

**Report On  
Internship of Palmal Group**

**By**

**Md. Muajjem  
ID: 19281179**

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

**Executive Development Center, BIGD  
Brac University  
April 2021**

**© 2021. Brac University  
All rights reserved.**

## **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:**

---

**Md. Muajjem**  
19281179

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

---

**Sayada Jannatun Naim**  
Assistant Director - EDC  
BRAC INSTITUTE OF GOVERNANCE AND DEVELOPMENT(BIGD),  
BRAC UNIVERSITY

## Letter of Transmittal

Sayada Jannatun Naim  
Assistant Director- EDC, BIGD  
Brac university  
66 Mohakhali, Dhaka-1212

Subject: Submission of Industry attachment report on Palmal Group.

Dear Madam,

This is my pleasure to submit my final industrial attachment on Internship from Palmal Group as a part of completion degree of Post Graduate Diploma in Knitwear Industry Management (PGD-KIM).

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. Muajjem  
19281179  
Executive Development Center, BIGD  
Brac University  
Date: April 30, 2021

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between Palmal Group and Md. Muajjem, student at EDC, BIGD, Brac University for the purpose of receiving certain confidential information of Company to enable the intern to undertake the project.

Company and Intern hereby agree as follows:

- Intern are required to do their job effectively, impartially and to the best of their competency.
- Intern shall maintain accurate records and keep files associated with their work up to date.
- Intern shall carry out any agreed plans for improving work performance within timeframe.
- Intern shall comply with any Departmental policies in the workplace.
- "Confidential Information" means proprietary and confidential information of Company marked.
- To be treated as Confidential Information, any information provided by Company to Intern in tangible form shall be marked "Proprietary and Confidential" or similar markings.

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

---

**Md. Muajjem**  
19281179

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

---

**Biplob Banik**  
Sr. Manager, PPC  
Palmal Group of Industries

## **Acknowledgement**

First of all, my gratefulness goes to Almighty Creator God to give me strength and ability to complete the internship and this report.

I take the opportunity to express my deepest gratitude and sincere thanks to my Industrial Supervisor **Biplob Banik**, Sr. Manager, Palmal Group and Academic Supervisor **Sayada Jannatun Naim** Assistant Director – EDC, BIGD, BRAC University. I am always grateful for the support and guidelines I received during my internship, without whose help the internship could not have been successfully completed. They greatly inspired me to work in internship sessions, to be committed. I also thank my team who has always given their support and cooperation. In addition, thank you to those who have helped me directly and indirectly through the various stages of the project.

Finally, I would like to express my sincere gratitude to my parents whose continued inspiration, sacrifice and support encouraged me to complete the project successfully. I would like to express my gratitude and sincere thanks to all the esteemed teachers and staff of Executive Development Center (EDC), BRAC Institute of Governance and Development (BIGD), BRAC University. Above all, I see this opportunity as a major milestone in my future career development. EDC for its sincere cooperation and valuable advice to complete this Executive Development Program (Postgraduate Diploma in Knitwear Industries Management). I will try to use my skills and knowledge in the best way possible.

## **Executive Summary**

The study in this report is a reflection of the largest garment manufacturing company "Palmal Group". The first part of the internship report describes Introduction (about Textile and RMG sector, description about SEIP project and the relationship of students and BIGD in this regard.) and objective of the internship. The second part describes about the organization, their history, mission and vision statement, Product line and Organizational Chart. It also provides brief description about Palmal Group, Palmal group's product line, awards owned by Palmal Group, Palmal group's logo etc. This part of the report gives the reader background knowledge about Palmal group's identity, Their travels and huge efforts to establish themselves as the largest exporter of Bangladesh.

The third part express my regular activities in different department of Palmal group. Production Department, IE Department, Merchandising and Marketing Department, Supply chain department, Quality Management, Human Resources Department.

The forth part discusses analysis and evaluation and some critical observations, which are submitted during the internship period. Some recommendations were then made based on a critical review of the organization and a five-year development plan.

The fifth part describes the conclusion which is a summary of the overall experience of the internship period.

The sixth part is the last part where all the information and references to the appendix are included.

# Table of Contents

<b>Declaration.....</b>	<b>ii</b>
<b>Letter of Transmittal .....</b>	<b>iii</b>
<b>Non-Disclosure Agreement .....</b>	<b>iv</b>
<b>Acknowledgement .....</b>	<b>v</b>
<b>Executive Summary .....</b>	<b>vi</b>
<b>Table of Contents .....</b>	<b>vii</b>
<b>List of Tables .....</b>	<b>ixx</b>
<b>List of Figures.....</b>	<b>x</b>
<b>List of Acronyms .....</b>	<b>xii</b>
<b>Glossary .....</b>	<b>xiii</b>
<b>Chapter 1 About Organization .....</b>	<b>1</b>
1.1 Overview of the Industry .....	1
1.2 Vision & Mission.....	3
1.3 Goals & Objectives .....	3
1.4 Organizational structure, Organogram, Branches and Departments .....	5
1.5 Products/services produced by the Industry .....	6
<b>Chapter 2 Description about task accomplishment.....</b>	<b>7</b>
2.1 Production Management.....	9
2.1.1 Bonded Wear House.....	10
2.1.2 Store Room Management.....	10

2.1.3 Cutting Management.....	12
2.1.4 Sewing Management.....	13
2.1.4.1 Flow chart of Sewing Section.....	13
2.1.5 Garments Finishing Section.....	14
2.2 Supply Chain Management:.....	15
2.3 Marketing and Merchandising.....	18
2.4 Quality Management.....	22
2.5 Industrial Engineering.....	25
2.6 Human Resource Management.....	29
<b>Chapter 3 Critical assessment of Internship work .....</b>	<b>34</b>
3.1 Application of Generic and Industry specific courses during internship.....	36
3.2 Suggestion for industry improvement (based on internship).....	36
3.3 Learning for self improvement .....	36
<b>Chapter 4 Conclusion .....</b>	<b>37</b>
<b>References.....</b>	<b>38</b>



## List of Tables

Table 1: List of Training Days .....	8
--------------------------------------	---

## List of Figures

Figure 1: Organizational structure, Organogram, Branches and Departments .....	5
--	---

## List of Acronyms

CM	Cost of Making
EPZ	Export Processing Zone
PD	Product Development
M&M	Merchandising & Marketing
RMG	Ready Made Garments
BGMEA	Bangladesh Garment Manufacturers and Exporters Association
BKMEA	Bangladesh Knitwear Manufacturers and Exporters Association
EKCL	Esquire Knit Composite Ltd
IED	Industrial Engineering Department
PGD	Post Graduate Diploma
KIM	Knitwear Industry Management
OCS	Online Clothing Study
CAD	Computer Aided Design
KPI	Key Performance Indicator
JD	Job Description
JIT	Just in Time
CM	Cost of Making

## Glossary

Line Balancing	Leveling work load among the worker.
SMV	A complete product making time from starting to end procedure.
One Piece Flow	It's one of modern technique of production. In this system wip need less and productivity becomes more. Use one table row for each item to allow sorting using Word's table tools.

# **Chapter 1**

## **About Organization**

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

Palmal cluster of Industries, one in all the promising RMG manufacturer organizations, emerged in 1984 from the only initiative lately Engr. Mr. Nurul Haque Sikder, the previous and founder Chairman and administrator of the Group.

Late Engr. Mr. N. H. Sikder delegated the authority of administrator to his beloved son Mr. Nafis Sikder in 2001. Since then Mr. Nafis Sikder is holding the position of honorable administrator of the group and also the group runs very swimmingly below his dynamic leadership. Over a amount of last seventeen years, the company's business growth is incredibly high and significant.

these days Palmal cluster employs around four0,000 staff and also the company is supplied with twenty six clothes factories, a pair of coloring Plants, 4 knitting Factory, 2 laundry plants, one Accessories to provide ten million pcs/month. moreover as Sweater factory, Embroidery and Printing factory, Carton factory, Poly bag industry, Label factory. Own C & F workplace in each Bangladeshi port provides privilege of fast clearing and forwarding support.

Palmal Group is a garment manufacturer in Bangladesh and the world's leading supplier of ready-to-wear and denim fabrics. It is one of the largest clothing companies in Bangladesh. The company produces some of the most popular denim fabrics and garments, and has one of the largest and most original manufacturing plants in Bangladesh. Palmal Group enjoys a high reputation both at home and abroad as one of the leading apparel companies in Bangladesh. The continuous growth of the group has been developing in tandem with the industrialization of our home country,

Bangladesh. As a garment manufacturer in Bangladesh, we have made a significant contribution to the country's economic growth. Palmal Group is one of the leading apparel companies in Bangladesh and has long been exporting to the United States and Europe. With the successful experience of the world's leading customers and buyers, we are the most respected and respected garment manufacturer in Bangladesh. The company produces 10 million knitted garments per month, ranging from children to adult men and women.

**Address:** 9/kha, Confidence Center, Shahajadpur, Gulshan, Dhaka.

**Number of employees:** Around 40,000 employees are working in the organization.

## **1.2 Vision & Mission**

### **Mission**

Our mission is incredibly clear - give best effort and services for our customers.

To satisfy and retain customers through worker involvement, teamwork, personal excellence, and desegregation scientific approaches in our quest to become the leading manufacturer of attire merchandise.

- > Be a market leader within the field valuable international provider of RMG.
- > Deliver quality modern products at cheap prices.
- > Be innovative, price effective and globally competitive.
- > Outstrip our customer's expectations.
- > give opportunities for growth for our staff.

### **Vision**

Our vision is to be a leading supplier to our customers by providing quality products produced in a social, ethical and sustainable way. On-time delivery is carried out using efficient, environmentally friendly and vertically integrated manufacturing processes.

## **1.3 Goals & Objectives**

### **Goals**

- To become world leading clothing company.
- To stay in the leading position in Bangladesh.

- To achieve the customer satisfaction at all levels.
- To achieve 75 % utilizing of resources.
- Creating huge employment in the country and removing poverty.

### **Objectives**

- To create the manufacturing excellence
- To create skilful manpower.
- Earning more and more the foreign currency for country.
- To create standard life style for all employees.



## 1.4 Organizational structure, Organogram, Branches and Departments

	MD													
Department	Marketing and Merchandising	PP and QA Coordination	Production	Quality	IE	Commercial	Admin and Compliance	HR	Audit	Accounts	security	Transport	Procurement	IT
Position 1	Director	Director	Director	Director	Director	Director	Director	Director	Director	Director	Director	Director	Manager	Manager
Position 2	GM	GM	GM	GM	GM	GM	GM	GM	GM	GM	Security Incharge	GM	Sr. Executive	Sr. Executive
Position 3	DMM	DGM	DGM	DGM	DGM	DGM	DGM	DGM	DGM	DGM	Security	Manager	Executive	Executive
Position 4	Sr. Manager	AGM	AGM	AGM	AGM	AGM	AGM	AGM	AGM	AGM		Supervisor		
Position 5	Manager	Sr. Manager	Production Manager	Sr. Manager	Sr. Manager	Sr. Manager	Sr. Manager	Sr. Manager	Sr. Manager	Sr. Manager		Driver		
Position 6	Asst. Manager	Manager	APM	Manager	Manager	Manager	Manager	Manager	Manager	Manager				
Position 7	Sr. Merchandiser	Asst. Manager	Line Chief	QA Chief	Asst. Manager	Asst. Manager	Asst. Manager	Asst. Manager	Asst. Manager	Asst. Manager				
Position 8	Merchandiser	Sr. Executive	Supervisor	QA	Sr. Executive	Sr. Executive	Sr. Executive	Sr. Executive	Sr. Executive	Sr. Executive				
Position 9	Asst. Merchandiser	Executive	Operator	Quality Inspector	Executive	Executive	Executive	Executive	Executive	Executive				
Position 10			Helper											

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

- Any types of Bottom and tops.
- Men's Shirts
- Men's Pants
- T-Shirt
- Polo Shirt
- Leggings
- Skirt
- Women's Shirts
- Women's Pants
- Kids Items

Outwear / Jackets Facility

## **Chapter 2**

### **Description about task accomplishment**

There are ten areas to work Industrial Training. These are as below

1. Production Management
2. HR Management
3. Finance & Accounting
4. Marketing and Merchandising
5. Supply chain Management
6. Compliance and CSR
7. Quality Management
8. Industrial Engineering
9. Sample/ Product Development/ Research and development
10. Management Information System

I have selected six areas ie.; Production Management, Supply chain Management, Marketing and Merchandising, Industrial Engineering, Quality Management, Human Resource Management, because these areas will be helpful for me to be future leader in Garments sector. Duration of six areas are given below

SL No	Area of Studies	Duration
1	Production Management	12
2	Supply chain management	12
3	Marketing and Merchandising	12
4	Quality Management	12
5	Industrial Engineering	12
6	Human Resource Management	12
	Total	72

## **2.1 Production Management**

It includes production management and planning, installation, management and execution of production activities. The ultimate goal of any production management solution is to transform the collection of raw materials into finished products. Some people call production management a combination of 6 'Ms'

1. Man
2. Machines
3. Materials
4. Methods
5. Markets
6. Money

These elements mix to supply shoppers and businesses with the product or products they need.

Production management principles are typically spoken as operations management principles, and are designed to facilitate the assembly of products resembling the desired quality and quantity.

Manages the production of clothes created by the department below-

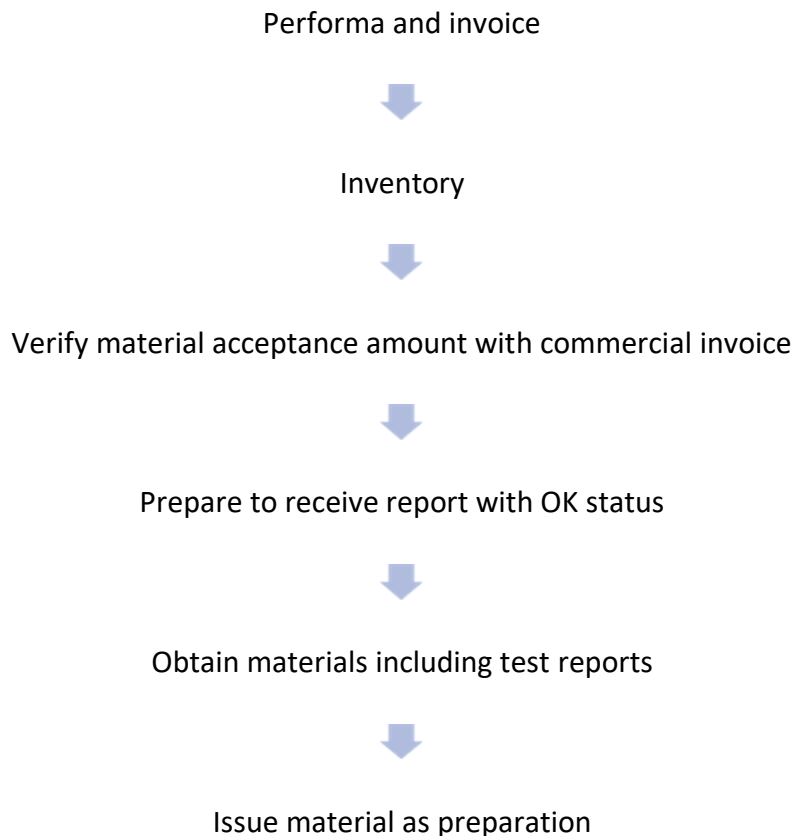
1. Bonded Ware house Management
2. Cutting Management
3. Sewing Management
4. Washing Management
5. Finishing Management
6. Quality Management

### 2.1.1 Bonded Wear House

A warehouse is a big building for storing products. Depending on the type, the products can be transported or received there. Although in the past many warehouses in industrial areas near large shipping ports were mixed with workers, this is a modern warehouse. It can be fully or fully automated, depending on the company's development. Sometimes, the production facility is an affiliated warehouse where manufactured products are stored until they are dispatched.

**2.1.2 Store Room Management:** The store is a specific place where the materials of the items are received, stored and issued. The idea of the store is to perform various tasks in the most efficient and economical way so that the cost is kept to a minimum. This activity is part of material management and store setup based on materials.

#### Process Sequence of Materials Management in Store Management





Accessory requirements form



Left on stock / materials



Stock Lot Accessory Articles

### **Basic Activities of Store (Palma Group)**

1. Fabric/Accessories check
2. 10% Fabric inspection (4 point system)
3. Mat making
4. Shrinkage test
5. Shade segregation
6. Roll segregation (Shrinkage wise)

### **Work Procedure Fabric Inventory**

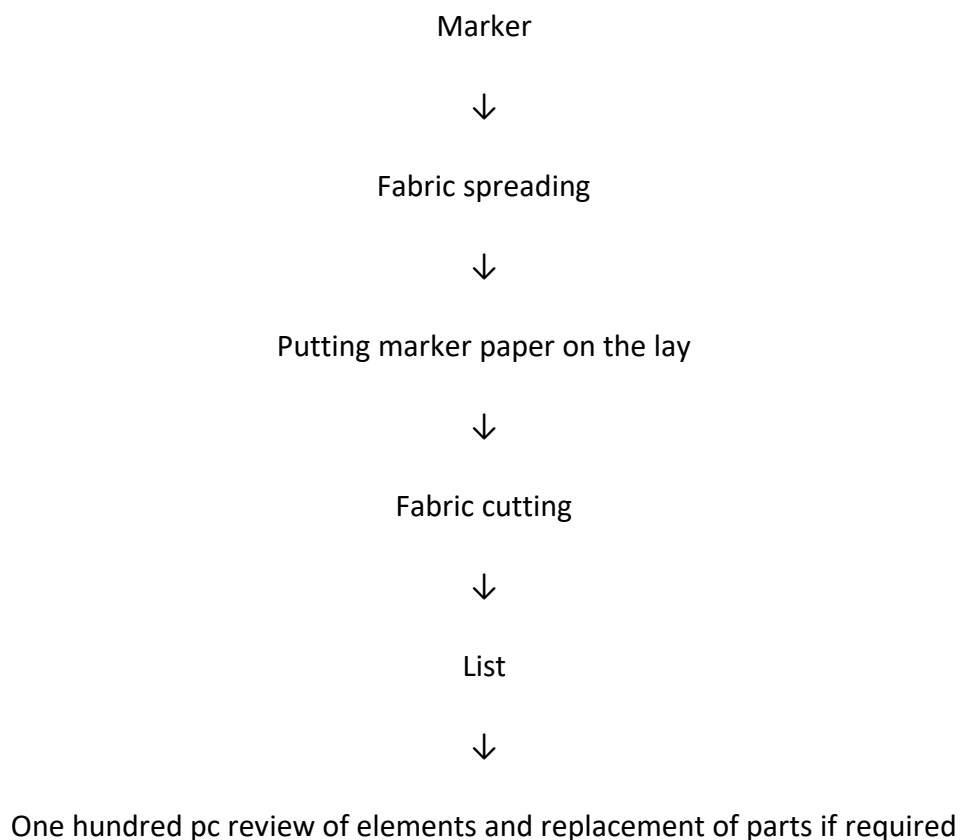
1. Receive the fabric
2. Physical inventory
3. Record the quantity
4. Inspection
5. Make the swatch card
6. Match the swatch card with approved shade
7. Issue fabric to cutting section

### 2.1.3 Cutting Management

The cutting department is one in all the required departments for creating clothes within the garment industry. cloth cutting begins when the material has finished spreading. within the cutting section, the materials are cut in step with the pattern. the proper fabric depends on the cutting methodology and therefore the marking plan. they have to follow a operating procedure of the cutting department to continue their work to create quality garments.

**Working Process of Cutting Dept in Garment Industry:** The main purpose of die cutting is to accurately cut garment panels, adjust the shape and size of the pattern, and economically adjust the sewing part to the volume required to complete the work.

**Process flow in cutting department in Apparel industry:**







Sorting and bundling



Input to stitching department

### **2.1.4 Sewing Management**

After receiving the garment parts from the cutting area, all the garment parts are added and sewn in sequence. Of course, the buyer's needs are taken into consideration when using all components. The sewing workshop is one of the most important workshops in the garment industry. Sewing machines are arranged on vertical lines and used to assemble garments. The structure of various sewing machines depends on the sequence of operations. The sewing process connects the different parts of the cut piece together. Customization All these factors determine which parts of the garment can be sewn on the workbench.

#### **2.1.4.1 Flow chart of Sewing Section:**

Target setup For Line



Set up Machine



Line Balancing



Input in Line



Sewing Different Part



## Quality Check

**Body sends to finishing section:** After the quality inspector of the last line, sending the garments to the finish of the body for shipment according to the requirements of the buyer.

### **Sewing Defects:**

- Needle damage
- Skip stitches
- Thread breakages
- Broken stitches
- Seam puckering
- Pleated seam
- Wrong stitch density
- Uneven stitch density
- Staggered stitch
- Improperly formed stitches.

### **2.1.5 Garments Finishing Section:**

The clothing finishing department includes washing, inspection, final inspection, pressing, packaging, etc. The correct finishing process can improve the quality of garments and ensure timely delivery. The clothing delivery in the finishing department is very reliable. Organizing adds value to the product, and can attract customers to participate in the activities introduced in the product according to the needs of buyers.

## **2.2 Supply Chain Management:**

**Supply Chain Management:** Supply chain management defines the composition of key business processes from key users to key suppliers that provide products, services and information that add value to customers and other partners.

**2.2.1 The Apparel Supply Chain:** The apparel supply chain is also various raw materials sectors, these are all processes of spinning, weaving, knitting and garments (and other sewn and non-sewn) manufacturing that provide a wide distribution channel. Supply chain is probably one of the most diverse in terms of the raw materials used, the technology used and the products produced.

Supply chain management links all supply conversation companies in two integrated ways. Communication system to manage high-quality inventory most efficiently and efficiently. Supply chain management reflects the actions and values that are responsible for the continuous improvement of a company's design, development and management processes. Supply system, to increase its profitability and ensure its survival as well as the profit and survival of customers and suppliers.

### **2.2.2 The Tools of supply chain:**

Chain management system operating as several terms and relying tools

- > Location
- > Transportation and provision
- > Inventory and statement
- > Selling and channel restructuring

- > Sourcing and provider management
- > Info and electronic mediate environments
- > Product style and new introduction
- > Service and when sales support
- > Reverse logistics and inexperienced problems
- > Outsourcing and strategic alliances
- > Metrics and incentives

### **2.2.3 Supply Chain of Palmal Group:**

The Palmal group imports huge foreign items as well as local items. Perform by supply chain management below

#### **Inventory**

The inventory level may be sufficient to provide acceptable customer service but sufficiently to reduce the cost of SCM. In order to balance the supply and demand of inventory stocks, integrated management is needed to avoid similarities between members of the supply chain.

#### **Cost**

Reducing efficiency or reducing costs is an important goal of SCM. Companies in the supply chain need to be aware of the impact their views and activities will have on their suppliers and customers. Companies need to coordinate the exchange of information in the supply chain. And use shared plans to achieve spending goals.

#### **Information**

Information flow management is a key factor in the efficiency and effectiveness of the supply chain. Two methods should be adopted to increase the possibility of SCM. A basic feature is the

exchange of information about flow and demand along the supply chain. After the information is transmitted, it can be accessed in real time.

### **Service**

Customer service is a very important feature of a successful supply chain in an SCM environment. In the final analysis, the success of today's global supply chains is that they increase the value of the supply chain by providing customers with the cost/price of delivery and related services. End-user information technology can play an important role in promoting customer service, enabling them to remain competitive, and is expected to become a market partner in the global supply chain.

### **Relationship**

Collaboration between supply chain partners is another vital component for the final word goal of supply chain and integration, so you can manage the entire supply chain like a supply chain. Ideas such as partnerships and alliances have become part of the vocabulary of logistics and supply chain managers. It also shows that, based on more traditional theories, business interactions are changing.

### **Transportation**

The vehicle moves the inventory from one point in the paddock to another. Transportation can take a variety of combinations of transportation methods and routes with its own functional characteristics. The company can choose one of the six main modes of transportation: sea, rail, road, Aircraft and electronic transportation etc.

## **Information**

It acts as a link between the different stages of the information supply chain, enabling them to customize and maximize the profitability of the entire supply chain.

## **Sourcing**

Sourcing a group of business processes required to get merchandise and services. Managers must first decide what to outsource and what to do internally.

## **Pricing**

Pricing determines the fees that suppliers charge for the products and services they provide in the supply chain. Pricing affects the behavior of buyers of goods or services, thereby affecting the efficiency of the supply chain.

## **2.3 Marketing and Merchandising:**

**Marketing:** Marketing refers to actions taken by an organization to promote the purchase or sale of products or services. Marketing involves advertising, selling and delivering products to consumers or other businesses. The company's marketing and advertising professionals hope to attract the attention of major potential audiences through advertising. Promotions are aimed at specific audiences and can include celebrities, eye-catching phrases or slogans, packaging or eye-catching graphic designs, and general media reports. Disciplinary marketing includes all the steps the company takes to acquire and maintain customer relationships. Interacting with potential customers or previous customers is also part of the job, for example, writing thank-you notes, playing golf with potential customers, making a quick phone call and sending email replies, and

meeting customers through coffee or lunch, including sales. The most basic marketing method for customers of these products? The goods and services of the companies that work with them. The combination of products and customers will ultimately bring profits.

**Merchandising:** Promote sales in retail or supply chains. One-time displays, prizes, off-the-shelf specials and other point-of-sale products. According to the American Marketing Association, sales involve "planning to sell appropriate products or services at appropriate locations and with appropriate quality at a reasonable cost."

### **2.3.1 Garments Merchandising:**

Merchandising is one of the most important part of the garment trade. This trade will never be complete without merchandising. The merchandiser handles or manages everything from the buyer to the product. He is the center of all work. After receiving the order, the merchandiser calculates all the things, what he has to finish this order and make a great plan through which he can make the shipment in time as per the requirement of the buyer. At the factory level, the merchandiser places all orders for the necessary materials for such orders; Fabric required, sewing thread, buttons, washing if needed, carton, polybag, shipment etc. In fact the merchandiser keeps an eye on the whole progress. Usually, production people always try to work late, so there can be a lot of problems for shipments. **Palmal Group** distributes customer-based merchandisers which means each customer manages a specific merchandiser. All things about this style need to be maintained by this merchandiser to complete the shipment accordingly.

### **2.3.2 Merchandising Planning:**

Palmal Group has a strong merchandising plan. It is a data driven method of investing selection, buying, presenting and selling and meeting the needs of consumers. Commodity planning seeks to meet the needs of consumers by providing the right product in the right place, time, price and quantity.

Components for Merchandising Planning are ;

- a) Product
- b) Price
- c) Range
- d) Assortment
- e) Space

#### **Merchandise plan has to be:**

1. Time Based
2. Location based
3. Store based

#### **Merchandising is Commonly known as the 5Rs :**

1. the right merchandise
2. at the right price
3. at the right time
4. in the right place
5. in the right quantities.



### **2.3.4 Function of a Merchandiser of Palmal Group:**

When an export order is placed with the Palmal Group Merchandiser, he or she must determine the following key functions in order to execute the order in a timely manner.

- a) Development follow-up
- b) Sample Follow up
- c) Sample approval taking from buyer
- d) Fabric requirement calculations
- e) Accessories requirement calculation (e.g. thread, button, label, polybag, carton etc.)
- f) Sourcing of yarn & fabrics & accessories.
- g) Possible date of arrival of fabrics & accessories in the garments factory
- h) Costing
- i) Garments production planning with the help of production Head.
- j) Pre –shipment inspection schedule
- k) Shipping documents.

### **2.4 Quality Management**

Quality management ensures the consistency of each organization, each product or service. It consists of four main parts: quality planning, quality assurance, quality control and quality improvement. Quality control focuses not only on the quality of products and services, but also on how quality management uses processes, quality assurance and control to achieve more consistent quality. Quality determines what customers want and are willing to pay. This is a written or unwritten commitment to a known or unknown customer. Quality can be defined as

usability, that is, the degree to which a product performs its function. Palmal Group specializes in knitted fabric. We offer innovative ideas and comprehensive solutions for garment manufacturing. Our customers are benefiting from this innovation on a regular basis and are transforming this innovative fabric into the latest fashionable clothing.

#### **2.4.1 Definition of Quality:**

Quality is made public through five principles approaches

1. Transcendent quality- a condition of excellence.
2. Product based totally quality-based on a product attribute.
3. User based quality – fitness for use.
4. Manufacturing based quality- correspondence to requirements.
5. Price based quality-the degree of excellence at associate applicable price.

#### **2.4.2 Quality Objectives:**

- a) To satisfy the customer at all levels.
- b) Constantly evolving our technology; Arrangement of staff for delivery of infrastructure and deadlines.
- c) Sets reviews and meets quality assurance goals to produce high quality products.
- d) Empower, encourage and train all employees but also increase employee awareness about quality and customer requirements.
- e) Achievement of all quality through prevention.

f) Integrate quality management systems with other international policies and external requirements.

### **2.4.3 Inline Inspection:**

Especially line inspection quality equipment is used in sewing and finishing. Here AQL 2.5 is followed.

### **2.4.4. Fabric Inspection:**

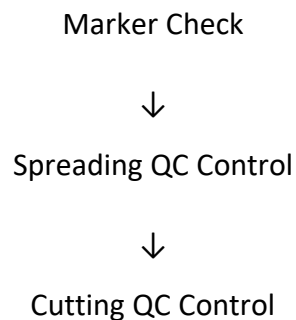
**Grading Systems:** In fact, there are several types of standard classification systems. The system is negotiated or selected through mutual recognition between the supplier and the demander.

Some of the scoring systems available are listed below:

- 1) 4 point system
- 2) 10 point system
- 3) Graniteville'78'system
- 4) 6 point system 82
- 5) Dallas system

### **Cutting Section:**

#### **QA Process Flow Chart of Cutting Section of Palmal Group**





100% Panel Check



Random Bundle Audit

**100% Panel Check:** During 100% panel check QI must consider following things:

1. Missing yarn
2. Thick yarn
3. Slub
4. Knot
5. Hole
6. Color yarn/foreign yarn
7. Shading check
8. Left-Right accuracy
9. Print missing

#### **2.4.5. Garments Inspection in Sewing Section:**

**The flow chart of sewing quality section**

Front part quality check



Back part quality check



Roaming quality check



Output quality check



Inline inspection

## **2.5 Industrial Engineering**

Industrial engineering is a branch of industry dedicated to solving the problem of how to do better or better. Industrial engineers are committed to reducing production costs, improving efficiency, improving product and service quality, ensuring the health and safety of workers, and protecting the environment and regulatory compliance. Many people are working in the garment industry. Industrial engineering is required to measure work in every department of the garment industry.

### **2.5.1 Responsibility of IE in Palmal Group:**

1. Analyzing the CMT and productivity details for all new development vogue"s supported garment sketch or samples and provides CMT to marketing department.
2. Emotional style OB (Operation bulletin), line layout and thread consumption chart for line (S) based on scheduled plan.
3. Department wise hands demand rationalization based on target strength.
4. Co-ordination with designing department for up pre- production activities.
5. When order confirmation the evaluated garment is re-analyzed for higher and economical methodology to cut back the negotiated CMT so as to remain in safe margin. It means that reduction of SMV by construction simplification relating to seam and methodology while not poignant the particular look of sample.

6. Co-ordination with hour manager to reward outstanding operators supported talent grade, potency & attendance.
7. Industrial plant audit to conduct to make sure that isD OB and layout followed in line.
8. Observation and auditing that is and junior IE activities within the unit.
9. Monthly machinery demand commit to be ready and arrange to in-house necessary machine before by coordinating with factory manager & coming up with head.
10. Commit to in-house folders and attachment well in advance based on regular production plan.
11. Talent matrix update once in 3 month.
12. Change guided missile info supported technique improvement.
13. Making ready and updating sampling standing based on production set up (P/P size set samples to be ready with approved one week before the design loading date).
14. Observation weekly performance report and conduct meeting to enhance their performance.

### **2.5.3 Work Study:**

Action research is a systematic study of activity management activities to improve the efficiency of resource use and set performance standards for activity-driven activities.

#### **Areas of Work-study: -**

A. Method study

B. Work measurement

### **2.5.3.1 Method Study:**

Method study is to systematically record and criticize existing and proposed working methods in order to develop and apply simpler and more effective methods and reduce costs. There are two parts of Method study:

1. Work place Engineering.
2. Motion Economy.

Work Place Engineering also two parts: -

- a. Minimum working area,
- b. Maximum working area.

Motion Economy s again three parts: -

- a. Economic/cost effective consideration's.
- b. Technical Consideration.
- c. Human Consideration.

### **2.5.3.2 Work Measurement:-**

Work measurement is a special style of technique used to determine the time it takes for a professional to complete a particular job, as shown on the performance label. Approximately six measurement work areas: -

1. Time study.
2. GSD (General Sewing Data)

3. Sew Easy 2005
4. Capacity study
5. Historical data
6. Analytical Estimating

**Time Study:**

Time study is a work measurement technique or data analysis to record the performance of a particular task and its components are performed under certain conditions so that an operator can achieve the required time to perform the task at the prescribed rate.

**Capacity Study:**

Capacity Study is a job measurement technique that measures the capacity of individual workers, the ability to distinguish individual lines, to find existence, in the allotted standard allotted minutes (SAM).

**2.6 Human Resource Management:**

Human resource management is to plan, organize, manage and control the investigation, development, compensation, integration, service and configuration of human resources in order to achieve personal, organizational and social goals. Personnel management refers to the management level of employees. Organizations are composed of people who receive services, develop skills, motivate them to improve their work, and continue to maintain their commitment to the organization. This is critical to achieving the goals of the organization, regardless of government and business, education, health, entertainment, or the community.



### **2.6.1 HR Function in Palmal Group:**

**Job planning:** HR has planned the manpower plan of the factory. HR ensures which department needs manpower and which department has additional manpower. The balance in the HR factory also ensures manpower.

**Recruitment and Selection:** If any post is empty, they give a circular on bdjobs. Some interested candidates send their CVs in hand and some interested candidates apply online and send their CVs. Then select a few HR primary candidates. They are called for a written test. Candidates who pass the written test are called for their viva-interview. The candidate who gets more number in written test & viva test, he /she will be selected for the post.

**Background check & certification variation:** During recruitment time selected candidate background and certification is checked.

**Medical check:** The selected candidate is sent to medical room for medical checkup. Doctor checks that he is physical fit or not.

**Terms and conditions of service:** Terms of service are issued on or after the date of hiring each employee which must be acknowledged as acknowledgment on each page which will always be mandatory while in service.

**Grievance Handling:** Show cause / Charge sheet: When an employee has been accused of misconduct, his / her investigator will conduct a preliminary investigation and immediately inform the head of the department about the immediate outcome of his / her investigation. If the head of the department is satisfied that there is a preliminary case against any employee, he will consult the head of HR, who will advise on whether to issue a fee / charge sheet. The cause

will be issued by the concerned department head. Show cause will be issued as soon as possible from the date of identification of promise / incident / incident of misconduct. A copy of the charge sheet will be prepared. The distribution will be as follows:

a. Original copy: Employee concerned

b. Duplicate copy: This copy will be placed personal file of the employee. The employee will sign this copy as proof of receipt of charge sheet.

c. Triplicate copy: The employee must have strong evidence to provide show cause so that he or she can deny his or her service without going to the next stage. The following method of viewing show cause has been adopted: If the employee is present, call him and hand over the reason, in the presence of two witnesses to get his signature or fingerprint on the duplicate copy.

d. If the employee refuses to accept the charge sheet or sign the copy, a copy of that copy may be given to the copyist, with two witnesses as witnesses. At the postal address available in the personal file, the charge sheet sent by post registered with the ad at that address will show with a note that the employee has refused to accept it.

**Suspension:** If the head of the department, at any time before or after the formation of charge sheet, is satisfied that further loss of money, group photo or photographs or any evidence of investigation is necessary to prevent further employee suspension, he / she may suspend the employee and notify the concerned HR head. Can. The reason for the given conditions is that the stay order should be followed within the next 07 (seven) days. When the accused is not guilty: When an employee is not found guilty after the investigation is closed, the trial will be closed immediately and the accused employee will be informed accordingly. In that case the accused

employee will be treated on duty during the suspension period (if any) and his salary allowance and other service benefits will be adjusted accordingly. When the accused is convicted: After the investigation is closed, an employee must be liable for the following punishments after being found guilty of misconduct:

- a. Withholding of increment or promotion for a specified period not exceeding one year.
- b. Reduction to a lower post.
- c. Dismissal without prior notice or pay in lieu thereof or any compensation.
- d. Warning in writing.
- e. Fine.

**Monthly performance evaluation:** The performance of all employees will be reviewed by their supervisor. Employees should be encouraged to discuss their performance with their supervisors at any time when concerned about how missing counseling and migration motivations are being assessed: HR staff ask why they are missing. HR consults with staff. HR asked the worker what was the reason for migration. He advised the top administration on how to reduce migration.

**Salary & wages:** HR looks after the salary and wages of factory

**Welfare report:** HR makes the welfare report

**Attendance record:** He keeps attendance reports daily and looks for absenteeism percentages.

**Safety, Health and Environment:** All employees are expected to adhere to the Palmal Group's safety practices, work in a safe manner and report any safety violations or concerns to their supervisors.

**Performance:** The performance of all employees will be reviewed by their supervisor. Employees should be encouraged to discuss their performance with their supervisor whenever they are concerned about the way they are being evaluated.

**Festival Holidays:** Each year, the organization celebrates less than 11 days of festival holidays in its entirety. The leave declared by the government does not apply outside the leave of the listed company. The following guidelines will generally be considered when announcing 11 days of festival holidays.

1. National days: Independences day, Victory day, Bengali New year day etc International mother language day.
2. International days: International mother language day, May day etc.
3. Religious days: Eid, Shab e-Barat, Shab e Qador, Charismas day, Buddha purnima, Durga puja etc .

## **Chapter 3**

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

During three months long Internship, Six areas have been studied on which are 1. Textile Production Management, 2. Supply Chain Management 3. Marketing & Merchandising 4. Quality Management 5. Industrial Engineering 6. Human Resource Management of Palmal Group below mentioned Strengths, Weaknesses, Opportunities and Threat of Palmal Group have been figured out-

#### **Strength of Palmal Group**

1. Skilled Manpower
2. Avail automated machinery
3. Produce Quality full Garments
4. On time Shipment meet up
5. Production target achieved
6. New method implemented
7. 100 % compliance factory

#### **Weakness of Palmal Group**

1. Unwilling to accept new technology
2. Less productivity & Efficiency
3. Huge no of employee involved in Quality Management

4. QMS systems not involved
5. Lack of knowledge about lean manufacturing and six sigma tools
6. Imbalance the utilization of man power
7. Communication gap

### **Opportunity of Palmal Group**

- Willing to accept new technology
- Increase productivity & Efficiency
- Ensure the quality at the source
- QMS systems involved
- Training about lean manufacturing and six sigma tools
- Balance the utilization of man power
- Reduce Communication gap

### **Threats of Palmal Group**

1. Salary and wages increasing gradually
2. Less profit for less productivity and efficiency
3. More investment cost in Quality Management
4. Investment cost about Accord & Alliance
- 5 Seven types of wastages obstacles to get more profit. (Eg-Defect, Transportation, Inventory, Motion, Waiting, over production, Over processing).

The Palmal Group has some problems with its business dealings, some of which are related to the Palmal Group's own institutional weaknesses and some of them related to clients. The following searches from the above discussion are as follows-

1. Less productivity and efficiency of the factory
2. Employee turnover rate slightly higher
3. The company fails to achieve goal target
4. Imbalance the utilization of manpower
5. Quality not coming from the source .

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

I applied all course from PGD-KIM during Internship, Basically Communication skills and Industrial Engineering was very helpful for me.

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

I think there is a dearth of skilled people in the Palmal Group factory. I have noticed the weakness of mid level management in particular. This weakness can be overcome if they are careful.

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

During the internship I learned to interact with different departments. I have learned about the activities of different departments of the garment industry. The overall theme of a garments industry has become clear to me that could give me a strong basement for my future professional life.

## **Chapter 4**

### **Conclusion**

Palmal Group is the largest manufacturing group in Bangladesh. The latest modern automatic machines for manufactured products are used in the Palmal Group. Most employees are experienced. Due to this the production is higher than other garments. The quality of its products is the best because many quality men are involved to ensure the best quality. Various quality tools like Pareto Chart, Fish Hoon Diagram, Check Sheet, Traffic Light Chart are used to ensure the best quality. Quality is tested step by step as well. The quality is checked in AQL-2.5. There is an effective Production Planning and Coordination Division (PPC). Based on style, line planning, wash plan, back plan, line feeding, shipping are arranged by following the raw material sitting at home. Palmal Group has an IE department. There are a lot of activities are done by Industrial Engineer such as worker's assessment, SMV find out, through production target every day, efficiency calculation, factory performance calculation, profit-loss calculation, find out bottle neck of production , operation bulletin, method study, time study , capacity study , Some lean tools 5S, Kaizen , 7 Wastage, activity sampling etc. Industrial Engineer finds out non value added activities which are wastage and reduces these. For this reason production is done smoothly. There is an efficient Marketing & Merchandising department in Palmal group. They maintain the supply chain smoothly. There are a lot of activities in Human resource department for instance manpower planning, job design, job responsibilities, new man power selection and recruitment, handling grievance , promotion & demotion policy , performance evaluation of every section, exit interview etc . Palmal is fully compliance factory. Palmal Group follows the accord - alliance rules & regulation, also follows Bangladesh labor law . Palmal Group is conscious about every employees heath, hygiene & safety , Palmal Group is also be aware of environment pollution . The Palmal



group has ETP. Waste and contaminated water are treated by various chemicals so that we can reuse it as fresh water.

Palmal Group Bangladesh 100% Export Oriented Garment is After training these garments I have gained a lot of knowledge which will help me to be a leader in the future in the garments sector. I have known to my company in a new light through my three months long Internship program which is a part of Postgraduate Diploma in Knitwear Industries Management at BRAC University which is a 9-month long International Standard Real life professional Managerial Program aiming to produce future leader and entrepreneurs for textile industries of Bangladesh with the financial support of Asian Development Bank (ADB), under the Skills for Employment Investment Program (SEIP), Finance Division, Ministry of Finance, Government of the People's Republic of Bangladesh. Palmal Group is truly a very good, integrated and world class garments label; Manufacturing Company in Bangladesh though has some areas for improvement. I am proud to be a part of this organization. The top management of Palm Group is extremely positive to remove all the errors mentioned in this report. This company will get more orders and more nominations from new buyers in future due to having Accord & Alliance certified factory, 100% compliance, world class machineries, skilled manpower and high-quality products..

## References

1. *www.palmalgarments.com*
2. *https://en.wikipedia.org/wiki/Textile\_industry\_in\_Bangladesh*
3. *http://www.bgmea.com.bd/home/pages/TradeInformation*
4. *https://www.textiletoday.com.bd/seip-a-need-based-skill-enhancement-program/*
5. *https://textilelearner.blogspot.com/search/label/Garments%20Manufacturing*
6. *http://fashion2apparel.blogspot.com*
7. *Operation Management by William J. Stevenson*
8. *Supply chain Management by Sunil Chopra & Peter Meindl*
9. *Principle of Management by Kootz & O' Donnell*
10. *Report of Md. Atwer Rahman*
11. *[www.hameemgroup.net](http://www.hameemgroup.net)*
12. *brac website*
13. *SEIP website*

\*\*\*\*\*End\*\*\*\*\*