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**Daffodil**  
*International*  
**University**

Internship Report on –  
**Production and Operation Management: A Study on  
Snowtex Outwear Ltd**

**Submitted To**  
Ms. Sabrina Akhter  
Assistant Professor  
Department of Business Administration  
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**Submitted By**  
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**Date of Submission:** December 2025

## Letter of Transmittal

**To**

Ms. Sabrina Akhter  
Assistant Professor (Finance)  
Department of Business Administration  
Daffodil International University

Subject: Submission of Internship Report

Dear Madam,

So, with due respect I would like to submit my internship report on “Production and Operation Management: A Study on Snowtex Outwear Ltd” prepared as a partial requirement of the completion of my Bachelor of Business Administration (BBA) Program, major in Finance, Daffodil International University.

The contents of this report are from what I have learned throughout the period of my internship at Snowtex Outwear Ltd. I have done my best to make this report a comprehensive one with both theoretical background and practical experience with regards to the Production & Operation Management of the company where I served my internship.

I would like to thank you for your continued guidance and support towards the completion of this report. I really hope the report is up to your standards and is able to perform the academic task. We appreciate you taking the time to read this; thank you.



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Sincerely,

**Nahin Ahmed**  
ID: 211-11-1212  
Program: BBA (Major in Finance)  
Department of Business Administration  
Faculty of Business and Entrepreneurship  
Daffodil International University

# Letter of Approval

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This is to certify that Nahin Ahmed, ID #211-11-1212, Program BBA, Batch 58th, Major in Finance, is a regular student of the Department of Business Administration, Faculty of Business & Economics, Daffodil International University. He has successfully completed his internship program at Snowtex Outwear Ltd., Dhamrai, Dhaka, and has prepared this internship report under my direct supervision. His assigned internship topic was “Production and Operation Management of Snowtex Outwear Ltd.” I think that the report is worthy of fulfilling the partial requirements of BBA program.

I wish his happiness and every success in life.



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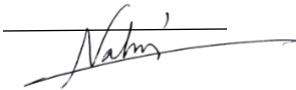
**Sabrina Akhter**  
**Assistant Professor**  
**Department of Business Administration**  
**Faculty of Business & Entrepreneurship**  
**Daffodil International University**

## Student Declaration

Date: 1 December 2025 Internship Report Submission This is to inform that I, Nahin Ahmed, student of the Department of Business Administration in Daffodil International University (DIU), having ID: 211-11-1212, major in Finance, do hereby declare that I have prepared this internship Report entitled subject “Production and Operation Management: A study on Snowtex Outwear Ltd”.

I confirm that in preparing this report I have adhered to all the applicable copyright regulations and has done everything in my power to avoid infringing any copyright laws.

I also declare that this report or part of it has not been previously submitted at any other institution for the acquisition of any academic degree, diploma, or certificate.

A handwritten signature in black ink, appearing to read 'Nahin', is written over a horizontal line.

**Nahin Ahmed**

ID: 211-11-1212

Program: BBA (Major in Finance)

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## **Acknowledgement**

I would like to thank the Almighty Allah for giving me the strength, patience and opportunity to complete my internship and subsequently, write this report.

I hereby offer my heartfelt gratitude to my academic supervisor, Ms. Sabrina Akhter, Assistant Professor, Department of Business Administration, Daffodil International University in guiding me to conduct the report along with her enduring encouragement and precious directions in developing this report. Her intense feedback has helped improve the quality of what I write.

I also express my sincere gratitude to Nazmul Islam Head of Industrial Engineering Development in Snowtex Outwear Ltd for allowing me to do my internship in his department. My internship shed light that was full of practical exposure and learning experience that she guided.

I am also grateful to my colleagues & team mates in my organization Snowtex Outwear Ltd, who helped and shared their knowledge generously during my internship & made my internship journey insightful & enjoyable.

Lastly, I would like to express my deep appreciation for my family and friends for their unconditional love and support in all aspects of my academic and professional journey.

## Executive Summary

Internship Report on Production and Operation Management of Snowtex Outwear

Chapter 01: Presents the rationale, background, goals, methodology, and limitations of this study. The importance of the RMG sector of Bangladesh has been elaborated in this part as well as how the internship has contributed in hands-on experience in production planning, workflow management, and operational processes.

Chapter 2: This chapter will cover an overview of Snowtex Outwear Ltd which includes its history, mission, stakeholder-vision, strategic objectives, and roadmap. This chapter reinforces the firm's drive for sustainable production, technology, and meeting international standards.

Chapter 03: Departmental roles in the production process and tasks that were performed during the internship. It outlines essential tasks like monitoring production, managing data, inspection, and coordination among departments. Learned a lot about some key things relating to communication, teamwork. Also, it talks about time administration and operational effectiveness.

Chapter 04: Production and Operation Management's tools, techniques and challenges: A study on Snowtex. It looks at lean practices, evaluation of ERP solutions, evaluation of quality systems and the flow through the process. This chapter also discusses some of the important findings and challenges faced during the internship such as steps to reduce work pressure, communication lags, machine failure, and supply chain bottlenecks.

Chapter 5: Provides the conclusion, highlighting Snowtex as an organized and swift production system, its emphasis on continuous improvement, and the scope to further improve operations using technology adoption and lean optimization.

Chapter 6: Presents the value of this internship on a personal and professional level and gives actionable recommendations. This would include enhancing digital tracking mechanisms, contributing to supplier collaboration, increasing preventive maintenance, enhancing workforce skill development, and expanding automation and sustainability initiatives.

In a nutshell, the internship provided valuable insights into the application of production and operations in real-time aspects, classroom learning with industry insights, while giving my best towards Understanding Organizational Effectiveness in the RMG Sector.

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## **Chapter 01**

### **Introduction of the Report**

## **1.1 Introduction**

Bangladesh's readymade garment (RMG) industry has emerged as one of the most important sectors of the national economy, performing a crucial role in employment generation, earning export receipts, and the industrial development of the country. The sector, however, is facing a set of challenges such as stiff global competition, increasing costs of production, compliance issues, supply chain disruptions and volatile but fluctuating consumer demand in the international market. Usually, garment manufacturers focus their priorities on keeping the product quality high, delivering timely, and making it sustainable. Continuous investment in modern machinery, skilled manpower and compliance standards to meet the requirements of global buyers carried out by companies like Snowtex Outwear Ltd. The sustainability of the industry can also be attributed to its adaptation to new trends like sustainable manufacturing, digitalization in operations and lean manufacturing.

Modernizing production processes, skills of workforce and adoption of cutting-edge technologies are necessary for continued competitiveness in the global apparel sector. No one can undermine the contribution of the garment sector to Bangladesh in terms of GDP, foreign exchange earnings, and socio-economic development. Hence, the garment industry of Bangladesh should always be well blooded and well-structured to make sure that it provides the means of sustainable growth for the economy in the future.

## **1.2 Background of the study:**

Internship program is the compulsory part of BBA program of Daffodil International University to get some exposure regarding how an organization operates and implement the business practices in the real world. Among them was the requirement to do an internship in any reputed/renowned firm for which, I did my internship in my country at one of the top garments manufacturing company Snowtex Outwear Ltd. in relation of its normal garment production sector. Through this experience, I got to witness aspects of production and operations management such as production processes, quality assurance, compliance practices, and efficiency strategies first hand. Besides fulfilling academic requirements, the internship served to reinforce my theoretical knowledge of operational processes for the textile and apparel industry.

### 1.3 Objective of the Study:

The main purpose of this report is to analyze and evaluate the Production and Operation Management of Snowtex Outwear Ltd. The specific objectives include:

- Idea about the total production process of Snowtex Outwear Ltd.
- The working process of operation management system.
- Pinpointing manufacturing and operations problems, and recommendations on how to do better.

### 1.4 Methodology of the Study:

It is based on secondary and primary data collected from different sources. The general methodology has been split into two main parts in order to serve its purpose.

#### Primary Sources:

- Conjoint interviews of authorized individuals and managerial personnel of snowtex outwear ltd. responsible for production and operation.
- All production documents and workflow instructions incorporated into production by the company.
- Experience gained by actual work participation in day-to-day production and operational activities.
- Departmental observation cutting, sewing, finishing, quality control

#### Secondary Sources:

- Yearly reports, pamphlets, and files of Snowtex Outwear Ltd.
- Sites and magazines in the textile and garment field.
- Relevant Articles, Journals, and Research papers related to Production and Operation Management in RMG.
- Government and BGMEA (Bangladesh Garment Manufacturers and Exporters; Association) articles on performance of the apparel industry

## 1.5) Limitations of the Study:

A research project on Production and Operation Management takes a lot of hard work, as it requires a lot of data collection, observation, and analysis. There were several limitations that we faced in this study which we have tried to minimize as far as possible. These include:

- Company policies deny access to sensitive operational data.
- Production-related information was kept under wraps for security and competitive reasons, said the officials.
- The time duration to conduct the research was limited as the internship period was only three months.
- Some data were collected through observation, which do not represent all technical details.
- Employees and supervisors are mostly strapped for time by work schedules, meaning there were limited opportunities for detailed conversation.
- The report uses some secondary research which may not reflect the current updates in the industry.
- Detailed costs, market analysis and planning has been kept away from the audience.



## **Chapter 2:**

# **Organizational Overview**

## **2.1) The history Snowtex Outwear LTD**

Snowtex Outwear Ltd. is a biggest garment and apparel producer in Bangladesh. Snowtex has built a reputation for quality, innovation and dedication to excellence since its inception. Founded in early 2000s; founded by S.M. Khaled The group expanded in 2014 Snowtex Sportswear Ltd. From a conserved garment manufacturer it has now evolved into a full-fledged production facility catering to top global brands. Snowtex Outwear Ltd. has always been, and will always remain dedicated to controlled and sustainable growth with a focus on quality craftsmanship, ethical and responsible manufacturing practices and environmentally conscious final production systems. The company is operating at domestic and international level as supplying men and women premium quality woven and knit apparels to various prominent clients in Europe, America and Asia. Snowtex, in line with global apparel demand, has made regular investments on the latest technologies and skilled human resources. Snowtex also boasts state-of-the-art production units that guarantee high standards of product design, industrial engineering, and quality control. The company now has a few more modern production facilities in and around Dhaka, with over 11,000 workers in its profitable units. Not only having a very strong production base Snowtex Outwear Ltd also consider workforce welfare, training, and compliance as very important. They implemented more high performance human resource strategies along with technical training programs to increase productivity and job satisfaction. Snowtex is one of the most efficient, sustainable, and innovative garment manufacturers in Bangladesh but our vision is to become one of the leading exporters too. The Board of Directors of Snowtex Outwear Ltd. has both business veterans and industry experts to help provide high-level strategic direction for the development of the company as a whole. Managing Director takes care of the company part, making sure the unit is run efficiently, quality services are provided, and international standards are maintained.

## **2.2) Goals of Snowtex Outwear LTD**

Snowtex Outwear Ltd. is on a mission to become an key contributor in building a leading industrial and economic nation of Bangladesh by making world class apparel products. The goal is to sustainable & ethical garment production of higher standard quality. Snowtex is committed

to delivering on time, satisfying customers, and establishing good relationships with global buyers in the long run. This includes things like continuous innovation, employee empowerment, labor law compliance, and environmental sustainability. Snowtex Outwear Ltd. is committed to reinforce Bangladesh as a leader of global garment industry and create a win-win outcomes for the stakeholders and in consequence for our own preferred country.

### **2.3) VISION AND MISSION of Snowtex Outwear LTD**

#### **MISSION**

This could include establishing quality control procedures, monitoring the production process, creating a quality assurance team, auditing daily, implementing a quality control system, using the right equipment, training employees, sourcing better raw material, and giving feedback to the supplier. Introduction of new methods and new technology for product differentiation for efficiency. Excellence in process and organizational operations using advanced technology Ensuring green initiatives are followed and reducing carbon impact .

#### **VISION**

Facilitating global fashion brands to serve better quality, productivity, and advanced technology while reducing environmental disaster.

### **2.5) Future Plans**

Snowtex Outwear Ltd. envisions a future sustainable while ensuring adherence to global best practices in the field of apparel and textiles wherein the market and cultural trends would be contributory factors driving continuous implementation of measures and innovations that ensure ethical production and environmental responsibility. The long-term goals of the company address different facets of growth and development:

#### **Sustainable Business Performance:**

By optimizing resource allocation and leveraging scale and technology, Snowtex aims to create a consistent growth and long-term profitable enterprise over the years to come.

**Enhanced Production Efficiency:**

It will upgrade production capacity with modern machinery, automation & digital systems to yield higher productivity, faster delivery and world-class quality for its global clientele.

**Contribution to National Economic Growth:**

Snowtex believes in employment generation, earning from export, developing lot for garment sector as a Back Bone of the Economy of Bangladesh.

**Corporate Governance and Stakeholder Engagement:**

Transparency, compliance with international standards and consistent level of engagement with buyers, suppliers, employees and community stakeholders keep the confidence in the organization over time and make the organization accountability for its acts.

**Promoting Green and Sustainable Initiatives:**

They aspire to develop a key sustainable production infrastructure alongside their use of more renewable energy, waste management, recycling, and other systemic sequestration/recycling practices by implementing global green certification standards to establish ecological management principles.

**Detailed Explanation of Future Plans:**

The strategies of the future of the company that is Snowtex Outwear Ltd: balance profitability with social and environmental responsibility The company embraces sustainable and ethical manufacturing practices to ensure that its activities positively impact not just local economic development, but also the lives of employees and the well-being of communities and the environment.



**Chapter 3:**  
**Roles & Responsibilities**  
**Key learning & Experience**

### 3.1) Role & Responsibilities

#### Role:

Intern – Production and Operations Management Department, Snowtex Outwear Ltd.

#### Responsibilities:

- Work in progress supporting traceability of daily production and coordination of workflow.
- Collecting and Inputting production data from the different sewing, cutting and finishing lines.
- Line supervisor and IE team WIP tracking.
- Daily & weekly production report generation for management.
- Performing quality control (QC) check and defect or specification deviation reporting.
- Assisting in making records for production files, tracking sheets, in-bundle tickets.
- Warehouse appropriate samples between stage and target departments.
- Merchandising and planning teams with revised status of production.
- Maintaining Sleek Documentation to Keep Operation Working Smoothly.
- Providing administrative support to team members when things get really busy.

### 3.2) Rationale & Examples of Tasks

#### Rationale:

The work that I did under the Production and Operations Management Department gave me the opportunity to practically experience the key operational aspects of a mass production based garment manufacturing company. Through interactions with production, industrial engineering, quality, and planning departments, I learned about how they all work together to ensure a smooth flow of work, keep up the product quality, and meet a buyer specifications. These were some of

the tasks that I performed which gave me a better insight into how an RMG factory is structured, the modus operandi of decision making, and the bottlenecks in production.

### **Examples of Tasks:**

- Daily tracking of sewing line production output, & updating production tracker for IE and planning teams.
- Gathered WIP data and helped line supervisor in finding the bottlenecks in the line.
- Conducted AQL Inspections, and aided QC inspectors in documenting quality, as appropriate.
- Helped IE team in time studies and efficiency calculations at time of line balancing.
- Assist with the sample section by transferring the samples from one production floor to other relevant departments.

Reporting Daily/Weekly Production performance to Management.

- Assisted in organizing production files, bundle tickets and QC Reports so team members have fast access.
- Attended daily briefing/production meetings to identify operational priorities and problems
- Part of the workplace Organization activities in-line with 5S and continuous improvement practices.

### **3.3) Key Learnings**

During my practicum to Snowtex Outerwear Limited was a great learning experience about the production and operations management process. This chapter is the short version of the most important things and lessons I learned whilst delivering this role within the organization. This has greatly benefited my professional and personal life so much so that I feel like I have gained a new

lens through which to view how production systems and operations are handled in the apparel industry.

### **Continuous Learning:**

The regular production meetings at Snowtex started as a way of getting feedback and turned into a training ground to see what was possible in terms of efficiency or be aware of state of the art production methods. It gave me that rhythm of checking in on operational strategies and industry realities.

### **Effective Communication:**

I ensured that all the departments including Planning, IE, Production, and Quality were in sync with each other so that there is no hiccup in the flow of work. It gave me a lesson that effective communication helps in reducing production issues and less mistakes will eventually help in better collaboration.

### **Collaboration:**

It opened my eyes that coming together as a team is part of the production with multicultural working around us. It developed an eye for problem-solving through continuous engagement and helped us work better as a team with supervisors and operators.

### **Attention to detail:**

Real-time production data, such as quality reports and line efficiency, is monitored to ensure that things are running accurately. This taught me to look into each process carefully to ensure the company standards on product quality and customer satisfaction were maintained.

### **Time management:**

I developed good time management skills by meeting the tight production schedules which demanded prompt delivery without sacrificing quality and efficiency.

**Adaptability and resilience:**

The world of manufacturing keeps on changing and it taught me to acclimatize with short lives such as fill orders, machine breaks downs, new processes to implement or proper usage of machinery which gave me the way to cope up with such crossroads and develop my patience and capability to step back from the situation and think about solutions even in a urgent process.

**3.4) Experience**

My internship was a valuable opportunity to observe and learn about production and operation management in the apparel industry practically. I have seen the way that planned execution, collaboration, and iterative learning can drive efficiency and productivity. My experience here has fortified me with essential professional skills, thank you to the company for encouraging over learning, communication, collaboration and adaptability. I have gained first-hand experience in manufacturing operations — starting from order placement to fulfilment, each department contributing towards the customer and their requirements. In summary; The lessons learned here would lead me take further steps in my career, boost my professional capacity and help me effectively serve in any organization I eventually join.

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## **Chapter 4: Critique and Reflections**

## 4.0 Production and Operation Management of Snowtex Outwear Ltd:

### 4.1.1 Definition of POM:

Production and Operations Management (POM) is the process of planning, organizing, directing, and controlling the activities of the production of goods or services. Just you get sure it is your governing of it as the process operations in Snowtex Outwear Ltd will cover utilization of carpenters of (textiles, threads and Factor materials) into an end- product in most profitable and economizing form. Production & Operations Management focuses on Quality Assurance throughout all stages of production (design, raw material sourcing & sewing, finishing and shipping) in addition to minimizing wastage and on-time delivery, resulting in improved Customer satisfaction.

**Some of the key factors influencing production management are as follows:**

- **Time** — Making sure production and delivery of the shipment are on time.
- **Cost** – Controlling the cost of production and operations.
- **Quality** – Ensuring standards for items remain the same.
- **Efficiency** -Using resources to get most out of a little waste Poor handling of production inefficiencies can result in delays, quality issues, and customer complaints. So, the aim of production and operation management in snowtex is to achieve maximum output, minimum cost, and smooth inter-departmental coordination. This is what keeps the company ahead of everyone else in the global apparel market and ensuring sustainability and compliance too.

### 4.1.2 How to Manage Production

Efficiently managing production is needed to reduce costs, enhance productivity and ensure timely delivery. To operate efficiently, Snowtex implements a number of strategies into their production operations:

Production managers carry out production scouting from incoming buyer orders, availability of fabric and production capacity based on the orders placed by a buyer. Scheduling makes sure every process is done within the stipulated time-frame; from cutting to finishing.

#### **Inventory and Material Management:**

Raw materials, trims, and accessories are tracked correctly, so there is no shortage or overstock. Snowtex' is proficient when it comes to smooth supply chain coordination through software-based inventory systems.

#### **Workforce Management:**

The company allocates the right number of trained works at each segment. Constant training, inspiration and performance tracking boosts productivity and minimizes absenteeism.

#### **Quality Control and Inspection:**

Snowtex always performing a high quality policy passes strict quality control at each and every production stage as per buyer standards. Defects are discovered early on so mass or rework can be avoided.

#### **Maintenance of Machinery and Equipment:**

Scheduled preventive maintenance helps mitigate machine breakdowns and downtime keeping the production flow uninterrupted.

#### **Sustainability and Compliance:**

They ensure responsible production structured around environmental sustainability and compliance with labor and safety standards all managed via Snowtex.

Since strong buyer relationships stem from efficiency, consistency, and timely delivery, the management strategies mentioned above help Snowtex uphold these qualities among hundreds of the products our buyers import.

### **4.1.3 Production and Operation Management Tools**

To keep up with high productivity and efficiency snowtex outwear Ltd use several Production and Operation Management tools which includes:

#### **Lean Manufacturing:**

An approach to optimization targeting waste and maximizing value through iterative enhancement and workflow efficiency.

#### **Arrival -in-Time (AOT):**

It makes it possible for materials and components to be received exactly when needed, thus minimizing inventory costs and the need for storage.

#### **Total Quality Management (TQM):**

Highlights the organizational-wide commitment at all stages of production towards quality improvement and customer satisfaction.

#### **5S System:**

An organizational tool for workplace organization (5S: Sort, set in order, Shine, Standardize, Sustain) that is used to create and maintain the order on the production floor and ensure cleanliness and efficiency.

#### **Enterprise Resource Planning (ERP):**

To avoid data inaccuracies or lack of coherence in problem-solving, Snowtex uses ERP systems to integrate different departments — planning, production, inventory, and finance.

### **Production Monitoring Systems (PMS):**

Live tracking of production lines helps to spot bottlenecks, assess productivity, and streamline line efficiency.

With these tools in hand, Snowtex Outwear Ltd to utilize resources efficiently, monitor production costs and supply high-quality garments just in time, which underpins its competitive advantage in the global market.

### **4.1.4 Different Types of Production and Operational Challenges**

Production and operational risks in garment production can come in many different types such as:

#### **Quality risk:**

This is caused by finished garments that do not comply with the specification or quality requirement of buyers. This could be due to low-quality raw materials, poor quality control, machine fault. Snowtex mitigates this risk with its rigorous quality assessments at each step of the production process.

#### **Supply Chain Risk:**

This risk is due to unavailability of fabrics, trims or accessories because of delay on the part of suppliers, or disruption in global logistics. Snowtex combats this by keeping tight relationships with their suppliers to ensure all raw materials are delivered on time, along with stock of critical materials.

#### **Machine Downtime Risk:**

Wear and tear means that sewing, cutting, or finishing machines could break down unexpectedly causing bottlenecks on production lines and delayed shipments. Thanks to their preventive maintenance schedules and skilled mechanics, downtime is reduced at the Snowtex operation.

**Labor Risk:**

The apparel industry is labor intensive and higher absenteeism, lower skilled workers or lower motivation will affect the productivity. Snowtex ensures that this is minimized through repetitive training, employment welfare programs, and rewarding system.

**Compliance and Environmental Risk:**

Violation of labor laws, buyer codes of conduct, or environmental standards can tarnish the firm. Snowtex follows social, ethical and environmental standards by international buyers. Effective handling of these operational challenges translates into a seamless production process, ensuring product quality, and preserving its position as a trusted apparel manufacturer in and around the global market for Snowtex Outwear Ltd.

**4.1.5 Findings of the Report:**

Snowtex Outwear Ltd. has developed a unique Production and Operation Management system, blending the very best of modern management practices with advanced manufacturing processes for efficiency, quality and sustainability. The purpose of this report is to assess production and operational activity analysis of Snowtex Outwear Ltd. In this report, I made my best effort to collect data and analyze the reality of Production and Operation Management of Snowtex.

- I have written this report to formulate the information I have collected regarding production planning, workflow, and operational control sort-out during my internship. These results, I hope, will allow me to reach my learning goals.
- In-house production management: lean manufacturing and continuous improvement techniques
- The firm is balancing productivity with quality in line with international compliance standards and clients specs.
- There are instances where production gets delayed because raw materials are currently not available, further adding to which, manufacturers completely rely on external suppliers.

- The production schedules sometime get affected from time-to-time due to machinery downtime leading to lower operational efficiency.
- Snowtex struggles in sustaining a highly-skilled labor force and technical know-how in its production lines.
- Sometimes, the assessment and analysis of production output is done late leading to traffic on the optimization of workflow.
- They have not implemented digitized production tracking systems which may enhance transparency and real-time control.
- With reference to last 4 years data on production capacity and output table, it can be clearly seen that Snowtex has gradually improved its production efficiency and export quantity.
- Continuous investment in technology, training and process optimization have resulted in an ever-improving overall productivity and operational performance of Snowtex Outwear Ltd.

## **4.2 Key Challenges faced during Internship Period:**

Every internship comes with its own set of challenges which helps you learn and grow as a professional. Below are the major issues involved:

### **High Workload and Multitasking Requirements**

Having to deal with so many functions like production, merchandising, and quality, and track the progress of tasks across departments, added a significant burden. This latency of work included daily assignments like data entries, report updates and following up the samples with the respective teams; which demanded perfect multitasking and time-management.

### **Frequent Priority Changes**

We also made numerous abrupt turns in priorities due to — sudden instructive changes, buyer necessities, production updates at the zero hour. One of the greatest challenges was the need to respond to these changes as they occurred without compromising on accuracy.

### **Limited Practical Knowledge at the Beginning**

However, since I had little to no exposure in practical life, it was difficult a first to understand factory operations, production flow, and activities related to ERP. It took a lot of learning and watching to get used to the system.

### **Communication Gaps Between Departments**

There were some delays at times because information between sections such as planning, IE and production, did not coincide on time. To aggregate the data, required coordination between different teams, hence it took time.

### **Understanding Technical Terms and Processes**

The production and quality departments tend to use their technical (and sometimes codified) terms which are rather specific to garments, fabrics, machinery, or operational processes. Initially, it was challenging to learn these terms and use them correctly in day-to-day work.

### **Handling Pressure During Peak Production Periods**

Rush orders or short delivery times meant that the workload was often under considerable pressure. It was difficult to perform tasks accurately in short time frames.

### **Dependency on Other Departments for Data**

Certain tasks, like updating trackers or preparing reports, were dependent on timely information coming from other departments. At times, the work process was drawn out due to delays in obtaining data we needed.

### **4.3) Learning from Challenges:**

Though I had a very brief internship for Snowtex Outwear Ltd but through this experience, I confronted various operational and organizational challenges, as a result, I became a better professional and it gave me ample experience and workplace competency.

#### **Developing Multitasking Ability**

Production & Operations proved to be a multi-faceted exposure that I could replicate with. Countless times, I needed to refresh production trackers, consolidate WIP data and support line supervisors and the quality team — all aligned in one shift. These responsibilities helped me sharpen my multitasking skills while ensuring accuracy and attention to detail. It pushed my organization skills and allowed me to perform in stressful manufacturing environments.

#### **Improving Adaptability**

The production priorities had to change due to buyers deadlines, line imbalances (where you had a machine with long continuous production where you cannot take any more components from the line), machine failures and quality issues cropping up without warning. This broad-based volatility required aggressiveness and swiftness. I learnt flexibility to adapting to the changing operational needs, dealing with pressure and professionalism at times of high operational tempo from these situations. This level of flexibility is exceedingly important in the speedy and ever-changing atmosphere that the RMG sector presents.

#### **Understanding the Importance of Prioritization**

With this much production happening concurrently, I realized that prioritization is critical. Daily reports of production, sample movements, collection of efficiency data, etc., had to be recorded one after the other. I aided in organizing prioritization based on urgency and the operational ramifications this caused as I was able to streamline the workflow and the completion of time sensitive work streams. With these processes in practice, it helps in better coordination between production and quality team.

To put it simply, these challenges strengthen some of the very basic features of my role which include balancing multiple tasks, being flexible, prioritization—the core of my technical work along with a deeper understanding of Snowtex Outwears Ltd. Agile production and operational practices. They will help me in my career of garment manufacturing and industrial Operation.

**SNOWTEX**

## **Chapter 5: Conclusions**

## Conclusions

In conclusion, POM (Production and Operation management) system of Snowtex Outwear Ltd is also effective, productive and sustainable. By incorporating the latest technologies and lean production, Snowtex can accelerate the operational performance. The success of a manufacturing company is greatly dependent on its Production and Operations Management, which ensures the best use of the resources, ensures timely delivery, and standard product quality.

Put simply, effective production management is one of the essential competitive positions of an organization. Manpower, machines, and materials are the key resources that if utilized effectively helps bag customers productively that ends up yielding goods in accordance with the requirements of the customer and the organization. Snowtex is very organized and stringent in handling its process by eliminating wastes and increasing yields through continuous improvement process.

Snowtex production departments are powered by clear operational frameworks and compliance standards at all stages of the manufacturing process. It has become a more refined tool for minimizing downtime, increasing workflow effectiveness, and sustaining quality standards—both the productivity and the value aspects of Production and Operation Management system of the company.

On the production front, it can be seen that over the years Snowtex has been able to expand not only its productivity but also its capabilities to export more. The company is always trying to enhance its production management system to ensure availability, reduce expenditure, and ensure optimal functionality. Snowtex Outwear Ltd. has as well launched few operating principles, which are for production excellent and global apparel company sustainable growth.

**SNOWTEX**

## **Chapter 6: Implications**

## **6.1 Personal and Professional Implications**

I have learned much more things during my internship period at Snowtex Outwear Ltd. which is beyond the things I realized which are more useful nationally and internationally regarding organization nature and industry for the purpose of the readymade garments (RMG) sector as well as other sectors as well.

### **Applicability of Academic Learning**

My training in production and operations management was first applied with the lens of a student when I had my internship. Concepts like production planning, process layout, quality control, and supply chain coordination were directly linked to daily operations such as line balancing, daily production activity monitor, quality inspection, and efficiency improvement activities.

### **Organizational Impact**

Although I was only an intern, my efforts helped these departments in the following ways: to mitigate production delays, detect bottlenecks, and to minimize communication between production lines and management. This showed that coordination in systems and streamlined processes made the operations efficient and the product better quality.

### **Organizational Impact**

Conclusion Since Snowtex Outwear Ltd. is an important player of Bangladesh RMG sector, So via working with them I got the ability to understand the practical knowledge of How production and operations strategy helps to maintain a standard of highest quality and to meet the needs of the external customer in relation to relevant international buyer requirements. I also learnt about the sustainable production methods, capitalization of resources and lean manufacturing process adopted to stay competitive globally.

### **Lessons Learned and Skills Gained**

In terms of production, I learnt to maintain equilibrium between production efficiency and quality assurance while in terms of soft skills, I developed technical skills like line balancing, work-study,

time–motion analysis and production reporting. Moreover, day in and day out interaction with supervisors, operator, and quality teams on the production floor helped me to sharpen my soft skills like communication, teamwork, adaptability, and problem-solving.

### **Challenges and Networking**

There were challenges like production delays, coordination gap across departments, keeping quality consistent at high pressure etc. This made me realize that these challenges are adding values like, patience, analytical thinking, and resilience. Also, negotiating with production managers, engineers and quality personnel gave me the relationships and perspective needed for my next job in operations management.

## **6.2) Recommendations:**

### **Establish a Digital Production Tracking System:**

Or Snowtex might need some updated high tech solution (like RFID, ERP integration, real-time production dashboards etc.) to bring some transparency, less manual errors, and much faster decision making system.

### **Tighten supplier management & raw material planning**

This is also a traditional battleground for corporate leaders seeking organic revenue and margin expansion, as leverage in setting the cost of raw materials and components can be controlled directly through the supplier base. As Snowtex is having a better rapport with its suppliers of raw materials, the company can maintain in some parts of safety stocks levels of these raw materials or certain alternative suppliers to avert any price escalation or stoppage in the production chain.

### **Increase Investment in Preventive Maintenance:**

Tighter preventive maintenance requirements and condition-monitoring instruments that identify problems early on before they develop into a full-fledged breakdown prevents more machinery downtime.

### **Train and Develop a Skilled Work Force:**

The skills shortage of production line staff is increasing over the years, in order to overcome this, the organization should do regular dress-up training, operator upskilling workshop technical certification programs to develop skills of the employees.

### **Improve the Process of Monitoring & Evaluating the Production:**

Other examples are quick assessment of and fast approval on production report reviews to prevent workflow bottlenecks to allow timely remediation.

### **Adopt Lean Tools More Rigorously:**

Leveraging lean tools like Kaizen events, 5S audits, Value Stream Mapping, and SMED, Snowtex could start to solidify existing lean manufacturing practices to minimize their processes and eliminate waste.

### **Expand Automation in Key Areas:**

By automating processes like cutting, finishing, fabric inspection, material handling & so on only partially, businesses will be eliminating the chances of human errors, avoiding reliance on the manual labor and increasing operational efficiency.

### **Improve Workforce Retention Strategies:**

Providing enticing bonuses, performance bonuses, and career development plans will keep employees on the job and also prevent them from being sidetracked.

### **Strengthen Cross-Department Coordination:**

The most efficient processes can be adopted but early-stage problems can be quickly solved in succession by making sure that integrated communication channels exist between production, IE, planning, quality, and merchandising.

### **Invest Further in Tech and Sustainability:**

To make sure it competes on the world stage, it ought to preserve its tradition of incessant development – by acquiring energy-smart tools, inexperienced chemical processes, and data-driven management practices.

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