

Internship Report on the Experience at Sanjana Fabrics Ltd.

This internship report is prepared for the partial fulfillment of the

Bachelor of Arts degree in English.

Supervised by

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Date of submission: 7th December 2022

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Declaration

I sincerely declare that the project paper entitled "Internship Report on My Experience at Sanjana Fabrics Ltd." is originally done by me under the supervision of Fatema Begum Laboni, Associate Professor, Daffodil International University. All the information used for the paper is authentic; collected, and organized by me. For information, I took help from the internet and officers of the organization, where I completed my internship. This paper is submitted to the Department of English, Daffodil International University as a part of the course "Project Paper with Internship" (ENG 431) to complete my B.A(Hons) degree in English. The copyright of this project paper is reserved by Daffodil International University.

Jahm

.....

Signature of the intern

Certification of the Academic Supervisor

This is to certify that the student named Fahim Prodhan, (ID: 191-10-1960) has completed his project paper under my supervision. He was given the position of executive marketing officer at Sanjana Fabrics Limited. When he completed the internship and paperwork, he took help and consultation from me whenever he needed it. This paperwork is authentically done by him for the course "Project Paper with Internship" (ENG 431). Now, this paper is ready for submission. For his honest hard work, I wish him a great future that fulfills his dreams in the RMG (Readymade Garments) sector as a potential employee.

Signature of the supervisor

fatenilege

Acknowledgments

After thanking Almighty for the help that I asked for, I would like to thank my supervisor Fatema Begum Laboni for her experienced, clear and friendly supervision. I have learned about internship selection, note-taking, and writing reports briefly from her. She was always there for me when I needed help, instruction, guidelines, and solutions. I have learned essential soft skills necessary for internship and career from her, which will help me to build a good professional life.

I am pleased by the help of the officials of the marketing department of Sanjana Fabrics Limited. Especially, Nazmul Islam the executive marketing officer who taught me the working process of the office with the needed basic skills and study materials.

Abstract

I have searched in multiple fields of the job sector for completing my internship but found Sanjana Fabrics Limited (a fabric production industry of Asiatic Group) the only suitable one according to my interest. They have accepted my forwarding letter and a position is given to me in the marketing department. In this project paper, I have included basic information about the Asiatic group, the work process of the marketing department of Sanjana Fabrics Limited, their training process, skills and basic knowledge used for a position in the department, the people the employees deal with, strengths and weaknesses, my personal and professional skills, my findings and learnings, the background of internship selection, etcetera in this project paper.

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Chapter 1.0

Introduction

1.1 Introduction

The project paper is prepared based on my internship experience. In the first meeting with the academic supervisor, I receive the instruction named "Guidelines for Project Paper with Internship" which includes the responsibilities of an intern for an internship and project paper. According to the instructions, I prepare a plan for collecting data and kept notes for the different chapters of the project paper.

1.2 Intended area of study

An important part of the study will be based on the use and development of soft skills and hard skills. Management, technology, formal communication, presentation, professional grooming, emotional intelligence, etcetera will be the field of skill development study.

The major part of the study will be based on readymade garments, especially on oven fabric as I have to work for a fabric production company. Different types of fabric, raw materials of fabric, fabrics production process, marketing process, communication process with client or buyer or merchandiser and factory staff, documentation, etcetera will be the area of my study.

The level of job satisfaction and attitude towards the job of the employee and the trainee is found to be an interesting area. After all of these studies, I will try to show the connection between my findings and my academic learning in this project paper.

1.3 Expected outcome

The first expected outcome of this study is to learn the strategy of internship placement, learning, data collection, organizing, and writing a project paper properly. As an executive marketing officer (trainee of a company in the RMG sector), I expect to develop some personal and professional skills such as branding, marketing, fabric-making processes, office manners, etc.

The best outcome of the study will be the experience I gather. Nowadays, it is hard to find a job without experience. This will be helpful for further career planning and getting a good job in the RMG (Ready-made garment) sector.

Chapter 2.0

Background and Significance of the Project

2.1 Background

This internship and project paper are a part of the course titled "Project Paper with Internship". Fatema Begum Laboni has been assigned as my supervisor for completing this course. The instruction is to choose a field between 'Educational Institute Internship', 'Industry Internship', and 'Research Internship'. For better understanding, my supervisor briefly describes the process of choosing an internship field according to my career plan. I chose an industrial internship as I plan to build a career in the industry.

2.2 Significance

As a student in the English department, I learned how to communicate with different people of different cultures, professions, ages, and places. The skill of convincing different people or buyers through communication is one of the major required skills of a marketing department. That is why I chose the marketing department of the RMG sector to enrich my learning with new experiences and develop skills.

This study is the part and parcel of my bachelor's degree. According to my course plan, I have to complete an internship that will be helpful to start my career. This is used for a smooth transition from student life to job life. This will help me to adapt to office manners, cope with the job environment, and for taking preparation for starting my career.

This study will also be a personal record of my experience and learning for future use, as I plan to build my career in the RMG (readymade garments) sector. I hope this will help me with guidance in my career.

Chapter 3.0

Methodology

3.1 Institution-selection

I start working at the internship-institution selection during my semester break. The first step is to choose a field where I want to build my career. As this experience will help me to get a job, this should be relevant. I find my interest in the readymade garments sector and after three months of searching, I find a position at Sanjana Fabrics Limited.

3.2 Project method

This project is completed according to the formal instruction provided by my university. I divided the process into three steps. The first step is data collection. I take a paper pad and start collecting the data of my activities, learnings, and observations there. The second step is to organize the information. A word file is prepared including all of the chapters according to the instruction. After that, I start organizing the information in the chapters from the notepad. The final step is to review and update. After the first submission, my supervisor marks, and comments on the required changes in my paper. According to the comments, the final editing is done.

During this project work, a weekly meeting is conducted with my supervisor for regular updates and required solutions to the problems that occur. After completing the paper, it is submitted to the library for plagiarism checking.

Chapter 4.0

Organization Details

4.1 Origin and chronological progress

Sanjana Fabrics Limited is a company of the Asiatic Group. This group has a long history of more than 30 years in business. Starting its journey back in 1984, this group has come up a long way forward to take the shape and size of what it is today. Along with Sanjana Fabrics Limited, the group the has following business enterprises in different sectors of the economy of Bangladesh:

- Asiatic Textile Mills Ltd.
- Afaz Textile & Composite Mills Ltd.
- SBI Trading Ltd.
- Asiatic Properties Ltd.
- Asiatic Shopping Mall Cum Residential Complex Ltd.
- H. H. Textile Mills Ltd.

The Group has an annual turnover of approximately USD 35 million. Group has employed about 1,000 staff workers.

4.2 Current activities

Sanjana Fabrics and Asiatic Textile produce woven fabrics of mentioned qualities:

COMPOSITION

- 1. 100% Cotton
- 2. Cotton / Stretch
- 3. Cotton / Poly / Stretch
- 4. TC Fabrics
- 5. CVC Fabrics
- 6. Cotton Linen
- 7. Viscose

WEIGHT RANGE

For Top and Bottom all Solid and AOP from 60 GSM to 450 GSM

WEAVING RANGE

- 1. Poplin
- 2. Twill
- 3. Canvas
- 4. Bed Ford Cord (BFC)
- 5. Ottoman
- 6. Rib Stop
- 7. Herringbone
- 8. Texture Dobby
- 9. Oxford

DYEING RANGE

Reactive: Solid & AOP (All Over Print)

Disperse: Solid & AOP Pigment: Solid & AOP

Reactive + Pigment: Solid & AOP

Vat: Solid & AOP

Florescent Color: Solid & AOP

Discharge AOP

Sulfur: Solid & AOP

FINISHING RANGE

All types of peach and soft finish and coating.

Chapter 5.0

Internship activity

5.1 Orientation

I join the office directly after facing an interview with the director of the marketing department on the first day of October. Senior executive officer S K Ariful Islam introduces me to all my colleagues and supervisor Nazmul Islam, executive marketing officer. We discuss the basic office manners and rules of the office. I have informed and cleared the process of my internship program, and my needs to my supervisor besides spending the day observing and learning the basics of how the department works.

5.2 My tasks as a marketing executive

- My first basic task is to fill in the information on the fabric sticker. After observing and learning for one week, I am instructed to fill up the sticker information of fabrics. For this, I have to collect the receiver's name, brand or buyer, GSM (grams per square meter) of that fabric, tracking ID, amount of fabric, construction, and composition of that fabric. I have to collect this information from my supervisor and relevant papers. For this task, I have to use my memorization strategies and note-taking skills.
- My second task is to make a swatch card (the most common way of presenting material samples). First, I need cut swatches (a small piece of fabric that's used as a sample) and round fabric to measure the GSM. I have used GSM cutting machine and an Electronic Precision Balance machine. I have developed technical skills in this task. Then I input the information into a word file and print it. At last, I have to attach the swatch and GSM fabric to the printed paper. For completing this task, I have used my computer skill like data entry and organizing.
- The marketing department works as a mediator between buyers and factory officials. So, communication is the most important part here. As an intern, I do not get permission to communicate with clients. But I have to communicate with my supervisor in that office through Viber, email, and phone. I need to send photos of the swatch, sample, hanger, and documents prepared by me. I have to communicate with

- the senior officers about my tasks and problems. So, communication skill is a must needed skill here.
- To keep a track of documents on the computer, executives need to copy the papers and keep them in the dedicated folder. I am instructed to scan documents to keep a copy on the computer, and another printed copy to the office file. Once again, I have to use my technological skill.
- A regular task is sending and receiving parcels. I have to prepare parcels and forward letters on behalf of my supervisor. Sometimes I have to check the color of the lap-dip (a dyed fabric sample made to meet the color standards of a designer) and match it with the demand list of the buyer. Sometimes I am instructed to organize and make new files. All these tasks need organizing and documentation skill.
- Another task is to find a fabric or sample hanger. It takes a long time as the fabrics or hangers are not organized. Soft skills like patience and focus are the must-needed skills here.

5.3 Soft skills and hard skills developed

At my university, I get courses named 'Employability 360', 'Presentation skill', 'Writing skill development', 'Introduction to psychology', and 'Computer fundamental' that help me to develop personal and professional skills day by day. During my internship period, I use and develop the skills mentioned below.

Soft skills:

- Communication Skills: As a marketing executive officer, communication is one of the
 most important required skills. Though I do not get permission to communicate with
 buyers, I have to communicate with the officials of the company and the massager. I
 have learned the techniques to communicate with different types of people and how to
 develop communication skills.
- Management skill: The position of a marketing executive is to manage the clients and the factory, working as a mediator or a bridge. After joining here, I have learned how to manage people of different cultures, palaces, and positions with different languages and accents. When to behave tough and when to behave softly to manage people for a smooth business relationship. This is a part of professional grooming that I have learned in the 'Employability 360' course.

- Time managing skill: It is a common personal skill that every single person in the universe needs to build. Once I use to leave my pending task for my free time. During my internship I have learned that there is no free time, I have to manage everything within 24 hours as I have to manage my internship, project paper, classes, exams, and meetings. I have developed good time management skills now.
- Negotiation skills: This is a combination of management and communication skills. I have learned how to negotiate with buyers for time and price.
- Adaptability: The environment, policy, and rules vary from place to place. To keep
 existence in place I have to adapt these things. Though this is an ongoing process, I
 have learned adapting new environments during my internship.
- Observation: Observing something with an intention that I have learned from the
 Introduction to Psychology course applied during my study. I have observed the
 psychology and philosophy of the employee during my internship and also developed
 the skill. I have developed the basement of this skill from my 'Introduction to
 psychology' course.

Hard skills:

- Basic computer skills: This is a must-needed skill for every workplace nowadays for communication, documentation, legal issues, and so on. I have a basic skill learned in the 'Computer fundamentals' course at the university that helps me to develop professional technological skills. I have learned to deal with and prepare different forms and documents, formal communication through mail and other software, update information on the server, and use tools or technologies related to computers.
- Documentation skills: One of the major tasks is to prepare documents like swatch cards, fabric stickers, sample request forms, forwarding letters, color approval forms etcetera. Here I have used and developed my documentation skills learned in the 'Writing skill development' course.

5.4 My learnings

5.4.1 Working process of my colleagues

❖ Step 1: Sample

In this step the buyer contacts with some basic requirements of the fabric he wants, like the weight (GSM), construction, composition, etc. Sanjana fabrics Ltd sends a sample according to the requirements of the buyer from the stock or previously made sample. If the fabric is not available in stock, they make a sample fabric.

Step 2: Feedback/Review

Here the buyer sends feedback that change needs in color or any further requirements and updates they need or not.

Step 3: Meeting/ dealings

If the fabric fulfills the requirements of the buyer, then they call for a meeting to finitize the order. Here they talk about the pricing, order amount, lead time, width, and other issues if there are any.

❖ Step 4: Follow up

In this stage, the order goes to the factory for making fabrics. The concerned marketing executive officer communicates with the production in charge and sends an update to the buyer.

Order Placement

The fabric is ready for delivery. The fabric delivery can be done step by step with a required amount every time. It depends on the amount of fabric and the urgency of the buyer.

5.4.2 Basics I have learned

❖ Construction

Example: $20x16 + 70^{D} / 140x60$

Warp x Weft / EPI x PPI

20x16 – This indicates the thickness of two yarns used for the fabric. The yarn will be as thick as high the number.

70^D - This indicates the elasticity of the yarn (16).

140x60 – This indicates the amount/count of the yarn in every inch. 140 is Wrap (Length) side wise which is called EPI (Ends per inch), and 60 is Weft (Width) side wise that called PPI (Picks per inch).

Order No

• SE (means newly developed)

- PI (Proforma Invoice means order confirmed)
- SRF (means Sample Request Form for the fabric of stock)
- SF (means serial number in Sanjana fabrics)
- HHDS (Means developed by H.H. Textile Mills Ltd.)

For example, SRF# 2732/22

The number 2732 is the unique serial number of the fabric request and the number 22 indicates the year. The short form before the number indicates where the fabrics belong.

- ❖ GSM (Gram per meter squire)
- B/W Before wash
- A/W After wash

For example, GSM (B/W-304) (A/W-360)

❖ Width

Indicates how wide the fabric will be in inches.

For example, 52"

Bacth No

The person who is receiving the parcel.

For example, Mr. Nazmul

❖ Finish/Treatment

This indicates the design/style of finishing.

For example, Peach

ATM

This indicates the specific and unique code of fabric in the Asiatic group.

For example, 16128RR

Article number

The specific code of a fabric of a company.

For example, ATM:16128RR

Roll No

This indicates the amount of roll/piece of fabric.

For example, 01

MTR/YDS (Meter/Yards)

This indicates the amount of fabric.

For example, 20yds

Color

Here we will get an idea about the color of the fabric. This can be the name of the color only, also there may have a universal color code.

For example, Gray/16-216

5.4.3 Machines I used

- Electric Precision Balance: An electric machine for measuring the weight of the fabric in every squire meter.
- GSM cutter machine: A round-shaped analog machine used to cut a piece of fabric for measuring weight.

5.4.4 Forms and documents I dealt with

- Sample fabrics request form: When the buyer asks for any fabric from the marketing executive, he (the marketing executive) sends an email to the concerned officer of the factory with a form attached. This form contains detailed information about the fabric amount, material, style, time, color etcetera.
- Fabric sticker: In every piece/roll of fabric, there is a sticker that indicates detailed information about the fabric and buyer along with the receiver of the fabric.
- Color approval form: According to the buyer's request, the factory makes three samples with a slide difference in color. Then send pieces of fabric attached to the form for confirmation and feedback.
- Finish fabric test report: After completing making a fabric sample, a test is conducted to know the fitness based on different things like wash, water, and perspiration. This report is made for the buyer maintaining International Organization for Standardization (ISO).
- Swatch card: The executive officer keeps a small piece of squire size and a round GSM fabric with information for keeping a track record.
- Delivery challan: A paper sends to the buyer with the fabric at the time of delivery.

- Strike off: A tracking paper for a printed fabric sample, created and dyed to your requirements.
- Costing sheet: A paper for fabric pricing with details.

5.4.5 Calculation formats

- Pricing calculator: This is not a universal format for pricing. Rather the company
 made this itself. This format works based on the design, yearning quality and amount,
 costs (labor, raw material, transport cost, manufacturing machine cost), etc. The user
 needs to put the construction, composition, fabrics material etcetera.
- GSM calculator: This format is used for estimated GSM measurement. When a buyer
 wants to know the GSM after giving a required construction and composition, the
 executive officer uses this format to know the estimated weight of the fabric before
 making a sample.

5.4.6 Communication methods of my office

They use email for official communication but every time they after sending and receive an email, they make phone calls for proper communication. Besides, they use other software or application for internal and external communication with colleagues, the factory, and buyers. Those are:

- Outlook
- Email
- Phone
- Viber
- WhatsApp

5.4.7 Fabric-making steps

- Yarn
- Warping
- Sizing
- Weaving
- Mending
- Singing
- Designing
- Bleaching

- Mercerizing
- Peach
- Dyeing
- Printing
- Finishing
- Sanforizing
- Inspection

Chapter 6.0

Limitations of the Study

6.1 Time limitation

I am registered for a six-month semester and I get not more than three months to complete my internship and project paper. This timeframe is not enough to collect data and organize it properly for me. Because I do not get enough time to work on the paper after working as an intern officer. Besides this internship and project paper, I have to keep some time for another course. So, the time is not sufficient for me to manage the office, think creatively, and write the project paper together.

6.2 Data limitation

Asiatic Group has a strong reputation and some business secrets. They do not give access to their network, computers, confidential data, and permission for client handling to an intern. That is the reason I do not get proper data or information. Along with that, there are some confidential data that I am unable to share for the company policy.

6.3 Limitation of access

The authority does not permit me to communicate with the clients and the production officers in the factory as I am not a permanent employee. So, I am unable to explain the experience of the core task (working as a bridge between buyer and production officers) of a marketing officer.

6.4 Lack of experience

This is the first time I am preparing a project paper and doing an internship. As a fresher, I face difficulties in writing papers properly, collecting information, working in the office, establishing corporate communication etcetera.

Chapter 7.0

Observations and Findings

7.1 Observations

My observations are written based on the behavior, speech, and activities of the employee.

- Every employee needs to be active in communication with clients and production officers the whole day and every day. As the time is not the same in every part of the world, so the officers sometimes need to receive calls from clients at night.
- Strong memorization power is needed. Executive members need to deal with multiple orders at a time. So, they need to memorize lots of information.
- There are three to six members in a group. Each group handles an international buyer like H&M or more than one local buyer.
- The senior and most experienced member is responsible for meeting with buyers and solving the problems of juniors. Junior members follow up with orders and fabric requests.
- Every employee has strong religious beliefs. They complete prayer together and keep some time reading religious books.
- I observed that sometimes the financial situation influences the philosophy of a person besides knowledge and experience.
- The organization (Sanjana Fabrics Limited) believes in the freedom of dress that I
 have observed. There is no fixed dress code for the officers. That makes the employee
 feels free and comfortable in the office.

7.2 Findings

SWOT analysis is the perfect way to show what exactly I find about Sanjana Fabrics limited and myself during my internship.

Workplace

• Strength: The company has experienced employees who can handle all types of foreign and local buyers smartly. Their long reputation of successful production made

them well known. Provides time for prayer, lunch, and snacks, yearly family vacation cost etcetera that keeps the employee mentally satisfied, and physically healthy. Brands like H&M and Jack & Jones are their regular customer which proves their product quality.

- Weakness: Sanjana Fabrics Limited does not have a separate official website which creates a problem for people search them online.
- Opportunity: They have a good opportunity to improve business if they bring some changes in marketing policy, increase production rate, and create good relationships with more local buyers.
- Threat: The employee does not get a salary within a fixed date, so they might leave for a better place or this might impact on their work. Shortage of gas and electricity may become the reason for late production or lower production rate. They might lose the customer or order.

Myself

- Strength: I can fit in with the office environment quickly. I am a quick learner and I
 have good technical knowledge.
- Weakness: Shyness sometimes prevents me from asking a question.
- Opportunity: I have time to learn more, improve skills and gather experience that will help me to reach my goal.
- Threat: Time management and daily routine are not perfect.

Chapter 8.0

Recommendations

- Sanjana Fabrics Limited can fix a date for the salary of every employee.
- They can make an official website.
- They can dedicate a separate shelf in the office for keeping the sample fabrics.
- They can make unique codes for all fabrics, a single code for a single fabric to keep proper track.
- All the fabric and hangers can keep serial-wise maintaining the unique code. That will be helpful for further use.
- They can make a personal server for the internal use of the employee where all the real-time updates will be available. Update about stock, hanger location, the situation of ongoing fabric making, etc. Time can be divided for using the server for every group for avoiding interruption while searching and editing data.

Chapter 9.0

Conclusions

I have tried my best to put my experiences, observation, findings, and knowledge into this project paper. It is hard to express all in one paper properly and there may have lacking. Because of the limitations, I could not experience all the tasks of an executive marketing officer properly. But I have used and developed some personal and professional skills like communication, documentation, technical, management, professional grooming, emotional intelligence etcetera. I have learned so many new things, gathered experience, and build a belief that I can be someone or something one day on the basis on the internship.

Chapter 10.0

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Chapter 11.0 **Appendices**

11.1 Internship Certificate



Certificate of Completion

This is to certify that Fahim Prodhan a student of Daffodil International University has completed his internship in the marketing department of Sanjana Fabric Limited from October 2022 to November 2022. During the internship, we found him sincere in working, eager to learn, and ready to adapt new environment.

Signatures

We wish him good luck and look forward to a brilliant success in his life.

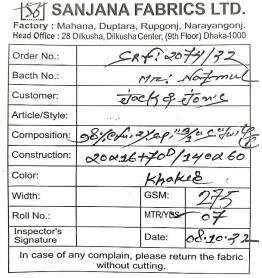
Marketing director

Supervisor

(A Sister Concern of Asiatic Group)

Head Office: Dilkusha Center (9th Floor), 28, Dilkusha, Dilkusha C/A, Dhaka-1000, Bangladesh. Tel: 02-9580201, 9578614 Marketing Office: House # 264 Lane # 3, Baridhara DOHS Dhaka-1212, Bangladesh. Tel: 02-9: Tel: +88-02-8411617; +88-02-8411918, E-mail: info@enletic-group.com, Web: www.asiatictextile.com Factory: Mahana, Duptara, Rupgonj, Narayangonj.

11.2 Papers and documents



| Figure 1 | 1 2 1 | Fabric | sticker |
|----------|-------|--------|---------|

| MWO12 | Rock Heart Mark | |
|---------------------|---------------------------------|--|
| SUPPLIER/ORIGIN | SANJANA FABRICS LTD./BANGLADESH | |
| ARTICLE NUMBER | ATM: 16128RR | |
| COMPOSITION | 100% BCI Cotton 3/1 S Twill | |
| CONSTRUCTION | 20Ring x 16Ring /128x60 | |
| FINISHING/TREATMENT | PEACH | |
| WEIGHT/ WIDTH | GSM: 235±5% , WIDTH: 56" | |
| DYEING PROCESS | SOLID | |
| COLOUR | 16-213 | |
| WASH TYPE | GARMENTS WASH | |
| FARICS PRICE | Solid : 2.10 \$ /YDS | |
| MOQ | 5,000 Yds | |
| DATE | 11/10/2022 | |
| REMARK | | |

Figure 11.2.2: Hanger sticker

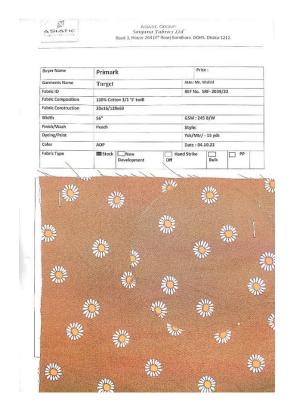


Figure 11.2.3: Swatch card



Figure 11.2.4: Strike off

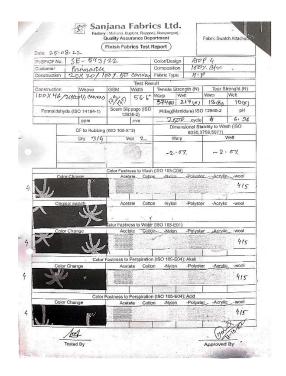


Figure 11.2.5: Finish fabric test report



Figure 11.2.6: Swatch



Figure 11.2.7: Color approval form

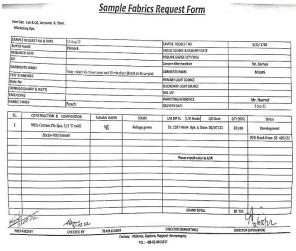


Figure 11.2.8: Sample fabrics request form

11.3 Machines and use





Figure 11.3.1: Electronic precision balance

Figure 11.3.2: GSM cutter

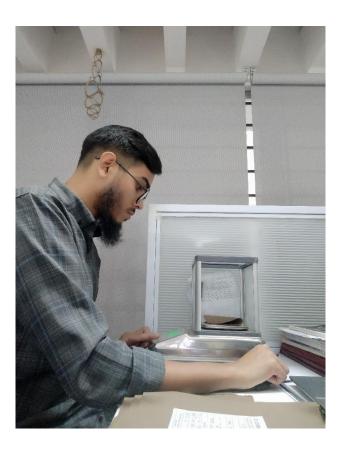


Figure 11.3.3: Measuring GSM

11.4 Plagiarism check

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