

Daffodil International University



Internship report on the merchandising Operations
of Design Gallery Pvt. Ltd.

Submitted to
Dr. Sayed Farrukh Ahmed Sir
Associate Professor
Department of Business Administration
Daffodil International University

Submitted by
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Letter of Transmittal

Date: 20 October 2022

To,

Dr. Sayed Farrukh Ahmed

Associate Professor

Department of Business Administration

Daffodil International University

Subject: Internship report on the merchandising operations of Design Gallery Pvt. Ltd.

Dear Sir,

It is a great pleasure to hand over my internship report to you as part of my B.B.A program under your direct supervision on the topic titled: “Internship report on the merchandising operations of Design Gallery Pvt. Ltd.” I have put my sincere effort into making it as informative and precise as possible. I am fortunate enough that permitted me to learn corporate practices under the Merchandising department. It is an excellent way for me to explore different types of tasks and increase my knowledge and I also have been able to apply my academic knowledge in a practical field.

I hope you would be kind enough to grant my report and oblige thereby. I hope you will forgive my small mistakes and appreciate my hard work.

Sincerely Yours,

Monir Uzzaman

ID:191-11-6121

BBA (Major in Finance)

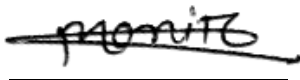
Daffodil International University

DECLARATION

I am Monir Uzzaman, A student of Bachelor of Business Administration (BBA) ID:191- 11-6121 from Daffodil International University. I would like to announce that " **Internship report on the merchandising operations of Design Gallery Pvt. Ltd.**" has been faithfully prepared by me. The information is gathered from the organization.

I, sincerely declare that:

1. I prepared the report myself.
2. In this report, the training and experiences have given me a practical knowledge as a trainer in the apparel industry.
3. All the information contains in this report is certain and correct to the knowledge of the author.

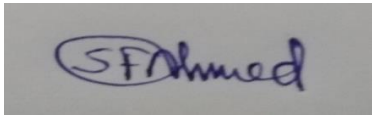


Monir Uzzaman
ID:191-11-6121
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CERTIFICATE

This is to certify that an internship report on “Internship report on the merchandising operations of Design Gallery Pvt. Ltd.” for partial fulfillment of the degree of Bachelor of Business Administration (BBA) significant in Finance from the Daffodil International University agreed out by Monir Uzzaman, ID NO: - 191-11-6121, under my supervision.

I wish him a bright future.

A rectangular box containing a handwritten signature in blue ink. The signature appears to be "SF Ahmed" with "SF" circled.

Dr. Sayed Farrukh Ahmed

Associate Professor

Department of Business Administration

Daffodil International University



Design Gallery (Pvt.) Ltd.

Plot# 322/B, Medical Road, Helal Market, Uttarkhan, Dhaka-1230.

Internship Certificate

This is to bring to your kind notice that Mr. Monir Uzzaman, Student ID# **191-11-6121**, Bachelor of Business Administration (BBA) Student from Daffodil International University, has completed **Internship program** in our company on the topics of “: Internship report on the merchandising operations of Design Gallery Pvt. Ltd.” from 1st June to 2022 to 2 September 2022 (3 Months). During this Internship period, the student was sincere, hardworking and showed keen interest to learn. The involvement and the sustained efforts put by the student are highly appreciable.

I wish him all the best for future endeavor.

Md. Rajimul Islam

General Manager of Merchandising

Acknowledgment

Firstly, I am grateful to Almighty Allah who has given me the strength to completed this report successfully. In performing my internship report, I had to take the assistance and rudder of some honorable persons. The space complex does not allow us to mention everyone separately. Everyone deserves my kind thankfulness for their collaboration in completing this report. It has given me so much knowledge. I want to express my gratitude to supervisor Dr. Sayed Farrukh Ahmed

Associate Professor Department of Business Administration, for giving me a solid & proper guideline for this report's entirely affluent edifications. I also thank my honorable supervisor Mr. Rajimul Islam sir, Merchandising Manager of Design Gallery Pvt Ltd, for consulting me and the excellent cooperation. According to his direction, I become capable of making the report more appropriate. I am also grateful that Mr. Abdul Baten (General Manager of Production) gave me all the information regarding the training exercise at DGL. Finally, all team members provided valuable comments and suggestions on this proposal, motivating me to improve my report. I am thankful to all those people for helping me directly and indirectly to complete my internship report.

Executive Summary

Design Gallery is a famous company in the Bangladesh. It has a buying house and a readymade garments factory where many staffs and workers are working here. Now Bangladesh is a developing country. The development also depends on the garments sector. This sector is at the 2nd position as a source of income in Bangladesh. About 85% export product exported from this sector. It started its journey in Bangladesh since 1978. About 4.2 million jobs are generated by this industry each year, and it considerably boosts GDP. Bangladesh's ready-made Garments (RMG) industry is driven by youthful, urbanizing workers, the majority of whom are women. In the apparel sector, 75% covers the major products of knit, woven, trousers, T-shirt, kids' products, shirts, jackets, sweaters, sportswear and many more casual and fashion items. I have completed this report based on the merchandising operations of Design Gallery Pvt. Ltd. But I also work overall the department and section for increasing my knowledge about this sector. Which is carry more value than literary knowledge. Design Gallery is 100% export oriented woven industry. For completing this report, I think, the study is very helpful for me. I can achieve many knowledge about the sector. For working all sectors, I can also find out the activities, planning and many other things as well.

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Chapter: 1

Introduction

Introduction: An internship is defined as a period of free or low-paying work to acquire skills or enter the industry. An internship is an internship offered by an organization for a limited time. Internships are used for a variety of internships at businesses, nonprofits and government agencies. They are usually done by undergraduate and graduate students who want to gain relevant skills and experience in a particular area. Employers often benefit from these placements because they hire the best Internships with known skills and save time and money in the long run.

1.1 The origin of Internship: The internship program is a bridge for Through the internship, I was able to different from studying. Those who want to move from college to corporate level. learn about the actual work environment, which is very important.

1.2 The purpose of Internship: The main purpose of the internship is to give us a hands-on experience. The main purpose of the internship is to have a solid understanding of workplace relationships, participate in activities and participate in the work environment. Rather, it is somehow grasping the practical importance of all the research and theory learned so far. This helps me gave the way for intellectual and personal development.

1.3 Objectives of the study: The main objectives of the statement will be to in Internship report on the merchandising operations of Design Gallery Pvt. Ltd with satisfying necessity of BBA program. The objectives of the study are as follow-

1. To know historical background of Design Gallery Pvt. Ltd.
2. To Get practical experience about the merchandising operations.
3. To know about the merchandiser activities and function.
4. To provide recommendations based on the findings of the study.

1.4 Scope of the study: The study of the report gives me a great deal of information around merchandising operations of Design Gallery Pvt. Ltd. The study joins the

1.5 Methodology: The report is prepared in the basis of primary sources of data. This source of data collected from DGL personal and informational interview through the stuffs and workers.

Primary sources:

1. Face to face discussion with respective officers and staffs.
2. Talk with the workers and buyers.
3. Practical work experience from different sectors.
4. Direct observation of DGL

Secondary sources:

1. Official website of DGL
2. Different reports and articles related to the study.

1.6 Limitation of the study:

1. Insufficient information in website.
2. Lack of knowledge about the garments sectors and lack of experience.
3. Difficult to find out the gap between rules and regulations and practical practice.

Chapter: 2

Profile of the Factory & Man Power



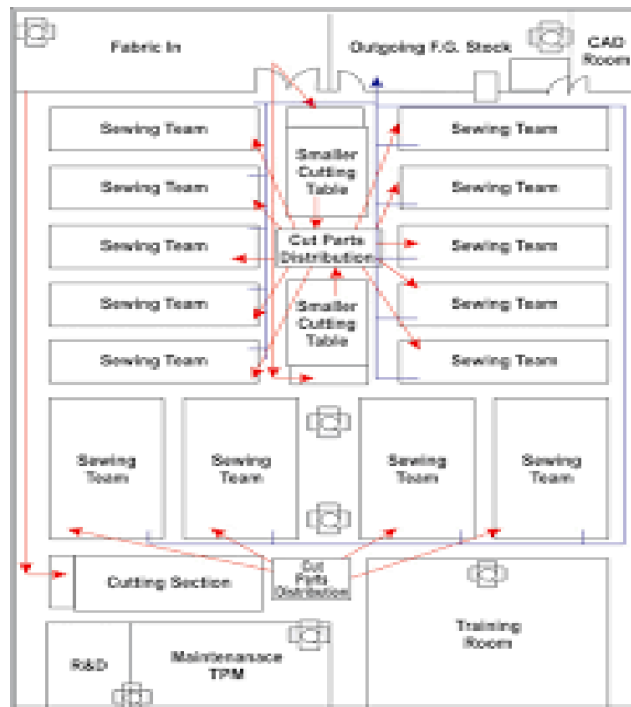
Fig: 2.1.1 Design Gallery Pvt. Ltd.

2.1 Historical Background: Design Gallery is a well-known and famous company in the Bangladesh garments industries. We are very good at making these garments. We are very proficient in manufacturing all kinds of products from simple items to highly special fashionable garments. Our buyers are very satisfied with our work. Our all-team members and all sectors doing work with great diligence and dedication which makes buyers willing to give us order. They get high quality product from us. We are very careful about us.

Design Gallery Pvt. Ltd. Was established in 2016. Its monthly production capacity is 100000 pieces and yearly turnover is \$10 million. Our company focuses on producing with technology and professional intelligence. We are driven by core values, hard work, integrity and work towards customer satisfaction.

In Design Gallery Pvt. Ltd. The employees are work happily in a very healthy and eco-friendly environment. We lead the way in improving industry standards by being responsible to the environment and mindful of social and ethical responsibilities at work. It follows local and international laws and conducts work in consideration of social needs.

Layout Plan of Factory



2.2 Mission & Vision:

Design Gallery started its journey with full of motivation and strong feelings. The scope of this business expands with the care and dedication of this family. Many of the employee will stay with the company to be chosen to stay and grown to become directors and partners. The higher management expected from them, they will be doing hard work, and follow up the overall company. For this reason, one day Design gallery Pvt. Ltd. is the sign for a largest company in Bangladesh garments industry. The company will provide help for the employees. Design gallery pvt. Ltd. will be reached a largest and best company one day.

2.3 Features: Design Gallery Pvt. Ltd. is committed to provide the highest quality products. In accordance of Design Gallery Pvt. Ltd. has established a high Quality Policy incorporate with the product manufacturing process.

Their policy is:

- Manufacture world class product for the global market.

- Achieve customer's satisfaction by ensuring highest quality & safety of products.

According to the High-Quality Policy, in the garments sector products are strictly controlled at every stage for best practices in quality control, quality checkup and quality management system. The buyer and auditors and controllers are always overseeing the production and the find out the quality problem. If they find out any problem in a garments body, they directly complain to the director and Manager of the company. They follow up the best making process and our highly skilled and experienced people always ensure them that we are able to delivered the highest quality products.

2.4 Design Gallery Pvt. Ltd. at a Glance:

Chairman	Mohammad Jahirul Haque Bhuiyan
Business Type	Specialized in woven Top to Bottom & denim (100% export oriented)
Year of Establishment	2016
Product Type	Pants, Trousers, Baby items, Girl's denim skirts, Denim pants, Denim jacket.
Major Buyer	Texwave , Ostin ,kik , Costco, Bjd, Takko,Kiabi, Tesco, Walmart, Fila, M&S etc
Number of Employees	500
Main Markets	North America, Eastern Europe
Address of Factory	Uttarkhan, Helal Market, Medical Road, Dhaka, Bangladesh.
Business Type	Specialized in woven Top to Bottom & denim (100% export oriented)

Design Gallery Pvt. Ltd. at a Glance.

2.5 Production Capacity:

The company uses the latest development in advanced technology and tries its best to be at par with world standards. The focus on the skilled manpower and provide them best facility.

The daily production capacity of the garments section is:

Items	Per day production
Chino Pants	3000 Pcs
Short Pants	4000 Pcs
Trousers	3500 Pcs
Baby Skirts	4000 Pcs
Denim Pants	3000 Pcs
Girls Denim Skirts	4000 Pcs
Jackets	3000 Pcs

2.6 Departments of Design Gallery Pvt. Ltd.

a) Core Departments:

- Fabric Store Department
- CAD Department
- Sampling Department
- Physical and Chemical Lab
- Cutting Department
- Production Department

- Finishing Department
- Quality Control Department
- R & D (Research & Development)

b) Other Supporting Departments

- Administration
- Utilities
- Security
- Marketing & Merchandising

2.7 Organizational Structure of Design Gallery Pvt. Ltd:



Fig: 2.2.1 Organogram of the Industry.

Chapter-3

Introduction to Merchandising operations

3.1 Production merchandising: Production Merchandising is the function of some activities which is occurs by a person. In a buying house or apparel industry there a production manager and a merchandising manager. They are depended with each other. They are making decision get together before confirmation of an order. Firstly, they are doing the costing, making pattern and find out the problem of an order then they talk to buyer and confirm the price negotiation. In merchandising, there are some planning and documents attached like the product price, shipment date, at the right place, the right quantities are assembling for export the product. The buyer wants to order which they like, where they want, and which quantities they want all of these are depended on buyers demand . The buyer wants to get the product as they like . They provide a sample then merchandising received from them. Then merchandising section meeting with the others section then they get a decision to making a sample size set. A merchandiser always communicates with the buyers. He continues mailing and communication by phone or face to face with the buyer. When garments face any problem then the problem solved by merchandiser. The merchandiser always cares about the buyer's demand. When any type of problem faced then the merchandiser is responsible for this. For doing career, there is good demand for merchandising. It is a dream job for some people. Because this job is very respective job in the apparel industry. But it has more pressure also.

3.2 The functions of Production merchandising: There are seven functions of production merchandising.



Fig: 3.2.1 The Functions of production merchandiser

1.Product Development: Product development enhances the quality and reputation of the organization. This development also including by new designs and styles of product. This type of development always increasing the business policy and doing impressing to buyer. This plays a most important role of production merchandiser. Merchandiser always keep update to buyer time to time about the product development. For this reason, The buyer known about the update of the production and its will send by merchandiser.

By improving the product development , buyers will be attracted to the product. Then they will be motivated to contract with new order.

New product designed by product development department. When the new product design is fine then the buyer will see that and they will provide their demand for the new product. Merchandiser always Try to convince the buyer to select the

designs from presentation. A very good presentation and convincing ability of production merchandiser brings more business to the organization.

2. Sampling: Sampling is also a most important things in garments sector. It plays a vital role in attracting buyers and confirming the order, as the buyers generally places the order once satisfied with the quality and responsiveness of the sampling. Sampling is the most crucial and most important stage of fashion merchandising. When an order came firstly a sampling set will making for buyer demand. The sampling is done by a sample man and otherwise it has a sampling section. The sample man or CAD (Computer Aided Design) has to make the sample garments body. After completing this, it sends for buyer. Then it will check the quality and measurement. The sample is made by the measurement sheet which will provide by the buyer . After sending the sample, the buyer provides some feedback to the merchandiser. To comprehend and interact with the sample department, these remarks are necessary. Resubmit to buyer after making modifications based on the sample. Follow up with the buyer to acquire sample approvals.

3. Costing: Costing is the most important part of garments merchandising. This function is very much important for merchandiser. It will done by a merchandiser. Merchandiser should have best knowledge of costing and its calculations. When merchandiser doing the costing. He should follow these things in his mind.

These are:

- The consumption of Fabrics
- Trims card
- CMT
- Printing, embroidery, Washing, convenience Cost
- Testing cost etc.

The merchandiser's job doesn't end with cost calculation; after providing a cost quote, the merchandiser must communicate with the customer over the price of the garment body.

4. Planning (time and action calendar): Planning is very much important before doing any work. In merchandising it is most important part. When merchandiser doing anything, he always planning and if it needs, he also meeting with the production manager and general manager of the factory. All of them taking the best plan for the benefit of the company. When an order received from buyer , then merchandiser is responsible for ensure timely delivery within the delivery date. Merchandiser keep the follow-up of orders/styles throughout the pre-production processes is not foolproof, despite claims that it is realistically used by the majority of buying and manufacturing companies, and there are various fallacies that need to be dispelled. The production merchandiser develops the TNA by taking into account factors such as production capacity, buyer lead time, holidays, etc.

5.Communicaton: The merchandiser has to communicate with buyer from ordering a product to shipment. He has to manage buyer account from order inquiry to shipment. In any situation, he has to communicate with the buyer. There are several media of this communication part. Like, mailing, phone call and message etc. A merchandiser always informing the buyers present situation of the products. When any kind of problem of the product or shortage of accessories then this problem is solved by the merchandiser who will communicate with the buyer for this problem solving. For this reason, A continuous communication can be carried on this sector.

6.Coordination: Coordination is the major part of Merchandising. When merchandiser get a new order. Firstly, he will coordinate with the all-team members about this. He can meet with a table for how to making the sample or product with low-cost and high quality. He can manage all the team members. And after

completing the meeting, he will check the all documents about the order. Buyer and production merchandiser must work together since buyer also receives follow-up from merchandiser. The merchandiser gives the buyer forms like a packing list, a TNA, and a report on the manufacturing progress.

7. Sourcing: The fabric and trims are raw materials of garments product export. Sourcing is needed for purchasing various goods at low prices. Merchandiser analysis the market for find out low cost and high-quality product. Where find the best product with cheap cost it will be analyses by merchandiser. After find these, merchandiser collect the fabrics , accessories and finishing items for making the garments body. Merchandiser also search the market for work. This is also be a part of a sourcing.

The person in charge of organizing and coordinating all actions from order acquisition to shipment order is known as an apparel merchandiser. A merchandiser working in the clothing export sector has to be fully aware of all of his duties and work processes in order to do his job successfully and efficiently.

3.3 Types of Merchandising done in garment export

1. Marketing merchandising
2. Product Merchandising

3.4 The responsibility of Merchandiser:

1. The development of product.
2. The market and the product analysis
3. The concept of selling
4. Booking the order
5. Making designing and sampling
6. Do costing
7. Meeting with production and quality departments
8. Taking the responsibility for inspections
9. Following up all things and
10. Ready for shipment
11. Confirming deliveries

3.5 A Merchandiser has to perform the following functions:

Communication: This is one of the main functions of a merchandiser, as He needs to communicate with different levels of people in their day-to-day business.

Planning & Programming: The merchandiser must verify the need for the order, plan the given order, program the various activities, and distribute the work properly to all team of the garments.

Follow-up: It Involves sending the samples at various stages of order, buyer and buyer house for approval of samples and others.

Decision making: A merchandiser must make a number of decisions during order processing, such as making approvals such as fabric, color, design, accessories and

packaging, choosing suppliers and suppliers, select buyers, and sometimes extend order delivery times.

Sourcing & Purchasing: A merchandiser has to doing the sourcing and purchasing and collecting the raw materials, accessories, best suppliers, new designs and new buyers.

Coordination: The merchandiser must coordinate in a way that reduces uncertainties and difficulties and, when a problem arises, He must support and help to complete the task successfully in the specified time. Both control and coordination activities complement each other and a merchandiser must undertake both accordingly.

Control: This is most important activities for any merchandiser. The merchandiser must ensure that all of the operations are carried out as planning and if there is any fault or problem, he must take the alternative things .

Negotiation: It's the activity of convincing, compromising and cooperation which might profit each party concerned within the negotiation.

Costing: It is the technique of estimating the expenditure of a given product and the next fee. The merchandiser need to realize the modern expenses and charges of diverse he should be know about these prices and tactics to do the correct costing.

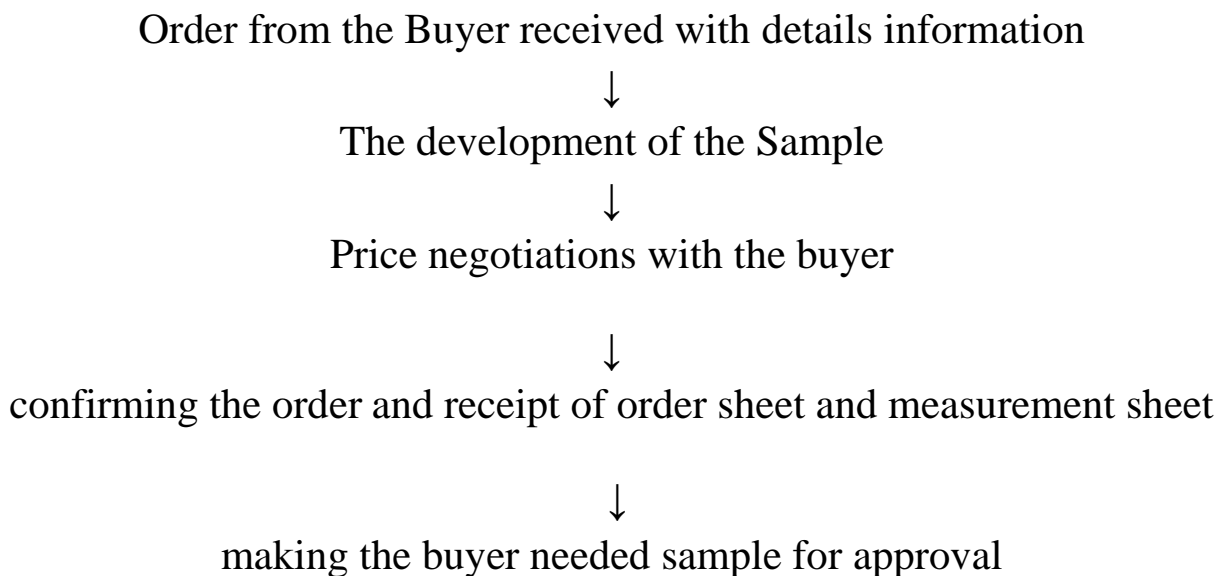
Meeting: There are two types of meetings that a merchandiser must attend. First, a trader must hold the meeting with the relevant department of the company to discuss the procedures and status of the enforcement order. In the second type, merchandiser must attend the meeting with buyers or businessmen for reporting, participation or discussion.

Forecasting: Forecasting is the time and condition which may be occurs in future .It will happenings or problems. A merchandiser has to know about these will occurs. And he should prepared himself for this type of forecasting . he is expecting the destiny uncertainties withinside the present-day order or enterprise in order that opportunity moves or corrective measures may be taken in strengthen this additionally consists of giving thought or thoughts approximately new technology or new merchandise or modern-day enterprise trends.

3.6 Garments Merchandising: Merchandising is an important department at the buying house and garments industry. Which is negotiates marketing and production department at the same time. To making smooth the merchandising activities every merchandiser has to follow the process of flow chart by which anyone can do his/her work very smartly.

The process flow chart for apparel garments merchandising is presented in given below

3.7 Apparel or Garments Merchandising Process Flow Chart:



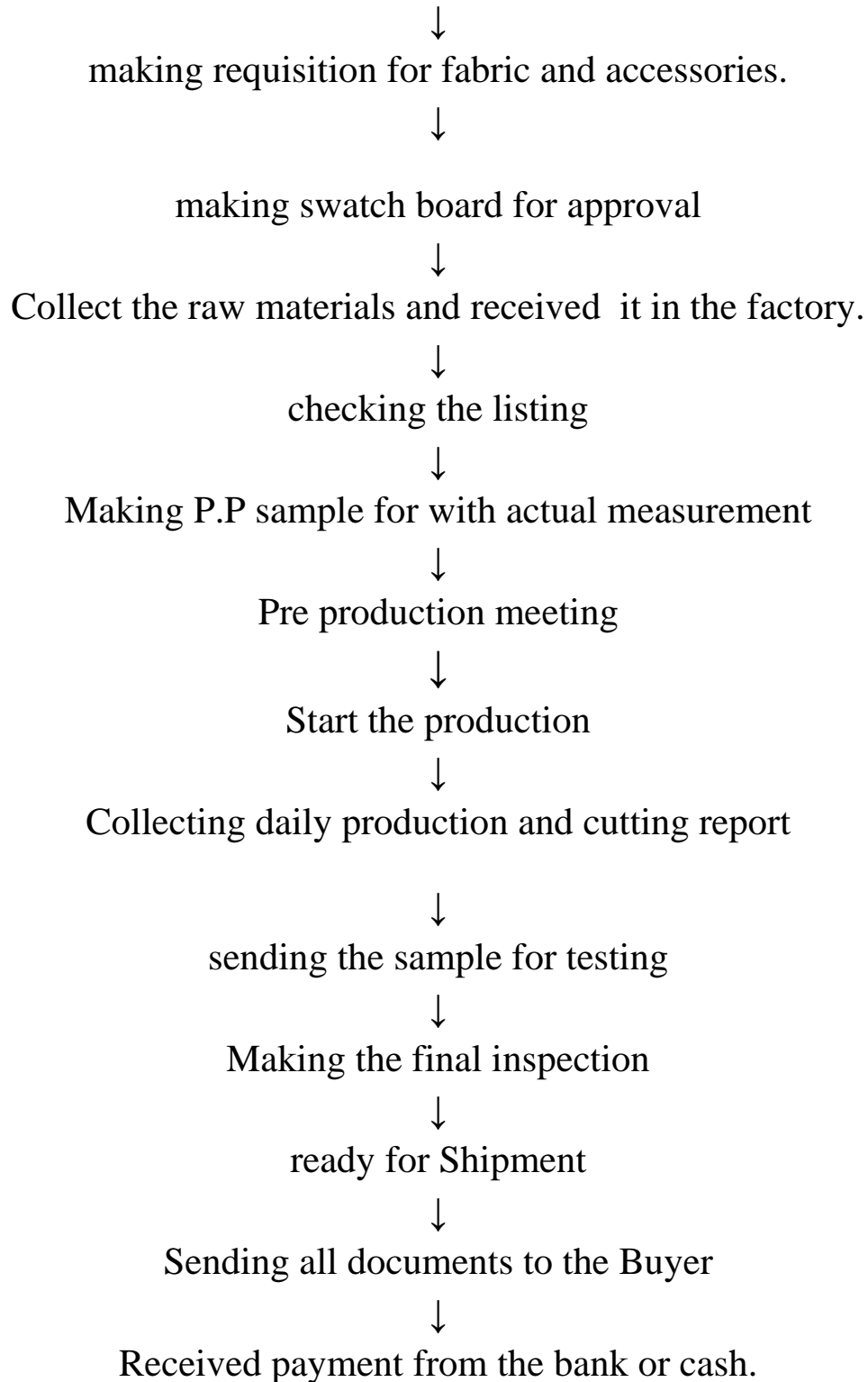


Fig: 3.7.1 Flow Chart

3.8 All the processes of garments merchandising are now discussed with the details in the following table:

Serial no.	Subject	Job
1.	A new order received from the buyer or buying house.	A merchandiser first job is to collect order from the buyer with full information.
2.	The sample development	The sample should be made by buyers' instructions.
3.	Price negotiation with the Buyer	In the certainties, Price should be negotiated with the Buyer.
4.	Confirm the order with order sheet.	Buyer confirms the order and all of things are assemble in the order sheet
5.	Making the buyer instructed sample for approval	It should be making with the buyer instructions and then buyer give it approval .
6.	In time, making the requisition for fabrics .	In the meantime, make fabric requisition for bulk production.
7.	Make requisition for accessories	Make a requisition for the required accessories of that order.
8.	Making swatch board for approval	Should prepare swatch board of required accessories for the Buyer's approval.
9.	Collecting raw materials and received in factory,	All the requisite raw materials have to collect and receive in factory at right time.
10.	Checking and listing	Check all the in-hosed material with requisite sheet.
11.	Making p.p (pre-production Sample) with all actual	By following Buyer's instruction make a P.P sample with all actual.

12.	Pre-production meeting	Before going into the production, merchandiser have to arrange pre-production meeting for smooth production.
13.	Start bulk production	Finally, you have to go into bulk production.
14.	Collecting daily production and quality report.	Regular production and quality report should be collected here in regular basis.
15.	Make online inspection by strong quality team	During bulk production, have to make online inspection by strong quality team.
16.	Sample sent to third party testing center	For making a strong approval about the quality of the product, have to send sample in third party testing center.
17.	Make final inspection for bulk production	After completing bulk production, make a final inspection for the order.
18.	Ready for Shipment	After making final inspection of the product, all the garments should send to the Buyer.
19.	Send all documents to the Buyer	All the documents about the order should send to the buyer after sending the full order quantity for receiving payment.
20.	Receive payment from Bank	Finally receive the payment from the Bank.

Chapter: 4

Working Process of Design Gallery Pvt. Ltd.

4.1 Sampling: Sampling is a most important things in garments sector. It plays a vital role in attracting buyers and confirming the order, as the buyers generally places the order once satisfied with the quality and responsiveness of the sampling. Sampling is the most crucial and most important stage of fashion merchandising. When an order came firstly a sampling set will making for buyer demand. The sampling is done by a sample man and otherwise it has a sampling section.>>Merchandiser provides tech pack to CAD/Manual Development>>CAD average determined >> Fabrics/Trims sourcing >>Development/Proto Sample(if rejected then make 2nd proto sample) >> After approved(order confirmation) >> Fit sample make(if 1st fit sample rejected then make 2Nd fit sample)>>After approved make internal Size set sample>> Make PP sample (if rejected then 2nd PP sample) >>After approved then return as Sealer Sample >> Production file received from HO>> 2nd samples made in base size >>1^{set} sample is washed for after wash measurements>>Cross check with HO report(if changes send comments to HO) >> Size Set Sample>> Approved pattern send to cutting department...

When the buyer sample is received then the production file is made containing the followings list :

- The tech pack
- Approved pattern
- PP Sample
- Measurement chart
- Fabric & Trims required

This file sends to the Sampling (R&D) Department of the production unit. There produce two samples in the base size using the actual fabrics and trims.1st sample go

for wash after wash measurements. If there require any changes in making sample, it informs Head office and the adjustments are organized in the CAD patterns.

Pre-Production Meeting or (PP) Meeting: A pre-production meeting is basically a meeting before start bulk production, to set every parameter and core decision of production.

1. Make a plan of bulk production
2. Make layout
3. Review PP sample/ Size set sample/ 1st production
4. Discussing all the process parameters of every section
5. Review all checklist of PP meeting
6. Find out all construction and structural defects of PP sample/Size set/ 1st production
7. Merchandiser confirms that all necessary items are already in-house for finished garments.

4.2 Store:

Store is a most important part of the garments factory. In this store. the department stores for fabrics and accessories are centralized in the garment industry, and all fabrics and accessories first arrive at this unit from the supplier and are checked and stored here until distributed to other units. For an export-oriented mass production of the garment industry, it is essential to maintain a well-organized and well-stocked storage system. Proper stock management in the apparel industry can reduce material waste and lead times. The main task of this department is to store all the raw materials needed for the production of garments. The store manager follows a strict and orderly working procedure All of these sectors are important but the store is the most important part of this sector. Because, anything of garments products or another thing when these are gate in and out these have must gate pass or other permission which provide store. In the store, all the part of garments product are stored with carefully. When anything like thread, needle, Size level, cutting accessories, machineries item, electric item all these things can be stored or given from store.

Here is two part which are:

- ❑ Fabrics &
- ❑ Accessories

After sample approving, Merchandiser order fabrics and accessories from buyers nominee suppliers or suppliers. For fabrics, Fabrics in house >>Store fabrics inventory >> Quarantine fabrics roll >>10% sample picked for fabrics inspection (pick 25% to50% if 2 sampling fail) >> After inspection, accepted fabrics goes OK Quarantine area and rejected fabrics goes rejected area>>Cut 6inc/18inc fabrics from fabric roll for blanket>> Shading and Yardage confirmation>>Getting Shade band report after wash then shade number attached with fabric roll like (A, B,C,D) In fabrics inspection their acceptable point for single roll 40 point and average 28point. Acceptance per 100 square yards if less point and rejected if it's up to 40. $(\text{total defects point} * 36 * 100) / (\text{total length in yards} * \text{fabrics width})$ Here is some defects name in fabrics inspection; contrast yarn, knot , spot, slub, hole, end out, running shade , thin yarn, missing yarn...



Fig: 5.2.1 Fabric Store

4.3 For Accessories: Receive accessories and put it into quarantine area>>Store accessories inventory according invoice >>Collect approved accessories before inspection>> Inspection accessories according to AQL chart (if accessories less than 300pcs then inspect 100% accessories) >> Attached green card with pass accessories, yellow card with holding accessories and red card attached if accessories rejected>> If any accessories fail after inspection as per AQL chart then 100% inspection is required>> After inspection, collect all the information in F-QC-04 report

When accessories inspection there checking some of these things here it is:

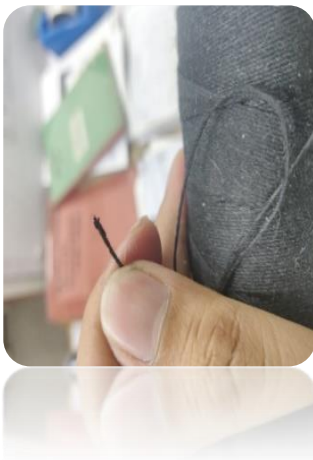


Fig: 4.3.1 For Accessories

4.4 Swatch or Trims Card:

In accessories inspection there also made swatch card

Swatch cards are the most common way of presenting material samples. Consumers prefer to use swatch cards to get a quick, convenient overview of what's available in your materials catalog. Store always follow the approved trim card to verify trims and fabrics quality that they issue for this order. Quality inspectors need the approved trim card at the time of garment checking and shipment inspection.



Fig: 5.4.1 Swatch or Trims Card

4.5 Cutting:

Cutting plan based on Shade band/Shrinkage record >>Receive PO sheet, Tech pack and others details >>Fabrics received from store as per requisition >>Relax fabric if necessary(stretch fabrics need to relax 24-48 hours,100% cotton fabrics needs less or no relaxation)>> Make a marker to determine consumption>> Marker and pattern Crosses Check >>Laying as per marker length (spreading)>> Spreading quality control >>Cutting>>Fusing Numbering/Binding>> Cut audit based on AQL 1.5>> If pass issued to sewing if fail 100% recheck and rectify .

- When cutting plan occur that time analysis which fabric roll will cut that based on fabrics shrinkage report and shade band report (after coming from wash Cut quality panel matched shade requirement which is buyer given standard and making report where fabric before after shrinkage measurement given there)
- Fabric roll received from store as per requisition (which shade roll matched with buyer requirement how much shrinkage happened, after all details analysis and then requisition that fabric roll)
- Making marker in CAD department which is occurred by buyer given tech pack and after approval sample measurement confirmation, here also cross checked with approval exact pattern which is confirmed by buyer required measurement.
- Spreading fabric rolls by following requirement and here attached marker on top then start cutting by cutting machine
- Also fusing fabric roll cutting for interlining which is using for cuff shape interlining, waist interlining, collar band shape interlining, box placket button placket interlining, and flap fusing.
- In the cutting process time, every body parts numbering (for recognize in sewing time) and also binding.
- Only main body parts binding comes to the cut audit for inspection is there any defects or not.

- If found any defects then that part rejected then same part cutting by hand and binding with all of parts.

After all of these process complete then go sewing line for manufacturing.

4.6 DGL Sewing Process:

There are 3 sewing line in this factory. There are 300 operator and helper doing work in this sewing line. A operator can run a machine and one helper is help besides.

After cutting approval then sewing process is starting for making the garments body.

At the beginning of sewing, there 1st sewing task is 300-400pcs garments make for pilot run. operator run portions are very well checked through manufacturing facility first-rate branch at each stage of manufacturing. Through pilot run process, manufacturing group learns approximately the vital operations withinside the styles, perceive capability bottleneck operations.

- The production is planning based on the operator production capacity.
- The operator prepares themselves for production.

After receiving the garments from cutting section , all of the parts are joined and assemble as serially . All process are doing by the buyer requirement. Sewing section is mostly important for making the garments body. There are many kinds of machines are arranged as a line wise in the garments . Operators are seat one after one by the process of garments body parts joining serial .

After receive the garments components from cutting section, all the garments' parts are joined and sewn as sequentially. Obviously, all the components are sewn respects on buyer requirement. Machines also be arranged like that.



Fig: 4.6.1 Swing Assemble line.

4.7 Quality Control & Finishing:

All of the steps in this sector Finishing is the last step of the apparel industry. Quality Control is necessary for every stage of garments production for the purpose of making a quality product, finishing the garments, prepare for shipment, and finally deliver to the garment's buyer. So, finishing is a very important process in garments. All Sewing Garments are to receive into finishing section after washing (if GMTS needs finishing as per buyer's requirement).

Washed garments to be checked for shade acceptance during a normal lightweight box as per buyer approved all shade standard. If it fails in AQL to satisfy shade acceptance, then challenge to laundry for rewash.

After coming from wash then make pull test & pinch setting test:

- 1) Pull test: plastic button requires weight 70nt (for adult)

Metal button require weight 90nt (for kids)

Every remaining time is 10 sec a

After every 4hours latter and checking pieces 2 every time.

2) Pinch setting test: Checking standard pinch thickness

Doing test every 4 hours latter

Checking 5 pieces every time

After passing shade of Garments and thread trimming, quality checking starts as per style-wise. Sorting (Style, color & size wise) >> Thread cutting >> Ironing >> Quality inspection(Random audit check) >> Insert button and other accessories >> Measurement check(key point) >>Metal detection >> Hang tag >> Billboard (product code) >> Folding(as per folding approval by buyer QC) >> Packing(solid packing, ratio, mixed) >>Carton Packaging(4types: Solid color solid size pack, Solid color assorted size pack, Assorted color Solid size pack, Assort color Assort size pack) >> Final inspection (according to the 2.5 AQL level) >> Shipment of garments.

Chapter 5

Findings

After analyzing the merchandising operations of Design Gallery Pvt. Ltd. and during the internship program's organizational attachment, the following findings have been found:

- After analyzing a few factors, it tends to be assumed that 2021 is the year of growing up their performance after the low performance in 2020. It is a third-party company, so they have to depend on the other companies; during the covid pandemic year, most of the company was closed, which is why DGL did not make a good profit, but after the pandemic, they grew up their performance, and get back into the track.
Now it's doing sub-contract work. For this reason, when completed the order then immediately receive cash from the buyer. Otherwise, it will be late if the order is from direct buyer.
- Design Gallery exported many garments products. In this case, we can gain remittance for this exported product. It will help for our reserve.
- In this sector, there are many people work here. There is a large number of employments in this sector. It also takes a big impact of our country.
- Now a days we can see that, this sector is doing well by achieving dollar and others currency, which is most important for our country.
- Government also given many benefit and take steps to improving this sector.
- Their most of the buyer from Europe and U.S.A countries. Some of the buyers are from Middle east countries.
- Moreover, it is found that the company is going to an excellent position because of their foreigner buyers.

Recommendation

- DGL has too many customers, so their workload is very high. But they do not have sufficient employees to allocate all tasks. So they need to recruit more people in the workplace to minimize workload.
- Some old pieces of machinery like; sewing machine, bowler machine, generator to be replaced. Due to those types of machineries workers face problems during their working period.
- DGL Pvt. Limited needs to be more concerned about its training and development function to create more efficient and effective employees.
- Admin, Hr and compliance should be more concerned about the rules and regulations of BGMEA and also be take care of factory environment and workers

Conclusion

In my internship program at DGL Pvt. Ltd. I was learning many things of this sector. I became familiar with the working environment at the factory.

First of all, this internship program helped me gain knowledge about the basic merchandising of apparel industries and operations of merchandising and production department. I can find out the difference between practical knowledge and theoretical knowledge.

Second, because of time limitations, I covered only some things in the internship program. It is not possible to know the depth of this sectors activity. It is a long time process learning sector. Whatever it is, I give my best or highest effort to achieve the objectives of the internship program.

Finally, the value of RMG factory to contribute to the country's GDP growth by stimulating trade and commerce, speeding up industrialization, boosting exports, creating employment opportunities for educated, youth, poverty alleviation, and raising the standard of living of the middle and lower classes.

I am feeling lucky to be a part of DGL family. I learned huge things from them. It will help me in long run I believe. DGL is already placed them in a good position but they should work smartly for their better future.