



Internship Report On

Supplier Selection Process of Dekko Isho Group

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Declaration of the Student

I therefore declare that the report " Supplier Selection Process of Dekko Isho Group" is the result of my own independent efforts, reflecting my personal work experience and the insights I received during my three-month internship. I affirm that this report is completely original and does not violate any copyright restrictions. Furthermore, I confirm that this report was not submitted, in whole or in part, to any other university, college, or institution for the purpose of acquiring an academic qualification, certificate, diploma, or degree. I accept full responsibility for the content and integrity of this report, ensuring that it accurately reflects the knowledge and experiences I gained during my internship.



Inun Nahar Mouri

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Letter of Transmittal

Date: 31.12.24

Ms. Mimnun Sultana

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Subject: Submission of internship report on Supplier Selection Process of Dekko Isho Group

Respected miss,

With due respect, I am writing to inform you that I have completed my Internship Report titled "Sourcing: Inquiries to Suppliers Selection Process of Dekko Isho Group." The report will provide insights into the company's supplier's selection for the purchase of Trims & Accessories. Through the study I conducted, I have gained valuable expertise, which has allowed me to create a unique report.

In writing this paper, I have tried my best to apply the concepts that I have learned throughout my academic life along with the actual experience gathered while working in the actual environment. In this report, I have reflected on what I have done throughout the internship period and I expect this report will meet your expectations. I am always available to answer any further queries and provide clarifications about this report.

Sincerely,



Inun Nahar Mouri

ID: 111201083

Department: BBA, United International University

Acknowledgment

First and foremost, I am grateful to Allah for giving me the strength to complete my internship tasks, as well as to research and report on time. I would like to sincerely thank everyone who contributed to the preparation of my internship report and helped me achieve this milestone.

I would especially like to express my gratitude to my internship supervisor, Ms. Mimmun Sultana, Assistant Professor at the School of Business and Economics, United International University, for his invaluable guidance and support. Without his direction, assistance, and involvement, I would not have been able to complete the report in a timely and proper manner. I look forward to successfully finishing my internship report under his supervision.

Additionally, I extend my thanks to Mr. Nadim Firoz, Assistant General Management at Dekko Isho Group, for providing me the opportunity to gain practical experience as an intern at the company.

Despite my best efforts, there may still be some errors in the report. I hope you will consider both these mistakes and the overall effort in preparing this report.

Executive Summary

This report provides an in-depth analysis of the “Supplier Selection Process of Dekko Isho Group” focusing on the company’s procedure for selecting suppliers for Trims & Accessories. This report aims to offer insights into the practical application of supplier selection processes, drawing on both academic learning and real-world experience gained during the internship.

Throughout the internship, key concepts and theories related to sourcing, supplier selection, and procurement practices were applied to understand the process more comprehensively. The report highlights the steps involved in sourcing inquiries, evaluating suppliers, and selecting the most appropriate suppliers for the company’s needs. This practical exposure allowed for a deeper understanding of the dynamics within the supply chain and the importance of making informed decisions in supplier management. The supplier selection process is a multi-step procedure that involves identifying potential suppliers, sending out inquiries for quotes or proposals, evaluating the responses, and negotiating terms and conditions. The selection criteria are often based on a range of factors, such as price competitiveness, product quality, reliability, past performance, and the ability to meet delivery deadlines. These factors were examined in detail during the internship, providing firsthand exposure to how these elements are prioritized and balanced in decision-making.

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Chapter:1

Introduction

1.1 Introduction

This internship report comprehensively studies the Supplier selection in the sourcing department of Dekko Isho Group, one of the reputed RMG Company in Bangladesh. The report strives to provide knowledge and data regarding the supplier selection of Dekko Isho group, discuss areas where the practice could be improved, and offer approaches for boosting them. Selecting the right supplier for the right materials is very important for Dekko Isho Group. The Sourcing Team selects supplier for the required item and negotiates the price for the Bluk order.

1.2 Background of the Report

As a mandatory part of my graduation from United International University, I have completed my internship at Dekko Isho Group. This report is made as a reflection of my working experience at the mentioned organization. It was a wonderful learning experience at Dekko Isho Group, I basically worked in the Sourcing Department, but I had the chance to have a very close view of the whole supply chain department. So, this report is an outcome of my overall working experience at Dekko Isho Group as a part of my graduation from United International University.

1.3 Objective of the report

The overall objective of this report is to fulfill the requirements of the INT 4399 course by preparing and submitting the report on “Sourcing: Inquiries to Suppliers Selection process” of Dekko Isho Group. Apart from that, the general objective of this report is to give an overview of the Sourcing and supply chain function of the company through my work experience.

Primary objective

- Getting an overview of the overall Sourcing function of Dekko Isho Group.
- Analyze the Sourcing Process of Dekko Isho Group.
- Evaluate the suppliers and price of Dekko Isho Group
- Providing recommendations where there is room for improvement.

Secondary Objective

- To assess the Master chart to know Dekko Isho Group's purchasing processes.
- To evaluate the effectiveness of communication routes between the sourcing department and suppliers.
- Review the supplier selection criteria and their alignment with the company's business goals.
- To Analyze the cost-cutting measures used during the sourcing process.

1.4 Methodology

Types of data:

To make this report both Primary and Secondary data have been used. As a part of primary data collection, I interviewed a few employees of the Dekko Isho Group and for secondary data collection I studied the Sourcing Processes of Custom Apparel Manufacturing on some websites and I also collected data from the office of Dekko Isho.

Sources of data:

- There was a structured questionnaire survey to collect data and I interviewed approximately 5 employees of Dekko Isho Group.
- I also studied previous research on this topic on a few different websites.
- Collected data from the factories of Dekko Isho Group.

1.5 Scope of the Study

1.5.1 Supplier evaluation:

We evaluated our suppliers based on their three major categories.

- Supplier's certification. There were many certifications needed in accessories factories that our buyer requirements, For example: (OKEO-TEX, FSC, BSCI, RCS, GRS, RSL). we check and evaluate which types of certificates they have and the certificate level.
- Financial Strength. We checked their TIN, BIN, and bank statements for the last 2-3 months because if their capital is not strong it will be possible to fail in the future production and delivery of the goods.
- Popularity. If the supplier company is well repeated then they have better knowledge and experience than the others also check their nomination list because if a buyer has multiple nominations from too many reputed buyers, they have enough strength to provide better performance.

1.5.2 Negotiation and Pricing Strategies:

We negotiated with our suppliers after studying the existing market for the essential items. Our goal was to establish a "win-win situation," meaning that the arrangement would benefit both us and the supplier.

We also considered seasonal projections, which allowed suppliers to store raw materials on their end. This method reduces the possibility of raw material shortages.

We intend to keep two suppliers for each sort of item, keeping both at the same price and negotiating with them using the same strategy. In this manner, we avoid relying on a single source.

During the negotiation, we also evaluate their certification details. If a provider has the necessary credentials, shows higher capacity, and has a trustworthy

1.5.3 Supplier performance measurement:

We utilize a data chart to assess our suppliers' monthly performance. This chart depicts all senior concerns regarding getting things from suppliers and assuring the quality of such deliveries. After receiving the goods, the responsible team inspects them and updates the chart. If the

provider delivers the goods by the deadline, they will attain a 100% on-time delivery rate. The quality and packaging columns, as well as the merchant supply chain, are updated as required.

1.6 Limitations of the study

The Limitation of this Report is given below -

- **Knowledge gap:** The Supplier Selection Process, Trim, and Accessories Purchase can vary greatly, hence the findings of this study may not apply to other firms or institutions.
- **Time Limitations:** Due to the short duration of the job, collecting and analyzing large amounts of data was challenging.
- **Information accessibility:** Some internal records or data (Master Chart) were difficult to access, limiting the study's scope.

The master chart is a database in which the Dekko Isho Group Sourcing Department keeps all confidential information, such as the supplier's name, product, and price.

1.7 Internship Position, Duties, and Responsibilities

1.7.1 Position:

As an Intern at Dekko Isho Group in the Sourcing Department, my key responsibility is to learn about the different steps of sourcing activities. To do so, I had to go through the basics and materials of the RMG Sector. As I am in the sourcing team, our team deals mainly with direct materials, especially Trims and Accessories, and also packing. I have learned about 2 different types of trims and accessories. which are:

Sewing trims (Example, Buttons, Sewing threads, Narrow fabrics, Pocketing Fabrics, Interlining, etc)

Finishing Accessories (Back Board, Collar Bone, Collar Stand, Butterfly, Tissue paper, Clips, etc)

1.7.2 Duties, and Responsibilities

Learning About 211 Different types of Items:

During my internship, I learned about 211 different products used in the apparel business, including trims and accessories. Each item's role and position in the garment production process was a crucial part of my learning since it helped me improve my knowledge of sourcing and material management.

Working with 197 Suppliers (Local and Overseas):

I discovered that the sourcing department works with 197 suppliers to meet the demands of garment manufacture, with 118 local (Bangladeshi) suppliers and 79 overseas. Communicating with different suppliers with different sample inquiry purposes gave me great knowledge of supplier diversity as well as practical factors for managing trim and accessory sourcing relationships both locally and offshore.

Communicate with the Merchandiser for the product inquiry:

In this role, clear communication with the merchandiser is essential for understanding the product requirements that they get from the buyer. Inquiries from merchandisers can be 95% and inquiries from the designer team can be only 5%.

Inquiry mail from a merchandiser with an Image of the product or it can be a physical sample that is later shared with the sourcing team. Then sourcing team send the swatches from related suppliers for Development. After development, the supplier send the sample to the sourcing team and the team check the sample with an actual swatch after that sourcing team send the sample to Marchandier for approval.

Emailing Suppliers for Development Queries:

I actively worked with both domestic and overseas suppliers to get information and bids for product development inquiries. This involved like, making specific requests for price,

samples, and availability to ensure that the supplier understood the needs and could give the necessary assistance during the development phase.

Creating an Oeko-Tex Matrix for Supplier Certification:

I developed an Oeko-Tex matrix in Excel to track and organize the certification details of all active suppliers, particularly for those producing materials that come in direct contact with the skin. This matrix, which is stored in a shared folder, supports sourcing activities by ensuring that suppliers meet the required environmental and safety standards for garment production.

1.8 Professional development of skills

During the internship at Dekko Isho Group, I gained a few professional development skills. These are listed below:

Communication Skill: During my internship at Dekko Isho Group, a completely export-oriented company, I improved my communication abilities by working with international clients and cross-functional teams. I learned how to clearly explain ideas, provide updates, and answer questions in both written and vocal modes, assuring effective communication in a global business context.

Competency: By actively participating in the procurement process, I gained knowledge in purchasing trim and accessories. Through hands-on experience, I learned how to evaluate suppliers in what basis, manage sourcing schedules, and test product quality, enhancing my ability to effectively contribute to the department's goals and the company's overall supply chain operations.

Negotiation Skill: Working with both domestic and international suppliers, I developed strong negotiation abilities by balancing cost, quality, and delivery dates to secure advantageous conditions for the company. I improved my ability to negotiate pricing, payment conditions, and delivery schedules, allowing me to maintain a competitive advantage while maintaining positive supplier relationships.

Excel (Technical) skill: Throughout my internship, I became proficient in using Excel for various sourcing activities, including managing supplier data, tracking inventory, and analyzing pricing patterns. I learned to use advanced functions such as VLOOKUP, pivot tables, and complex formulae, which increased my data management efficiency and streamlined sourcing processes.

Networking: My internship gave me plenty of opportunities to network with local and international suppliers. I created valuable contacts with key Suppliers, understanding the value of maintaining a solid network in order to keep current on industry trends, discover new supplier prospects, and strengthen for future business partnerships. Building strong relationships with key suppliers helps me grow in the future and create face value.

Chapter:2

Company Overview

This report aims to provide a comprehensive overview of DEKKO ISHO Group, detailing its history, operations, and learning experiences during the internship. Understanding the company's journey and the role within it has been invaluable in shaping my professional development.

2.1 Company History

Dekko ISHO Group, a prominent name in Bangladesh's Ready-Made Garment (RMG) and manufacturing sectors, has significantly influenced the development of the nation's clothing and textile sector. Founded by the visionary entrepreneur, the late Haji Mohammad Ishaque, in the early 1950s, the group began its journey with the establishment of Roxy Paints Ltd. Being one of the nation's first businesses, Dekko Group laid the groundwork for an entrepreneurial heritage spanning a variety of industries, from technology to textiles, with the goal of being the best in its field.

A Legacy of Growth and Innovation

Dekko Beginning with just three manufacturing lines in 1983, Dekko Garments undertook a remarkable expansion that has resulted in over 108 production lines, meeting the demands of thousands of customers worldwide. Beginning with just three manufacturing lines in 1983, Dekko Garments undertook a remarkable expansion that has resulted in over 108 production lines, meeting the demands of thousands of customers worldwide. The establishment of Dekko Apparels Ltd. in January 1992, a Readymade Garment (RMG) business that focuses only on exports and specializes in woven textiles producing a variety of shirts, further enhanced this remarkable growth journey. The company has a strong position in the global market because of its reputation for good quality and knowledge of woven textiles over the decades.

Expansion into Global Markets

With the establishment of another sister company in 2006 that is solely focused on exports, Dekko Readywears Ltd., (DRL) the portfolio of the Dekko ISHO Group continued to grow over the following years. Similar to its predecessors, this factory specialized in woven goods, and its popularity on the international market further cemented Dekko's position as a major force in the clothing manufacturing sector.

In 2013, the group took another bold step with the establishment of Globus Garments Ltd., (GGL) a wholly export-oriented manufacturer specializing in woven products. With 18 production lines and over 1,300 machine sets, Globus Garments produces more than 300,000 items of apparel every month, contributing significantly to the country's export growth.

In 2015, Agami Fashions LTD. (AFL) and Agami Washing Ltd. (AWL) were founded as part of the group's ongoing expansion. While Agami Washing provides superior washing and processing services for clothing, working together with the Popular international buyers and textile industry stakeholders, Agami Fashions, an export-focused woven garments factory situated in Chandra, Gazipur, emphasizes on producing high-quality garments products.

Dekko ISHO Group's Newest Milestone: The Fully Green Factory

The Dekko Garments Ltd. (DGL) factory in Mawna, Gazipur, is the most recent addition to the Dekko ISHO Group's varied portfolio. Dekko Garments Ltd. is a completely green setup factory. This cutting-edge facility represents a major turning point in the organization's dedication to environmental responsibility and sustainability. Modern sustainable practices are integrated into every facet of the Mawna factory's operations, making it a fully green setup factory.

Dekko Garments Ltd. is a prime example of the company's dedication to environmentally responsible manufacturing, from waste management procedures and water treatment systems to eco-friendly materials and energy-efficient equipment. The factory's green certifications establish it as a leader in the global RMG sector and are consistent with the group's larger commitment to sustainability.

These newly established garments symbolize the group's commitment to sustainability while emphasizing their promise to deliver high-quality, environmentally friendly clothing to global markets. Through this strategic investment in sustainable manufacturing, Dekko Garments Ltd. boosts its status as a responsible and progressive entity in the international garment industry.

Embracing the Future with Technology: Dekko ISHO Technologies Ltd. (DITECH)

With the founding of Dekko ISHO Technologies Ltd. (DITECH), the Dekko ISHO Group is leading the technological revolution in addition to its growth in the apparel industry. DITECH, a technological arm of the group that was established as part of its growth strategy for 2021, specializes in high-tech solutions for a range of industries, including cyber security, big data, the Internet of Things (IoT), and artificial intelligence (AI).

By partnering with several rapidly expanding technology industries, DITECH positions Dekko ISHO Group as a major force in both manufacturing and technological innovation. By integrating cutting-edge technologies into its operations, DITECH improves cybersecurity and operational efficiency while ensuring that the Dekko ISHO Group maintains its competitiveness in the global market. By integrating AI and IoT into production processes, DITECH aims to change the way its factory's function and make them more data-driven, intelligent, and effective.

Dekko ISHO Group: Shaping the Future of Textiles and Technology

Dekko ISHO Group has increased its presence both domestically and abroad by leveraging decades of innovative leadership and unwavering innovation. The company continues to be a leader in the textile and clothing sector thanks to its dedication to superior production, sustainability, and innovative technology. The group's emphasis on technological developments, global reach, and sustainable manufacturing methods guarantees that Dekko ISHO Group is going to continue to lead the global RMG industry while embracing the digital future. Dekko ISHO Group continues to influence the direction of textiles, technology, and international trade with the most recent technological advancements and green manufacturing solutions.

2.2 Company's mission, vision & value

Mission: To grow exponentially in the apparel industry across the globe by attaining the highest quality standards. We are very dedicated to continuous growth and try to build lasting connections with our foreign customers, partners, and communities worldwide.

Vision: Challenge yourself to reach the top. we hope to empower our teams to innovate and lead the industry to a brighter future.

Values: Innovation to advance fashion sustainably. We embrace new technology and innovative techniques to ensure that our fashion products are not only fashionable but also ecologically friendly, encouraging the industry's long-term viability.

2.3 Strategic Business Unit

- ISHO
- Klubhous
- Izakaya
- Ditech
- DIVC (Dekko ISHO venture capital)
- Roxy paints
- Sprintex Enterprise

Strategic Investments

- Markopolo AI Inc.
- Ecovia Ltd.
- Fashol Dotcom Ltd.

2.4 Machinery List of Dekko Isho Group

This section provides a full description of the machinery used at the Dekko Isho Group Woven Manufacturing Factory, which plays a vital role in the production of high-quality woven fabrics.

List of the machinery is given below:

Table 1: List of Machinery

SL NO.	Name of Machinery	Operating condition
1	Double needle lock stitch machine	Good, regular maintenance
2	Three-thread overlock machine	Good, regular maintenance
3	Four-threads overlock machine	Excellent condition
4	Five-thread overlock machine	Fully operational
5	Flat lock machine	Excellent condition
6	Single needle chain stitch machine	Good, regular maintenance
7	Two-needle chain stitch machine	Operational, minor wear
8	Kansai machine	Fully operational
9	Feed of the arm	Excellent condition
10	Bar tack machine	Excellent condition
11	Velcro attach machine	Fully operational
12	Button hole machine	Fully operational
13	Button stitch machine	Fully operational
14	Blind stitch machine	Good, regular maintenance
15	Fusing machine	Operational, minor wear
16	Sewing machine	Fully operational
17	Cloth cutting machine	Excellent condition
18	Chain stitch machine	Good, regular maintenance
19	Thread trimmer	Fully operational
20	Boiler	Excellent condition

2.5 Organogram of Dekko Isho Group:

Here is the Organogram of Dekko Isho Group

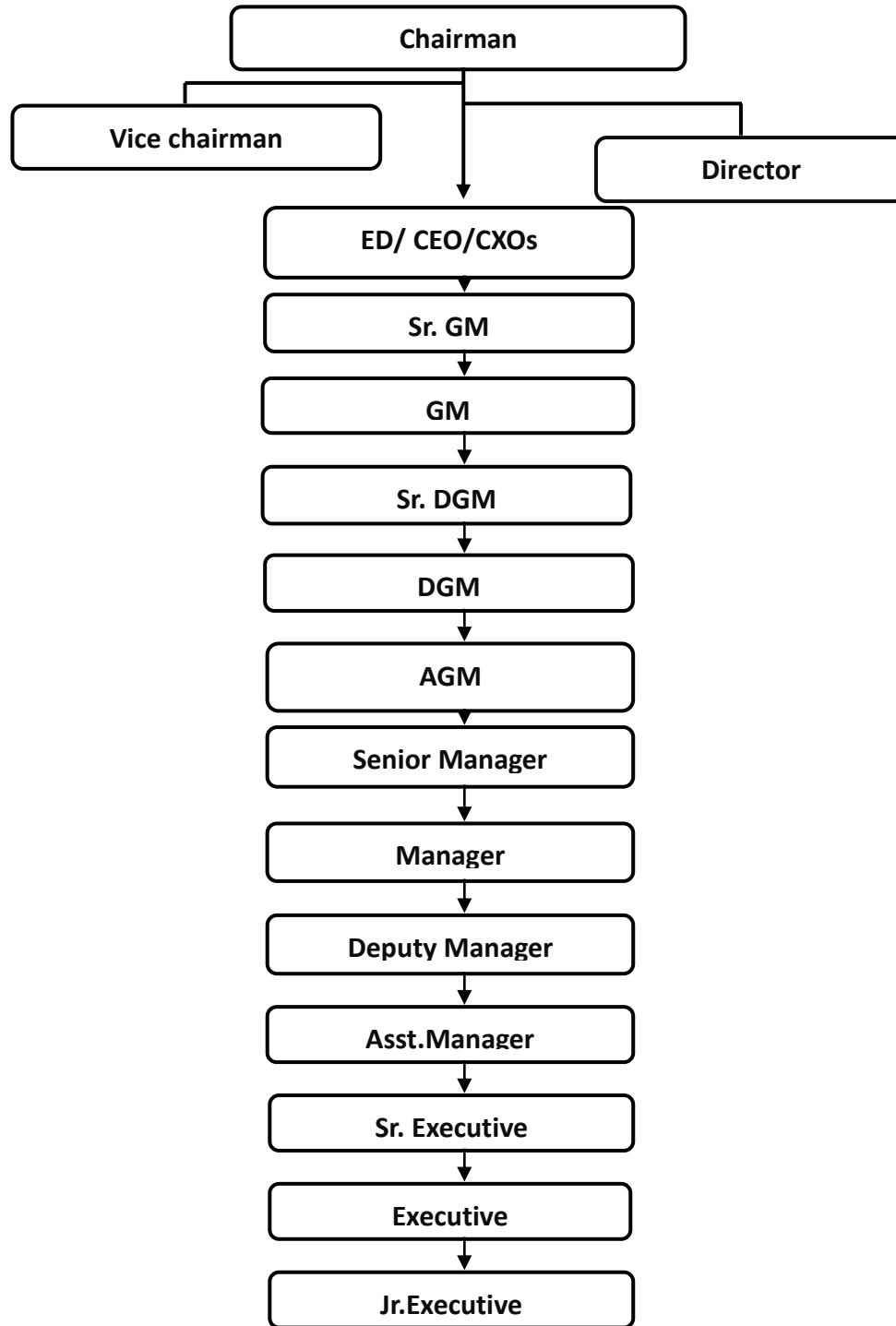


Figure 1: Dekko Isho Group Organogram

2.6 The products Dekko Isho Manufacture

Men's wear

- AOP shirts
- Casual shirts
- Check shirts
- Formal shirts
- Demin shirts
- Over shirts
- Men's jeans
- Trousers

Women's Wear

- Embossed Fabric Tops
- Lightweight woven Tops
- Striped linen Shirts
- Women's sustainable Tops
- Tencel Shirts
- YD strips Shirts
- Seersucker Tops
- skirts
- Demin Shirts
- Demin jacket
- Heavyweight Denim
- Jeans
- Trousers

Kid's Wear

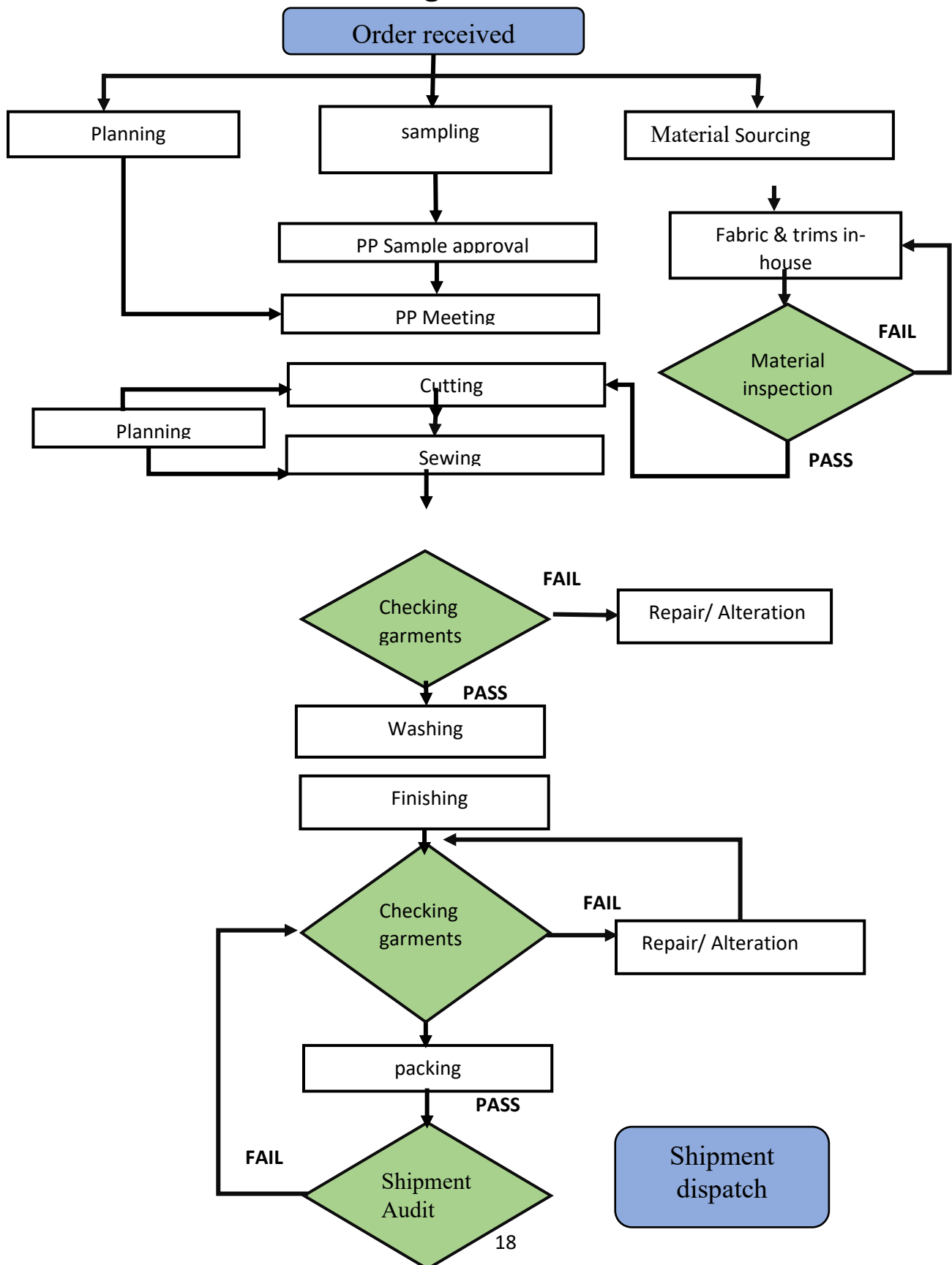
- Boy's Shirts
- Trousers
- Joggers
- Girl's Tops
- Trousers
- Jeans

2.7 Dekko Isho Diversity of Exports:

Table 2: Exports diversity

Exported Zone	Percentage of exported Products
Europe	86%
America	12%
Asia	2%

2.8 Garments Manufacturing Process:



Chapter:3

Overview of the Ready-Made-Garments sector

Bangladesh is the second largest garment exporter in the world. The country's remarkable journey from economic struggles to becoming a key player in the textile and apparel sector is a testament to its resilience and adaptability. In 2022-2023, Readymade Garments exports accounted for 84.58% of Bangladesh's total export earnings. The key raw material for making a garment is fabric. It is mainly divided into two categories woven and knit. More specifically Woven garment exports grew by 9.56% to \$21.25 billion in 2022-2023.

3.1 Woven garments manufacturing process

Woven garments manufacturer converts woven fabrics into ready-to-wear products. To bring out the final garment they maintain a sequential system. The woven manufacturing process follows the basic essential steps in apparel manufacturing –

Sample Creating

Following the buyer's requirements, the factory needs to make the sample. In this way, the buyer will review the quality of the sample. Factory production will not proceed without buyers' approval

Grading

Buyers appear to a woven garments manufacturer requiring different sizes of their desired garment. For instance- S, M, L, XL, and XXL.

Fabric Cutting and Sewing

Afterward, the whole production focuses on the cutting room. On the basis of different sizes, colors, and other layouts the fabric cuttings go for bundling. Cutting parts bundles proceed towards the operators. They particularly assemble each of the parts and complete the garment.

Ironing and Finishing

The next step is the final finishing touch. For example- cutting the extra thread of the garment. Also, laundry service removes defects like stains. Workers apply fusing and steam ironing and a pair of scissors to get an attractive look to the garment.

Garments Audit and Checking

Garment quality control of a woven garments manufacturer and exporter ensures the checking process for customer satisfaction. It refers to the performance of the fabric, reliability, durability, visual quality, etc.

No matter how careful workers are while manufacturing a garment there will always be some flaws. So, it's a necessary step to match the criteria of the decided quality standard of the final clothing production.

Garments Packing Shipment

The final checking process begins with the packaging specification of the garment. woven manufacturers make sure about the folding and tags of the clothing. Here, the clothing woven label manufacturer works hand in hand with the clothing manufacturers.

Finally, they are ready and transferred to cartooning, and ready for shipment.

The garment manufacturing process is ongoing. Not all types of garments need to go through the same process flow, and woven manufacturers must follow this process.

3.2 Leading Woven Garments Industry in Bangladesh and their product list

- Ha-meem Group
- Al-Islam Apparels Ltd.
- Square Fashions Ltd.
- DBL Group
- Epyllion Group
- Ananta Group
- Masco Industries Limited
- Asian Apparels Limited
- Akij Textile Mills Ltd
- Fakir Group

Table 3: List of Leading garments & their product

Leading woven Garments name	Customers Type	Product they manufacture
Ha-meem Group	Foreign Customer	Tops & bottoms, denim jeans, wrinkle-free clothing, over-dyed garments, laser-finished garments, etc.
Al-Islam Apparels Ltd.	Foreign Customer	Women's denim shorts and pants, Jacket, Shirts, Denim pants for men, etc.
Square Fashions Ltd.	Foreign Customer	Shirts, polo shirts, sportswear, sweaters, Skirts, Trousers, Dresses, Jackets etc.
DBL Group	Foreign Customer	Shirts, Trousers, Dresses, etc
Epyllion Group	Foreign Customer	Men's Polo, T-Shirt, Sweatshirt, Cardigan, Bottom, Double Lacoste, Lady's T-Shirt, Sweatshirt, Cardigan, etc.
Ananta Group	Foreign Customer	Trousers, Shirts, Activewear, Unlined jackets, All types of school wear, etc.
Doreen Garments Ltd	Foreign Customer	Shorts, Long pants, Shirts, Trousers, Jackets etc.
Asian apparels Limited	Foreign Customer	Skirt, Jacket, Blazer, Bodysuit, Sleepwear, School Uniform
Fakir Group	Foreign Customer	T-shirts, hoodies, joggers, bombers, sweatshirts, Dresses, jumpsuits, etc.

3.3 Industry SWOT Analysis

SWOT analysis is a widely used tool for understanding internal strengths and weaknesses as well as external threats and opportunities of an industry and organization. It also helps to determine the competitive position in the market. The SWOT analysis of the Woven Garments Industry is given below:

Strength

- **Cost-Effective Labor:** Bangladesh is known for having one of the lowest labor costs in the world, which allows garment manufacturers to offer competitive prices. The availability of inexpensive labor is a major attraction for global brands and retailers.
- **Large Workforce:** The country has a vast and growing labor force in the garment sector. This allows producers to rapidly scale production and satisfy significant demand.
- **Established Export Market:** Established Export Market: Bangladesh is one of the world's leading textile and garment exporters, mostly to major markets such as the European Union, and the United States.
- **Government Support:** The Bangladeshi government offers a variety of incentives to help the Garment Manufacturing Industry, such as tax breaks, low-interest loans, and infrastructural investments. In recent years, the government has worked to reform labor laws and workplace safety regulations.

Although there are lots of strengths in this industry but also has some weaknesses as well.

Weaknesses

- **Infrastructure Challenges:** Despite advancements, Bangladesh still has substantial infrastructure issues, such as inadequate roads, ports, and power supplies. These

- difficulties cause delays in production and distribution, raising costs and limiting the capacity to fulfill tight delivery deadlines.
- **Skill Gaps in Workforce:** Although Bangladesh has a large workforce, many workers are not highly skilled in specialized tasks such as design, quality control, and management. The industry's ability to innovate and enhance production quality is limited due to a shortage of skilled labor in vital sectors.

Opportunities

- **Strong Reputation for High-Quality Exports:** Bangladesh has developed a strong reputation for Producing high-quality clothing at cheap prices.
- **Negotiable Pricing Capability:** Bangladesh's capacity to provide flexible and negotiable pricing remains one of its most appealing attributes to international Brands. Because of its competitive labor prices and cost-effective manufacturing techniques, Bangladeshi manufacturers may provide highly competitive pricing, giving them an advantage in gaining contracts with worldwide merchants and brands.

Threats

- **Rising Labor Costs:** Bangladesh has historically had cheap labor costs, but there is rising pressure to increase wages as a result of labor unrest, inflation, and growing demands for better working conditions. As labor costs grow, the country may lose pricing competitiveness in comparison to other low-cost garment-producing countries, resulting in a decrease in market share.
- **Workplace Safety and Labor Rights Issues:** Despite advancements, workplace safety, labor rights, and working conditions continue to be key concerns.
- **Changing Consumer Preferences:** The global fashion market is constantly evolving, with consumer preferences shifting toward faster, more innovative, and personalized fashion.

Chapter: 4

Sourcing process of Dekko Isho Group

4.1 Learning the Basics of the Sourcing Department

As a sourcing intern, the key responsibility is to learn about the different steps of sourcing activities step by step. And to do so had to go through the basics and materials of RMG Sector.

Material types:

Since this RMG sector is a 100% export-oriented industry, we must export what we produce. The items or the components that are used in the garment and exported as well along with the garment is called a “**Direct Material**”. Example, Fabrics, Trims and Accessories.

On the other hand, items which help the export of garments but physically are not exported are called “**Indirect Material**”. Example, Cutting machines. Sewing machines, Tables, Computers, etc.

Presently in the sourcing department, the sourcing team deals with direct materials especially Trims and Accessories and also Pocketing fabrics.

Item categories:

have learned about 2 different types of trims and accessories which are

1. **Sewing trims** (Example, Buttons, Sewing threads, Narrow fabrics, Pocketing Fabrics, Interlining, etc)
2. **Finishing Accessories** (Back Board, Collar Bone, Collar Stand, Butterfly, Tissue paper, Clips, etc)
3. **Packaging Accessories** (Cartons, Polybags, Gum Tapes, etc)

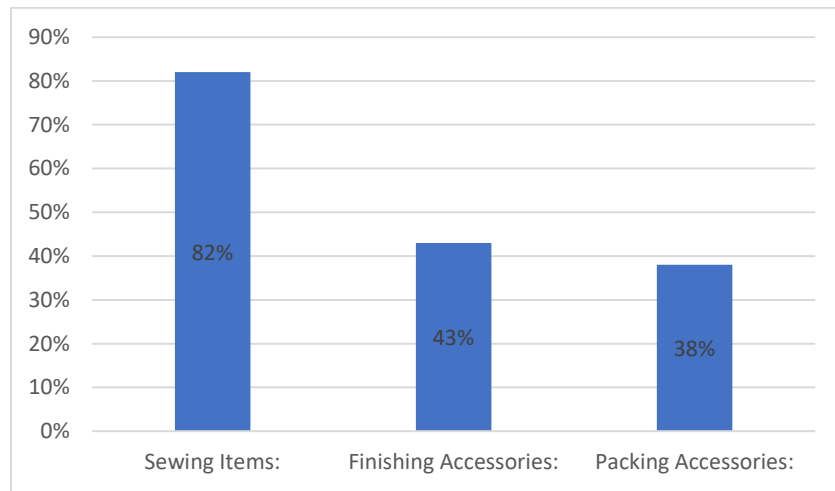


Figure 3: Percentage of Item Categories

Categories of Suppliers (Vendors)

Learned about 211 different types of items which are frequently being bought for buyers. Understanding an item, its use, and the way to source it – are the most frequent learning areas which I have come across.

Have learned also that we are working with 197 suppliers covering the above 3 categories of Trims and Accessories. Out of them 118 are local (Bangladeshi) and balance 79 are from overseas.

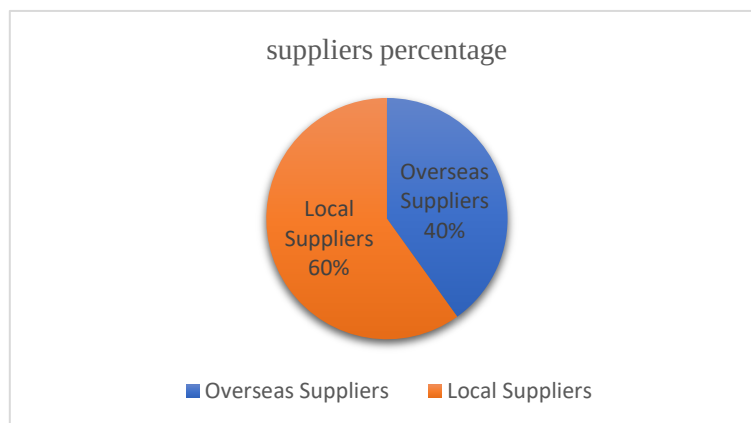


Figure 4: Percentage of Local & Foreign Suppliers

Furthermore, supplies further categorized by buyer nominations and hence they are total 4 categories and they are:

1. Sole Nominated Supplier
2. Multiple Nominated Supplier
3. Open-source supplier
4. Enlisted supplier

Buyers are responsible for nominating the suppliers (vendors). Open-source suppliers are sourced by the sourcing team and the buyer is not related here. Enlisted suppliers are those which are open-source suppliers and also go under audit to get enlisted by the buyer.

Buyers (Customers)

Out of 39 buyers I have learned about their names of them and following the top 10 buyers for which are having more volumes than others.

1. Bestseller
2. Tommy Hilfiger
3. Zara Man / Zara Kid's
4. Kiabi
5. Ralph Lauren
6. Levi's
7. S. Oliver
8. Esprit
9. Kohl's
10. Varner

Most of the buyers are handled by related merchandising teams and concern persons only send their inquiries to the Sourcing department for sample/ price/ supplier selection purpose.

4.2 Supplier qualities and their certificates

Suppliers with textile materials touching the body skin should have an Oeko-Tex certificate for the materials which they produce and sell. This certificate is available in 2 class (Class I and Class II) and 2 Appendixes (4 and 6). Class I is mostly for baby products and Class II is for adult wears.

Also learned about Label Check through the website to examine if the provided certificate is original or duplicated. This certificate is subject to renewal once it is expired. Once the renewal is completed it is valid for next 12 months.

The scope of the certificate carries the name of the items which they are producing and selling and also got test passed through the 3rd party lab which has released this certificate to them.

Company has created an **Oeko-tex matrix file** in Excel format collecting certificates from all active suppliers with the guidance of the supervisor. Later this file is available in shared folder being used for sourcing activities, especially for supplier selection and evaluation.

4.3 Steps of Supplier Selection

- ❖ **Inquiry-** Inquiries come from merchandisers which can be 95% and also inquiries come from the designer team that can be 5% Inquiry mail from a merchandiser with an Image of the product or it can be physical sample which later on shared with sourcing team.

Dear Mr. Mahamudul,
We're sending a physical sample to you for our brand Dressman's 525 styles.
Total Qty is 45000+
Total colorways 6 combos
Size range- 128cm- 158cm

Please source supplier with best price & lead time. Thanks
Note- Please follow the comment on the tipping from the designer.



Figure 5: Inquiry mail from Merchandiser

❖ **Tech Pack-** Tech pack is the first communication tool provided by Brand. It carries a lot of information regarding the garment style.

- Fabric Information
- Trims and accessories information
- Making instruction
- Stitch per inches
- Wash types
- Test requirement
- Season
- Various sample submission date
- Shipment date

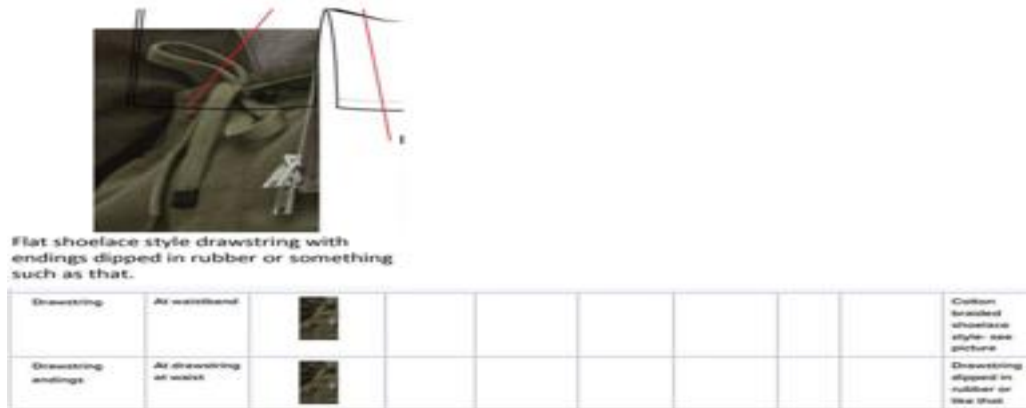


Figure 6: Received Tech Pack picture from Merchandiser

If the Buyer nominated the suppliers, then any trims and accessories item must have the following information available in Tech pack.

- Item name
- Supplier name
- Contact details
- Article Number
- Price mentioned (sometimes)

❖ **Buyer Manual-** Buyer manual is a big document file which is having general instruction of different materials, production, test, packing details and many more which buyers want us to follow in every step of shipment.

Varner AS

Varner Supplier Manual 2024

Version July 2024

BIKBOK CARLINGS Cubus Dressmann Dressmann XL
VOLT JUNKYARD. BEYOND MEDALS.

VARNER SUPPLIER MANUAL VERSION JULY 2024 1

Figure 7: Buyer Manual

- ❖ **Repeat Order (In case)-** In case of a repeat order we have physical sample to check with other suppliers. If open source then check old suppliers with old prices.

Even if Multiple Nomination, the merchandiser will give all other suppliers details to check with them and with old price.

- ❖ **Test Parameters and certificates Required-** Collect test parameters from merchandiser. Collect the most updated file.

In case of design and development team, they share mostly picture which is downloaded from website/google. Design and development team then share the picture with sourcing team. In this case this is very primary stage and designer team don't have more details or knowledge to share with sourcing team.

MATERIAL SPECIFIC TESTING					
3.1 LEATHER UPPER OUTER MATERIALS TESTING					
TEST		METHODS	REQUIREMENTS		SPECIFICATION, SAMPLE SIZE and COMMENTS
			Men's	Ladies	
3.1.1	Tear Strength (N)	BS EN ISO 3377:2	Min 100		
3.1.2	Circular Rub Fastness (Marring)	BS1006 (UK-LC)	Dry 256	3	
			Wet 128	3	
3.1.3	Flexing Endurance (Not worse than slight cracking after no of flexes)	SATRA TM 25/ BSEN ISO 7854:NA	Dry: 500,000		
			Wet: 50,000 No salt spue		
			-5°C 50,000		
3.1.4	Colour fastness to water	BSEN ISO 105:E01	3		
3.1.5	Colour fastness to Wet and Dry Rubbing	ISO 105-X12	Dry 3		
			Wet 3		
3.1.6	Colour fastness to Light	ISO 105-B02:	No worse than Blue Wool Standard 4		

Figure 8: Required Test Parameters

Step 2:

- ❖ **Picture/swatch Received-** After the previous step, sourcing team received picture or physical swatch or both from the related Merchandiser. The request is for getting prices and samples (if required) and share with the concerned merchandiser.

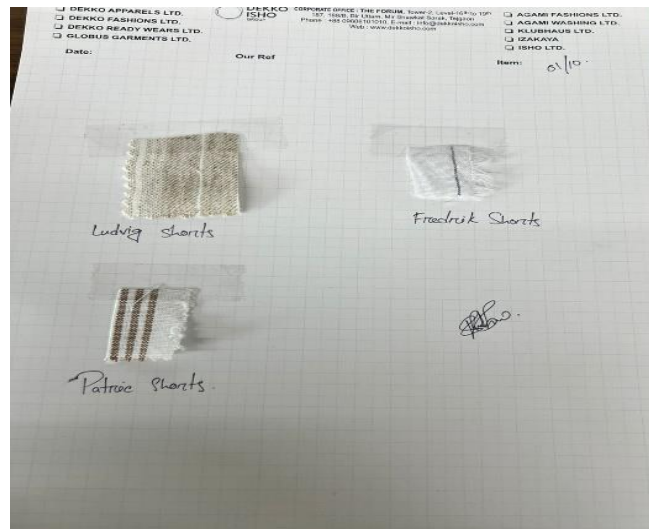


Figure 9: Received Swatch from merchandiser

❖ **Supplier Source-** supplier is selected based on the following 3 categories

- Internal database
- Previous sourcing experience
- Fresh development Start
 - supplier 1
 - supplier 2
 - supplier 3

❖ **Choose 1st preferred suppliers-** If there is only one set of original swatches then the 1st preferred supplier is called to collect the swatch. We can choose 1st preferred supplier from:

- Previous Experience.
- Vendor Evaluation and scoring system.

❖ **Development tracker update-** In the development tracker we update all 3 suppliers: -

- Supplier's list
- Item name/ Details
- Initial price list

Received Date	Buyer	Division	Item category	Sub category	Size	Color	Supplier Name	Effective Date	Offered Price	Unit
5-Sep-24	Varner	DRESSMAN MEN'S	Drawcord	100% Cotton Both side Silicone End	L-(128-158)cm / 1 cm / T-2.5	980 / Charcoal	MUMTEX (SIAM INDUSTRIES LTD)	9-Sep-24	\$ 0.25	Pcs
5-Sep-24	Varner	DRESSMAN MEN'S	Drawcord	100% Cotton Both side Silicone End	L-(128-158)cm / 1 cm / T-2.5	775 / Arcado	MUMTEX (SIAM INDUSTRIES LTD)	9-Sep-24	\$ 0.25	Pcs
17-Sep-24	Varner	DRESSMAN MEN'S	Drawcord	100% Cotton Both side Silicone End	L-(128-158)cm / 1 cm / T-2.5 cm	DTM	RELIANCETRIM PARK LTD	3-Sep-24	\$ 0.20	Pcs

Figure 11: Development Tracker

❖ **Sample submission:** After sharing the sample details with the supplier, we select the date when supplier submits their sample to us. Following up on this date, we collect

samples from the supplier and check the sample. Subsequently, we submit the samples to the merchandiser for their approval regarding quality.

Dear Mr. Ripon,

I hope you are doing well. Today we already submitted your required 2 color samples to your attention. Please, check and confirm whether the qualities are ok or not.

We already shared your required parameter with Mumtex but initially, they confirmed that they are unable to meet some requirements from their side for that reason, we will share this sample with Reliance Trims for checking as another option and we will share their sample soon.

Buyer	Division	Item category	Subcategory	Size	Color	Supplier Name
Varner	DRESSMAN MEN'S	Drawcord	100% Cotton Both side Silicone End	L-(128-158)cm / 1 cm / T-2.5 cm	980 / Charcoal	MUMTEX (SIAM INDUSTRIES LTD)
Varner	DRESSMAN MEN'S	Drawcord	100% Cotton Both side Silicone End	L-(128-158)cm / 1 cm / T-2.5 cm	775 / Arcado	MUMTEX (SIAM INDUSTRIES LTD)

Figure 10: Submit Sample to Merchandiser

- ❖ **File keeping-** All counter development sample must be kept in file for future checking. The file must be kept in a safe place.



Figure 12: file keeping for our records

- ❖ **Price Negotiation with Suppliers-** One supplier whose sample is approved by the merchandiser.
 - Sourcing team are usually called for attending a meeting to discuss and settle final price
 - Volume is shared

- Payment mode id discussed
- We will call suppliers if -
 - Order is confirmed
 - Order is very potential
- We have to be careful about approaching suppliers on price reduction.
- Payment mode, Terms and conditions must be checked along with the unit price, especially in case of a new supplier.

From: Mahamudul Hassan-Sourcing <mahamudul@dekkkoisho.com>
Sent: Tuesday, October 1, 2024 11:03 AM
To: Suman Poddar <suman@reliancetrimpark.com>
Cc: Nadim Firoz – Sourcing <nadim@dekkkoisho.com>; Asif Almas-Sourcing <almas@dekkkoisho.com>; Haidar <haidar@reliancetrimpark.com>; Bahar Mujawar <bahar@reliancetrimpark.com>; Bijoy <bijoy@reliancetrimpark.com>; Chayan Chakraborty <chayan@reliancetrimpark.com>; V. GANESAN <ganesan@reliancetrimpark.com>
Subject: RE: Varner (Dressmann) - Drawcord - Development & Price - Reliance Trims

Dear Mr. Sumon,

Thanks for your mail but for this drawcord we want to offer you a price which is \$ 0.18/Pcs. After submitting your sample buyer approved the quality but rejected both colors because not match the approved color.

Please, collect the color swatch from us and give us a revised sample urgently for bulk approval.

Figure 13: Negotiate with Supplier through mail

Dear Mr. Mahamudul,
 Noted below instruction for swatch.
 Could you pls. update us regarding balance 4 color swatch as their total **color 6**

As discussed revised price last, **we can do \$0.19/pcs.**

❖ **Price Negotiation with Overseas Suppliers:**

- We Better have a video call in MS team or in WeChat (China) to talk face-to-face if there is no language barrier
- Terms and conditions must be checked along with the unit price, especially in case of a new supplier.

Dear Mr. Mahamudul,

Noted below instruction for swatch.

Could you pls. update us regarding balance 4 color swatch as their total color 6

As discussed revised price last, **we can do \$0.19/pcs.**

- ❖ **Master Database update-** When the Merchandiser approves the sample. we check Price and all details, if it all accurate then we go for Bulk order from that Approved supplier. If the bulk order is achieved only that time, we list the supplier's name in the Master Database.

Chapter: 5

Conclusion & Recommendation

5.1 Conclusion

At last, the internship at DEKKO ISHO Group has been a really worthwhile experience that has deepened my understanding of the sourcing procedure used in the garment industry. Participating in several phases, such as inquiries and choosing suppliers, allowed for the acquisition of practical knowledge that linked abstract ideas to actual uses. This practical experience provided a valuable perspective on the intricacies of overall supply chain management, enabling a deeper understanding of how every stage is connected to guarantee seamless operations.

Additionally, the internship gave me the chance to work with a talented and cooperative team, which helped me develop important abilities like decision-making, communication, and problem-solving. In the rapidly evolving and fast-paced garment industry, where efficiency and agility are critical to success, these abilities are crucial.

This experience has also emphasized the value of efficient supply chain management in accomplishing corporate objectives. Exposure to market dynamics, industry trends, and difficulties has expanded my knowledge of how strategic sourcing affects total corporate performance. An excellent basis for future supply chain management career development has been established by the internship, which has also helped to develop critical professional skills.

Overall, the internship at DEKKO ISHO Group has been extremely beneficial for developing a career and fortifying the resolve to attain supply chain management perfection. The skills and information acquired during the internship will be a great starting point for future employment prospects, assisting in the direction and development of an effective career path.

5.2 Recommendation

1. Absence of Sourcing Team Members in the Factory

There were no sourcing individual team members in the factory so if any issue occurred in the factory, then the sourcing team needed to take more time to identify the issue.

Recommendation:

To avoid these delays in the production, sourcing team members should be physically present in the factory environment. Having one or more team members in the factory allows for faster issue-solving, decision-making, and resolution.

For example, if a sourcing team member is aware of the problem, they can verify in real-time, communicate directly with the suppliers or the production teams, and even recommend rapid corrective actions.

2. Lack of Essential Tools for the Sourcing Team's Material Check

There are some important tools that the sourcing team needs for their daily source materials like (Slide calipers, Vernier Scale, and GSM cutter).

Recommendation:

The company (Dekko Isho) should provide these essential tools directly to the sourcing team. If they have access to this tool like, slide calipers, vernier scales, and GSM cutters, they can perform real-time inspections, accurately assess materials, and identify smoothly without any discrepancies or issues early in the process. Having these tools readily available would help streamline sourcing operations, reduce mistakes, and speed up the verification process.

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Appendices



Private & Confidential

Date: 13.07.2024

MS. INUN NAHAR MOURI
Bara Beraid, Badda
Dhaka-1212

Internship Offer Letter

Dear Ms. Mouri,

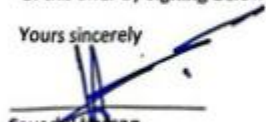
We are pleased to offer you an internship opportunity with Dekko ISHO Group, as an Intern for the Sourcing Department with effect from **15.07.2024** as per the following terms and conditions.

1. You will be engaged for **03 (three) months** of the internship program from **15.07.2024 to 14.10.2024**.
2. During the internship period, you will be entitled to get an amount of **BDT 10,000/- (Taka ten thousand)** per month as internship allowance along with a fully subsidized lunch, from the company.
3. Your working area will be at the Corporate Office, Tejgaon, Dhaka from **09:00 am - 06:00 pm** on every working day (Saturday – Thursday). However, you may need to work extensive office hours if required.
4. You will not be entitled to enjoy any leave during the internship period except weekends (Friday), home office, and other Govt. holidays observed in the Corporate Office. However, for any emergency purpose please communicate with your Supervisor & HR in advance.
5. You will report to the AGM-Sourcing or his/her designated representative and will work under his/her guidance and supervision. Your supervisor will describe your major duties in accordance with the organization's requirements as well as your position.
6. During your internship program, it is probable that you will generate or become aware of information, which is, or may be, confidential. You shall not except with the company's express consent to divulge such information to anyone (other than to persons to whom disclosure is necessary in the course of normal business) and take all reasonable precautions to keep all such information secret.
7. Your internship program may be canceled by the Management at any time without assigning any reason/notice.
8. You are advised to attend the internship program accordingly and on completion of the internship you will be required to submit a comprehensive written paper that you will be required to submit to the undersigned and that should be the one you prepare to submit to the University.

By accepting this offer, you agree that throughout your internship you will observe all policies and practices governing the conduct of our business and employees. You will also conduct yourself in a manner, which is not prejudicial to the company's interest.

The Management expects that this opportunity will help you to build up your basic foundation in the respective area and will be successful and rewarding. We wish you every success in your assignment. Please indicate your acceptance of this offer by signing below and returning it to us.

Yours sincerely


Sayedul Hassan

Head of Corporate HR

I accept the internship with Dekko ISHO Group on the terms and conditions set out in this letter.



Inun Nahar Mouri

C.C.

- AGM-Sourcing
- Accounts & Finance
- Office Copy

DEKKO GARMENT LTD.
DEKKO APPARELS LTD.
DEKKO FASHIONS LTD.

AGAMI GARMENT LTD.
AGAMI FASHIONS LTD.
AGAMI WASHING LTD.

DEKKO READY WEARS LTD.
KLUBHAUS LTD.
PARKWAY