

Report On  
*Urmi Garments Limited*  
Subtitle- Operational Department Analysis in an Apparel Knit  
Manufacturing Factory

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  
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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.

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

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**Md. Sobuj**  
**1000055567**

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

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**Nuzaira Binte Neaz**  
Senior Research Associate, Economics Cluster, BIGD, BRAC University

## Letter of Transmittal

Nuzaira Binte Neaz  
Senior Research Associate,  
Economics Cluster, BIGD, BRAC University  
66 Mohakhali, Dhaka-1212

Subject: Submission of industry attachment report on Urmi Garments Limited.

Dear Madam,

This is my pleasure to provide an Operational Department Analysis in an Apparel Knit Manufacturing Factory. My entry-level position provides details regarding' functional practices at Urmi Garments Limited', which I was appointed to by your direction.

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

I trust that the report will meet the desires.

Sincerely yours,

---

Md. Sobuj  
Student ID: 1000055567  
Executive Development Center, BIGD  
BRAC University  
Date: March 05, 2026

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between Urmi Garments Limited and Md. Sobuj, a student at EDC, BIGD, BRAC University for complete the post-graduation diploma in Knitwear Industry Management, Batch-05. The purpose of the agreement is to access the company's confidential information, the workings of various departments, and data in order to facilitate the internship project.

During their internship at the factory, they are expected to perform their tasks with their best skills, efficiency, and impartiality. The intern must strictly follow all workplace policies set by the respective departments.

All provided information must be kept confidential and used appropriately. If necessary, the authorities can share important information with outsiders with permission.

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

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**Md. Sobuj**  
Student ID: 1000055567

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

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**Md. Abu Taher Shamsuddin**  
Manager- HR, Admin & Compliance  
Urmi Garments Limited

## Acknowledgement

I am very happy that I got the opportunity to study at BRAC University post-graduation diploma in knitwear industry management.

I sincerely thank my academic supervisor **Nuzaira Binte Neaz** Senior Research Associate, Economics Cluster, BIGD, BRAC University for supporting me in my internship. She constantly monitored me to complete the report with her proper guidelines.

I would also like to thank my industry supervisor, Md. Abu Taher Shamsuddin, Manager, HR, Admin & Compliance, Urmi Garments Limited, for his support in every way. He introduced me to practical work through his thoughtful approach. Additionally, he has played a special role in working with various departments.

I would also like to thank Urmi Garments Limited for giving me the opportunity to do an internship. All the department employees here are very sincere, due to which I was able to learn a lot in a short time.

I hope to be able to do something good in the future by using this valuable idea.

## Executive Summary

A division of the Urmi Group is Urmi Garments Limited. Eleven departments of Urmi Garments Limited, a well-known manufacturer that produces ready-made clothing, have collaborated closely with me. I worked as an intern from December 2025 to February 2026. I made an effort to understand how to deal with everyday obstacles and make wise selections during this three-month internship.

I am emphasizing the primary sections of this report, which are: 1) An overview of the industry; 2) An explanation of how to finish tasks in the following areas: fire and safety; cutting, sewing, finishing; industrial engineering; merchandising; quality; sample; warehouse; production planning and controlling; and HR and compliance 3) Evaluation of Professional Skill Development and Curriculum Relevance 4) Concluding Remarks.

The actions of the organization's departments are highlighted in this report. The report's primary goal is to show how academic assignments can be combined with practical industrial experience. It also documents the complex skills learned during this experience. Along with a dedication to sustainable manufacturing, I am also dedicated to advancing professional development and management excellence in Bangladesh's thriving garment manufacturing industry.

**Keywords:** Urmi group, Urmi Garments Limited, Garment Manufacturing, Organizational Activities, Managerial Excellence.

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## List of Acronyms

|       |                                                            |
|-------|------------------------------------------------------------|
| UGL   | Urmi Garments Limited                                      |
| FTML  | Fakhruddin Textiles Mills Limited                          |
| RMG   | Ready-Made Garment                                         |
| BGMEA | Bangladesh Garment Manufacturers and Exporters Association |
| LEED  | Leadership in Energy and Environmental Design              |
| IE    | Industrial Engineering                                     |
| CTPAT | Customs-Trade Partnership Against Terrorism                |
| GSM   | Grams per square meter                                     |
| WIP   | Work in Progress                                           |
| TNA   | Time and Action                                            |
| NPT   | Non-Productive Time                                        |
| SOP   | Standard Operating Procedure                               |
| PPC   | Production Planning and Control                            |
| QAD   | Quality Assurance Department                               |
| SAM   | Standard Allocated Minute                                  |
| SMV   | Standard Minute Value                                      |
| SO    | Style Order                                                |

# **Chapter 1**

## **About Organization**

### **1.1 Overview of the Industry**

Bangladesh's ready-made clothing industry has received recognition for its export success; however, it is dependent on a delicate balance that is linked to international transactions, a sizable market, local political stability, and efficient manufacturing and transportation. Over 4,600 factories produced goods valued at \$47 billion USD in 2023, accounting for 11% of the nation's GDP. Eighty-three percent of the nation's export revenue comes from this industry (BGMEA, 2020). In order to produce clothing for export, the first factory name, Desh Garments, was created. One of the key factors influencing women's participation in the Asian labor market is the RMG industry. Approximately 65% of the 4.4 million direct employees in the RMG industry are women, and many of them are new hires.

Industrial standards of manufacturing efficiency, quality, automation, and commercial expansion are highly valued by Bangladeshi apparel producer Urmi Group. Among its many commercial areas are knitting, textiles, dyeing, washing, apparel, embroidery, printing, shipping, and agribusiness. The 1955 journey to the Urmi Group from Fatullah Brick Field. The Urmi Group progressively expands its commercial activities throughout a range of sectors, such as shipping and navigation, knitting, dyeing, finishing, clothing, textiles, and agricultural, among others. To enter the ready-made clothing manufacturing sector, the Urmi group founded Urmi Garments Limited in Tejgaon Industrial Area in 1985. Urmi Garments Limited, a knit clothing manufacturer established in Bangladesh, is entirely focused on exports. Urmi Garments Limited has an excellent reputation for employee welfare and safety efforts across all of its locations. Each member makes an equal contribution to the group's continued success.

As members of BGMEA and BKMEA, Urmi Group encourages sustainable growth through moral conduct, strict adherence to legal requirements, efficient operations, public support, and workplace inclusivity. Through creative leadership, Urmi Group is creating long-term value for its investors and strengthening the Bangladeshi economy. The Urmi Group's sustainable governance is managed by the corporate sustainability team, which has finished stitching the impact of Urmi Navigator 5.0.

The energy density of Urmi Group has risen to 34.91 MJ/kg, a drop of 14.30% between 2022 and 2023 and an increase of 7.91% between 2023 and 2024. Work is being done to increase the use of renewable energy to 20% by 2030 in order to improve efficiency.

Founded in 2006, Fakhruddin Textile Mills Limited is currently a composite facility with departments for knitting, dying, and finishing. This unit manufactures fabric and satisfies both the local markets and its textile unit's fabric needs. Every day, Urmi Group produces 250,000 pieces of textiles and 35 tons of fabric. The Urmi Group currently employs over 16,800 individuals, including over 500 experts from a variety of fields, and this figure is rising daily. Urmi Group consistently exceeds client expectations by developing innovative methods to work more effectively through automation and digital solutions, under the strict oversight of the current management board. According to the BGMEA estimate, annual exports and total turnover will be US\$250 million in 2024. Additionally, Urmi Group exports apparel to Asia, Africa, Europe, America, and Australia. Customers, such as M&S, Primark, Puma, Decathlon, Toyoshima, GU, Ernsting's Family, Full Beauty Brands, Auchan, La Redoute, Muji, Ellos, New Wave, Tory International, Pepco, etc., are the focus of Urmi Group.

To ensure that the garment meets the needs of the buyer, a number of tests are necessary. In order to accomplish this, Urmi Group has a globally renowned textile lab that is certified by Oeko-Tex & GOTS, ISO 17025, Puma, Decathlon, Marks & Spencer, and H&M.

The HSBC Export Excellence Award 2011 & 2018, Digital Bangladesh Award 2022, LEED Platinum Certification 2009, RFID Journal Award 2022, Rising Star Award 2023, Gold Winner Social & Environmental Excellence Award 2014, Energy Efficiency Sustainable Apparel Forum 2017, and Bronze Award BGAPMEA Export Trophy are just a few of the company's awards.

Additionally, the company has a variety of compliance certificates, including those from Amfori BSCI, Global Compact Network Bangladesh, Fair Wear, Sedex, RSC RMG Sustainability Council, Better Work Bangladesh, Global Recycled Standard, Fair Trade, Worldly, and more.

Innovative knitting skills, a synthetic knit fabric plant, and large-scale solar projects are among the Urmi Group's upcoming and future projects aimed at driving corporate growth.

The Urmi Group was founded in 2022, and its own brand is Turaag Active. Men's and women's T-shirts, joggers, seamless items, shorts, a tank top, a jacket, and a lingerie set are typically produced there. In order to promote an active lifestyle in Bangladesh, Wave Riders Limited is developing Turaag Active Fashion, which blends cutting-edge technology with fashion and fitness innovation. With years of real-world experience and ongoing education, it is developing a distinctive line of sportswear with the goal of revolutionizing the local fitness fashion market. Three factories (UGL, FTML, and UHM) with their own technology produce all of Turaag Active's products. For product sales, they offer an outlet showroom and their own website. The Bangladeshi women's football team's jersey sponsor is Turaag Active.

Urmi Value Driven Ecosystem:

Human Rights: In terms of employee safety, welfare, and inclusive programs to guarantee that every employee is treated equally and with respect, Urmi Group has a stellar record. Every

competent worker is a true human resource for the benefit of our nation, according to the organization.

**Driven by Innovation:** Innovative product strategy and factory automation are key factors in Urmi Group's growth. The team has an internal design workshop and has included the newest production technology.

**Eco Obsession:** The facilities of Urmi Group are proof that profitable, efficient manufacturing lines can coexist with sustainable, eco-friendly industrial scheduling and investment. As a result, the nation's first "fully green" plant is opening, and carbon emissions are declining.

**Digital Transformation:** Urmi Group continuously surpasses consumer expectations while discovering new methods to work more effectively through computerized and digital solutions.

## **1.2 Vision & Mission**

Urmi Group's vision is to boldly lead the textile and RMG industries into the future by upholding the greatest standards of ethics, fostering a love of excellence, and fostering mutual trust. keeping an eye on innovation and dynamism while making sure the business's activities are socially and environmentally responsible. Our dedication to cooperation and teamwork enables us to develop a stable and flourishing ecosystem for present and future generations while sustainably generating wealth by meeting customer-centric demands. producing superior knitted clothing and textile solutions, promoting sustainability at all levels, fostering ongoing innovation, and boosting general economic success. Urmi Group is dedicated to strengthening our leadership in the textile sector, empowering employees via skill development and overall growth, and offering our clients high-quality products. With a focus on social responsibility and the environment, Urmi Group's aim is to develop techniques and products that uplift communities, protect the environment, and gain people's confidence.

The goal of Urmi Group is to become the most lucrative business in the sector with a single standard for all brands. Improved quality can draw in the target clientele. Every line, every floor, and every unit must adopt this daily practice; it cannot just be a statement. "One quality" refers to the fact that there won't be distinct standards for various buyers, teams, or shifts; instead, the standard will always be the same.

### **1.3 Goals & Objectives**

Urmi Group's objective is to concentrate on continuous improvement (CI); they have established a course for the future and have worldwide aspirations. Plan, Do, Check, Act (PDCA) is a four-step method used in continuous improvement. Additionally, Urmi Garments is investigating the use of automated machinery to boost productivity. This goal has been achieved by adding a new programmable machine, Bottom hamming machine, automatic elastic attachment machine, sleeve hamming machine, and the automatic sewing machine.

Urmi Group has some basic values to uphold its operational blockchain, just like any business does in order to fulfill its objective. IMPACT stands for Integrity, Mutual Trust, Passion for Excellence, Agility, Customer Focus, Teamwork & Cooperation.

- Integrity- We must act honorably, morally, and responsibly in everything we do.
- Mutual Trust- As a team, we should respect, trust, and encourage one another.
- Passion for Excellence- We aim for excellence in our performance, facilities, and goods.
- Agility- Adaptable, adaptable, and responsive to shifting possibilities and demands
- Customer Focus- Pay attention to what customers have to say, respect their needs, and provide value.
- Teamwork & Co-operation- Collaboration, teamwork, and knowledge exchange inside the organization.

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

The corporate office and the manufacturing unit are the two sections that run the Urmi Group office. Urmi Group's corporate headquarters are situated in SAM Tower, Level 3,4,5, House 4, Road 22, Gulshan-1, Dhaka, Bangladesh. All decisions are made in the corporate office by key personnel from every area, and they are then carried out in the manufacturing facility. Production-oriented operations continue in the production units in accordance with the decision-making.

The address of Urmi Garments Ltd. is Daila, Demra, Dhaka-1361, Bangladesh. The company's current floor area is eighty-eight thousand six hundred and thirty-three square meters.

Urmi Garments Limited's functional departments include HR, Administration & Compliance, Accounts, IT, Maintenance, IAD, IE, Planning, Merchandising, Store, Sample & Cad, Cutting, Sewing, Quality, and Finishing. The fourteen departments that make up Urmi Garments Limited's organizational structure are further subdivided.

Admin- Administration, Human Resources, Compliance, Fire & Safety, Audit, Transportation.

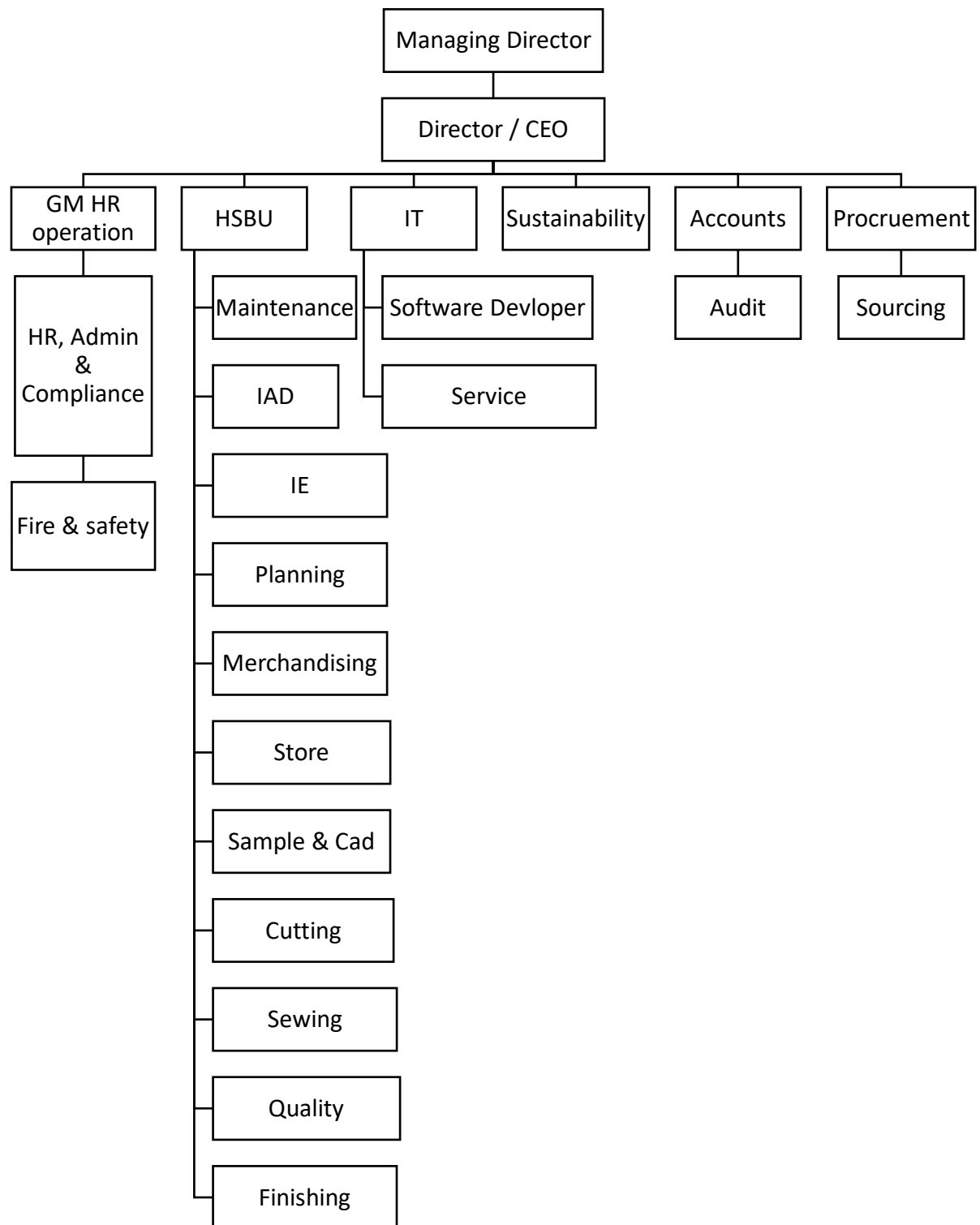
Production- Cutting, Sewing, Ironing, Finishing, Packing.

Quality- Quality Assurance, Final Quality Assurance, Quality Management System, CTPAT.

Sales & Marketing- Merchandising, Fashion Designing.

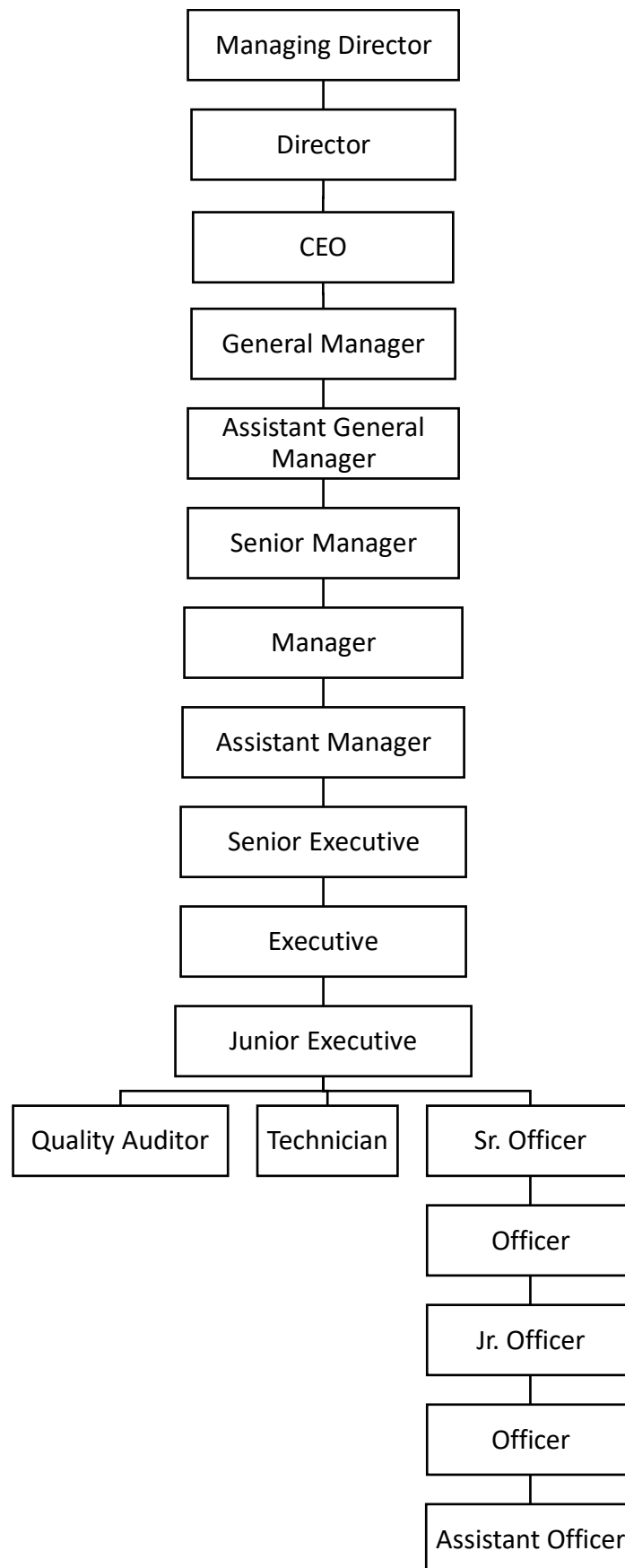
Additionally, included are departments for warehousing, maintenance, industrial engineering, logistics, sustainability, production planning and control, computer-aided design, sample, and information services.

Urmi Garments Limited (Factory Organogram) is presented below:





Urmi Garments Limited (Leadership Organogram) is presented below:



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

Urmi Garments Limited manufactures a variety of everyday clothing for its customers, including jackets, shorts, bras, T-shirts, long sleeve T-shirts, ear bands, tank tops, hoodies, ladies' goods, leggings, pants, seamless athletic garments, polo shirts, and children's items.

- Knit Garments: Jackets, Shorts, T-shirts, long sleeve shirts, tank tops, ear bands, hoodies, Leggings
- Woven Garments: Basic shirts, Uniforms, Boxers, Pants
- Sportswear: V-Neck T-shirts, Trousers, Short Pants
- Seamless: T-shirts, Pants, Nightdress, Jogging items
- Sweater: Jackets, hoodies, ladies' items
- Lingerie: Bras, Panties

About 1.7 million pieces of clothing can be produced each month. Two shifts of 37 lines are in operation. 06:00 to 14:30 is the morning shift, while 14:30 to 23:00 is the evening shift.

The FLAINOX Sample machine capacity is 10 kg, the total number of machines is 02, the TONELLO Sample machine capacity is 20 kg, the total number of machines is 01, the FLAINOX machine capacity is 360 kg, the total number of machines is 06, and the subtotal dyeing capacity is 14,500 pieces per day, according to Urmi Group's daily report on dyeing output.

All types of shell fabric, 100% Modal, cotton/Polyester, Recycled Polyester, Viscose, S/J, rib, interlock, pique, French terry, brushed fleece, and spandex are produced by the Urmi Group.

The printing department has 50,000 square feet of floor space, three oval machines, and a daily production capacity of 188,000.

## **Chapter 2**

### **Description about task accomplishment**

My working experience with Urmi Group began as an intern at Urmi Garments Limited, thanks to my ten years of experience in the ready-made garment industry (RMG). I have the opportunity to work in various departments, details of which are explained in the latter part of this paper. More emphasis is placed on several significant departments, that is- Fire & safety, Cutting, Sewing, Finishing, Quality, Final QA, Warehouse, Industrial Engineering (IE), Production Planning and Control, Computer-Aided Design, Merchandising, Sample, Information service, Laser design, HR & Compliance (payroll).

#### **2.1 Fire & safety**

Due to production-oriented operations, fire safety was a major problem in Bangladesh's ready-made garment industry, which employs a big number of people. Buyers, labor unions, owners, and regulatory bodies took notice of recurring fire accidents. Hydrant motors, sprinklers, fire pumps, electrical safety systems, and fire detection and alarm systems were all chosen and installed in the facility based on its unique conditions. I worked on three hydrant pumps that were currently in use at UGL. They had two electric motors and one diesel motor that could generate 12 bars of water pressure. We tested that the factory's sprinklers only turn on when the temperature reaches 66 degrees Celsius, and the smoke detectors were placed at predetermined intervals on each floor. A press bell was placed in front of every door so that someone can react fast and sound the fire alarm in the event of an emergency. By pressing a few switches and making announcements over the factory PA system, I kept an eye on the alarm signals. For fire suppression, ABCE powder and carbon dioxide cylinders were placed in designated areas of the floor, and I verified the dates of their inspections. Through a checklist, I was able to understand the practical applications of the instruments, such as the fact

that life-saving emergency equipment was stored in fire safety cabinets on each floor and how to utilize them. I also discovered that a high-temperature-resistant barrier known as a fire curtain was placed in front of the elevator doors in case of an emergency. Every route had fire doors fitted to keep temperatures from rising too high. When these doors are triggered, nobody can enter from the outside, and they can only be opened from the inside. In addition, I audited the factory's RSC, Fire Service, and Accord and Better Work rules and regulations alongside the factory representative. I frequently took part in the factory's awareness-raising campaign meetings.

Creating an electrical safety assessment chart and audit was a study that determined the safety, reliability, and legal compliance of electrical installations in an organization. It addresses risks related to shock, fire, equipment, and other associated hazards, as well as legal compliance and safety measures. The Bangladesh National Building Code (BNBC) and the Bangladesh National Electrical Code (BNEC), which govern and oversee registered factories in Bangladesh, had requirements that we have followed. During an assessment carried out by a trained individual from the manufacturer, I examined the electrical installations of a variety of institutions, including government, commercial, residential, and production buildings. During the examination, I examined panel boards, switches, connectors, and related equipment. I also checked other electrical components for damage or incorrect connections.

## **2.2 Production: (Cutting, Sewing, Finishing)**

**Cutting:** The cutting department of a clothing manufacturing company was crucial. It was essential to the production of high-quality goods. The cutting department of a clothing company was in charge of cutting fabric in accordance with clothing patterns. Before the sewing floor began to function, it completed all associated tasks.

**A)- Fabric Inspection:** The main raw material used in the production of clothing was fabric. Determining the fabric's acceptability based on quality was the main goal of quality inspection. The quantity of clothing that the production department discarded because of fabric flaws could be decreased by ensuring the proper fabric standard. In order to improve the quality of the fabric and minimize unforeseen loss during production, it was crucial to do this step prior to clothes manufacture in order to prevent rejection. I had experience utilizing a fabric inspection machine to examine textiles. I put the fabric rolls at the back of the machine at UGL, and a speed motor helps determine the fabric's quality by feeding the fabric through it from the front. On a fabric examination bench with a suitable and bright bulb, I found it easy to assess the quality of textiles. I created a report and the fabric records when the flaws in the fabric were found. I filled out the record with all the details on rejection, holes, damage, and everything else. This had a significant, favorable effect on the cutting department's spreading machine in the following phase.

**B)- Fabric Relaxation:** In order to relieve tension from the layers of fabric, fabric relaxation was crucial. The final clothing's quality will suffer if the layers are not properly tensioned, particularly in terms of size and shape. The cloth was delivered to me by the store in accordance with the cutting plan. I loosened the fabric before cutting. The structure of the fabric determines how long it takes to loosen. Even yet, the loose fabric was arranged in trollies based on shade. I used a machine to unravel a piece of cloth. Bin cards and shade cards with information about the customer, style, fabric structure, lot/batch number, roll number, start and finish times of loosening, shade, etc., should be kept in order to make it simple to identify each trolley. To avoid unwanted filth, I had appropriately covered the loosened fabric. I created a report and kept track of the loosening procedure. After the loosening period was over, I gave the fabric, bin cards, and shade cards to the cutting department for precise distribution.

**C)- Piping Roll:** A machine that cuts and produces rolls of cloth with the proper dimensions is called a piping roll machine. It was subsequently utilized in the sewing part for a variety of fabric attachments. I used a 2G model machine to cut fabric with a maximum width of 21 inches and a maximum length of 30 inches. The device's output range was 2.2 to 9 cm, and it can be used for neck binding, back tape, and placket, among other things.

**D)- Marker Inspection:** Before spreading begins, 100% of the markers to be used for cutting are checked by a cutting quality checker or quality inspector. I used the tiny marker to test the marker and confirmed that it followed the cutting plan. I compared the small marker's shrinkage to that of the real marker. A common marker or a specialized marker that can handle shading from the center to the end, continuous shading, end-to-end shading, curved shading, etc., must be carefully examined. We had verified that the buyer, style, PO, color, and item indicated were present in the marker. The lot number, cutting number, marker type, length, width, marker ratio, quantity of cut panels, marker layout, drawing lines, overlapping, and part presence have all been examined. We used a demanding pattern to test the marker. Even if special markers (bias markers, block markers) must be created, advanced comments must be provided. Once more, any disagreements were settled by talking with the marker planner.

**E)- Fabric Steaming and Shrinking:** Depending on their structure, different types of fabrics need different amounts of heat, steam, and pressure to avoid unexpected behavior later on. After cutting, the complete fabric panel can be thrown away due to shrinkage flaws. I cleaned every piece of equipment before using the machine. Before I started it, I checked all of the steam, air, and electrical lines. Even so, the conveyor belt needs to be operating before the steam and heater are turned on. I started by making sure the display was displaying the proper steam, temperature, and speed for the type of fabric. I had to keep the belt going while I turned off the steam line at least half an hour before I shut down the machine.

**F)- Spreading Inspection:** Cut fabric in accordance with the design of the garment. One by one, the textiles were arranged on a level table. Fabric spreading was the term used to describe this layering technique. I made careful to adhere to the following checklists during the spreading inspection procedure with the assigned cutting quality checker. I gathered the shade continuity card, GSM, and fabric inspection report before spreading. In order to determine whether or not the relaxation period was finished, I approved the fabric based on its shade and gathered the relaxation bin card. I retained the proper lay chart and kept the spread in accordance with the shade. I affixed the card for the relaxation bin to the lay chart. I positioned the spreading side (tolerance  $\pm 1/8$ ) in line with the fabric. I compared the width and length of the fabric to those of the marker. But it's crucial to make sure the marker's width is the same as or smaller than the cuttable width. I had spread the fabric at least one inch past the marker. I looked at the buyer, style, color, PO, lot, number of layers, and height of layers. I looked at the tapering pieces, fabric flow, splice joints, alignment, finish, tension (tight or loose), table marks, and marker placement. I made sure the spread fabric was stretched and fold-free before cutting it. According to the pattern grouping, the cloth roll's contraction must be within 1% of the contraction pattern's tolerance. Particular care must be taken to guarantee that the maximum length and height of the cloth laid on the spreading machine do not surpass 9.5 yards and three inches, respectively.

**G)- Auto Cutter:** The program enabled the auto-cutter machine to precisely cut the fabric in accordance with the pattern. It could be run more effectively and with fewer laborers. Urmi Garments' automatic cutter had a maximum cutting height of 8 cm. It must, however, be serviced once every quarter or year. With the machine operator, I was able to cut a good number of patterns. I made the markers later and transferred them to the computer.

**H)- Cutting Accuracy Inspection:** I used a solid pattern from each cake's central top and bottom to test the cut panels after they were cut. I was very aware of any odd forms, uneven

cuts, missed cuts, or rough cuts. I verified that the cut panels had the appropriate amount of cut marks or bases at the main pattern's designated locations. Additionally, I made sure the cut panels adhered to the authorized pattern. Tolerance must be either positive or negative by 1/8 or as the customer specifies. Additionally, I confirmed that the components that required pairing were entirely consistent.

**I) Numbering & Bundling:** After cutting the fabric, I verified its precision, calculated its quantity, and used the machine to bundle it. I began counting the piles at the top. On the cutting, no, size, serial, and quantity stickers, I wrote my signature identity code. I gave the bundle to the following stage right away after allocating the numbers. The buyer, style, supplier code, group, cutting number, roll number, size, season, bundle quantity, PO, and batch number were typically included on the bundle card.

**J) 100% Cut Panel inspection:** The cut panels must be thoroughly examined to find cutter marks and fabric flaws after being numbered and bundled. I verified that a style's customer, color, PO bundle number, and numbering were accurate. I verified the information sequence on the bundle cards and randomly examined the numbering to ensure quality. After defective panels were folded in half and bundled, an inspection report was created, serial numbers were noted, and the bundle was given to be recut.

**K) Reject Cut Panel replace:** I set aside the rejected panels for re-cutting while the cut panels were being inspected. The fabric from the final roll must be used for the re-cutting task. It was not necessary for the rejected and recut panels to originate from the same roll and batch; color shading may be present. I recut the panels from the same batch and matched them with the color shade if the identical roll wasn't available. Rejected panels had to be recut from a different batch by matching their shape and color shade, particularly if the final roll of fabric was not available. To make sure the color accuracy of the ensuing panels stays accurate, I examined the



recut panels. After inspection, if the recut panels' quality was satisfactory, the recut fabric would have been severed if I hadn't placed them in the same bundle series.

**L)- Bundle Audit:** Every bundle needed to have a ticket that contained all the details and verified that the following procedures were being followed throughout the bundling process. Proper maintenance was required for the style number, cut number, material, quantity, color, shade, size, and serial number. In order to confirm whether the items had been bundled in accordance with the details on the bundle ticket, I checked with the quality checker team. I checked to make sure the items weren't strung too firmly or too loosely. I noticed that the clothes were securely secured without causing any creases. I determined how many bundles of each size should be evaluated for the final inspection procedure using the AQL (Acceptable Quality Level) chart. For every package, I had performed the following tests. Simultaneously, I had examined all areas of the same shade number to see whether there was any color variation. I had confirmed that every component is the right size based on the marker. I had made sure that every part's notches were positioned correctly and at the right depth.

**M)- Sewing Input Ready:** I prepared the sewing supplies and gathered trims and accessories from the store based on the cutting quantity after completing the bundle and audit. I logged the information and stored the labels together with additional trimmings and accessories in a box based on the size and amount of each bundle. After that, I provided the sewing supplies by the deadline specified in the plan. The UGL ERP software was used here to update the cutting information, which was then utilized as a Kanban card at the grocery store.

**N)- Defect analysis:** In order to lower the percentage of defects, the top three defects were found and fixed.

- Wrong marker cutting.
- The running shade issue.

- Numbering mistake & Notch mark missing.

In accordance with the flaws, I had implemented corrective action plans. There can never be more than 5% of UGL faults.

**O)- Heat Seal:** Applying a label or logo to fabric at high pressure and height was known as "heat sealing." At the UGL factory, I discovered 17 analog system heat seal machines in use. Depending on the type of cloth, the heat seal machine had to be set at a temperature between 140 and 160 degrees Celsius, which took 8 to 16 seconds.

**P)- Fusing machine:** The act of fusing, which involved applying extra pressure and heat to two textiles, was crucial for clothing. Body fabric and interlining were the two categories of fabric. Temperature, time, pressure, and cooling were the four phases I typically used to finish the fusing process. I started by putting two fabrics together from one end of the machine, and then, with the aid of rollers, I pulled them from the other end after a predetermined amount of time. Collars, pockets, flaps, bones, and plackets were among the objects that used it.

**Sewing:** In the clothing manufacturing sector, the sewing department served as the primary division. By stitching all of the cut panels together, the sewing portion played a crucial part. A whole garment may be made using a number of machine threads and needles. A particular flow chart must be followed in order to make clothing correctly while upholding other people's quality requirements. The following highlights the duties associated with Urmi Garments' sewing section.

I started by gathering style-related information and examples from the planning division. Working with the planning department taught me that they based their line production goals on the dates of product shipments. However, the sewing line style was occasionally altered for a variety of reasons. I made a set of sizing charts once the planning department sent me the styles. Here, I recognized and noted the hazards associated with the styles, including problems with

the body, materials, shading, or crucial procedures. I attended these sessions to collaborate with the representatives from each department who reviewed the samples once they were made. Any modifications made in response to the product quality report were conveyed at the review meeting through comments. Together with the IE department, I designed a machine layout according to a particular style. If new machines were required or there was a scarcity of existing ones, plans were made to provide them right away. A sewing supervisor set up each machine on their line after obtaining the style briefing sheet. I learned the practical jobs by working with the sewing, IE, and maintenance departments to manage issues related to line setup. Each operator was given particular tasks to fulfill when the machine setup was finished. I assisted the line sewing supervisor in preparing the request submission papers for the input man based on the order quantity, which were gathered by level accessories, buttons, etc. The line operator then fastened them to the entire body. After receiving the cut panels from the cutting department, the line input worker arranged them and placed them at the start of the line. Following the distribution of the cutting components on the line, the operator and assistant finished their own tasks and proceeded to the following phase, which ultimately produced a completed garment. I verified that the clothing was fastened with the appropriate style level, size level, and additional accessories. To keep the items up to par, I carried out in-line quality checks. I made an effort to provide the operators with prompt hands-on instruction if any problems emerged while attaching fabric components. I made arrangements to place gadgets or measurement markers on the equipment if needed. When a stain appeared on a garment while it was being worked on, it was removed using a specific chemical. I correctly checked the products' quality at the end of the line and noted it on the quality chart. I checked the quality chart to make sure the DHU level was less than 5%. Following the completion of the quality inspection, the clothing was counted on the line using tabs, and the appropriate steps were followed to guarantee target achievement. In order to provide general support for all jobs on

the sewing line, I collaborated with a production manager for one block and an assistant production manager for five lines. I also made an effort to continue coordinating and communicating with other departments.

**Finishing:** For clothing, the finishing process was a crucial step. Several steps were taken to produce a final product when the sewing was accomplished. I started by setting a piece of clothing on a level surface and used a steam-powered iron to apply heat to eliminate wrinkles. The technique of ironing or pressing involved utilizing a steam-powered machine to totally remove creases from the body. I verified the style measurements once the procedure was finished to make sure the customer's stated size was accurate. I forwarded it to the folding department after ironing or heat pressing. I then finished the poly bag work in the folding portion in accordance with the client's specifications. The angles at which the body was folded can vary depending on the object in the folding area. I sent it to the packing department for packaging after the folding procedure was finished. In this section, I adhered to the buyer's directions by placing price tags, barcodes, level stickers, and other items in designated areas. Using a quality inspector, I examined every item of clothing to make sure that the measurements, levels, sticker prices, and other details were accurate. Following packaging, the clothing was sorted into cartons based on the appropriate size, color, style, country, and dimensions. To make sure there were no broken pieces in the embroidery, I carefully examined every metal component with a metal detector. I then appropriately completed the shipment procedure, cartonizing in accordance with the buyer's PO specifications. Typically, a final inspection was conducted by the buyer's designated representative to get the finished goods ready for shipping. Several guidelines were adhered to during the final inspection in order to uphold the varied quality standards that the buyer has established.



### **2.3 Industrial Engineering (IE):**

It had become difficult for clothing manufacturing facilities to reduce expenses, boost output, and enhance quality in the very competitive global market. In this instance, the Industrial Engineering Department focuses on all of these issues in order to maximize productivity while minimizing waste in the business. To increase productivity, the Industrial Engineering Department also collaborates with all other departments. Manpower reduction, Work in Progress (WIP) settings, line layout, breakdown, increasing work efficiency, new design development, adding new machines, capacity calculations, NPT calculations, line work scheduling, promotion schedule proposals, cost calculations, productivity bonuses, fabric costs, etc., were just a few of the topics I worked on with the IE team. In addition, I kept a close eye on daily output goals and accomplishments. I worked on particular portions of the production line without being in charge of production, which allowed me to observe staff activities and enhance work practices. Together with the merchandising staff, I first determined the price of style orders. In order to maximize efficiency, I then prepared the line's appropriate operation bulletin. I determined the necessary capacity, performed time, motion, and machine studies, and computed changeover times in order to produce a bulletin. Every month on the first, there was a review meeting when the essential operations, semi-items, and fundamental items for that month's styles were determined. In addition to managing the actual operations and setting up training based on the required tasks, I took part in this meeting. I set up equipment or process systems to operate in the sample area while creating samples. There, I made a line pattern that would be utilized in the stitching portion and got rid of pointless procedures. I had the opportunity to collaborate with Urmi Group's technical team for new breakthroughs and work process coordination with different manufacturers. In order to decrease physical work and boost productivity, I also made an effort to learn from the UGL IED team how to apply automation in the production process. In addition, I generated documentation pertaining to the

use of the thread and placed it in the warehouse before it was transported from the market to the plant. I kept a careful eye on the layout line while I worked to make sure everything was operating as it should. I determined the operator capacity and added a substitute machine or helper as a practical solution if there was an issue with any process on the line. I attempted to determine the procedure that was causing the issue as WIP (PO, style, and color) grew on the line, and spoke with the cutting department to halt input to regulate the garment mix. I looked at the hourly line goal graph on a frequent basis. If there were obstacles to reaching the objective, I made an effort to pinpoint the causes and come up with fixes. When issues arose, I alerted the factory's senior management to ensure a prompt resolution. I calculated the lost NPT efficiency and produced a report that I delivered the next day in the production meeting room. I saved reports on the remaining conditions once the style was complete so they could be used for future orders. I also established SOPs for new equipment and checked to see if the existing processes were following the SOPs. Additionally, I handled skill evaluation projects for all production-related operators, worked with HR on skill evaluations during hiring, and worked in a training center for new operators. In addition, I contributed to the development of the incentive strategy, submitted reports to the HR department, and calculated incentives based on the output of the floor operators.

## **2.4 Merchandising:**

In order to satisfy customers, merchandising involves putting the appropriate product in the right location, in the right amount, to the right person, at the right time, and in the right manner. In order to get items in accordance with the buyer's desire, the merchandiser must keep a close eye on the production and communicate with them on a frequent basis. The final goal of a clothing merchandiser is to meet the customer's demand. Sample production and bulk manufacturing make up the two divisions of the UGL merchandising department. To manage transactions with several purchasers at once, several merchandising teams are in place. In terms

of price negotiations, product development, sample approval, future communications, etc., the sample team works directly with the buyers and logistics team. I had the chance to work with the factory merchandising team throughout my internship, which gave me insight into UGL's processes. There were 56 buyers on the UGL merchandising staff. First, I used the marketing team to get the buyer's tech pack file or physical sample. I then got in touch with the user sample product development team using this information. I created a feedback file while the product development team verified the style pattern dimensions. After that, I made every effort to speak with the purchasers directly through the marketing team in order to address any information-related concerns. I completed a tech pack and began working with the sample production team to create real samples. Here, if sample fitting was required, I modified the patterns. I then used software to establish the print and embroidery placements on the pattern, which was subsequently emailed to the buyer as a proposal. I let the customer know if there were any technical problems during sample preparation and worked to resolve them. In accordance with the buyer's specifications, I managed every procedure with the merchandising team, from sample preparation to delivery date. In addition, I met with the customer to discuss the pricing list and actual samples. I took note of the buyer's comments regarding the samples and entered them into the tracking file. The sample was accepted and sent to the manufacturing if it was approved. The production planning department was contacted to determine the factory's capacity after obtaining the buyer's order quantity sheet. I made an effort to notify all pertinent departments (IE, PPC, Logistics) with the final order sheet information. A sales representative was contacted once the order was received on the floor, and I gathered paperwork that served as a conduit between the factory and the customer. Any style, including production planning and high-risk evaluations, required the preparation of a TNA plan. I used the CAD section's fabric consumption data for large-scale manufacture. This made it possible for me to give the warehouse department the precise quantity and all the information required

for fabric booking. In order to get client approval, I worked on making a color continuity card and performed a shade check on every fabric in the lab. In accordance with GSM (grams per square meter), I also created fabric test and standardization reports. For practical work, I gathered sufficient fabric and accessory receipt information for the store based on the booking, and if needed, I got in touch with the supplier and let the appropriate departments know about the deadlines. In order to ensure a smooth production process at the external facility, I kept track of the dates of shipped and received panels. I got reports from the manufacturing team regarding the preparation of size set samples. I then worked with the PPC team to organize line planning based on the shipment date. I notified the local buying house to take the proper action if any major problems occurred during line operation at the conclusion. When the goods were prepared, I worked with the appropriate department to set up shipping. I gave the client weekly updates on schedules, including audits and production status, to ensure workflow continuity. In order to set up the opening of a Letter of Credit (LC), I worked with the factory's merchandising team and the pertinent paperwork. In the end, I made sure that samples were provided on schedule, sample quality was verified, delivery efficiency was maintained, and timely material supervision was performed once all departments had finished their tasks.

## **2.5 Quality:**

A product that is free of flaws, including stitching faults, fabric flaws, measuring problems, color and stripe mismatches, cutting flaws, etc., is referred to as quality in the textile industry. Customer satisfaction is ensured by maintaining product quality. Thus, Urmi Group's primary motto is "One Quality for All Brands." A high-quality product lowers expenses and boosts productivity. In UGL plants, quality is divided into two categories: quality assurance and quality management systems.



**Quality Assurance:** One of UGL's main divisions is the Quality Assurance division. Make sure each line's product process is of high quality. Inspections are performed on raw materials (fabric, interlining, stitching attachment, zipper attachment, sewing threads, process flow, trims, etc.), partially manufactured mechanisms, and fully completed garments in the apparel industry to verify or review their measurements in relation to specific standards or requirements, as well as to measure whether the garments meet the necessary sizes. I started by locating the faulty components and notifying the relevant person. After identifying the faulty components, I ascertained the reason behind them and worked with the appropriate department to obtain authorization for their repair. I rechecked it once the operator had finished the correction. I controlled sewing quality in accordance with the customer's requirements to assure standards, even though the right limitations for adequate fabric quality are often established by mutual agreement between the buyer and the factory. I diligently kept an eye on quality, calculated each line's DHU percentage, and compiled a report. The line was promptly shut down if the UGL DHU percentage rose above 5%. However, the work for Japanese clients was prioritized by the factory's quality department. I was able to enter AQL quality values onto each quality table's internet-connected tablet so that everyone in the plant could later verify them. In order to display recommendations for new or current quality processes, I collaborated with managers, line supervisors, and the quality team. I made an effort to concentrate on lowering errors and enhancing the verification system. Setting quality standards and producing relevant reports are two areas where I have had real-world experience.

**Quality Management System:** A quality management system guarantees the appropriate SOP to finish procedures in accordance with client demands.

Sharp machinery and open metal control regulations: Urmi Garments Limited is a 100% export-focused business with a solid reputation and level of experience in the apparel sector. The business is dedicated to establishing a workplace free of metal contamination. In order to

achieve this, Urmi Garments Limited adheres to stringent guidelines for open metal control and sharp machinery. ensuring that open metals and sharp objects are stored and managed properly to give all Urmi Garments Limited workers a healthy workplace. The store prepared and maintained an inventory of all kinds of sharp tools and exposed metals. Based on a request form, I distributed open metal and sharp tools, and I kept an eye on them to make sure they were being used correctly. I consistently and accurately recorded all pertinent information when supplying open metal tools and sharp equipment. Alternative drugs that are safe and non-toxic can be utilized if needed. In this instance, each employee stores loose metal in a box in their designated workspace. When using staples, metal paper clips, bulldog clips, pins, thumb tacks/drawing pins, loose nails, etc., that are supplied to the users in the necessary number of boxes, production workers must adhere to the following procedures if it is not possible to use the alternative items mentioned above. I recorded the relevant data about journal issues and receipts under the guidance of a supervisor. I correctly verified and inspected these products after collecting them from the employees with the help of the competent supervisor. We used a metal detector to examine the appropriate work area and complete clothing if any disparity in numbers was noticed. All completed clothing was put in a contaminated garment box and run through a metal checking machine, and if no metal objects were discovered.

## **2.6 Sample:**

The foundation of a factory is the sample section. I got the chance to collaborate closely with the UGL Sample Department. In this case, the sample section is separated into two sections: a production sample section and a computerized pattern section. I used the computer to grade patterns, verify dimensions, and supply hard patterns for the sample room in the computerized pattern area. After being positioned on these rigid patterns, the cut panels were cut. The operators in the sample room sewing area were then given the cut panels so they could put the entire garment together. I checked the measurement sheets and submitted a report after the

clothing was finished. If the report was right, it was forwarded to the marketing team for the buyer's approval; if not, the CAD division needed to make corrections and recreate the sample. In order to create reports for production, I examined the essential functions of every order in the example section. Development samples, fit samples, size set samples, pre-production samples, and sealed samples are among the many kinds of samples that UGL produces. I developed a strategy to ascertain manufacturing capacity, and the merchandising team gives records pertaining to the sample work when placing a new order. For the next two years, the samples created for each season are also kept in storage.

## **2.7 Warehouse:**

Warehouses utilized exclusively for the storage of clothing-related goods are outfitted with numerous pieces of equipment and software to support supply chains. To guarantee the continuous administration of the supply chain, every clothing factory has its own storage system. Fabric, accessories, thread, and other production-related raw materials are kept in garment factories. At first, I handled packaged or finished clothes that might be shipped to clients. I had the chance to work in the warehouse department during my internship. Product inventory is the main responsibility of the UGL warehousing division. I entered all inventory management data into in-house software development, which is overseen by Urmi Group. Suppliers' fabric or accessories were kept in racks according to the correct protocols. After being loaded into the racks, they were recognized by a tracking number that was then updated in the program, and a report was produced. I worked on a system development project that facilitates rapid product discovery and permits routine maintenance in accordance with 5S guidelines. We refer to this as Lean Manufacturing. Vendors or suppliers are notified if any problems are discovered during testing. The pertinent departments are informed, and discussions are made to determine the optimal solution. Products or materials that are not used for a predetermined amount of time are placed in the disposal area, and an email is sent to the

administration department. Afterwards, it is decided whether to destroy it or take other action. Additionally, there is a space set aside for the storage of completed goods, which are loaded onto the van in accordance with the date of shipment.

## **2.8 Production Planning and Controlling:**

UGL's coordinating section is called Production Planning and Controlling (PPC). To guarantee that production meets demand and shipment deadlines are met, the Production Planning department collaborates with Production, IE, Merchandising, Maintenance, and the HR Department. I had the chance to collaborate with the Production Planning and Controlling team throughout my internship, which helped me comprehend the work that the Production Planning department does. At the moment, UGL operates 35 lines in two shifts. Together with the production planning team, I set up monitoring and control tools for the entire department and kept an eye on daily production, materials, and progress to guarantee predetermined productivity and on-time delivery. During production review meetings, I shared the requirements with the appropriate authorities and kept an eye on and planned the manufacturing process for each order, which subsequently aided in decision-making. Additionally, I organized the sewing line based on the type of product and looked for anomalies in previous models, which helped the factory enhance production.

## **2.9 HR & Compliance:**

Three departments collaborate with UGL HR Admin Compliance. Managing the factory in accordance with Bangladesh's current labor rules is the primary responsibility of the HR department. The entire workforce was the primary emphasis of the human resources department, from hiring to managing job performance. I set up the necessary tests and assisted in verifying applicants for new hires. Additionally, I oversaw ongoing employees' attendance, leave consultations, notices of reasons, etc., which helped guarantee that the required

arrangements for salary payment were made by the seventh of every month. Employees at Urmi Garments Limited are motivated to establish a well-coordinated appraisal system since I worked with several departments to settle internal problems. This gave them support, strengthened their sense of accountability, and inspired them to work more. For the purpose of promotions, pay raises, and other relevant issues, I have created a performance improvement report for staff members based on their productivity. I have also assisted in establishing and assessing KPIs for a number of departments. The percentage performance evaluation design and management, as well as the number of employees chosen for each group, determine this. I helped the administrative department handle all administrative tasks, including car management and security issues. In order to maintain standards, I also collaborated with the compliance department to develop new regulations and carried out sporadic factory inspections that must be coordinated with different brands.

## **Chapter 3**

### **Critical assessment of Internship work**

I had the chance to work as an intern at the UGL production unit of the Urmi Group. It gave me a thorough and useful grasp of how the many departments involved in clothing production operate. All blockchain operations were executed by Urmi Garments Limited. Nevertheless, I had the chance to collaborate with the directors of several departments at Urmi Garments Limited, thanks to my industrial supervisor. Along with the practical work of every department, he has attempted to provide me with a theoretical comprehension. worked on methods to lower the DHU level and learned about product quality standards. I developed my knowledge of Knitwear Industry Management (KIM) for my post-graduation diploma courses thanks to the course I previously completed. Understanding the specific actions and tasks of every department was difficult because of the large-scale performance across multiple departments

in a short amount of time. Furthermore, the staff at UGL's unwavering assistance has made learning practical work much simpler.

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

It is now simpler to integrate the knowledge from the core curriculum with actual practice, thanks to my postgraduate diploma in Knitwear Industry Management. I've been able to interact with everyone in the company using the appropriate gestures thanks to my communication abilities. I've been able to acquire knowledge from these classes that will help me in my future professional endeavors. As a technological specialist, he has also learned how to manage operations in the apparel industry. I now know how to develop departmental relationships and create an efficient operational supply chain.

I was able to immediately and successfully implement the tools, methods, and information I learned from my assignments during my internship. I will be able to successfully apply theoretical ideas in the actual world thanks to this practical experience. Lastly, the following is a synopsis of the knowledge gained from the PGD course:

**Management and Leadership Skills:** I've been able to learn how to handle management while also learning how to use leadership abilities in real-world situations thanks to this course. I now know that senior management decision-making has benefited from the Organizational Culture framework. Additionally, by using the Bangladeshi labor code for the factory, I was able to learn technical knowledge about conducting an audit and develop a practical understanding. I worked on case studies of several manufacturers, which enhanced my abilities and aided in the expansion of the company. Additionally, I have worked on the process of reducing conflict and improving my ability to negotiate with two or more people.

**Mathematics and Statistical Analysis for Business Logic:** I've studied sophisticated mathematical analysis in this course, which has helped me calculate the production of clothing

manufacturing. Additionally, by using a standard deviation chart to analyze data, I have been able to practically learn how to make decisions. The corporation has been able to make reasonable judgments for its future operations by applying the time value of money principle. I've been studying about hypothesis testing throughout this course, which has made it possible for me to work with both qualitative and quantitative data.

**Effective Communication Strategies and Interpersonal Skills:** Complex tasks that are frequently performed in businesses, like creating communication messages for coworkers and maintaining internal connections, have been made easier by this course. Employing both verbal and nonverbal communication techniques, it also assisted me in preserving the caliber of the information communicated and removing obstacles and misunderstandings. It has also enabled me to effectively communicate in the twenty-first century using contemporary thinking. In actuality, it has aided in the strategic development of soft skills for professional advancement. In the end, it promoted enhancing writing and listening abilities as well as making sure appropriate netiquette knowledge is applied online.

**Business Strategy and Sustainable Manufacturing:** I now have a better understanding of how managers and various labels help the organizational structure system accomplish its objectives. When starting a new company, I also learned how to analyze the internal and external environments. I now know how to develop performance measurements, such KPI and KRA, to meet operational business objectives. I also learned more about project management, product cycles, branding strategies, and the marketing mix. Additionally, technical advancements have taught me how to build sustainable production facilities.

**Operational Excellence through Industrial Engineering:** I learned about robotics and automation, artificial intelligence, the Internet of Things (IoT), and operational blockchain in the ready-made clothing business thanks to the industrial engineering course. I've also learned

how to use techniques like work study, method study & time study, SMV calculation, motion economy, reducing WIP, micro motion analysis, cellular manufacturing, creating and calculating operation bulletin for line balancing, etc. to increase productivity and efficiency in a garment production factory. By transforming a typical business into a lean manufacturing facility, I also learnt how to cut waste. I also gained more knowledge about Lean Six Sigma from it. This training taught me more about push-pull production planning, just-in-time manufacturing strategy, Kanban cards, supermarket planning, operation scanning, high risk assessment, quick changeover, and more. In the end, it has assisted me in determining the manufacturing machinery's performance, the overall equipment efficacy, and the OEE and PEE of machine usage.

**Applications taught in fashion and merchandising operations:** I've learned about current fashion trends and how the industry strives to deliver fashion items in a way that maximizes profitability thanks to this course. I learned about a number of global clothing businesses and the online resource for fashion forecasting. I've also learned about the sustainability challenges facing the RMG sector. Another advantage of this course was working with the merchandising department on a range of tasks, such as understanding fashion trends, visual merchandising, creating Time and Action (TNA), estimating shipment carriers, and planning and activities for buyer requirements. Ultimately, I also learned about technological textiles, such as particular textiles, construction technology, medicinal textiles, and household textile applications.

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

There are significant areas for improvement in Urmi Garments Limited. Here I will try to present a realistic picture of a garments factory by conducting a SWOT analysis.

Strength of the Garments Industry:

- The daily production capacity is more than 78,000, and it is growing quickly



- Digital product passport manufacturing plant with sustainability and compliance
- Competitive markets and low labor costs

Weaknesses of the Garments Industry:

- The foreign nation sets the maximum quantity of clothing and accessories, and the production lead time is lengthy
- Product diversification is incredibly sluggish
- Due to constant pressure from buyers, the quality level is extremely low

Opportunities of the Garments Industry:

- Innovations in RMG technology to increase productivity
- Gaining a significant market share by manufacturing specialized or technical textiles
- The US tariff competition could be a good opportunity for us - Full Beauty Brands

Threats to the Garments Industry:

- Import prices increase as a result of the devaluation of money (Taka)
- The buyer exerts pressure to reduce the final product's price
- According to Section 13(1) of the Bangladesh Labor Act, industrial shutdowns are caused by unwanted labor unrest

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

I had the chance to learn about both academic and practical work while pursuing a Post Graduate Diploma in Knitwear Industry Management (PGD-KIM) at BRAC University. I was able to acquire HR skills, analytical abilities and competencies, communication skills, and business operation skills over a nearly six-month academic program. Additionally, I finished production-related courses in Term 2, including Introduction to the Garments Industry,

Calculating Garment Costs, Industrial Engineering, Fashion Design & Merchandising, Quality Management, and Supply Chain Management. Afterwards, I finished a three-month internship that gave me the chance to work in the clothing industry using my practical skills. I had the chance to work in a number of UGL departments during my internship. I first finished the training sessions and learned about all the fire and safety rules and regulations. I gained knowledge of the characteristics of various fabric kinds and the steps required to preserve the cutting accuracy of cut panels during my internship in the cutting department. I have also worked on crucial process assessments, WIP control, and sewing line balancing. In a similar vein, I gained knowledge of the finished goods finishing department's efficient coordination. By using the appropriate engineering techniques, the Department of Industrial Engineering has assisted me in achieving sustainable productivity. Designing lean production units, Lean Six Sigma, Total Quality Management, Ergonomics, Sustainable Manufacturing, Artificial Intelligence, and implementing Just-in-time manufacturing strategy, among other concepts, have all become clearer to me as a result. I learnt how to calculate the cost of tech pack samples, work with the manufacturing unit, and handle every step of the process up until the items are shipped during my internship in the merchandising department. In addition to managing SOP in accordance with leadership, I have gained more knowledge about methods for preserving the quality of apparel. I also learned how to use the Lectra software to make patterns by hand. I have gained knowledge of the store's operations channel by effectively overseeing the production process. I created a line plan with the PPC departments with the intention of maximizing profit in the current competitive market by appropriately managing all responsibilities. In order to help us overcome upcoming obstacles, I have made an effort to efficiently manage the factory's resources. I've also gained knowledge about the operations of the HR, administrative, and compliance departments, which has helped me develop my leadership abilities, manage the audit team, design compensation salaries, and strengthen my

negotiating skills. In the end, I hope that by keeping such traits consistent, I can develop my future profession.

## **Chapter 4**

### **Conclusion**

The ready-made clothing sector, which boosts export revenue and creates jobs by improving skills, is the main engine of Bangladesh's contemporary economy. This industry's dynamics are difficult, complicated, and ever-changing. Bangladesh dominates the world market for sewing capacity by exporting \$46.5 billion worth of apparel, with an average cost of \$6.80 per item and a significant reliance on imported supplies that could provide a significant obstacle to future success (Worldmetrics.org , 2026). The purpose of my internship was to apply the ideas gained from academic concepts to practical industry practice.

During this internship, I wanted to increase my knowledge of the textile industry. The PGD KIM program has been a strong educational course that offers all the concepts needed to oversee the operations of a knitwear manufacturer. The industrial methods that were taught in school made it easier to apply them during the internship and deal with actual difficulties. We have covered a variety of industry-related topics, including industrial engineering, operational skills, and communication skills, which have made it easier for me to grasp real-world ideas.

The useful skills I acquired as an intern at Urmi Garments Limited are genuinely crucial to my life. The practical knowledge and experience from working across different departments at the plant will shape and improve my future career. As Bangladesh transitions to sustainable manufacturing, what I have learned from the coordinated operational work at the UGL factory will greatly aid my career. From the first material manufacture to the last shipping, it has assisted me in every aspect of my work. In conclusion, I have made an effort to apply the principles I have learned from a variety of academic disciplines to real-world situations, which

has made it easier for me to comprehend challenging subjects. Furthermore, as innovation is crucial to long-term planning and adaptability, a culture that values it has likely taken the lead in global competition. Innovation is essential to our nation's clothing industry since it may make it a formidable rival while maintaining quality over quantity. But the Urmi Group is working nonstop to overcome these obstacles.

I'll make an effort to persevere, driven by a dedication to the significance of sustainable manufacturing, a desire for personal growth, a passion for operational management, and a distinct vision for the Industrial Revolution 4.0. Ultimately, this experience taught me the value of coordinating leadership in environmentally friendly manufacturing in addition to improving my technical abilities in a number of areas, such as line setup, quality control, and organization management.

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