expectations is known as a quality management system (QMS) for the apparel industry. By encouraging teamwork throughout the entire company and setting a standard of work, a quality management system emphasises customer. Having interned in the quality management department, I have gained a thorough understanding of quality procedures, about QMS, the work way and the importance of this

knit industry. Getting beyond the final inspection is the goal of every quality management department. Right first time (RFT) is what the quality management department refers to as final inspection. 95% is the value of "right first time." The final inspection will fail if it is less than 95%.

To pass the final inspection The DHU% must be maintained during cutting, sewing, and finishing production by the quality management department. Defects per hundred units are referred to as DHU. For the sewing line, our quality management department set the DHU below 8%. From the cutting area to the finishing section, the quality management department adheres to a clearly defined process to maintain this level. The cut panels are permitted to enter the sewing line if the cutting rejection is less than 4%. Sometimes, with AQL maintained in the cutting and finishing area. Before beginning the line layout, the quality team has a regular pre-production meeting to inform the key production personnel-the line chief, line supervisor, production officer, line quality, quality supervisor, and quality in charge-of the critical quality requirements. The technician begins the layout when the standing pre-production meeting is over. The line quality checks five pieces after a process is successfully set up, and if it passes, the process begins for bulk production while keeping the designated quality level.

Here is the full operational process of the QMS dept. that I learned during internship period. First AQL checking is the first step in keeping cutting rejection below 4%. Following a pre-production meeting with all parties involved, all processes are checked and their quality ensured during layout time. Next, make sure inline inspection is done based on the type of product and talk to the production staff about it. maintaining the end-line checking and traffic light systems and creating a genuine DHU% report. Prior to internal auditing, the final portion was checked. The buyer-wise GPQ team then conducts an internal inspection, and the buying QC does the final inspection.

2.5 Human Resources Department.

The Epyllion Group's human resources department is crucial to employee management and fostering the further growth of the company. I had the chance to learn about the many divisions and roles within the HR department during my internship. The HR division, which is separated into multiple divisions, including Talent Acquisition, Performance Management System (PMS), Employer Branding, and Organization Development (OD), adheres to contemporary standards.

The Talent Acquisition team is in charge of finding and choosing the best applicants, holding interviews, integrating new hires, and organizing labour needs. In order to identify areas for improvement and boost staff retention, they also gather input from previous workers. Regular reviews, probationary assessments, increment procedures, and succession planning are some of the ways the PMS team keeps an eye on worker performance. In order to inspire workers and boost productivity, they also set up engagement initiatives. Then observe the Employer branding procedures and till now the achievements of the Epyllion group. Employer branding adds value to the main HR operations. An increasingly important component of contemporary HR procedures is employer branding. This HR division is in charge of participating in campus engagement, going to job fairs, and completing agreements of understanding with. Universities may foster industry-academia cooperation by hosting industry visits, attending conferences, workshops, and events, offering internship opportunities, and more. By doing this, Epyllion Group can quickly identify the best candidates without using outside headhunters. Thirteen educational institutions, including Bangladesh Army University of Science and Technology, NITER, Shanto Marium, University of Dhaka, and Bangladesh University of Professionals, have signed an MOU with Epyllion Group.

Another essential HR component is the performance management system, or PMS. This division is in charge of Epyllion Group workers' performance management. For example, yearly raises, two- and six-month performance reviews for new hires, succession planning, performance improvement plans, employee potential assessments, probation review interviews, etc. Additionally, this wing is managing several projects, including We for Us, coffee with HR, tea with future mothers, welfare quarterly feedback, etc. Employee engagement, retention, and motivation are all correlated with these strategies. This wing is also in charge of overseeing the exit interview procedure, which allows workers to provide feedback to Epyllion Group reporting officials about their top and bottom priorities.

Another one is organisational development. Organizational Development is in charge of creating policies, office orders, office circulars, SOPs, office notes, etc.; creating new HR campaigns and initiatives; upholding sound governance; and promptly providing services to stakeholders, including NOCs, experience letters, creating KPIs, putting them into practice, keeping up with LinkedIn, etc., to assist the company inspire its workers and improve engagement and retention. Epyllion Group makes investments in the management and development of talent. They have a unique talent management program. For example, Epyllion maintains a strict set of procedures in the MT Assessment program, which includes

an online aptitude test, a written exam, a case study presentation, a focused group discussion, an in-person interview, and more. Because of this, new talent might be employed for the future leaders of Epyllion. Epyllion Group also arranged a three-month MT Engagement program during which recently hired Management Trainees participate in several knowledge-building exercises, cross-functional learning sessions, and trips to production facilities. These seminars aim to align people with Epyllion management ideals and philosophies.

Chapter 3

Critical assessment of Internship work

Throughout this sixty-six-day internship endeavor, I have learned a great deal about a variety of unknown topics and information. In general, the theoretical components were given to us during the PGD-KIM course. I tried to connect these ideas to the practical work that I was currently doing. I was able to find that these elements existed in adequate alignment. My comprehension of the entire PGD-KIM course material, as given by the professors, has improved significantly as a result of my involvement in this internship course project. In addition, my internship's journey to other departments introduced me to a variety of scenarios that I had never experienced before. This encounter greatly increased my confidence. During this sixty-six-day internship, I learnt how to cultivate a professional mindset, enhance my professional persona, and gain both technical and practical expertise.

3.1 Application of Generic and Industry specific courses during internship

During the theoretical courses, I learned about a number of important subjects. Based on the classes I took, I was able to identify the special uses of generics and trades during this time of reflection.

KIM 101: HR Skills and Competencies

We learned about the various functions of HR operations as well as contemporary HR procedures used in the garment industry in this course. I gained new knowledge while working in the apparel sector, including how to carry out a performance management system, offer constructive criticism, identify qualities of a successful leader, motivate employees, comprehend human psychology, and more. I had the chance to put these lessons into practice in my field of work. In the past, my understanding of Organization Development was limited to theory. I better understood the many facets and responsibilities of HR after finishing this HR Skills and Competencies course. This course facilitates the link between theoretical knowledge and practical HR procedures.

KIM 102: Analytical Skills and Competencies

Statistics, regression, correlation, hypothesis testing, everyday mathematics, and other topics were covered in this course, which improved my capacity to understand factual data. The method by which I was able to understand it was an absolutely incredible experience.

Additionally, I was able to understand many production process calculations, correlated and non-correlated factors - for example, the relationship between customer satisfaction and product quality.

KIM 103: Communication skills

Through communication skills courses, we were able to learn about various verbal and nonverbal communication styles, communication methods, workplace communication efficacy, presenting techniques, cross-cultural communication, etc. Effective and sincere communication is crucial in the job. For instance, I had to communicate with several stakeholders, such as the CAD department, complete production and its sub-department, QMS department, marketing department, and merchandising department, in order to understand their departmental operations and work methods. In my capacity as a garment practitioner, I support every department. Effective communication is therefore essential to our professional development. However, there are international residents in a number of my departments. It's a blessing to work with them since understanding cross-cultural communication has altered the way that people view communication in general.

KIM 104: Skills for Business Operations

The fundamentals of business operations, business-related aspects, finance and project management, and business assessment methods like SWOT were all covered in this course. PESTEL analysis, various matrices, Porter's five forces, etc. It gave pupils without a business background a general understanding of business operations. Globally, the apparel manufacturing industries are changing significantly as a result of their competitive advantages and effective business practices. Throughout my internship, I made an effort to watch our company operations from beginning to end, understand, and identify the areas of business activity of various departments.

KIM201: Introduction to Garments Industry

My understanding of garment and textile manufacturing processes has expanded significantly as a result of this introductory course on the sector. Taking this course allowed me to apply what I had learned to understand many manufacturing procedures, including cutting, sewing, finishing, etc. I also gained knowledge about textile washing, dyeing, finishing, production, and other related topics in this course. As a result, I had fewer issues understanding various process terms when I engaged with the other stakeholders. This course's second section

covered marketing and merchandising. My comprehension of how M&M estimates the costs of all of its goods, including yarn, overhead, raw materials, process loss, and so on, has much improved. When I worked in the marketing and merchandising department, I found this component to be really helpful. Now that I understand expenses, BOM, etc., I feel more confident.

KIM202: Industrial Engineering

IE is crucial in all production processes which I got to understand by doing this course. beginning with line balance, SMV, reducing down on idle time, operator skill matrix, WIP utilization, bottleneck elimination, etc. Through this course, I was able to discuss many production-related issues with the IE department to boost output and employee productivity. I knew very little about this department before. I gained an understanding of the entire manufacturing process during my internship, including cutting, sewing, finishing, and the function of the IE department in factory operations.

KIM203: Production Management and Merchandising

Fashion design is covered in the first section of this course. I gained an understanding of fashion design, various seasons, mood boards, themes, color palettes, silhouettes, and other concepts through this course. The design studio successfully released new collections by collaborating with buyers, production, marketing, and merchandising departments, among others. I had little idea that we would make things based on the seasons, using mood boards, themes, and other materials. I can now apply all I've learnt in this course to my work in the M&M department. Marketing and merchandising make up the second part of the course. I gained knowledge of this department's procedures, which made it easier for me to connect with the marketing and merchandising objectives of my company and its activities. The importance of a merchandising team from start to finish. I now understand how the M&M team interacts with customers, creates samples, manages big orders, and guarantees delivery to designated locations. Furthermore, I learned several Incoterms.

KIM204: Quality management

One of the most important aspects of garments manufacturing sector is quality management. Learning about documentation, various audit kinds, and certifications like LEED, SEDEX, and others improved my knowledge as a textile graduate. I have less knowledge about the various factory audits and the paperwork they required before. Since then, things have

evolved, and I have provided feedback to my superiors whenever we encountered audit-related problems. Furthermore, upholding appropriate policies and procedures is a crucial component of quality management.

3.2 Suggestion for industry improvement

Throughout my internship, I have the privilege to learn and gain knowledge of some functional core areas of the knitwear garment industry. Based on my observations and learning sharing some strengths, Weakness and recommendations for general improvement for the industry.

3.2.1 Product Development Centre (PDC) Department

Weakness: Heavy reliance on timely feedback from merchandising, sourcing, and suppliers. Frequent buyer feedback and design modifications extend sample lead time. Limited availability of highly skilled sample operators during busy seasons. Delays in the availability of fabric, trims, and embellishments affect deadlines. Multiple fit and counter-sample resubmissions raise costs. Limited usage of digital and 3D sampling technology. Communication delays can slow decision-making.

Strengths: A structured and deliberate sampling approach in accordance with buyer SOPs. Effective cross-functional cooperation across design, sourcing, quality, and merchandising. The ability to manage PD, Fit, and CS samples efficiently. A strong emphasis on fit, measurement, and production-friendly development. Experienced technical and pattern teams. The ability to handle seasonal collections under tight timelines.

Suggestions and Improvements: Invest in 3D and virtual sampling to cut lead times and costs. Improve supplier collaboration and sourcing time. Create technical training programs for the pattern and sampling teams. Implement digital tracking technologies to enable real-time monitoring. Concentrate on product innovation and value-added development.

3.2.2 Marketing and Merchandising (M&M) Department

Weakness: Excessive workload and pressure during peak season. Delay in receiving yarn and special fabrics from nominated or overseas sources. High reliance on buyer-supplied designs. Strong consumer demand in price setting decreases bargaining advantage. Profit margins are under strain due to fierce global competition. The reliance on nominated suppliers increases risk and delays.

Strengths: Strong and long-standing partnerships with reputable overseas purchasers. Skilled merchandisers with excellent costing, FOB, and negotiation abilities. Vertically integrated construction (knitting, dyeing, and laundering). Ability to handle complex and seasonal orders. Effective compliance and buyer communication.

Suggestions and Improvements: Establish in-house design, co-creation, sample, and innovation teams. Implement digital merchandising and modernize ERP systems. Switch from price-based to value-based negotiation. Concentrate on sustainable and value-added products. Improve forecasting and risk management.

3.2.3 Production Department

Weakness: Differences in operator skill impact productivity and quality. Due to a shortage of multiskilled staff, line balancing is difficult. Machine breakdowns and abrupt style changes hinder workflow. High levels of production pressure have an impact on consistency. Dependent on material availability and clearances.

Strengths: Modern technology includes auto spreaders and auto cutters. Workflow is structured from cutting to finishing. Strong coordination with the IE and quality teams. Effective production planning and monitoring. Capability to handle large-scale production and meet deadlines. A strong emphasis on production and cost control.

Suggestions and improvements: Multi-skilling and operator development programs. Lean manufacturing and waste reduction. Preventive maintenance and automation. Real-time production monitoring and digital technologies. Improve line balance and capacity utilization.

3.2.4 Quality Management System (QMS) Department

Weakness: Production pressure can occasionally interfere with quality control. Communication breakdown between the production and quality departments. More emphasis on inspection rather than prevention. Limited utilization of advanced data analytics and digital tools. Root cause analysis isn't always organized.

Strengths: A strong emphasis on completing tasks correctly the first time. Structured examination from cut to finish. Inspection methods include DHU, AQL, in-line, and end-line. Excellent compliance and audit readiness. Quality awareness and teamwork culture.

Suggestions and Improvements: Enhance preventive quality culture. Implement advanced quality tools, including Six Sigma. Digital defect tracking and real-time reporting. Structured root-cause analysis with the production and technical team. Internal and external stakeholders should provide continuous quality training.

3.2.5 Human Resources (HR) Department

Weakness: High employee turnover at the operational level. Skill gaps exist at many organizational levels. Motivation and retention challenges. Limited mid-level leadership development. Balancing productivity with employee pleasure.

Strengths: Modern HR processes and planned recruitment. Effective performance management and engagement programs. Effective employer branding and college hiring. Talent management and MT development initiatives. Effective compliance and labor law practices.

Suggestions and Improvements: Improve mid-level leadership and management training. Continuous technical and behavioral training programs. Digital human resources and data-driven performance management solutions. Improve employee retention and engagement by meeting with management every three months.

3.3 Learning for self-improvement

During my sixty-six-day internship at Epyllion Group, paired with the theoretical information gaining from my PGD program, I developed various skills that really enhanced my self-improvement. I received a thorough grasp of how several departments - such as Product Development, Marketing & Merchandising, Production, Quality Management, and Human Resources - interconnect and interact to maintain smooth operations, which helped me improve my cross-functional expertise. For example, while collaborating with the PDC and the merchandising team, I discovered how consumer feedback on PD-1 and PD-2 samples affects production deadlines, which taught me the most important value of timely communication and accuracy.

My analytical and problem-solving skills increased as I analyzed OneNote comments on fit samples, estimated fabric usage, and tracked line efficiency in the sewing area. When a line headed behind because of operator unavailability, I worked with the IE team to rebalance the line, which taught me how to solve real problems under pressure. I also improved my communication skills by interacting with buyers and coordinating with different departments; for example, I had spoken about delays in production to the merchandising team while maintaining clarity and professionalism, which helped me improve my cross-cultural negotiation and communication skills.

Hands-on experience with sampling, cutting, sewing, and finishing helped me improve my technical skills. Preparing the CS sample with actual trims and accessories taught me to pay attention to detail and follow buyer demands. Observing costing discussions in the

merchandising department helped me grasp pricing, lead time negotiation, and how raw material booking affects production planning. Understanding quality audits and inline inspections enhanced my commitment to compliance and precision; for example, I learned to check DHU% in sewing lines and detect flaws early on, which helped the final inspection process.

I also realized the value of collaboration and leadership in accomplishing company objectives. Leading a small team to create sample documents and manage handover meetings increased my confidence and showed me how to effectively encourage others. Finally, exposure to automated procedures, ERP technologies, and productivity-boosting approaches in the IE department prompted me to adopt a creative mentality, with a focus on efficiency improvements and continual learning, which will be extremely valuable in my future employment.

Additionally, I acquired useful knowledge about fashion design ideas like mood boards, seasonal planning, and the process of turning customer conceptions into production orders. My understanding of sustainable techniques and Quality Management Systems (QMS) has grown, which is crucial in the knitwear sector of today.

Most importantly, this curriculum enhanced my understanding of the knitwear industry from a broader business and operational standpoint. As a textile professional, this learning experience has been extremely beneficial to my job development and long-term goals. The curriculum is explicitly designed to educate competent mid-level managers with the necessary industrial skills and practical understanding for today's competitive garment business. I am really grateful to the BRAC Institute of Governance and Development (BIGD) and the Skills for Industry Competitiveness and Innovation Program (SICIP) for arranging such a forward-thinking, industry-focused project.

Chapter 4

Conclusion

The PGD-KIM program's academic coursework greatly aided my understanding of industry practices. During my internship, I was able to use concepts from Industrial Engineering, Production Management, Quality Management, HR Skills, and Business Operations. For instance, I was able to connect practical production procedures with SMV, line balance, DHU%, AQL, costing, BOM analysis, performance management tools, and succession planning. This theory-practice integration improved my professional confidence, communication abilities, and analytical capacity.

Product Development Center (PDC), Marketing and Merchandising, Production, Quality Management System (QMS), and Human Resources were the five main functional departments that I was able to get hands-on knowledge with throughout the internship. I was able to gain a thorough understanding of how an export-oriented knit garment industry functions from sample development to final shipment by observing the well-coordinated workflow among various departments. Strict quality control procedures, a regular production flow, smart negotiation and order execution in marketing and merchandising, a controlled sample process in PDC, and contemporary HR management all demonstrate the company's strong operational structure.

My understanding of industrial procedures was greatly aided by the PGD-KIM program's courses of study. During my internship, I was able to use concepts from Industrial Engineering, Production Management, Quality Management, HR Skills, and Business Operations. For instance, I was able to connect real-world production procedures with SMV, line balance, DHU%, AQL, costing, BOM analysis, performance management tools, and succession planning. This theory-practice integration improved my professional confidence, communication abilities, and analytical capacity.

Additionally, I saw how Epyllion Group's company culture incorporates sustainability, moral business conduct, employee welfare, and women's empowerment. Their vertically integrated structure, compliance requirements, and CSR initiatives show a responsible and progressive business model that is in line with international apparel industry norms.

From a personal development point of view, this internship supported me in developing a professional mindset, strengthening problem-solving skills, enhancing cross-functional communication, and adjusting to a fast-paced industrial setting. I discovered how crucial

precision, time management, teamwork, and proactive decision-making are to successful production and on-time delivery.

To sum up, my internship has been extremely important in forming my knowledge of the knitwear sector and equipping me for challenges in the workplace. My career foundation in the textile manufacturing industry has been reinforced by my exposure to real-time industrial operations and academic understanding. I am confident that the skills and information I acquire from this internship will greatly advance my long-term career development and allow me to make a valuable contribution to the Bangladeshi and international apparel industries.

References

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