



Inspiring Excellence

# INTERNSHIP REPORT

ON

Training and Development at  
Zaitex fashion LTD



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Submitted To  
**Mahmudul Haq**  
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Submitted By  
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Date  
23 May, 2019

# Letter of Transmittal

May 23, 2019

Mahmudul Haq  
Academic Supervisor  
BRAC Business School  
BRAC University

Subject: Submission of the Internship report on “Training and Development at Zaitex fashion LTD”.

Dear Sir,

With due respect, as student of BRAC Business School, I have prepared my internship report on “Training and Development at Zaitex fashion LTD”.

Your valuable advice, suggestion and guidance have helped me to prepare the report with ease. I hope you will appreciate my effort. I have done the study in a complete form and I have tried my level best to conduct this in a professional manner. It is true that, it could have been done in a better way if there were no limitations. I hope you will assess my report considering the limitations of the study.

I will be very glad, if you kindly accept this report.

Yours sincerely

Md. Monzurul Islam  
Student id: 16364058

## **Acknowledgement**

A successful Internship report reflects the affiliated organizations activities as it provides a virtual ground where the implication of theoretical knowledge experience with the practical teaching. It would not get its complement without active assistance of few people from Zaitex Fashion Limited. I become more benefited and decorated for being oriented with a group of qualified and benevolent people. Their assistance and guidance can never be paid back. I am thankful to Md. Jahid Hossain (Admin, HR and Compliance) & Coordinator (Operations) Zaitex Fashion Limited, for helping and guiding me while doing the internship program. They supported me and taught me various strategies, theories, tactics & philosophies while doing internship program. They shared a lot of information and allowed me to know about garments industry, its market and strategies.

Finally, I specially acknowledge, **Mahmudul Haq, Associate Professor, BRAC Business School, BRAC University** for his instructions and guidance. He is the man behind my diligence, inspiration and devotion. An instructor creates insight in students, which he did very successfully.

## **Executive Summary**

Employee is the heart of an organization. They are the key asset of every organization. Without employee, an organization is nothing. The success of an organization highly depends on the performance of their employees. To improve the performance of employees, every organization arrange training and development program for them. Human resource department of an organization hires potential employees. But a potential employee does not ensure that he will perform effectively on his job. Training and development program helps an employee to nourish his or her knowledge, skill and ability to achieve organizational goal.

Zaitex Fashion Limited is an emerging brand of readymade garments industry. They are very professional about achieving their goal and meeting the challenge. After completing my internship program in human resource department of Zaitex Fashion, I have prepared this report with my practical experience and knowledge gained from here. In this report I have explained the training and development activities of Zaitex Fashion. The practical experience, I have achieved from here, has been used as the base of my analysis. Finally, I also tried to mention some suggestions and recommendations. I hope it will be helpful for their further improvement.

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## **Background of the report**

### **Objective of the Study**

The ultimate objective of preparing this report is to meet the internship program requirement as well as completion of my MBA program through experiencing the real life job experience and observe how the application of Human Resource management has been applied in practical life.

This report has been focused on two parts-

### **Primary Objective**

The primary objective of this report is to explore the garments sector of Bangladesh and compare my theoretical knowledge with practical experience.

### **Secondary Objective**

In order to complete primary objective, some other objectives are also identified-

- I. To understand the various aspect of readymade garments (RMG) sector, its prospects & problems.
- II. To exhibit relevant statistical data of RMG sector.
- III. To identify the effectiveness of training and development program of garments industry for their both employees and workers as well as Zaitex Fashion Ltd.

## **Methodology**

### **Sources of Data**

To prepare this report both primary and secondary data has been used.

### **Primary Data**

Primary data collected through

- ✓ Direct discussion with company officials
- ✓ Some other competitors company

### **Secondary Data**

- ✓ Official Website of Zaitex Fashion
- ✓ Bangladesh Garments Manufacturers and Exporters Association (BGMEA)
- ✓ Ministry Of Finance
- ✓ Bangladesh Bank
- ✓ Annual Report of Zaitex Fashion
- ✓ Journals and Newspaper

**Limitations:**

Abundance of information and experience is needed to prepare a good report. The limitations for making the report complete and perfect may include:

- Due to business secrecy and confidentiality, some information will be held back.
- Time constraint is a major issue.



# **1. Introduction**

## Introduction

After the independence of Bangladesh, the country was known for its poverty and natural disaster. People called us bottomless basket. We were one of the poorest country in the world. But now we are the wonder for western country. However, agriculture is the largest sector of our economy, but readymade garments sector is the biggest source of foreign currency. It is the backbone of our economy. Now we can proud for our tag “Made in Bangladesh”

The garments industry starts its journey in the early 1980s. Currently more than 5000 factories are strongly active in this sector. 81% of total export earning comes from RMG sector. Availability of cheap labor is the main reason to grow this sector rapidly. More than 4 billion labors are involved in this sector. But the impressive matter is 85% of them are women. Every year almost 15 billion pieces of readymade garments products import from Bangladesh. Every famous global brand prefer “Made in Bangladesh” products for our product quality and efficiency. Beside this the labor cost of developed countries also has been increased enormously. It has affected the manufacturing cost and price of the products. As a result, global brands are heavily depended on developing countries to produce their products at a lower price.

Readymade garments industry can be divided in two categories, first one woven category and second one in knit. The woven garments usually manufacture shirts, pants and trousers. On the other hand, knit garments manufacture T-shirt, Polo T-Shirt, undergarments, socks and sweater. Woven garments contribute more in the export earnings. However, knit items productions are increasing rapidly. According to the data of Bangladesh Garments Manufactures and Exporters association (BGMEA) at present 40% of RMG exports earning comes from knit items. According to the Export Promotion Bureau (EPB) total export earnings from RMG sector in 2018 was \$30.61 billion which is 1.51% higher than the total target of \$30.16 billion for 2018. In this amount, total contribution of knit item is \$15.18 billion and woven item is \$15.42 billion

Internship degree is a very important part of our higher education life. In internship we experience the real life experience of how a business organization conducts their business activities in this competitive market. A student also gets an opportunity to observe closely the company’s daily activities and to prepare himself for his professional life. To complete my internship I have joined in Zaitex Fashion, situated in Mohammadpur Beribadh, Dhaka which is an export oriented readymade garments manufacturing company. In this report I have tried my

level best to explain various operation conducted by Zaitex Fashion particularly training and development division.

## **2. Overview of Zaitex Fashion Limited**

## **Overview of Zaitex Fashion Limited**

Zaitex Fashion was established in 2012. In the beginning the company was faced a very hard time. But within few years, they started getting success for their honesty and hardworking mind set up. Zaitex fashion is an export oriented manufacturing company. They produce top quality readymade garment products for various popular global brands like H & M, Ck, Polo, Levis, Diesel etc. their head office is situated in Mohammadpur Beribadh. It's a 6 storied building, 3<sup>rd</sup> floor is their office floor, and rest of part is their working area. The total size of their working area is 40000 square feet.

Zaitex fashion is promised to provide the best service to their client. Their management, employee and workers are very dedicated and they are very sincere about their responsibilities. They have a very big team of 63 managements and supporting employee with 3000 workers. Last year they have started the construction work of second production unit at Ashulia, Savar.

Zaitex Fashion aspires to be number one readymade garments supplier of Bangladesh. In order to does that, Zaitex Fashion always try to give more than their buyers expectations. For machinery, they always follow the global standard. Every machine of cutting, sewing and washing, has been imported from best quality German or Japanese brand and every year they are producing more than 5 million pieces of garments products.

### **Mission, Vision and values of Zaitex Fashion**

#### **Mission**

Ensure 100% buyer satisfaction by providing the best quality products and achieving profitability by efficient operation.

#### **Vision**

- ❖ Aspires to be the number one readymade garments supplier of Bangladesh
- ❖ Achieve the highest standard in both individual and organization level performance in readymade garments industry.

#### **Values**

- ❖ Innovation
- ❖ Worker Safety

- ❖ Responsible toward society and environment
- ❖ Modern Technology

### Company Summary

- Company Name: Zaitex Fashion Limited
- Number of total production line: 20
- Number of employee: 63
- Number of worker: 3000
- Working Floor area: 40000 Square Feet
- Major products: Woven Garments
- Lead Time: 90Days
- Average Production per month: 500000-600000 piece
- Maximum Capacity: 700000 Pieces

### Major clients (Buyer)

- I. Aldi
- II. H&M
- III. KiK
- IV. Weibra
- V. Skinny
- VI. Cotton & Silk
- VII. Kiki & Koko
- VIII. Pepco
- IX. POLO
- X. GAP
- XI. Levi

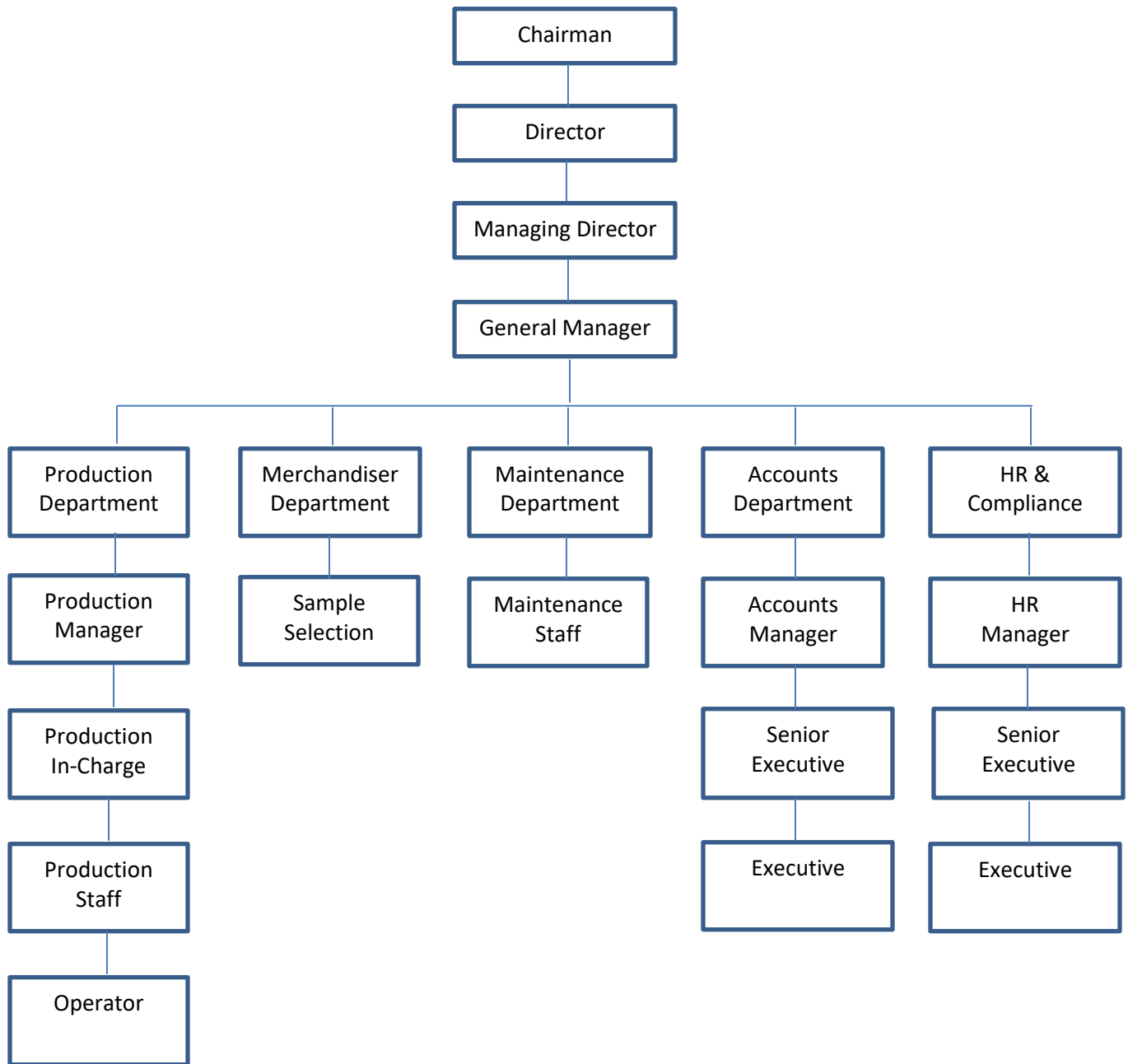
Zaitex Fashion **always** tries to use their own fabrics. But they also purchase fabrics from local and foreign market. They import fabrics from India, Pakistan and China.

## Capacity of Zaitex Fashion

Facilities	Capabilities	Capacity/Day	Machine
Knitting	All types of knit Fabrics	15000 KGs	FUKAHARA, Jung Lung
Dyeing	Dyeing	25000 Kgs	THEIS, SCLAVOS
Cutting	Cutting	150000 Pcs	CAM, Spreader-Gerber
Sewing	117 Sewing Line	100000 Pcs	JUKI, Brother
Embroidery	5 machine	25 Mill Stitches	Tajima-Japan
Washing	Any Wash Effects	25000 Pcs	OMI-Italy
Printing	Any Type Printing	100000 Pcs	Alpha-8, Schenk-Spider



## Company Organogram





## **Different Departments of Zaitex Fashion**

Zaitex fashion has 5 major departments

- Production Department
- Merchandiser Department
- Maintenance Department
- Accounts Department
- Human Resource Department

### **Production Department**

The production department is the heart of a readymade garment factory. The responsibilities of production departments are-

- Planning for production of an order and develop a production schedule for that.
- Project evaluation and estimate required resource
- Budget negotiation with clients and estimate timescale
- Maintain quality control requirement
- Maintain health and safety issue
- Supervise the production activities
- Select, order and purchase of raw materials
- Regular checkup of production machineries

### **Merchandiser Department**

Merchandiser department performs the following responsibilities

- Maintain relation with buyers and distributors.
- Maintain balance between customer requirement and organization's interest
- Analyze the market trend
- Develop a budget
- Forecast profit and sale

### **Maintenance Department**

Maintenance Department performs the following responsibilities-

- Routine maintenance of production machineries
- Routine checkup of other gears

- Perform any kind of repair activities
- Diagnosis any unexpected problems and take immediate action

### **Accounts departments**

The responsibilities of accounts department are-

- Tracking of all foreign transaction with clients
- Deal with all accounts receivable and payable
- Prepare annual financial statement
- Keep relationship with commercial bank.

### **Human Resource Department**

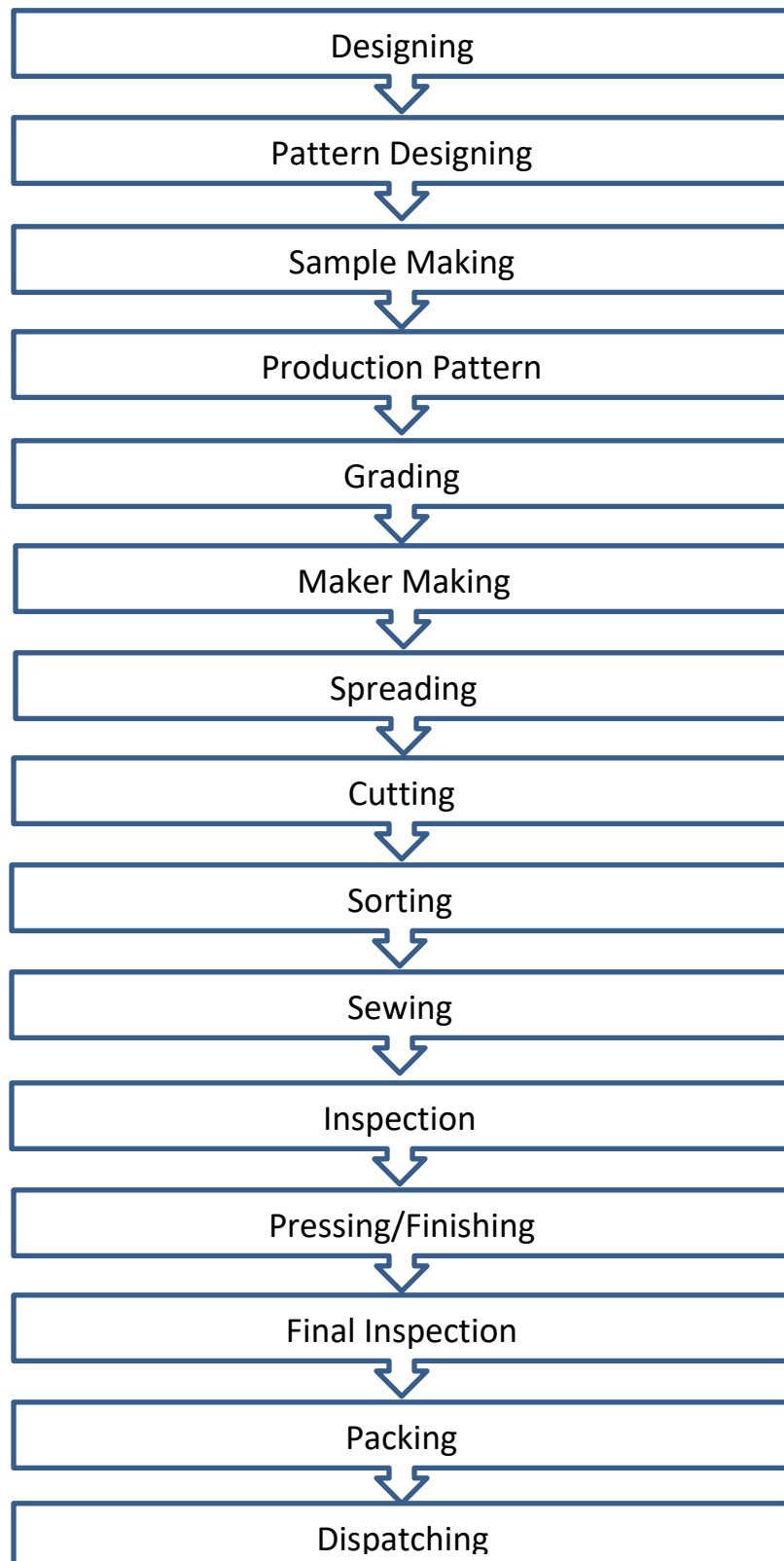
- Conduct recruitment and selection
- Compensation management
- Compliance issue related to labor law
- Training and development
- Employee relations





Zaitex Fashion always works with foreign clients. They produce garments according to the requirement of foreign buyers. When a client contacts with Zaitex Fashion, they first sent a sample of their required product. Then they make a quotation for that product. If the buyer accepts that price, then they produce a sample unit for the client and send it to them. The client verifies the sample and if the fulfill their expectations and requirements then client confirm the order. Both Zaitex fashion and clients open LC for transaction. Finally, they go for production. Quality department strictly maintain the product quality. It is related to their reputation. If quality requirement fails to meet the expectation, the can be cancelled. In this case authority can incur a huge amount of loss. After production, quality checkup and packaging the products are ready for shipment. Most of time, products are delivered by sea way. Sometimes they also send product by airways.

## Production Process



## Business Ethics of Zaitex Fashion

Zaitex Fashion always follows the following ethics-

- Zaitex Fashion never allows child labor. A labor under 18 years old is strictly prohibited in this organization.
- Authority strictly maintains labor law to ensure a better work environment for both employees and workers.
- Any discrimination based on race, religion, ethnicity, region or political views are strictly prohibited in this organization. The authority believes in equal employment opportunity for recruitment, compensation and benefits, training and development etc.

## SWOT Analysis

### Strength

- ✓ Production unit of Zaitex Fashion has been constructed on their own land. As a result, they do not need to pay a huge amount rent for their operation like some their competitors. As a result, their fixed cost is very low and can generate higher profit per unit comparing other competitors.
- ✓ The attractive compensation and benefits policy of Zaitex Fashion helps to reduce employee and worker turnover rate. Every employee and worker are very much concern about their duty and responsibility that have been brought efficiency in their operations.
- ✓ Zaitex Fashion always uses the best quality machinery for their production. They always use German and Japan made machinery for the best performance.
- ✓ Zaitex fashion has own textile mill. As a result, most of time they do not import fabrics for their production.

### Weakness

- ✓ Every garments use seaway to shipment their products. Most of the garments company use Chittagong port for their shipment. Zaitex Fashion production line is situated in Dhaka. After production when the orders send to Chittagong port by road, company incurs some additional cost. Beside this, communication facilities of Mohammadpur Beribad area are not that good.

- ✓ Zaitex fashion still uses the traditional manual system for their production. It requires more time to fulfill an order.

### **Opportunity**

- ✓ The recent trade war between United States and china can be blessing for RMG sector of Bangladesh. US clothing brands have been started importing from other countries. So RMG sector is hoping to get more orders than earlier time.
- ✓ Govt. of Bangladesh has been set the target of \$50 billion export earnings from RMG sectors by 2021. To meet this challenge, Government is offering different facilities and incentives to the investors of RMG sectors. It can be a great opportunity for Zaitex Fashion,
- ✓ Every year BGMEA authority arranges several trade fair to attract foreign client and international buyer.

### **Threats**

- ✓ Cheap labor cost was the most attractive feature for the RMG sectors of our country. But over time labor cost is increasing gradually. Recently Government has adjusted again the minimum wage rate of garments worker. As a result, labor cost will increase and profit margin will be lower than before.
- ✓ Still RMG sector is the most attractive sector for our domestic investors. Over time the investment is increasing gradually, new investors and companies are adding in this sector. Many foreign companies are also investing in RMG sector to grab the facilities of EPZ. As a result, competition is increasing day by day.
- ✓ After the incident of RANA Plaza, foreign buyers are getting very serious regarding compliance issue.

# **1. Training and Development Process of Zaitex Fashion Limited**

## **Training and Development Process of Zaitex Fashion Limited**

Human Resource Management is a systematic process of managing people of an organization. It focuses on recruitment of employee, managing them and gives them proper direction to achieve organizational goal. It also deals with work place culture and environment.

Generally Human Resource Management should include-

- ✓ Conducting job analysis
- ✓ Workforce planning
- ✓ Recruitment and selection
- ✓ Compensation management
- ✓ Incentive and benefit management
- ✓ Performance appraisal
- ✓ Training and development
- ✓ Employee and labor relations

Training and Development is a very important part of human resource department of every organization. Theoretically training is a process of learning something. It is a method, used to develop necessary skills among both new and existing employees to perform their job properly. HR department always select and hire the high potential employees. But hiring a high potential employee doesn't ensure that he or she will perform according to the company's benchmark to achieve the organization goal. They must know what the required skills and preset performance standard are for a specific position. Training program helps an employee to improve his skills to perform effective and productively. It provides necessary support to gain and apply knowledge, skills and abilities required by the organization.

On the other hand, development program is designed for existing employee to enhance their current performance and career growth. It is an advance level program allows only existing employees, helps them to design their career plan.

Purpose of training

- ✓ Improve employee effectiveness
- ✓ Improve organizational effectiveness



- ✓ Bring consistency in individual performance
- ✓ Focus employees career growth and development

General benefit of training and development

- ✓ It increases job satisfaction
- ✓ Improve the employee morale
- ✓ Improve organizational efficiency
- ✓ Cut down turnover rate
- ✓ Enhance capacity to adopt new technology.

Training and development not only helps employee, it also improves the overall operation of an organization. It's a continuous process. Every industry is changing constantly. It can be technological change, political change, change in rules and regulation or change in human choice and taste. To survive in this changing business environment, it is very important to manage every change, even we need to sense which change is going to take place which can be achieved by proper training and development program.

However, it has some major drawback-

- ✓ It's a very expensive activity. It does not generate any instant visible revenue. As a result, small companies often avoid this important feature.
- ✓ It has also involved some risk. Sometimes employee leaves their current job after training and development activity to accept the better opportunity.

### **Training and Development of Zaitex fashion**

Every year Zaitex Fashion spends a lot of money to train their employee and worker. Every new employee and worker of Zaitex Fashion face a mandatory orientation and training program which help them to develop necessary skills to perform their task in better way. Sometimes existing employees also require joining in training program. Usually human resource department of this organization arranges most of their training program, because they are responsible to attract, develop and maintain potential workforce to achieve organizational goal. When an employee joins in a department, the department gives him a form. After fill-up the form, employee submits it to departmental head and he forward it to human resource department with

his sign and recommendation. This process takes place within 7 days from his joining date. Then human resource department gives a starting date of his training program based on the availability of their trainer. Each department of Zaitex Fashion keeps a record of tentative minimum and maximum number of trained employee required for their smooth operation and send it to HR department regularly so that can ensure availability of employee when it is needed.

### **Types of training Program of Zaitex Fashion**

Business environment and the industries are changing rapidly. Garments industry usually face more changing environment than other industries. Because technology is changing every day, customer choice and preference upgrades frequently. To cope up with all these internal and external change Zaitex Fashion arrange various training program for their new and existing employees. There are different types of training are available on Zaitex Fashion-

#### **Orientation Training**

Zaitex Fashion conducts orientation training for new employees. Orientation training is arranged to welcome every new employee so that they feel better in a new environment. In an orientation program company officials introduce the organization with new employees. They also share information about their products and services, mission and vision and basic norms and values of the organization. Before starting job, every new employee faces this orientation training program. After the introduction speech, the trainer introduces the primary job area to the new employee. He also visits them every department, their activities and production unit of Zaitex Fashion and describes the risk associate with this area including mechanical, electrical hazard or fire incidents. As Zaitex Fashion is a manufacturing company, trainer gives them an outline of health and safety manual and their dress code.

#### **In house Training Program**

In house training is also arranged by human resource department of Zaitex Fashion. It is totally related to an employee's job task. This training can be arranged for both new and existing employees. In house training usually takes place for the following purpose-

- Worker Welfare
- Health and Safety Issue
- Quality Control
- Job specific and need based training for various department

### External Training Program

Zaitex Fashion also arranges external training program. Human resource department send their new executives to take training about industry compliance and ISO certificates. This type of training is conducted by an expertise from an external institution. Zaitex Fashion has agreement with other organization to arrange training program for their employees. Head of the department select and send employees to different institution to attend in the training program. Every employee also receives payment during his training period.

### Training Resource of Zaitex Fashion

#### Trainers

Zaitex fashion uses peer trainer to give training for employees. Peer trainer is their main training resources. But for specialized field human resource department recruit training executive. For example- quality control department needs skilled training executive because this is a very crucial department for a manufacturing company. A training executive must have special knowledge and skill about quality control so that they can transmit this knowledge to the quality control stuff.

#### Training materials

Zaitex Fashion usually focuses on “**On The Job training**” to train their employees. Because in case of On the job training an employee receives training while he is performing the actual job. In this case authorities do not incur any additional cost for arranging a training session. some additional training materials are-

- Relevant Video Clips
- Printed Materials
- Equipment Guide Book
- Books related to laws and regulations

#### Training Classes

In some case, beside on the job training Zaitex fashion also arrange classroom training to give theoretical foundation to the employee. Training related to compliance, health and safety, ISO standard or quality control require classroom training session.

### **Training Program Coordinator**

The human resource department of Zaitex Fashion assigns a training program coordinator to look after the training activities. The main task of training program coordinator is planning and proper resource allocation to ensure quality training for their employee. When a department requests for training to human resource department, the training coordinator starts planning, developed a schedule, ensure availability of trainer and allocates other resources. Then the training session takes places.

Zaitex Fashion also allows job rotation for worker. In job rotation workers allowed to change their department to work in various position. For example- a worker of sewing department can switch to washing department. By using this concept, Zaitex Zashion can make a flexible work assignment and it also helps workers to reduce their monotony that ensure higher quality output. Authority also arranges seminars and workshop for their production worker to improve their skills. It also helps them thinking in a more critical way, motivate them and improve the dedication and commitment towards the company.

### **Development process of Zaitex Fashion**

Zaitex Fashion also provides development program to their employees. The basic difference between training and development is, training helps an employee to develop skills and knowledge to perform his job. On the other hand, development is related to employee's growth. Training is for short term and job oriented and development is for long term and career oriented. Some development activities of Zaitex fashion –

- **Mentoring:** In mentoring, a senior and experienced employee provides guidelines to a less efficient employee. He helps others to grow as an efficient employee by sharing his knowledge and skills. The mentors observe the activities and give them guideline to improve performance. If an employee faces any difficulties, mentor help him to solve the problems.
- **Seminars:** Zaitex Fashion also arrange seminar in an outdoor location to develop the foundation for future challenges. It increases job satisfaction, morale among employees and also improves their motivation.

- **Performance Appraisal:** Every year Zaitex fashion conducts performance appraisal for their employees. The performance of an employee is evaluated by his manager and provides feedback to improve his performance.

### **3. Findings and Recommendations**

## Findings and Recommendations

### Findings

- The major *strength* for the garments sector of Bangladesh is the low labor charge, free economy, infrastructural support, improved GSP, low energy price and so on. Major *weakness* of this sector is lack of marketing tactics, small number of manufacturing method, low acquiescence, fewer process units for textile and garments, risky working environment etc. There are also some opportunities associated with threat that can be captured by the sector to acquire more profit.
- The major importer of RMG products are USA and Europe. But there is other country that has a contribution to the total RMG export. The other countries are Belgium, Canada, France, Germany, Netherlands and more.
- The country has no dedicated research institute related to the apparel sector. RMG is highly fashion oriented and constant market research is necessary to become successful in the business

### Recommendations

- i. Every employee should know the significance of training program to achieve organizational objectives and goals. Because when authority selects an employee for training program, sometimes the decision brings dissatisfaction among the employees.
- ii. Zaitex Fashion should introduce trainer evaluation system to evaluate their training skill. Through this evaluation system authority will understand how effectively the trainer is serving to the employees.
- iii. The development program of Zaitex Fashion is not that strong. Time duration of development program should be longer.
- iv. The contents of training program should be more interesting. The trainer most of time provides lecture to the employees. But it can be more effective if they use necessary video clips, attractive power point slides or handouts and other stuffs.
- v. After completing a training session, management can give award to the top performer of that training session. It will motivate employees to learn and perform.
- vi. Zaitex Fashion management is very conscious about the quality control. But they should also focus on operational cost to achieve competitive advantage.

- vii. As Zaitex Fashion is export oriented readymade garments company, they should maintain proper relationship with foreign buyers to be benefitted in the long run.
- viii. Zaitex Fashion can expand their business by serving in the domestic market.
- ix. Recently government has been taken initiative to launch many special economic zones to create a business friendly environment for export oriented company. The management can establish another production unit to exploit the extra facilities providing by authority.
- x. The management highly depends on overtime of production workers. They are not interested to hire any temporary workers when work load is very high. However they pay for the overtime according to the labor law, but heavy work load can affect the products quality.
- xi. Human resource department should introduce performance appraisal to improve the employee's productivity.

## **Conclusion**

However, Zaitex Fashion is a new and emerging brand in readymade garments industry, but it has already created its reputation in both local and foreign market. I am very lucky to work with them. It was a great opportunity for me to experience real life business activities in Zaitex Fashion. Zaitex Fashion never compromise with the quality of their products. They always use the latest technology. A dedicated team of this organization is serving their best to ensure quality readymade garments products for their buyers. Their human resource department of Zaitex Fashion is very well experienced. They are managing their workers with properly according to the industry standard and labor law of Bangladesh. If everything runs in the same way they are doing now, I believe soon they will shift from emerging stage to maturity stage.



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