

Report On
Marma Composite Ltd.
Apparel Merchandising

By

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

Executive Development Center, BIGD
Brac University
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Declaration

It is hereby declared that

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

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Letter of Transmittal

Shamim Ehsanul Haque

Assistant Professor and Assistant Dean (Industry and Alumni Outreach),

BIGD, Brac University

66 Mohakhali, Dhaka-1212

Subject: Submission of Industrial Report.

Dear Sir / Madam,

This is my pleasure that I am submitting my internship Report of Marma Composite Ltd. in Apparel Merchandising, which I was appointed by your direction.

I am trying my best to finish this 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 requirements.

Sincerely yours,

Tahmidur Rahman

19281150

Executive Development Center, BIGD

Brac University

Date: June, 2021

Non-Disclosure Agreement

This Agreement is made and entered into by and between Marma Composite Ltd. and Tahmidur Rahman for the purpose of receiving certain confidential information of the Company to enable the intern to undertake the project with Merchandising.

Company and Intern hereby agree as follows:

1. "Confidential Information" means confidential information and proprietary information of a Company which is marked by that company.
2. Confidential Information is treated as Confidential Information, any information provided by Company to Intern in tangible form shall be marked "Proprietary and Confidential" or similar markings.
3. No information will be Confidential Information that: (i) is already known to Intern, or (ii) is or becomes publicly known through no wrongful act of Intern, or (iii) is received by Intern from a third party without similar restrictions and without breach of this Agreement.
4. Except as provided herein, Intern will not disclose any Confidential Information to any other person. Confidential Information will not be used by Intern other than in connection with the report.
5. Intern may disclose Confidential Information (i) to other interns who have executed non-disclosure agreements with Company, (ii) in response to the lawful request or requirement of a governmental agency or by requirement of law, and (iii) to the faculty member supervising the report.

Student's Full Name & Signature:

Tahmidur Rahman

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Industry Supervisor's Full Name & Signature:

Salah Uddin

Manager, IE & Planning Department

Marma Composite Ltd

Acknowledgement

This internship opportunity I had with Marma Composite Ltd was a great chance for learning and professional development. Therefore, I consider myself as a really lucky person.

I cannot express enough thanks to my academic supervisor Shamim Ehsanul Haque, Assistant Professor and Assistant Dean (Industry and Alumni Outreach), PGD-KIM, BIGD, Brac University for his continued support and encouragement. He has guided me in each step of producing this report as clearly as possible. Also, I wish to express my deep and sincere gratitude to my industry supervisor Salah Uddin, Manager, IE & Planning, Marma Composite Ltd. for giving me the opportunity to do an internship and providing invaluable guidance throughout this internship. Bearing in mind previous I'm using this chance to precise my deepest gratitude and special because of the Industrial management who in spite of being extraordinarily busy with his duties, took outing to listen to, guide and keep me on the right path and allowing me to hold out my project at their esteemed organization and increasing during the training.

It is my radiant sentiment to put on record my best regards, deepest sense of gratitude to Mr. Md. Shipon, Manager Compliance and Mrs. Shamme, Asst. Manager Admin & HR for their careful and precious guidance which were extremely valuable for my study.

I perceive this chance as an enormous milestone in my career development. I will strive to use the gained skills and knowledge within the absolute best way, and that i will still work on their improvement, so as to achieve desired career objectives. Hope to continue cooperation with all of you in the future.

I offer my sincere appreciation for the learning opportunities provided by BIGD, BRAC University and SEIP (Skill for Employment Investment Program). I would like to say thanks to my PGD mates and colleagues for their constant encouragement.

Finally, my thanks attend all the people that have supported me to finish the research work directly or indirectly.

Sincerely

Tahmidur Rahman

ID: 19281150

Executive Development Center, BIGD

Brac University

Date: April, 2020

Executive Summary

This report is on Apparel Merchandising. The objective of this internship is learning practical things of industry and practice what we have learned in class room. As the classroom discussion cannot give a complete picture of the real business situation. It was an opportunity for the students to gather practical knowledge and know the real-life working conditions through this program. I wanted to work on this topic because Apparel Merchandising is very important in the RMG sector in Bangladesh. Merchandisers are handling the business.

I have divided this report into four parts, first Company Profile, second brief description of my activities and learning in industry, third findings and suggestion, four conclusion and recommendation.

Key points are of this Reports: Know about apparel merchandising; The Merchandising Activities in RMG Industries in BD; Business, Operation and Quality Overview of this company; Project Dissection of the Experience of Merchandiser; Findings and Recommendation.

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List of Acronyms

| | |
|-----|--------------------------------------|
| AQL | Acceptable Quality Limit |
| AWB | Air Waybill |
| BL | Bill of Lading |
| CPM | Cost Per Minute |
| CM | Cost of Making |
| CP | Critical Path |
| CI | Commercial Invoice |
| CO | Country of Origin |
| CAD | Computer Aided Design |
| CIF | Cost Freight and Insurance |
| DPL | Detail Packing List |
| EXP | Export Permit |
| FDS | Fabric detail sheet |
| FCL | Full Container Load |
| GPQ | Guideline for Production and Quality |
| IP | Import Permit |
| IH | In House |
| JD | Job Description |
| KPI | Key Performance Indicator |
| LC | Letter of Credit |
| LCL | Less Container Load |
| OB | Operation Bulletin |
| PO | Purchase Order |
| PI | Pro forma Invoice |
| PP | Pre-Production |
| QA | Quality Assurance |
| SMV | Standard Minute Value |
| TNA | Time and Action Plan |
| MCL | Marma Composite Ltd. |

Glossary

Thesis

An extended research paper that is part of the final exam process for a postgraduate degree. The document can also be classified as a project or collection of extended essays.

Glossary

An alphabetical list of key terms

Lean

Lean is a Systematic approach to increase Productivity, Quality with Reducing WIP in a Disciplined Way. Its main concept is from TOYOTA's 1930 Operating Model. The term "Lean" was coined in 1988 by John Krafcik and defined in 1996 by James Womack and David Jones. (1)

Merchandising

Merchandiser is the interface between Buyer & Exporter. He is responsible for order analysis of shipment. So Merchandising is the very important department in the RMG sector.

Chapter 1

About Organization

1.1 Overview of the Industry (MARMA Composite Ltd)

MARMA Composite Ltd. A modern composite knit garments industry in Bangladesh that committed dressing peoples worldwide with distinctive, qualitative and fashionable knitwear. The company is one of the leading knit-garments industries that manufactures and exports a variety of sophisticated knitwear. Top listed branded customers worldwide have been serving with the knitwear of the company for about 12(Twelve) years. The company maintains an uncompromising quality and standards of the products throughout the production steps from knitting till to the packing. Skill and professional team members monitor and control product quality with high care. Knitted 100% cotton fabrics, the company produces for the knit-garments, is “confidence in Textiles” and free from any harmful substance. Because of maintaining such international standards, the company awarded Oeko-Tex Standard 100 certification (class I that covers products with direct contact to skin).The company is compliant and audited regularly under BSCI, Standards that meet very high standards compliance practices. MARMA Composite Ltd. is an active member of SEDEX, a UK based organization aimed at enabling responsible supply chain. Also MARMA Composite Ltd. is an active member of WRAP, a USA & UK based organization aimed at enabling responsible supply chain. The management of the company firmly committed to fulfill related rules and regulations concerning workers’ rights and benefits. As regards, compliance performance of the corporate is monitored with high care. Workers Representation and Welfare Committee (WRWC) selected from among the workers and safeguards workers' rights. Baby and Child care Centre arranged within the premises of the company. Training to the workers on various issues like first aid, health and safety, emergency evacuation, use of PPE’s etc. are arranged as regular practice. The company and I myself is one of the pioneers of establishing garment industries in Bangladesh and marketing readymade garments especially the knitwear to the international markets as well. I have been participating actively in knitwear marketing campaigns and studying the export markets of the European countries. It’s a matter of satisfaction that the “Knitwear Marketing Mission” that I even have launched under patronization of the United Nations involves the successes and knitwear of Bangladesh achieved tremendous popularity worldwide.

Land & Factory Buildings

MARMA Composite Ltd. is a 100% export oriented garments manufacturing industry situated at Tongabari, Ashulia, Savar, Dhaka, Bangladesh which is 30 minutes' drive from Hazrat Shahjalal International Airport, Dhaka.

Total Land Area: 3.165 acre. (316.50 Decimal)



FIGURE 1: BUILDING-01

Building-01

| Every Floor Space 25,375 Square Feet | |
|--------------------------------------|--|
| Ground Floor | Godown – (Yarn & Gary Fabrics), Knitting, DGM Office & others office, Canteen, Doctors Room & Child Care Room. |
| 1 st Floor | Sewing Section & Finishing Section. |
| 2 nd Floor | Management office, Others office & Central Cutting Section. |
| 3 rd Floor | Store Dept. – All Accessories, Finishing goods, Fabrics & etc. |
| 4 th Floor | Sewing Section & Finishing Section. |

| | |
|-----------------------|-------------------------------------|
| 5 th Floor | Sewing Section & Finishing Section. |
| 6 th Floor | Sample Section & Printing Section. |



FIGURE 2: BUILDING-02

Building-02

| | |
|---------------------|--|
| | Total Floor Space 20,400 Square Feet |
| Ground Floor | Printing Floor, Expose Room, Chemical Room, Color Room |



FIGURE 3: BUILDING-03

Building-03

| | |
|-----------------------|--|
| | Every Floor Space 5,562 Square Feet |
| Ground Floor | Utility (Generator, Boiler, Substation). |
| 1 st Floor | Maintenance Department & Workshop. |



FIGURE 4: BUILDING-04

Building-04

| Every Floor Space 2,303 Square Feet | |
|-------------------------------------|---|
| Underground | Water reserve tank (for firefighting & drinking water), total 1, 07,671 gallon. |
| Ground Floor | Parking Zone |
| 1 st Floor | IT Department & Drivers Waiting room. |
| 2 nd Floor | Mosque (Prayer Place). |

History & Basic info of MARMA

| | | |
|---------------------------|---|--|
| Company Name | : | MARMA Composite Ltd. |
| Company's Formation | : | A Private Limited Company. |
| Year of Establishment | : | 2007 |
| Factory Address | : | Tonga Bari, Ashulia, Savar, Dhaka, Bangladesh |
| Head Office Address | : | House No# 9/1, Road No# 12, Kallyanpur, Dhaka-1207, Bangladesh. |
| Compliance Accreditations | : | BSCI Ref.: DBID (28547), Oeko-Tex (Class - 1) - Ref.: 12.HBD.06546 WRAP Status: Gold, SEDEX Walmart Status: YELLOW***, Ref.: 36182694 |
| Nature of Business | : | 100% Export Oriented Garments Factory |
| Manpower | : | 1450 |
| Turn Over | : | US\$ 24.0 Million |
| Registration Certificate | : | BKMEA Membership: 1216-C/2007 Enrolment No.: GSP-1655 Enrolment No.: GSP-1655 VAT Reg. No.: 5031029908 TIN No.: 072-201-5781 Fire Reg. No.: Dhaka/21961/010 |

1.2 Vision & Mission

Vision

To set up a fully compliant & longer term, a “Semi Green” factory and be a dependable strategic partner to our customers.

To become the benchmark manufacturing company for the garments industry providing world class products through the integrity, teamwork and creativity of our people driven by our constant commitment to outstanding overall customer satisfaction.

Mission

To deliver high-quality products and exceptional services to our customers by harmoniously blending safety, quality and efficiency while diligently maintaining our integrity, honesty and dedication towards environmental and social responsibilities.

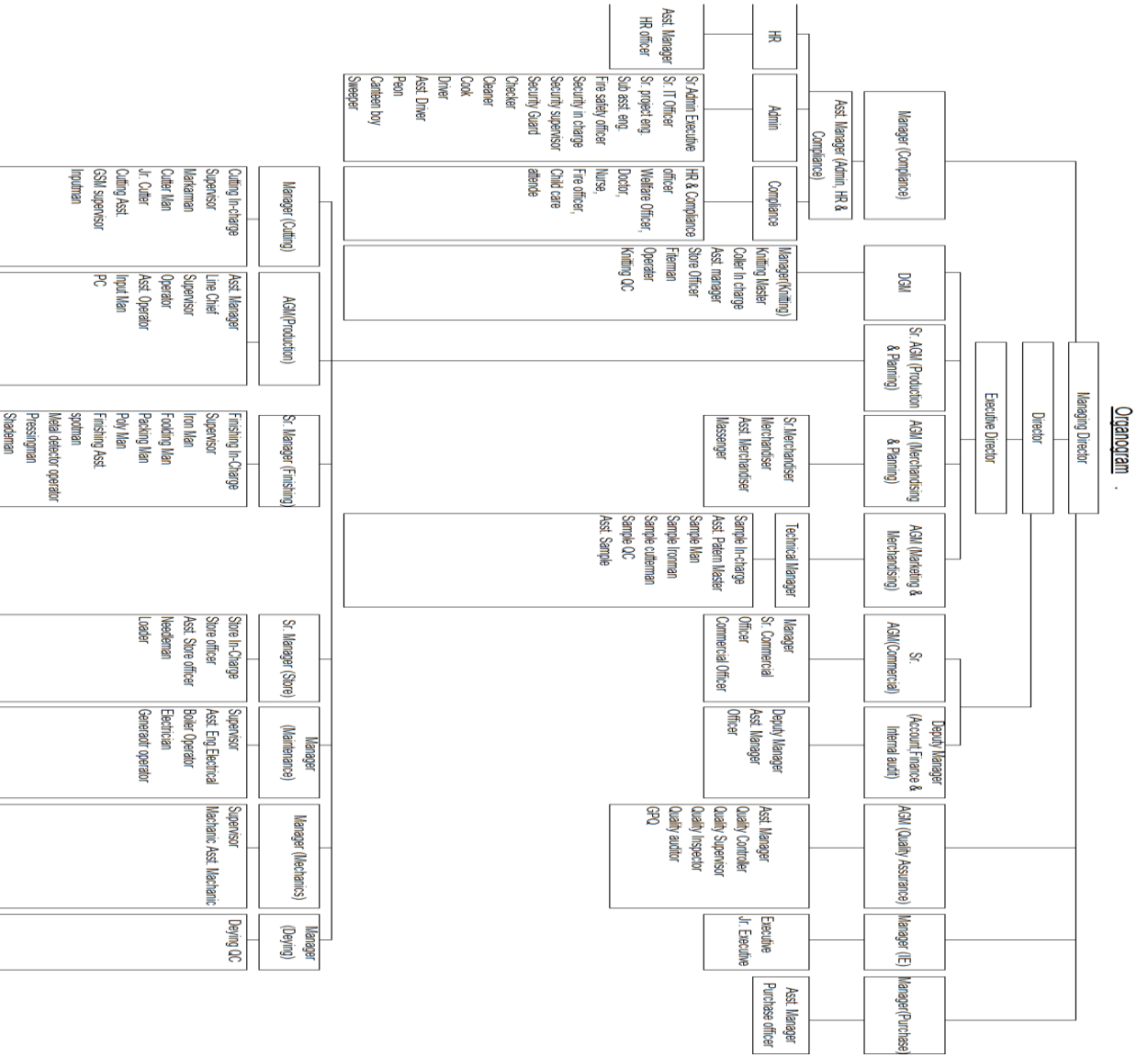
- Be a market leader in the field of value global supplier of RMG.
- Innovative development and sustainable Growth.
- Deliver quality fashionable products at affordable prices. Be innovative, cost effective and globally competitive.
- Outstrip our customer’s expectations.
- Provide opportunities for growth for our employees.

1.3 Goals & Objectives

To maximize profit while creating an environment in which they can provide the best value and the best services to their customers, while developing themselves to Their maximum potential in a pleasant, clean and professional atmosphere.

1.4 Organizational structure, Organogram, Branches and Departments

MCL Organogram:



Abbreviation:

- HR- Human Resource
- EHS- Ethical Health & Safety

- COC- Customer code of Conduct
- CD- Customer Development, PD- Product Development
- IE – Industrial Engineering
- MIS- Management Information System
- IT- Information Technology
- QAD- Quality Assurance Dept.
- QMS- Quality Management System
- SCL – Supply Chain & logistics
- P & S – Procurement & Sourcing

Departments:

- Admin, HR & Compliance Dept.
- Operational Section. (Knitting & Toe Closing, Processing, Finishing Section)
- Product Development Dept.
- Engineering Dept. (Civil Engineering, Electrical & Electronics, Mechanical Section)
- Industrial Engineering Dept.
- Merchandising & Marketing Dept.
- Production Planning & Controlling Dept.
- Procurement & Sourcing Dept.
- Quality Assurance Dept.
- Management Information System Dept.
- Information Technology Dept.
- Supply Chain Logistics Dept. (Export & Import Section, Inventory Section)
- Finance & Account Dept.

1.5 Products/services produced by the Industry

Our Production Capacity (Monthly)

Shade Building total 15 Lines:

- Basic items - 7,80,000 pcs

Shade Building total 14 Lines:

- Fancy items - 6,47,400 pcs
- Critical items - 5,26,500 pcs

New Building total 15 Lines:

- Basic items - 7,80,000 pcs
- Fancy items - 6,47,400 pcs
- Critical items - 5,33,000 pcs

Factory Efficiency

- Cutting- 60%
- Sewing- 55%
- Finishing- 50%
- Overall Efficiency- 55%

Our Products:

Fabrics:

- | | |
|--------------------------------|---------------------------|
| 1. Single Jersey Fabric | 10. Lycra Fleece Fabric |
| 2. Lycra Single Jersey Fabric | 11. 1X1 Rib Fabric |
| 3. Single Lacoste Fabric | 12. 2X2 Rib Fabric |
| 4. Lycra Single Lacoste Fabric | 13. 2X2 Lycra Rib Fabric |
| 5. Pique Fabric | 14. Interlock Fabric |
| 6. Double Lacoste Fabric | 15. Lycra Pique Fabric |
| 7. Terry Fabric | 16. Birds Eye Fabric |
| 8. Lycra Terry Fabric | 17. Flat Knit Collar-Cuff |
| 9. Fleece Fabric | |

Garments:

| MEN'S | WOMEN'S | KID'S |
|----------------|-----------------------|---------------|
| T-Shirt | T-Shirt | Polo Shirt |
| Polo Shirt | Polo Shirt | Sweat wear |
| Tank Top | Tank Top | Pants |
| Shirt | Ladies Zip Thru Hoody | Pyjama |
| Zip Thru Hoody | Ladies Jacket | Fashion Shirt |
| Jacket | Night Dresses | |
| Granddad Tee | Leggings | |

TABLE 1: GARMENTS TYPE

Our Present Client's

1. LIDL (Distra) - Germany
2. Living Stone - UK
3. Walmart (JACORP INC) - CANADA
4. Falabella -Chile
5. Signet (Champion, Lotto) - Nederland
6. GOR Factory - Spain
7. Public - Serbia

Compliance

MARMA Composite Limited is always welcoming of new international standards and compliance measures set by International Agencies as well as our customers. MARMA Composite Ltd. maintains a professional culture that abides by ethics, employee standards, industry standards, and legal compliances. Our business growth is directly transformed into reality within these compliances.

MARMA Composite Limited follows rigorous safety compliance for the safety of all our employees as well as for the safeguard of company resources. MARMA Composite Limited prioritizes safety as a major concern. These safety regulations include fire safety, movement, worker health and safety and various others. MARMA Composite Limited strictly maintains the legal compliances set by the Government of Bangladesh as well as the demanding compliances set by our customers throughout the world.

Employee Welfare

MARMA Composite Limited provides Child Care facilities for all its employees. Each Child Care center is well illuminated, ventilated and spacious for the children to enjoy. Food, clothing and medical assistance are provided to these kids free of charge.

MARMA Composite Limited has a separate medical section to provide medical service to its employees. Employees are treated with professional care and provided with free medicine at these facilities. Ambulance service (vendor) is available for any necessary emergency.

MARMA Composite Limited offers various Maternity benefits for its female employees. Each pregnant woman is provided with light work during pregnancy, maternity leave, free weekly health check-ups by certified doctors and other benefits.

MARMA Composite Limited prioritizes safety over all else. Each employee undergoes comprehensive safety training before and after joining the company. These training sessions include fire safety, first aid, machinery safety, chemical and hazardous material handling, manufacturing safety issues, etc.

Chapter 2

Description about task accomplishment

Responsibilities of HR Dept.: The main activity of the HR Dept. is recruiting employees. The other activities are Training management, Performance Management, Workforce Planning, Leave and overtime Management, Employee health and safety.

Responsibilities of Admin Dept.: Management the company transport, housekeeping, Entertainment, Day care management, wastage management.

Responsibilities of Compliance Dept.: The main activities of compliance are policy statement and Ethical standard management.

Responsibilities of Civil Engineering Dept.: Planning and overseeing different construction effects are done by the Civil Engineers. They also ensure the safety of constructed structures.

Responsibilities of Mechanical Engineering Dept.: To solve the problem mechanical engineers analyze the machine problem and thermal devices to continue the manufacturing process without any trouble. They also design the power-producing machines such as steam and gas turbines, centric motors, internal combustion engines, refrigeration and air-conditioning systems.

Responsibilities of IT Dept.: IT department maintains the software, hardware, network system, printer and scanner system etc. They are also responsible for properly responding to the computer and network system.

Responsibilities of MIST Dept.: Management Information System is responsible for the information system of the employees, upgrading, installing and troubleshooting.

Responsibilities of Commercial Dept.: The most common activities of this department are Prepare Invoice, Packing list, issue Exp. from bank and send to C&F agent, Cheek Draft BL, FCR & HAWAB, Place booking forward for air & sea shipment. To confirm PI & Invoice, follow up C&F for shipment, documentation & preparation of LC opening, import- export, clearing and forwarding, cash incentive file preparation, realization on bank follow up, release OBL/HWAB/HBL are also done by this department.

Responsibilities of inventory Dept.: The total inventory system of any instate is controlled by this department. The main activities are all arrangements of buyer inspection, Goods receipt note preparation, Receiving incoming goods, Check for damage or shortage, Fill Goods inward/ day book, daily collection register, vendor Callan note; rejection memo preparation, send other documents to respective departments. To ensure all the industrial materials equipment are in workable condition. In several periods of time this department needs to inventory the total factory goods and prepare a report and send a copy to the respective departments.

Responsibilities of Accounts Dept.: Accounts and finance dept. plays an important role in every industry. A quick look at this department is given below-

Handling tax issues, Billing & credit control, Cost management, Treasury management, working capital management, payroll system, business advisory function, cash flow management, business advisory function.

Responsibilities of Merchandising Dept.:

Merchandising and marketing department is very important in RMG sartor. A Merchandiser plays a vital role from order received to shipment. Firstly a merchandiser collects product development orders from the buyer and then he or she plans and develops this product and waits for customer feedback. If there is any new customer requirement then he makes a new sample and sends it to the customer for final approval. Beside this a merchandiser also prepares price quotations for customers. When an order is confirmed then he will go to bulk production as the customer desires. Below I am describing the whole activities of a merchandiser briefly.

Functions of a merchandiser

1. Execute the sample order.
2. Prepare the product costing.
3. Make programming.
4. Yarn booking.
5. Production Schedule.
6. Arrange all necessary accessories.
7. Approval different sewing operations and finishing process.
8. Dummy size set sample approval.
9. Production sample approval.
10. Pilot run inspection.
11. Process layout inspection.
12. Controlling the production system.
13. Shortage Identification & arrange all short equipment.
14. Follow the quality assurance procedure.
15. Follow up the junior activities of in-house and sub-contractor unites.
16. Communicate with the buyer.
17. Proper communication with the production units, processing units and third parties.
18. Proper Reporting
19. High Lighting
20. Attending meetings with the superiors.

1. Execute the sample order: After receiving the techpac with sample specification the merchandiser has to understand what the buyer requirement is. Executing sample order and dispatch on time in the right quality is also the main duty of a merchandiser.

2. Costing: When a merchandiser prepares the cost sheet he should know the following things...
 - Yarn price.
 - Knitting price.
 - Dyeing price.
 - Washing price.
 - Various sewing operation costs.
 - CM cost.
 - Accessories cost.
 - Finishing cost.
 - Overheads.
 - Wastage %
 - FOB charges.
 - Buyer's agent's commission.
 - Insurance
 - Quota rate per garments.
 - Profit.

3. Programming: The following factors should be consider in programming:
 - Fabric structure
 - Knitting Dia
 - Process loss
 - Size wise piece weight
 - Size wise requirement.
 - Require the extra quantity.

4. Yarn booking: After the order confirmation merchandiser will book the required yarn to make the garments. He should always communicate with the supplies.

5. Production Schedule: Production scheduling is to be done by the merchandiser for each and every single order. The following aspects should be considered
 - Number of sewing operations.
 - Number of processes.
 - Design.
 - Types of stitches.
 - Order quantity.
 - Shipment time.
 - Production capacity per hour.
 - Finishing Process.

6. Arrange all necessary accessories: While production is running it is the main duty of a merchandiser to in-house all the required accessories in proper time and they should cross check the actual requirements after verifying the details.

7. Approval different sewing operation and finishing process: Before the bulk production merchandiser should collect the all operation of sewing. He should also know the quality parameters of various processes.

8. Dummy size set sample approval: Size set sample is very important in the garment industry. Merchandiser should consider the below mentioned aspect-
 - GSM
 - Measurement
 - Shrinkage percentage
 - Washing Fastness
 - Sewing operation quality
 - Size label
 - Washing instruction.

9. Production sample approval: Before the production meeting merchandiser should get the approval from the customer. Without this approval bulk production should not be started.

10. Pilot run Inspection: The follow up team should do a pilot run inspection to identify the garments defects that will be rectified in the bulk production. It is also known as the first line production.
11. Process layout inspection: In process means in between any process or any activities related to execution of an order. The purpose of this inspection is identify the problems of quality at the right time to the right person without fail.
12. Controlling the production system: Consistent supervision is essential to control the non-conformances. Periodical quality check should be done after an hour. Controlling should be right from the operative level also. Efforts should be taken to control the nonconformities during production.
13. Shortage Identification & arrange all short equipment: A merchandiser should be alert all time for any kinds of shortage. If any shortage is found like yarn, fabric, accessories etc, should arrange all the shortage material without any delay, because it can affect the desired production quantity. In case of shortages also we have to follow the quality control and quality assurance procedure without fail. Quality of the material should not be compromised.
14. Follow the quality assurance procedure: Most of the companies have a written quality procedure manual, the merchandiser should have to strictly follow all the procedures of quality control.

The quality assurance procedure are:

- All the buyer required test procedure should follow strictly.
 - Tested samples, swatches, accessories should be maintained properly.
 - Before starting the cutting merchandiser has to confirm the responsible unit that all approval got from the customer.
15. Follow up the junior activities: The merchandiser has to monitor his subordinates and teach them about the quality procedure before going to the factory visit. Most of the

time the performance of the team depends on the coordination and proper guidelines of seniors.

16. Communicate with the buyer: Communication with the buyer is very important. Merchandiser should read each and every email that is sent by the customer. Here are some issues mentioned below that are the duties of buyer communication-

- Amendments
- Sample order sheet
- Production Status
- Buyer Visit
- Sample execution
- Sending different samples, swatch, and accessories for approval.

17. Proper communication with the other units: Proper communication is the key to be a successful merchandiser. He has to know the production status of all units like knitting, dyeing, cutting, sewing and finishing which are helpful to fulfill the buyer acceptance.

18. Proper Reporting: Merchandiser has to give reports for the below mentioned activities-

- All testing procedure
- Daily production status
- All customer approval
- Shortage equipment
- Inspection details
- Production meeting and shipment date.

19. High lighting: The merchandiser has to highlight the major problems of merchandising at the right time that helps the senior to take necessary action to solve the problem. Proper decision is made due to highlighting timely without any fail.

20. Attending meetings with the superiors: One of the major duties of a merchandiser is to communicate with the senior and provide him with the production status of the

buyer meeting. Merchandiser is responsible for giving the answer to various questions raised by the superiors pertaining to the execution of the allotted orders.

Responsibilities of PPC Dept.: PPC means production planning and control. This department can be viewed as the nervous system of the production. Utilization of material resources is the main aim of this function. All the activities in manufacturing or production cycle must be planned, coordinated, organized and controlled to its objectives.

Responsibilities of IE Dept.: In the garments section, Industrial Engineering section plays an important role in production plants. The main target of this department is less wastage with maximum utilization of resources. Coordinate quality control objectives and activities to resolve production problems, maximize product reliability, and minimize cost Confer with vendors, staff, and management personnel regarding purchases, procedures, product specifications, manufacturing capabilities, and project status.

Responsibilities of Quality Assurance Dept.: Quality assurance department ensure the quality of a product. They work to prevent mistakes and defects in the manufacturing process. Job responsibilities of this department are determining, negotiating and agreeing on in-house quality procedures, fulfill the customer requirement, maintain the quality standard.

Chapter 3

Critical assessment of Internship work

3.1 Application of Generic and Industry specific courses during internship

During my academic period in the PGD-KIM program, I had generic and industrial courses. Those courses have helped me to understand my workplace very deeply.

Production Management and Merchandising (Course Code-KIM 203): This course helped me a lot during my internship period. From this I learned about the fashion Industry, Analyse the market, Different Buyer, Sampling and basic costing of garments that helps me in my real life experience.

Analytical skills and competencies (Course code: KIM 102): From this course I learnt about profit and loss interpretation, Cost benefit analysis, statistical analysis, Advance computing skills that helps me in my real workplace. When I confirm a new order from a customer this skill helps me to understand the profit margin that helps me to make decisions effectively. Now, developing my computing skills I am able to work faster than before.

Communication Skills (Course Code KIM-103): In merchandising section effective communication plays an important role in success in business. This course helped me most that I learnt in this program. When I counsel, I am able to understand their behavioral attitude through conversation by persuasive techniques. My non-verbal communication was very poor before but now from this course I learnt some technique about this and it's really workable. Now I know how I can pay attention to the audience, be judged by them. When I attend a buyers meeting I am able to present my work-study of any specific order that helps me to achieve the business goals. When I communicate with the buyer through email, now I am able to apply the formalities and proper salutation that helps me to pay attention and please the buyer. Now I am able to do some basic writing as well as business writing and I believe that I will be able to complete the job interview, application and aptitude tests more smoothly than the previous.

Business Operation skills (course code-KIM 104): I learnt from this course how to manage business, the main issues of the RMG sector, Legal business strategies, about ethical and sustainable business that helps me to better perform in my workplace. Now I know the interaction between the industry and the individuals. Also I have enough knowledge on

supply chain management that involves producing and delivering products, that helps to achieve the customer demand.

Introduction to Garments Industry (course code-KIM 201): This course helps me to understand the basic knowledge of this sector, the history of this sector, industry ongoing situation, background and upcoming trades that makes me more confident and more efficient.

Industrial Engineering (Course Code KIM-202): From this session I have gathered a lot of knowledge about the whole working process of a garments Industry. Also know different types of process with their advantages and disadvantages such as Unit production system, straight line production system, make through system, group production system. Also known about various sections and their activities of the garments such as, merchandising section, Sample section, CAD, knitting, Dyeing, Sewing, and Finishing etc.

3.2 Suggestion for industry improvement

1. The employees of all departments of this industry have to be proactive because I have found some lacking regarding this sector.
2. In my internship period I have found that many meetings are happening including all departments. Some of the employees are sitting idle because they are not required for those meetings. Factory should rearrange the procedure of this meeting.
3. In different processes there is so much wastage, so factories should reduce this kind of wastage to increase the profit margin.
4. The factory should enrich the ERP system because by using this, employees will find all the tasks and information in one frame that helps them to reduce the workload.
5. Should reduce excess overtime hours.
6. There is no provident fund for the employees if the company takes proper steps about this issue so that employees can feel secure at their respective job.
7. To make the employees more productive, the factory should arrange proper training.

Department wise improving areas are given below:

| Department Name | Improving Area |
|---|---|
| Admin, HR & Compliance Dept. | Dept. Organizing, performance Evaluation of each Dept. |
| Knitting & Finishing Section | Floor Discipline, Increasing of Machine & tool's life time, Operating Procedure Standardizing, Unnecessary Motion reducing , Work leveling, defect Reducing ,Wastage Reducing |
| Product Development Dept. | Floor Discipline, Wastage Reducing, Operating Procedure Standardizing, Unnecessary Motion reducing |
| Industrial Engineering Dept. | Floor Discipline, Wastage Reducing, Operating Procedure Standardizing, Seeking Excellence |
| Merchandising & Marketing Dept. | Visualization of Current state & Action Plan for future State , Floor Discipline, Operating Procedure Standardizing |
| Production Planning & Controlling Dept. | Visualization of Current state, 1 st come 1 st out ,Reduce Lead time & Operating Procedure Standardizing |
| Quality Assurance Dept. | Operating Procedure Standardizing ,Product Tracking, Product Quality Improving ,Wastage Reducing |

3.3 Learning for self-improvement

In my internship period, I was reflective of my task. Being a merchandiser I have the opportunity to work with all the departments. Sometimes I faced difficulties about personality traits to others but my attitude was always positive to others. Sometimes the decision that is made by their boss or team leader they don't like because they think that merchandiser is responsible for all that decision. But reality is the merchandiser is not always in charge of making all the decisions. But now most of the time I am able to understand the situation and manage them with effective communication and proper guidelines. There is another difficulty that I found in the industry is sexual harassment. Most of the industries have large production floors with a significant man power and sometimes duty hours become excessive. So booth men and women especially women can be victim of sexual harassment. Because of their reputation and social stigma, female workers often avoided this. It is often a threat for the reputation of the person complaining in our society. Thinking that female workers are unmotivated to complain about this issue. Most of the employees think that the HR department has only work for the company and the top management's interest. But the reality is far different from the assumption. In the training program, production people feel demotivated to participate in the training because they think it as a waste of production time. They have not any clear understanding of HR function and activities.

This program gives me an opportunity to build up my career by improving myself following the guideline of the respective trainer. I achieved my work quality as I expected and also accomplished my responsibility on time. In my workplace when I face a problem I take this as a challenge and try to find out the main reason and solve this. I feel my attitude is changing to a positive day by day. By overcoming these challenges my efficiency label is also increasing. Now I properly follow my boss's instructions and company rules without any hesitation, and try to cooperate with other staff. After completing my task I report to my supervisor as soon as possible. Now my supervisor and team members are fully satisfied with my work.

Chapter 4

Conclusion

Marma Composite Ltd. is the 100% export oriented knit garments factory. It is also a developing factory. The merchandising team of this organization should be seen as a strategy of this company that helps the company to increase their business day by day. In my workplace I face many difficulties and challenges but these are minimizing day by day. After the completion of this program I prepared myself more efficiently and more confident. Now I think I will be able to lead the industry efficiently, and also help me to stimulate creativity and innovation in leaders of the future through generic skill development. My thought process and my analytical ability has already increased by this program.

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