

Report on
Babylon Garments Ltd.

By

Md. Sazedur Rahman

19281159

An internship report submitted to Executive Development Centre, 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 Centre

BRAC Institute of Governance and Development

BRAC University

12 June 2021

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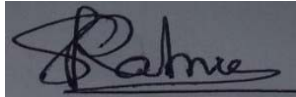
12 June 2021

Declaration

It is hereby declared that

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

Student's Full Name and Signature:



Md. Sazedur Rahman

19281159

Academic Supervisor's Full Name and Signature:



Mohammad Sirajul Islam

Deputy Director, EDC

Programme Manager, BIGD, BRAC University

Letter of Transmittal

Mohammad Sirajul Islam

Deputy Director, EDC and Programme Manager, BIGD

BRAC University

Subject: Submission of Internship Report on **Babylon Garments Ltd.**

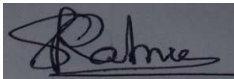
Dear Sir,

This is my pleasure to submit my internship report based on my industry attachment with Babylon Garments Ltd..

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. Sazedur Rahman

19281159

Post Graduate Diploma in Knitwear Industry Management (PGD-KIM)

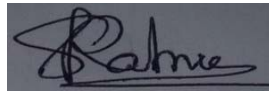
Executive Development Centre, BIGD, BRAC University

25 May 2021

Non-Disclosure Agreement

This agreement is made and entered into by and between Babylon Group as the First Party and the undersigned student at Executive Development Centre, BRAC Institute of Governance and Development, BRAC University as the Second Party. The First Party has allowed the Second Party to complete three months' long internship in partial fulfillment of the requirements for the degree of Post Graduate Diploma in Knitwear Industry Management. The Second Party will have opportunity to work closely with the officials of the company and have access to official data and information. Based on work experience and data and information collected during the internship the Second Party will prepare an internship report. The Second Party will use all sorts of data and information for academic purposes and will not disclose to any party against the interests of the First Party.

Student's Full Name and Signature:



Md. Sazedur Rahman

19281159

Industry Supervisor's Full Name and Signature:



Anasul Haque

Group General Manager (Commercial and Logistics)

Babylon Group

Acknowledgement

At first, I would like to thank the Almighty Allah to complete my internship program as well as internship report. Then, I would like show my sincere gratitude to Mohammad Sirajul Islam, Deputy Director, EDC, Programme Manager, BIGD, BRAC University. My academic internship program supervisor for his well supervision and guidance. I am too appreciative to him as he counseled with me delicately and replied my questions with most extreme tolerance and tirelessness.

I am thankful to Mr. Anasul Haque, Group General Manager (Commercial and Logistics), Babylon Group, whose direct cooperation helped me to perform such a nice internship program in this organization. I would like to thank Md. Nurul Amin, Deputy Manager (Commercial), Shariful Bari Opel, Deputy Manager (Commercial), Md. Main Uddin, Sr. Manager (Marketing and Merchandising), Shahidul Islam Riyad, Sr. Merchandiser (Marketing and Merchandising) and Arif Khan (Commercial) for helping and guiding me while doing the internship program. They supported me and taught me various strategies, theories, tactics and philosophies while doing internship program. The other personnel and stuffs of the company also assisted me to go through their day to day activities.

Executive Summary

Babylon Group started its journey in 1986 with Babylon Garments Limited with a humble setup. Tireless endeavors and a steady influence of quality resulted in the group's expansion to 18 different concerns. All the units work autonomously but work beneath the coordinate supervision of the group head quarter. Babylon Garments Limited is committed to provide best quality product with in the stipulated time. This organization will ensure sufficient technical training and suitable work environment to increase productivity and skills of the employee. This organization increasingly reducing its rejection and rework rate in-process in order to increase profitability.

After completing coursework I have worked with various departments of Babylon Garments Ltd for my internship program. It was really nice experience for me to acquire practical knowledge from different peoples of different departments. In my report I have tried to show what I have learnt from my internship period in different departments. At first in chapter 1 I have tried to provide general overview of Babylon Garments Ltd. Then in chapter 2 I have provided department-wise details of my internship work. Basically, most of the time I have worked with export team in commercial department to know the shipment procedure and documentation relating to export. It also includes responsibilities of a Commercial Executive (export). I have also worked with HR and Compliance department, UD, Merchandising, IE and planning department.

In chapter 3 I have tried to provide critical assessment of my internship work including problems that I faced and some recommendation. Then chapter 4 is conclusion part.

Keywords: H&M; Shipment; Export; RMG, Commercial.

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List of Acronyms

AQL	- Accepted Quality Limit
BGMEA	- Bangladesh Garment Manufacturers and Exporters Association
BKMEA	- Bangladesh Knitwear Manufacturers and Exporters Association
BTMEA	-Bangladesh Textile Manufacturers and Exporters Association
B2B	-Back to Back
CCIE	-Chief Controller of Import and Export
COO	-Country of Origin
C and F	-Clearing and Forwarding
CSR	-Corporate Social Responsibility
EPB	-Export Promotion Bureau
ERC	-Export Registration Certificate
GSP	-Generalized System of Preference
GSM	-Gram per Square Meter
IE	-Industrial Engineering
L/C	-Letter of Credit
QAD	-Quality Assurance Department
QMS	-Quality Management System
RMG	-Readymade Garments
R and D	-Research and Development
REX	-Registered Exporter
SAFTA	-South Asian Free Trade Area
SMV	-Standard Minute Value
TNA	-Time and Action Calendar
UD	-Utilization Declaration

Chapter 1: About Organization

1.1 Overview of the Babylon Group

Babylon Group is growing up very fast as a reputed business organization of the country. It has been proudly and ominously contributing to the society and national economy through creating remarkable employment opportunities and exporting globally. The group is currently occupied in business of garments industries and textile. The most advanced technology is in use in textile unit. The group consists of some renowned companies like Babylon Garments limited, Aboni Fashions Limited, Aboni Knit Wear Ltd, Babylon Casualwear Ltd, Babylon Trims Ltd, Babylon Buying Services Ltd, Babylon Marine Venture, Newgen Technology Ltd, Sea Land Agro Ltd and others. All the companies were incorporated in Bangladesh as a Private Company with limited liability. Babylon Garments Ltd is the main sister concern of Babylon group.

The Babylon Group is today one of the largest private sector industrial conglomerates in Bangladesh. Within the course of its development, it has made mechanical and administration capabilities that will serve the nation for eras to come. Babylon industrial businesses include textiles industries.

1.2 History of Babylon Group

Babylon group started its journey as a house of Readymade Garments (RMG) engaged in woven products in small scale since 1986 through Babylon Garments Ltd. and has been considered today as one of the biggest conglomerates with substantial establishment of its backward linkage of all kinds of knit and woven garments, textile, wet processing and garments accessories. Babylon group is contributing towards country's economy by employing over

11500 skilled workers in 18 concerns and has annual revenue earning surpassing 127 million US Dollars. All units of Babylon thrive for excellence in knit, woven and casual wear manufacturing; washing, dyeing, garment accessory manufacturing, printing and packaging, embroidery and screen print, transporting, clearing and forwarding and fashion wear retailing. As it stands today, Babylon Group became the name of lifestyle of its personnel, suppliers and buyers. For the greater commitment and care. Babylon Group always plays a significant role in its every activity by protecting environment.

Apparels brands of Europe, USA and Australia are the buyer of Babylon Group. Babylon is the title of way of life of its staff, suppliers and buyers. For the more unmistakable commitment and care - Babylon plays a critical portion in its each development by securing environment and has earned famous picture among the green corporate houses.

1.3 Vision

To build capacity and resources to contribute at least half a billion dollars in national GDP, advancing with diversified business portfolios and conveying esteem to the clients, being one of the most excellent dependable trade substances and preferred employers.

1.4 Mission

- To have the finest foundation to pick and fit each conceivable changes within the business world faster.
- To build a sustainable business model having the right people and process.
- To focus on continues advancement by leveraging most recent mechanical designing strategies and model in manufacturing.

- To focus on continuous capacity enhancement by developing and engaging people ,bringing in good business practices, leveraging technology and automation.

1.5 Board of Directors

There are five directors in this company. They are Nessar Ahmed, Abdus Salam, Moinul Ahsan, Abidur Rahman, and S. M. Emdadul Islam. Babylon Garments limited is led by Mr. Neesar Ahmed. Babylon Casual wear Limited, Aboni Fashions Limited and Babylon Trims limited is led by Mr. Abdus Salam.

1.6 Hierarchy of Babylon Group Management Staff

As a business conglomerate Babylon Group is led by Board of Director (BOD). The Group Chief Executive Officer (CEO) oversees the whole group as a board member. Every department is controlled by the Group General Manager who looks after functions of the department and directly reports to the Group CEO. The hierarchy of the group management staff are as below in Figure. 1

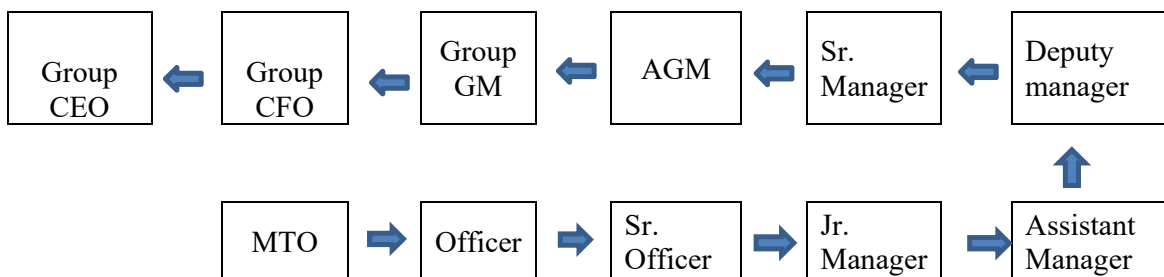


Figure 1: Management Hierarchy in Babylon

1.7 Department of Garments Division

There are so many departments in Babylon group. Here I have mentioned some important department such as:

- i. HR, Admin and Compliance Department
- ii. Accounts Department
- iii. Supply Chain Department
- iv. Planning Department
- v. Production Department

Every department have skilled team member who contribute to fulfill departmental goal as well as buyer requirement on time.

1.8 Short Profile of Babylon Garments

Babylon Garments Ltd. was established in July 1986 at Mirpur, Dhaka with an area of 113,000 square feet which has the capacity of 200,000 to 240,000 pcs Men's/Children's formal shirts per month. Through its 15 production lines and skilled workers and staff it has been achieving great feedback from buyers to make premium quality shirts.

1.9 Buyers of Babylon Garments

Buyers have been the soul partners of Babylon. Many of the brands that rule the global fashion industry have relied on Babylon to manufacture their products. Some of the prominent names is as below:

- H&M
- WALMART
- TARGET
- TESCO
- MONOPRIX
- INDITEX
- TOM TAILOR
- K-MART
- CELIO
- JULES

Chapter 2:

Description about task accomplishment

Babylon has numerous divisions in which I have worked such an important department to develop my career. I am delighted to work with the others division within this organization. I have worked with the following departments to fulfill my internship requirements are as below:

2.1 Commercial Department:

In my internship program, most of the times I have worked with export team in commercial department led by Mr. Nurul Amin (Deputy Manager-Commercial). Basically, commercial department deals with export and import of raw materials and finished goods. They are processing necessary documents for smooth export-import operations in RMG manufacturing. I felt very lucky to work with them and they are so much helpful for me to learn communication with various authorities such as EPB (Export Promotion Bureau), BGMEA, BKMEA, Forwarder, H&M buyer, Shipping Line, Clearing and forwarding house, Customs and Bond.

Specifically, I have learned a lot about the shipment procedure of H&M, shipment cutoff time which is actual delivery of the goods, different ship modes such as sea, air and sea-air mode, required documents for export and import and import, customs and bond, issuing SAFTA, COO from issuance authority, document upload process etc.

2.2 Human Resource Department

Human Resource (HR) plays key role to organize whole unit for achieving goal by controlling men, machine and material. In my internship program I have worked with HR officials to understand their work practically. There are 7 major parts which I have covered is as below:

- i. Strategic Management (Policy Making and Evaluation)
- ii. Workforce Planning and Employment (Recruitment and Selection)
- iii. Human Resource Development (Development and Training)
- iv. Rewards Management (Compensation and Benefit)
- v. Processing Salary
- vi. Employee and Labor Relations
- vii. Risk Management

From the above task I have learned salary processing systems by software, data management through excel at the satisfactory level. It was a nice experience for me to observe the employee recruitment and selection process. I'm also thankful to Mr. Pervez, who was so cooperative for me to learn the whole functions of HR in a short period of time.

2.3 Compliance Department

The Compliance department is another department who has played a significant role in the RMG industry. I have worked with a compliance officer;

- i. Developing Organizational Compliance Policy Standard.
- ii. Implementation and monitoring compliance policy within the organization
- iii. Encouraging workers to keep safe and clean work environment
- iv. Providing training about safety awareness issue for all employees.
- v. Maintaining all kinds of Training records.

vi. Following buyer guideline related to compliance policy.

Among the above functions I have learned compliance policy and its implementation procedure within the organization, challenges of implementation, how to maintain clean and healthy work environment. Within this time, I have joined 2 training programs about compliance policy of H&M and WPC (Workers Participation Committee).

2.4 Merchandising Department

The term merchandising originated from merchandise. Merchandise means a commodity that is sold. In fact merchandising is the division that mediates the marketing and manufacturing departments. It is the method, practise and activity used to promote and maintain specific activities.

In my internship period I have worked with merchandiser Mr. Riyad who is working with buyer H&M.

Riyad guided me a lot about tips and tricks of mail communication with buyers, suppliers, and factory management. I have enjoyed visiting the factory production unit, production process, finishing process, washing factory and their functions such as dry processing, wet processing, and quality management system.

From the experience of working with merchandiser I have prepared a process flow chart which is very helpful to understand their function at a glance.

Process Flow Chart of Merchandising:

- i.** Receive product package form buyer
- ii.** Sample development
- iii.** Price negotiation
- iv.** Order confirmation and receive order sheet.

- v. Sourcing acceptable quality goods in right time
- vi. Material collection and receive it in factory
- vii. Check and listing
- viii. Swatch card making and approval
- ix. Pre-production meeting
- x. Collect daily production report and daily quality report
- xi. Arrange final inspection
- xii. Shipment

2.5 Others Department

It is too tough to work with many departments within a short period of time. But I am really thankful to my industrial supervisor for giving me an opportunity to visit many departments for acquiring basic knowledge. I have also visited industrial engineering and planning department, UD and customs department to observe their functions. I saw their functions which is very critical to fulfill company goal and smooth operations of the factory such as licensing, making layout plan, TNA etc.

Chapter 3: Critical Assessment of Internship Work

In my internship program I have worked with various departments. It was nice to work with HR and compliance, commercial, merchandising department. I have really enjoyed the work procedure of HR and compliance department and its role within the organization such as policy making and evaluation, recruitment, evaluation process, development and training procedure, safety issue, compliance strategy, mostly CSR activity. Now a days Corporate Social Responsibility (CSR) is a big part of any industry. Mostly I have enjoyed CSR related activity.

In commercial department I have worked closely with export team and learned shipment procedure, basic concept of shipment related terms, documentation of H&M, goods handover process, role of Bangladesh Bank and others lien banks in RMG, role of C&F agent, customs procedure etc. Significantly it was nice to learn shipment procedure of H&M such as collecting approval, booking to forwarder, FCR submission, cutoff time to handover the goods, communication with clearing and forwarding house for goods handover purpose and documentation like creating E-invoice, packing list, issuing SAFTA, GSP regarding to export.

There are lots of things which can be done better, are IE related activity, merchandising related activity, and production related activity. It was hard to know their activity deeply within the short period of time.

3.1 Application of generic and industry specific courses during Internship:

I have learned many significant matters in generic and industry specific courses. I had little concept about the whole RMG industry before completing PGD-KIM. I find the following applications of Generic and Industry Specific Courses during my Internship.

I find the application of HR practice such as recruitment, training, workforce management, compliance, labor employee relation, evaluation, basic commercial terms to export and role of commercial in RMG, quality policy and how to maintain quality standard for buyer, compliance policy, merchandising activity etc.

I have learnt fashions trends, costing, compliance policy, present situation of RMG respect to the whole world, labor law, and way of collecting raw materials, inventory and warehouse management, challenges to deliver the goods on time and overall supply chain management.

I'm really glad to know the difference between leader and manager from PGD-KIM courses. From then I'm trying to build up my capacity and knowledge to be a leader. In my internship program at Babylon I have seen practical differences between leader and typical manager. It was enjoyable to know practically how to minimize waste in every aspect of RMG. Quality management courses and industrial engineering courses helped me a lot to learn how to maintain quality and how to eliminate waste.

The best thing that I have learnt theoretically and 3 months internship program is the business communication and its practical application. Definitely it will help me to develop my career in future. Now I have clear concept about RMG theoretically and practically. So it will improve my decision making capacity.

In respect to employment capacity RMG is a huge industry, so it is very critical to work with different kind of people. This course helped me to understand workers' behavior. In my internship program I have joined WPC (Workers Participation Committee) which was a great experience for me. Now I have a clear idea about production management of the garment industry, duties and responsibility of different departments.

3.2 Suggestion for the industry

As an intern at this organization, I have seen many things which will be very much effective to my career as well and there are few things which should be developed for their future. Most important things are as below:

Training facility: Babylon has an effective training calendar to develop their employee's skill.

Recruitment System: In my internship period I have seen their recruitment system is very much similar according to their needs. They are always trying to recruit the best person for the best place.

Employee friendly: Babylon is trying to give everything to their employees regarding facilities relating to lunch, salary, transport, future benefit, education, training etc.

Skilled Employee: It has very skilled team in every department which effective to fulfill buyer requirements on time.

Besides of goods things it has some weakness which should be developed. They are as below:

- i. Automated Machinery: For fulfilling buyer requirements at the earliest time Babylon needed to update their machinery and should apply an automated system in production.
- ii. Green factory: As a leading company they should establish a green factory which will be very environment friendly as well as improve branding for them.

- iii. E-archive: E-archive is must. Today's world is very much updated in terms of archive facility. There is lots of information and legal papers which have to be kept for 5 to 10 years. So if they apply an E-archive system in their industry, it will be easier to save cost, time and space. Automated Cuttings machine: Automated cutting machine is very help full to decrease process waste, time waste and fabric waste.
- iv. Fire and Safety training for all management Staff: Babylon provides fire and safety training for their production related workers. But it should be for all employees.
- v. Swing machine should be increased: As a leading company they should increase their sewing capacity in terms of customer demand. It will be very helpful to earn more revenue as well.

3.3 Learning for self-improvement

I have learned lots of valuable skills and tools from different departments of Babylon Group in my internship period. Definitely it will help to set my career to the next level. Now I have a clear concept about the whole RMG industry like production, planning, quality assurance, human resource management, supply chain management, industrial engineering, shipment procedure and banking formalities related to export. Here I have mentioned some important points which can be very crucial for my career for now and then.

- i. Communication skills with different personality.
- ii. Report writing skill.
- iii. Leadership quality
- iv. Knowing the difference between Manager and Leader
- v. Roles and responsibility of the different department of RGM

I have acquired all these things from the PGD-KIM course and practical knowledge during my internship at Babylon.

Chapter 4: Conclusion

RMG industry is a crucial part of Bangladesh economy. Now the participation is bigger day by day. As an intern I have used my theoretical knowledge to Babylon and get experienced with practical knowledge in the real working area. During my internship I have gotten chance to work with lovely people of different department like; HR, Compliance, Commercial, Merchandising, Production, UD, Customs and Bond. It was a remarkable journey for me to acquired theoretical and practical knowledge. I have learnt a lot from such experienced people of Babylon. I hope if Babylon applies updated technologies in every aspect of production definitely it will be a best company in Bangladesh.

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