

INTERNSHIP AFFILIATION REPORT ON

**“Navigating the Testing Industry
Landscape: Insights from Intertek
Bangladesh Business Insights
Department”**

The Intertek logo features the word "intertek" in a bold, lowercase, sans-serif font. A small yellow dot is positioned above the letter 'i'.

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INTERNSHIP REPORT ON

**“Navigating the Testing Industry Landscape: Insights
from Intertek Bangladesh Business Insights Department.”**



Course Code: INT 4399

Course Name: Internship

Submitted To:

DR. Saad Hasan.

Associate Professor.

School of Business & Economics.

Department of Supply Chain Management.

Submitted By:

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111 183 089

Supply Chain Management (SCM)

Date of Submission: 24th September 2023

Letter of Transmittal

Date: 24th August 2023

Dr. Saad Hasan

Associate Professor

School of Business & Economics

United International University

Subject: **Submission of Internship Report on “Navigating the Testing Industry Landscape: Insights from Intertek Bangladesh Business Insights Department.”**

Greetings, Dr. Saad Hasan. It gives me great pleasure to share my internship report, "Navigating the Testing Industry Landscape: Insights from Intertek Bangladesh Business Insights Department." I am submitting this report in part fulfillment of the requirements for my Bachelor of Business Administration (BBA) degree from United International University's School of Business & Economics.

It has been an honor to work with a reputable company like Intertek Bangladesh and get priceless knowledge about the testing sector. I have worked hard to comprehend and analyze numerous facets of business throughout this internship, especially considering the environment of the testing sector.

In this report, I've tried to provide a wide range of data and relevant topics while also trying to follow your advice and suggestions. My main goal was to deliver a valuable and informative paper that demonstrates the breadth of my education and work experience when I was an Intertek employee.

I am thankful for your constant counselling, support, and cooperation during this attempt. Your suggestions have been extremely helpful in influencing the direction of this study and improving its quality. I politely request that you analyze and evaluate the report, and I anxiously anticipate your response.

Thank you for giving me the chance to complete this internship and write this report under your professional guidance.

Sincerely,

Sharoar Jahan Sakib

ID: 111 183 089

School of Business and Economics

United International University

Declaration by the Student

I, Sharoar Jahan Sakib, solemnly affirm that the internship report titled “Navigating the Testing Industry Landscape: Insights from Intertek Bangladesh Business Insights Department.” has been diligently prepared based on the knowledge and insights I acquired during my internship at Intertek, a well-regarded British multinational assurance, inspection, product testing, and certification company. This report is being submitted to complete the academic requirements for my BBA degree.

I want to be clear that this report is the result of my own work, and it is not based on anything else. Furthermore, I clarify that no previous works have been copied, duplicated, or plagiarized in the creation of this report. It is an accurate reflection of my own experience, analysis, and interpretation of the topic.

Signature: Sharoar Jahan Sakib

Date: 24th August 2023

Full Name: Sharoar Jahan Sakib

Student ID: 111 183 089

Supervisor's Certification

This is to certify that this internship report on “Navigating the Testing Industry Landscape: Insights from Intertek Bangladesh Business Insights Department.” is prepared by Sharoar Jahan Sakib, ID No: 111 183 089 as an important requirement of Bachelor of Business Administration (BBA) degree from the School of Business & Economics, United International University. The report can be accepted in terms of quality and form as required by the university.

Dr. Saad Hasan

Associate Professor

School of Business and Economics

United International University

Acknowledgment

First and foremost, I would like to start by thanking Almighty Allah for providing me assistance in the preparation of this report on “Navigating the Testing Industry Landscape: Insights from Intertek Bangladesh Business Insights Department.”

Then, I would want to express my sincere thanks to Dr. Saad Hasan, an associate professor at United International University's School of Business & Economics, for his constant support, direction, and mentorship. His insightful observations and helpful criticism significantly improved the quality of this paper.

I am grateful to Intertek Bangladesh's management and employees, as well as especially the Business Insights Department, for allowing me the opportunity to join their talented group. The information and experiences I obtained during my internship significantly influenced the viewpoint and content of my report.

I would like to conclude by expressing my sincere gratitude to every individual and organization who helped me to make my internship report a reality. I would like to express my sincere gratitude for all of your contribution, which has been the basis of its growth.

Executive Summary

This report contains an in-depth analysis of the testing industry's diverse landscape with a focus on the activities and learnings from Intertek Bangladesh's Business Insights Department. This research explores several facets of the testing business during a three-month internship from January 22, 2023, to April 20, 2023, offering insightful findings and useful experiences. This report's main goal is to give readers a comprehensive overview of the dynamic testing sector, particularly as seen through Intertek Bangladesh's perspective. The focus is the Business Insights Department, which provides a thorough examination of the division's function, pursuits, and contributions within the wider corporation.

The study starts out by describing the wide variety of quality assurance services offered by Intertek and highlighting the organization's commitment to providing excellence. The development of Intertek as a leader in the industry globally over time may be seen from a historical perspective. The report devotes an important portion to detailing the intern's real-world experiences inside the Business Insights Department. The duties performed, such as building databases, entering test results, and disseminating reports, increase our comprehension of how theoretical information is applied in practice.

This report also provides a thorough explanation of Bangladesh's Ready-Made Garments (RMG) industry, which is focused on export and import. This research demonstrates how business concepts may be applied to a real-world industry setting, illuminating the complex interactions between theory and practice. This study uses both primary and secondary sources, according to its methodology. The key sources are the intern's direct encounters with clients, practical desk work, and database creation. Intertek's annual reports, official website, publications, involvement in industry-related activities, and seminars are all secondary sources.

It's important to recognize the constraints imposed by the study method, though. The study's breadth has been impacted by issues such as the lack of current market data, knowledge of rivals, and a need to balance local and global viewpoints. The context bounds of this report are also influenced by time and confidentiality restrictions. This report provides a comprehensive view of the testing sector, informed by the knowledge and expertise of Intertek Bangladesh's Business Insights Department. It emphasizes how important practical experience is in bridging the knowledge gap between theory and actual applications, eventually resulting in a more nuanced view of the testing industry landscape.

Table of Contents

Letter of Transmittal	i
Declaration by the Student.....	ii
Supervisor's Certification	iii
Acknowledgment.....	iv
Executive Summary	v
CHAPTER 1: INTRODUCTION.....	1
1.1. Introduction.....	2
1.2. Objectives.....	2
1.3. Methodology of the Study:	4
1.3.1. Primary Sources:.....	4
1.3.2. Secondary Sources:	4
1.4. Limitations:	5
1.4.1. Some Notable Limitations:	5
CHAPTER 2: COMPANY ANALYSIS.....	7
2.1. Introduction of Intertek	8
2.2. History of the Company	8
2.3. Vision & Mission	10
2.4. Organizational Structure	11
2.4.1. Board of Directors.....	11
2.4.2. Direct Reports to the CEO	12
2.5. SWOT Analysis of Intertek.....	15
2.5.1. Strengths:.....	15
2.5.2. Weaknesses:.....	15
2.5.3. Opportunities:	16
2.5.4. Threats:	16
CHAPTER 3:.....	18
COMPREHENSIVE RANGE OF QUALITY ASSURANCE SERVICES BY INTERTEK	18
3.1. Services Provided by Intertek.....	19
3.1.1 Testing and Analysis	19
3.1.2 Certification Services.....	19
3.1.3 Inspection Services.....	20
3.1.4 Advisory and Consulting Services	20
3.1.6 Auditing Services:	21

3.1.7	Regulatory Testing and Certification for Consumer Products:	21
3.1.8	Health and Environmental Assessment:	22
3.1.9	Supply Chain Assurance:	22
3.1.10	Testing and Cybersecurity Assessment:.....	22
3.1.11	Testing and Certification for Energy Efficiency:	23
3.1.12	Consulting for Performance Improvement:	23
3.1.13	Business continuity planning and crisis management:	23
3.1.14	Certification in Cybersecurity:	23
3.1.15	Food safety and microbiology testing:.....	24
3.1.16	Environmental Analysis and Monitoring:	24
3.1.17	Pharmaceutical Certification and Testing:.....	24
3.1.18	Materials Evaluation and Testing:	25
CHAPTER 4: INDUSTRY DETAILS		26
4.	Literature Review	27
4.1.	Factory Types:.....	27
4.2.	Premises Types:.....	28
4.3.	Memberships:	29
4.4.	Inspection Listing:	31
4.5.	Certifications:	32
4.6.	Existing Committees:	34
CHAPTER 5:.....		37
EXPERIENCE AS A BUSINESS INSIGHTS TRAINEE.....		37
5.	Experience as a Business Insights Trainee	38
5.1.	Main Task: Export-Import Oriented RMG Database Preparation	38
5.2.	Additional Tasks:	39
5.3.	Additional Required Training:	44
CHAPTER 6: FINDINGS,		48
CONCLUSION & RECOMMENDATIONS		48
6.1.	Findings.....	49
6.2.	Conclusion	51
6.3.	Recommendations	51
Bibliography		53
Appendix.....		55
Experience Certificate of Intertek		55

CHAPTER 1: INTRODUCTION



1.1. Introduction

For undergraduate students, participating in an internship program is an essential initial phase on the path to earning a Bachelor of Business Administration (BBA) degree. By bridging the gap between theoretical knowledge and practical implementation in the fast-paced business environment, this immersive program offers an exceptional opportunity. Students may build vital job skills, get insider industry knowledge, and have a deep grasp of the working world by actively engaging in an organization.

The value of internships in the educational process cannot be emphasized. An internship is more than just a requirement; it is a transforming course in which students interact with real-world events, learn from seasoned professionals, and become acquainted with the intricacies of work culture. Such internships provide students with business acumen abilities and practical job experiences that go beyond theoretical study.

While in book education is essential, the complexities of real-life circumstances and the multidimensional nature of professional efforts necessitate a more holistic approach to learning. Internships provide students with the opportunity to gain personal knowledge with the complexities of an organizational context. A successful career is founded on a combination of academic knowledge and practical abilities, and internships are an important way to improve both.

Recognizing the value of understanding work culture, getting hands-on knowledge, and sharpening practical abilities, I began an internship at Intertek on January 22, 2023, as a Business Insights Trainee. This three-month contract work was part of my BBA degree.

The major purpose of this internship was to get experience in the field of Business Insights at Intertek. This report includes a thorough account of the company's history, the wide range of services it offers, and, most significantly, the vital insights gained through actively engaging in the internship program. Through this report, I hope to shed light on the multidimensional world of business insights, highlighting the practical learning experience I acquired at Intertek as well as the vital contributions I made to the company.

1.2. Objectives

This extensive report's main goal is to provide an informative overview of Intertek's varied activities in Bangladesh. Intertek is a well-known company that specializes in assurance, inspection, product testing, and certification services. The purpose of this research is to offer a thorough analysis based on personal experiences, careful scrutiny, and perceptive observations.

It draws on my role and involvement as a Business Insights Trainee at Intertek from January 22, 2023, to April 20, 2023.

I had the honor of interacting with a wide range of stakeholders over the span of this allotted time period, including suppliers, businesses, and industry experts. I also had the opportunity to use readily available online resources, information from various documents, my own database, Intertek Global's annual report, pertinent journals, and pertinent thesis papers. This report's foundation is made up of a variety of sources, allowing for a comprehensive knowledge of Intertek's operations and their effects on the surrounding environment.

The RMG-based market in Bangladesh is the particular subject of the purpose of the study, which also covers different industry-related efforts and aspects including assurance, inspection, training, product testing, and certification. The purpose is to clarify Intertek's role, methods, and contributions to this field.

The primary objectives of this study include an in-depth review of a number of significant elements connected to Intertek's activities in Bangladesh and my experiences as a Business Insights Trainee. The following are these objectives:

i. Comprehensive Company Profile:

To give a thorough grasp of Intertek's operations, procedures, and contributions to the RMG sector in Bangladesh. This entails looking at the organization's goal, core beliefs, and services it provides.

ii. Intertek's History:

Investigating Intertek's past and charting its development as a global organization is one of the project's key goals. This research seeks to illuminate the company's history and positioning within the market by tracing its path.

iii. A Demonstration of Export-Import Oriented Bangladesh's RMG Sectors:

Providing a demonstrated study of Bangladesh's export- and import-oriented ready-made clothing (RMG) industries is a key goal. The goal of the paper is to present a comprehensive understanding of the sector's importance and difficulties by highlighting Intertek's function and contributions within this industry.

iv. My Activities as a Business Insights Trainee:

As a Business Insights Trainee at Intertek, I hope to provide a thoughtful overview of my duties and actions in my report. It highlights the contributions produced throughout the internship time as well as the real-world experiences obtained.

v. To Draw Meaningful Conclusions:

This study intends to reach relevant conclusions by analyzing the information, actions, and observations in order to shed light on the relevance of Intertek's function in upholding standards, quality, and compliance in the RMG sector.

vi. To Present Recommendations:

This report will provide possible suggestions for improvements and enhancements to Intertek's operations in the Bangladesh RMG sector based on my experiences and observations during the internship.

vii. To Foster Professional Growth:

The purpose of this report is to reflect on the lessons discovered, abilities developed, and experiences obtained throughout the internship term in order to advance my professional and personal development.

1.3. Methodology of the Study:

Given the severe time and resource restrictions associated with acquiring primary data, the technique used for this study mostly relied on secondary sources of information. A mix of primary and secondary data was used to guarantee the report's thoroughness and trustworthiness.

1.3.1. Primary Sources:

i. Direct Communication with Customers:

Through encounters and contacts with clients directly, insights were obtained that helped to grasp their viewpoints and needs.

ii. Exposure on Different Desks of the Company:

Immersion in the company's numerous areas allowed for personal exposure and a thorough understanding of its operating dynamics.

iii. Practical Deskwork:

Practical work carried out throughout the internship provided practical insights into the organization's daily operations.

iv. Self-created database from various sources:

Data from many sources were carefully combined to create a database, which helped to provide a thorough grasp of important elements.

1.3.2. Secondary Sources:

i. Annual Report of Global Intertek:

The annual report of Global Intertek, which provided a comprehensive analysis of the business' performance and strategic direction, provided important information.

ii. Intertek Website:

The official website of Intertek was a great resource for information since it provided a way to obtain the most recent information on the company's operations, services, and projects.

iii. Different Manuals and Publications of Global Intertek:

To gain a thorough understanding of Global Intertek's operational frameworks, standards, and procedures, I reviewed the company's manuals and publications.

iv. Different Programs and Seminars Regarding Present Situation of Textile and Testing Industry:

Participation in a number of industry-related workshops and seminars let participants get a deeper awareness of the current situation and new developments in the textile and testing business.

This report aims to give a thorough and well-informed overview of Intertek's activities and its function within the textile and testing industries through the careful use of both primary and secondary sources.

1.4. Limitations:

The testing business is a broad and complex field with many different components. In spite of the scope and resource limitations, some focal themes have been pondered within the bounds of this study. It is critical to stress that, despite the study's best efforts to offer insights, the breadth and depth of this research have been limited by a number of factors.

1.4.1. Some Notable Limitations:

i. Data Availability and Timeliness:

A problem was that it was difficult to find current, thorough information on the dynamic testing sector. It is difficult to keep up with the most recent advances within the time period covered by this study since the industry is always changing.

ii. Competitor Insights:

The dearth of easily accessible information on rivals is a glaring shortcoming. The study may benefit from a thorough analysis of competition dynamics, however, there were not enough publicly available data to conduct a more thorough investigation.

iii. Source Authenticity:

A lack of regionally relevant data made it necessary to gather some information from the international Intertek website. While these insights help with comprehension in general, there is no way to absolutely assure that they are in line with regional specifics.

iv. Confidentiality and Unauthorized Data Sharing:

This report's structure has been guided by the top priorities of safeguarding confidentiality and abiding by ethical data-sharing standards. The examples and facts presented here have purposefully been constructed to protect sensitive and private information.

v. Time Constraint:

The study's short lifespan created a timing restriction that limited how thoroughly some complicated and detailed problems could be investigated.

vi. Continuity of Study:

A comprehensive review of the testing business frequently requires a more persistent and ongoing approach, allowing for the identification and analysis of complex and in-depth problems.

CHAPTER 2: COMPANY ANALYSIS

The Intertek logo features the word "intertek" in a bold, lowercase, sans-serif font. A small yellow dot is positioned above the letter 'i'.

Total Quality. Assured.

2.1. Introduction of Intertek

Intertek is a leading global Quality Assurance provider that offers a wide range of services to support companies in ensuring the quality, security, and compliance of their productions, processes, and systems. With a presence in over 100 nations, Intertek serves a different range of diligence, involving consumer goods, dynamism, chemicals, construction, transportation, and more.

Intertek's core purpose is to bring quality and security to life, furnishing trust and confidence to guests and helping them navigate Daedal's non-supervisory conditions and request demands. The company's services include testing, examination, instrument, auditing, consulting, and training. By partnering with Intertek, companies can alleviate pitfalls, optimize interpretation, and enhance their brand character. Innovated in 1885, Intertek has a long history of delivering distinction and invention in the field of quality confidence.

Over time, the company has erected a strong character for its specialized moxie, assiduity knowledge, and devotion to client satisfaction. Intertek's global network of country-of-the-art laboratories, trying installations, and largely professed professionals enables it to give dependable and effective services to vendors worldwide. Intertek operates with a client-centric path, fastening on understanding and meeting the special requirements of each customer. By working out nearly with customers, Intertek helps them achieve their quality and compliance objectives while allowing them to separate themselves from the business.

Integrity, client seat, reference for people, invention, and interpretation are the core valuations that guide Intertek's missions and fashion its commercial cultivation. These valuations form the foundation of the company's devotion to delivering high-quality services and maintaining the loftiest norms of professionalism and ethical conduct. With its dedication to distinction, global moxie, and client-centric path, Intertek continues to be a commissioned mate for companies worldwide, helping them deliver in the moment's competitive and grueling business.

2.2. History of the Company

Intertek has an affluent record that spans over a century. Here's a pithy overview of the company's history.

- 1885: Intertek's fountainheads can be traced back to 1885 when it was innovated as the' Bullock Electric Testing Laboratories in London, United Kingdom. The company originally concentrated on electrical security testing.

- 1900s: Over time, the company expanded its services and moxie in various regions and various spots. In the early 1900s, it began offering testing and examination services for electrical productions, fabrics, and accouterments.
- 1940s: 1950s: The company continued to grow and diversify its indulgence immolations. It expanded into the areas of petroleum, minerals, and consumer goods testing. During this period, the company passed several name changes, ultimately becoming known as Intertek Testing Services.'
- 1996: Intertek Testing Services went public and was listed on the London Stock Exchange. This marked a significant corner in the company's history and paved the expressway for further expansion and excrescency.
- 2000s: Intertek expanded its global footmark through strategic accessions and hookups, including Bangladesh with 50 employees. It acquired several companies worldwide, allowing it to broaden its indulgence capabilities and enter new requests. These accessions comprehended companies specializing in areas similar to testing, examination, instrument, and quality assurance.
- Today: Intertek has grown into a global line in Grand Quality Assurance, furnishing guests a complete range of services through colorful diligence. The company operates in over 100 nations and has a vast network of laboratories, trying installations, and services worldwide.

Throughout its history, Intertek has remained determined to deliver quality and safeness confidence services to its guests. It has constantly acclimated to the evolving requirements of diligence, furnishing ingenious results and moxie to support companies deliver in a fleetly changing business terrain.

Intertek's strong rubric, specialized moxie, and client-centric path have established it as a commissioned mate for companies worldwide, allowing them to meet non-supervisory conditions, ensure product quality and security, and gain a competitive bite in the global business.



Total Quality. Assured.

Company Name:	Intertek Group PLC
Year of Establishment:	1988
Type:	Public Limited Company
Industry:	Assurance, Inspection, Product Testing, Certifications
Headquarters:	London, England, UK
BD Corporate Office:	Phoenix Tower, 407 Intertek House, Dhaka 1208
Founder:	Mr. Caleb Brett
Chairperson:	David Reid
CEO:	André Lacroix
CFO:	Ross McCluskey
CIO:	Diane Bitzel, PhD
Website:	https://www.intertek.com/

2.3. Vision & Mission

Vision:

Intertek's unreality is to be the world's most trusted partner for quality assurance, providing creative results that support companies deliver and make a positive jolt on society.

Mission:

Intertek's mission is to provide Total Quality Assurance services that enable customers to navigate difficult challenges, meet nonsupervisory conditions, enhance product quality and security, optimize interpretation, and build trust with their stakeholders.

Intertek's vision and mission reflect its devotion to being a commissioned mate for companies worldwide. The company strives to go beyond traditional testing and examination services by furnishing complete results that manipulate the different requirements of its guests.

Intertek's unreality emphasizes the significance of trust and trust ability in the services it offers. By situating itself as the most trusted mate for quality and confidence, Intertek aims to make long-tenure connections with its guests grounded on confidence and veracity.

The charge of Intertek focuses on delivering grand Quality Assurance, which encompasses a holistic path to helping guests achieve their pretensions. Whether it's meeting nonsupervisory conditions, improving product quality and security, perfecting interpretation, or erecting trust with stakeholders, Intertek aims to give ingenious and customized results that manage these challenges.

2.4. Organizational Structure

2.4.1. Board of Directors



1 Andrew Martin
Chairman

Appointed to the Board in May 2016;
appointed Chairman in January 2021



2 André Lacroix
Chief Executive Officer

Appointed to the Board in May 2015



3 Jonathan Timmis
Chief Financial Officer

Appointed to the Board in April 2021



4 Graham Allan
Senior Independent Non-Executive Director

Appointed to the Board in October 2017



5 Gurnek Bains
Non-Executive Director

Appointed to the Board in July 2017



6 Lynda Clarizio
Non-Executive Director

Appointed to the Board in March 2021



7 Tamara Ingram OBE
Non-Executive Director

Appointed to the Board in December 2020



8 Jez Maiden
Non-Executive Director

Appointed to the Board in May 2022



9 Kawal Preet
Non-Executive Director

Appointed to the Board in December 2022



10 Gill Rider CB
Non-Executive Director

Appointed to the Board in July 2015



11 Jean-Michel Valette
Non-Executive Director

Appointed to the Board in July 2017

2.4.2. Direct Reports to the CEO

Global functions

Tony George

Executive Vice President,
Human Resources

**Ken Lee**

Executive Vice President,
Marketing and Communications

**Julia Thomas**

Senior Vice President,
Corporate Development
Group

**Mark Thomas**

Group General Counsel and
Head of Risk & Compliance

**Jonathan Timmis**

Group Chief Financial Officer



Geographies

Jon Qin

CEO, Greater China

**Sandeep Das**

Regional Managing Director,
South Asia and MENAP
Product

**Ayush Dhital**

Regional Managing Director,
Asia Pacific

**Ian Galloway**

Executive Vice President,
Middle East and Africa

**Ross McCluskey**

Executive Vice President,
Europe and Central Asia

**Carlos Velasco**

President, Latin America



Global business lines

Colm Deasy

President, Transportation
Technologies, Building &
Construction and People
Assurance

**John Fowler**

Senior Vice President,
Exploration and Production

**Bertrand Mallet**

Executive Vice President,
Industry Services

**Calin Moldovean**

President, Business
Assurance and Food
Services

**Ian Galloway**

Executive Vice President,
Global Trade

**Sandeep Das**

President, Global Softlines
and Hardlines

**Saranpal Rai**

President, Electrical and
Connected World



2.4.3. Department/ Team Structure of Intertek

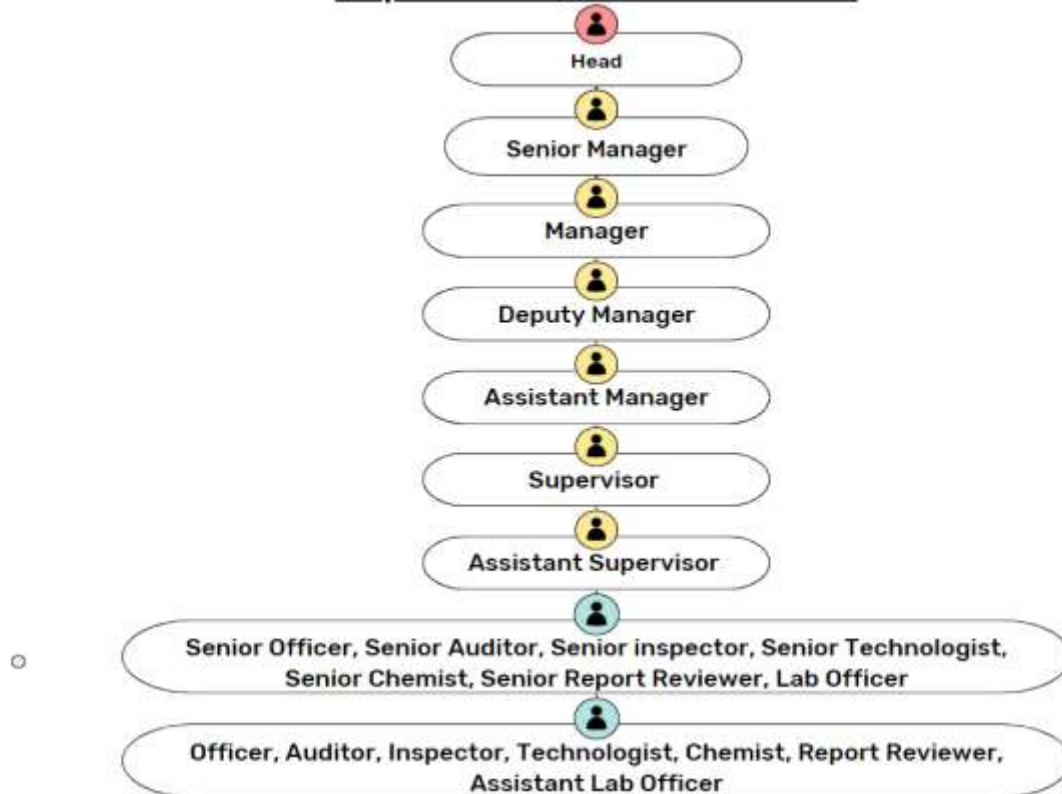
There are so many functional departments of Intertek, and the location of my job was Intertek Bangladesh, Dhaka. The following is a short overview of Intertek Bangladesh's Departments and Teams. Some of the Important departments are:

- Human Resources Department
- Finance Department
- Business Insights Department
- Quality Assurance/Quality Control Department
- Operations Department
- Sales and Marketing Department
- IT (Information Technology) Department
- Laboratory/Testing Department
- Certification Department
- Project Management Department
- Compliance and Regulatory Affairs Department
- Supply Chain Management Department
- Customer Service Department
- Health, Safety, and Environment (HSE) Department
- Research and Development (R&D) Department
- Legal and Compliance Department
- Training and Development Department
- Corporate Communications Department
- Business Development Department
- Administration Department

These departments inclusively contribute to the common functioning and success of the association, each with its unique role and liabilities. The organizational structure of Intertek Bangladesh is aimed to promote collaboration, invention, and distinction in indulgence quittance. It allows for effective resolution- timber, operative design, operation, and the capability to acclimatize to the dynamic requirements of customers and diligence.

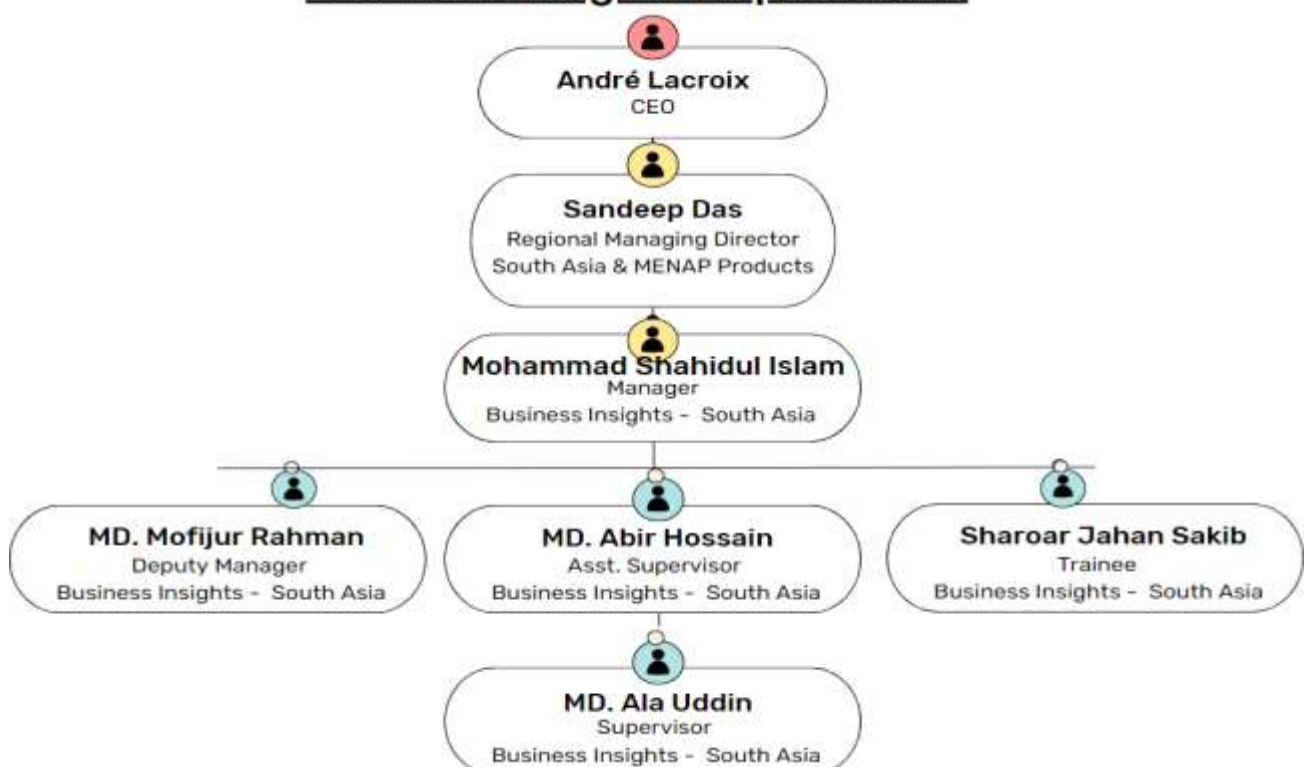
Intertek Bangladesh's almost all team/ department follows almost same structure/ hierarchy.

Department / Team Strature



My role was Business Insights Trainee – South Asia. Business Insights, my manager was Mohammad Sahidul Islam also Business Insights Deputy Manager MD. Mofijur Rahman helped me a lot. This department concentrates on market analysis, research, and consulting assistance to provide customers with practical insights and help them make knowledgeable business decisions.

Business Insights Department



2.5. SWOT Analysis of Intertek

2.5.1. Strengths:

i. Industry Expertise:

A pioneer in quality assurance, testing, and certification services, Intertek is known for its skilled personnel and comprehensive understanding of the market.

ii. Global Network:

Intertek Bangladesh gains access to a broad worldwide network as a member of the wider Intertek Group, facilitating cooperation, information exchange, and access to a variety of resources.

iii. Diverse Service Portfolio:

Intertek can meet the demands of a variety of sectors and clients because of the vast range of services it provides, including testing, inspection, certification, and consultation.

iv. Reputation:

The business has a competitive advantage in the market because of its reputation for accuracy, dependability, and compliance, which also helps to build customer trust.

v. Strong Customer Relationships:

Increasing customer loyalty and repeat business has been made possible by the company's dedication to providing value to its clients.

2.5.2. Weaknesses:

i. Dependency on External Factors:

External issues like legislative modifications, economic swings, or difficulties unique to the sector might have an impact on the company's operations, creating a vulnerability.

ii. Resource Limitations:

Like any business, Intertek Bangladesh could experience infrastructural, technical, or human resource limitations that could limit its capacity to manage heavier workloads.

2.5.3. Opportunities:

i. Growing Demand for Quality Assurance:

Demand for Intertek's services is rising as businesses place a higher priority on product quality, safety, and sustainability.

ii. Rising Export Markets:

The RMG market in Bangladesh is still growing, giving Intertek the chance to assist regional exporters with compliance, safety, and sustainability issues.

iii. Digital Transformation:

Using technology to automate, remotely monitor, and analyze data may improve efficiency, accuracy, and customer relations.

iv. Emerging Industries:

Business might consider entering or growing into developing industries like renewable energy, sustainability, and digitization, where there is a need for quality assurance and certification services.

v. Global Trade Expansion:

By aiding businesses in adhering to global quality and safety standards, Intertek Bangladesh may use its worldwide reach and experience to promote international commerce.

2.5.4. Threats:

i. Competition:

With both established businesses and recent entries, the quality assurance and testing sector may be competitive. To sustain its market position, Intertek Bangladesh must constantly innovate and set itself apart.

ii. Regulatory Changes:

The company's procedures and services may need to be significantly changed as a result of changing legislation and standards in various sectors, which might have an effect on how business is conducted.

iii. Economic Volatility:

When businesses cut expenses as a result of economic downturns or recessions, the demand for testing and certification services might decline, which has an impact on Intertek Bangladesh's revenue streams.

iv. Technological Advancements:

Rapid technology advancements may make certain testing techniques or tools outdated.

To stay current, the business must make investments in cutting-edge technologies.

Finally, Intertek Bangladesh gains from its broad service offering, extensive worldwide network, and deep industry knowledge. However, it has difficulties because of outside variables and resource constraints. Utilizing possibilities like the rising need for quality assurance and digital transformation may assist in reducing risks and preserving its competitive advantage in the market.

CHAPTER 3:

**COMPREHENSIVE RANGE OF QUALITY
ASSURANCE SERVICES BY INTERTEK**



3.1. Services Provided by Intertek

Intertek provides customers with a complete range of quality assurance services across various enterprises. Some of the core services are:

3.1.1 Testing and Analysis:

Intertek offers a broad spectrum of testing and analysis assistance to assure product quality, protection, and compliance. This includes:

- a) **Performance Testing:** Intertek performs various trials to assess the performance and functionality of products, such as mechanical testing, electrical testing, and durability testing.
- b) **Safety Testing:** Intertek conducts safety checks and testing to provide products that satisfy industry-specific safety benchmarks and regulations, such as electrical safety, chemical safety, and fire safety testing.
- c) **Chemical Analysis:** Intertek performs thorough chemical research to specify and quantify the importance of products, ensuring compliance with regulations such as REACH, RoHS, and CPSIA.
- d) **Product Certification Testing:** Intertek performs exact tests needed for product certifications like CE marking, energy efficiency labels, and safety certifications for electrical and electronic products.

3.1.2 Certification Services:

Intertek delivers a range of certification services to validate that products, procedures, and functions meet exact standards and regulations. These include:

- a) **Management System Certification:** Intertek delivers certifications for various management systems, such as,
 - ✓ ISO 9001 (Quality Management System),
 - ✓ ISO 14001 (Environmental Management System),
 - ✓ and ISO 45001 (Occupational Health and Safety Management System).
- b) **Product Certification:** Intertek delivers product certifications in accordance with industry-specific criteria and regulations, including.
 - ✓ CE marking,
 - ✓ FCC certification,
 - ✓ energy efficiency labels,
 - ✓ and safety certifications.

- c) Compliance Certifications: Intertek assists clients to meet regulatory conditions and acquire compliance certifications such as,
 - ✓ RoHS (Restriction of Hazardous Substances)
 - ✓ and REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals).

3.1.3 Inspection Services:

Intertek delivers comprehensive inspection services to verify product quality, security, safety, and compliance throughout the supply chain. These include:

- a) Factory Audits: Intertek performs audits to evaluate the manufacturing facilities, quality control systems, and compliance with industry standards.
- b) Pre-Shipment Inspections: Intertek conducts inspections at different phases of production to confirm that products satisfy specifications and regulatory requirements before they are shipped.
- c) Supplier Evaluations: Intertek evaluates suppliers' capabilities, quality control procedures, and ethical techniques to help consumers make knowledgeable findings about their supply chain partners.
- d) Social Responsibility Assessments: Intertek performs audits to evaluate suppliers' commitment to social responsibility standards, guaranteeing fair labor practices, ethical sourcing, and sustainable business procedures.

3.1.4 Advisory and Consulting Services:

Intertek delivers expert advisory and consulting assistance to assist customers in navigating complex regulatory frameworks, optimizing functions, and improving product quality. These services include:

- a) Supply Chain Consulting: Intertek offers direction and solutions to optimize supply chain efficiency, mitigate threats, and provide compliance with regulations and industry standards.
- b) Sustainability Consulting: Intertek assists clients in executing sustainable business approaches, evaluating environmental effects, and obtaining certifications such as LEED (Leadership in Energy and Environmental Design).
- c) Risk Assessment: Intertek performs risk inspections to identify possible hazards, evaluate threats, and develop mitigation strategies.
- d) Regulatory Compliance Support: Intertek supports customers to understand and comply with regulatory conditions in different industries, delivering guidance on product labeling, documentation, and regulatory recommendations.

3.1.5 Training and Certification Programs:

Intertek offers training and certification programs to enhance the knowledge and skills of professionals in various industries. This program includes:

- a) Training Workshops: Intertek conducts workshops and training sessions on topics like Quality Management Systems, Product Testing, Safety Standards, Regulatory Compliance, etc.
- b) Certification Training: Intertek delivers training programs to train individuals for certifications such as ISO 9001, ISO 14001, and ISO 45001, which enable them to become certified auditors or professionals.
- c) Customized Training: Intertek proposes tailor-made training solutions to meet clients' specific needs, addressing their unique industry and business requirements.

3.1.6 Auditing Services:

Intertek conducts comprehensive auditing services to assess and verify compliance with various standards and regulations. These services include:

- a) Quality Management System (QMS) Audit: Intertek conducts audits to assess the effectiveness and compliance of an organization's QMS, such as ISO 9001.
- b) Environmental Management System (EMS) Audit: Intertek conducts audits to assess an organization's EMS, such as ISO 14001, to ensure environmentally responsible practices.
- c) Social Compliance Audits: Intertek conducts audits to assess a company's adherence to social compliance standards, including labor practices and ethical sourcing.

3.1.7 Regulatory Testing and Certification for Consumer Products:

Intertek specializes in providing testing and certification services for various consumer products to ensure compliance with regulatory requirements. These include:

- a) Consumer Product Safety Testing: Intertek tests customer creations for safety, including children's products, electrical apparatuses, and toys, to assure they meet industry-specific safety standards.
- b) Electrical and Electronic Product Certification: Intertek provides certification assistance for electrical and electronic products, ensuring that they meet safety and performance requirements for global markets.

- c) Chemical Regulatory Compliance: Intertek supports clients comply with chemical regulations such as REACH, RoHS, and CPSIA to ensure product safety and environmental protection.

3.1.8 Health and Environmental Assessment:

Intertek offers health and environmental assessments to identify potential risks and hazards in products, materials, and processes. These assessments include:

- a) Hazard Analysis and Critical Control Points (HACCP): Intertek conducts HACCP assessments to identify and control potential hazards in the food supply chain, ensuring food safety.
- b) Environmental Impact Assessment: Intertek assesses the environmental impact of projects and operations, helping clients make sustainable and environmentally friendly decisions.
- c) Product Life Cycle Assessment (LCA): Intertek conducts LCAs to assess the environmental impact of products throughout their entire life cycle, from raw material extraction to end-of-life disposal.

3.1.9 Supply Chain Assurance:

To assist clients in upholding dependability and transparency throughout their supply chains, Intertek provides supply chain assurance services. Among these services are:

- a) Supplier Qualification: Based on a number of factors, such as product quality, ethical behavior, and adherence to industry standards, Intertek evaluates and certifies suppliers.
- b) Supplier examines: Intertek examines suppliers to make sure they adhere to the moral, legal, and ethical standards established by customers.
- c) Assessment of Supply Chain Hazards: Intertek assesses possible hazards in the supply chain and aids customers in putting risk-reduction measures into place.

3.1.10 Testing and Cybersecurity Assessment:

Cybersecurity is crucial in a world that is becoming increasingly digital. Intertek offers services for testing and assessing cybersecurity, such as:

- a) Penetration testing: To find weaknesses and increase security measures, Intertek simulates cyber-attacks on the systems of clients.
- b) Network protection Assessment: Intertek assesses the network infrastructure of clients and offers suggestions to strengthen protection against online attacks.

- c) Compliance Testing for IoT Devices: To guard against cyberattacks, Intertek makes sure Internet of Things (IoT) devices adhere to security standards.

3.1.11 Testing and Certification for Energy Efficiency:

In order to evaluate the energy efficiency of systems and products, Intertek provides testing and certification services. This comprises:

- a) Energy Efficiency Testing: Intertek examines devices including lights, HVAC systems, and appliances to determine how much energy they use and how efficiently they use it.
- b) Energy Star Certification: Intertek awards Energy Star certification to goods that satisfy the regulatory bodies' requirements for energy efficiency.

3.1.12 Consulting for Performance Improvement:

In order to assist clients accomplish their business goals and optimize performance, Intertek offers consulting services. This comprises:

- a) Process Optimization: Intertek pinpoints opportunities for process enhancement and offers suggestions for streamlining procedures and boosting productivity.
- b) Development of Performance indicators: Intertek helps clients create pertinent performance indicators to assess the efficiency of their operations.
- c) Consulting in Lean Six Sigma: Intertek provides consulting in Lean Six Sigma to assist clients in reducing waste, enhancing quality, and enhancing overall performance.

3.1.13 Business continuity planning and crisis management:

Intertek offers assistance to clients during crises to help them handle disruptions and maintain business continuity. This comprises:

- a) Crisis Management Planning: To respond to emergencies and reduce risks, Intertek assists customers in creating crisis management plans.
- b) Business Continuity Planning: Intertek helps companies create plans for continuing vital activities in the face of adverse circumstances.

3.1.14 Certification in Cybersecurity:

For the purpose of evaluating and validating the security controls put in place in systems, networks, and products, Intertek provides cybersecurity certification services. This comprises:

- a) Cybersecurity Compliance Testing: Intertek does in-depth testing to make sure that systems and products adhere to cybersecurity standards and laws.

- b) Intertek offers cybersecurity certification marks to show that a system or product has complied with particular cybersecurity standards.

3.1.15 Food safety and microbiology testing:

In order to guarantee the safety and caliber of food items, Intertek specializes in microbiological testing and food safety evaluations. This comprises:

- a) Intertek conducts pathogen testing on food samples to check for dangerous organisms including E. coli, Salmonella, and Listeria.
- b) Food allergy Testing: To identify the presence of allergenic ingredients in food items, Intertek performs allergy testing.
- c) Food Label Compliance: Intertek assures accurate and clear product labeling while assisting customers in adhering to food labeling laws.

3.1.16 Environmental Analysis and Monitoring:

To evaluate the effects of human activity on the environment, Intertek offers environmental monitoring and analysis services. This comprises:

- a) Monitoring of Air Quality: Intertek measures air contaminants to gauge air quality and environmental standards compliance.
- b) Water Quality Analysis: To assure water quality and safety, Intertek analyzes water samples for pollutants and contaminants.
- c) Soil analysis: To determine environmental concerns, Intertek tests soil samples for contaminants and hazardous materials.

3.1.17 Pharmaceutical Certification and Testing:

In order to guarantee that pharmaceutical goods adhere to regulatory standards, Intertek offers testing and certification services. This comprises:

- a) Pharmaceutical items are tested by Intertek for quality, purity, and safety while adhering to rules particular to the sector.
- b) GMP Audits: Intertek performs GMP audits to assess adherence to manufacturing and quality control requirements.
- c) Intertek examines medical equipment to make sure they adhere to safety and performance standards.

3.1.18 Materials Evaluation and Testing:

To assess the qualities and traits of diverse materials, Intertek offers materials testing and analysis services. This comprises:

- a) Intertek tests metals and alloys for tensile strength, durability, and other mechanical attributes.
- b) Polymers and Plastics Analysis: Intertek evaluates the composition, chemical makeup, and functionality of polymers and plastics.

CHAPTER 4: INDUSTRY DETAILS



4. Literature Review

The numerous factory kinds, premises types, memberships, inspection lists, certificates, existing committees, and worker facilities all play significant roles in the textile and apparel business, according to the literature review. It is crucial to comprehend these factors in order to evaluate the industry's overall sustainability, social compliance, and worker welfare. A brief description of each section of the literature review is provided below:

4.1. Factory Types:

a) Dyeing Factory:

A dyeing facility specializes in utilizing various dyeing methods to provide distinct colors to textiles or yarns. To create the required hues and tints, this method requires soaking the fabrics in dye baths. In order to produce a broad variety of colored textiles and materials for different uses, producers rely on dyeing plants, which are essential to the textile industry.

b) The Knit Composite Factory

For knitted fabrics, a knit composite factory combines the knitting and fabric finishing operations. Knitting is the method of making textiles by interconnecting loops of yarn. To improve the quality, look, and utility of these fabrics, the knit composite factory further processes them using dyeing, printing, and other finishing techniques.

c) Dying Factory (RMG)

An RMG-specific dyeing method is the main focus of a dyeing facility. After the clothes are created, they may go through a dyeing process to add colors or patterns to improve their appearance and marketability. Prior to being released into the market, RMG manufacturers that dye the clothing make sure it complies with design and color specifications.

d) Washing (RMG) Factory:

The RMG sector's washing factories are in charge of improving the look and feel of ready-made clothing through washing and finishing procedures. To produce certain appearances and textures, these procedures may include stone washing, enzyme washing, sandblasting, and other methods.

e) Finishing (RMG) Factory:

Before shipping, ready-made clothing receives finishing touches from a finishing facility to make sure it satisfies quality requirements and client expectations. To make

sure the clothing is in top shape, this involves procedures like pressing, ironing, quality checks, and any impromptu modifications.

f) Knit Garment Factory:

A factory specifically designed for knitting clothing is called a knit garment factory. T-shirts, sweaters, and sportswear may all be made from knitted textiles since they are stretchy and comfy.

g) Sweater Factory:

Knitted sweaters and related clothing are produced only in sweater factories. They use various yarns and knitting methods to produce a wide range of sweater designs, styles, and patterns.

h) Non-RMG (Printing) Factory:

Printing services for textiles and clothing are offered by non-RMG printing facilities. To add designs, patterns, or logos to textiles, they utilize a variety of printing techniques including screen printing, digital printing, and sublimation printing.

i) Non-RMG (Textile Mill) Factory:

Other types of textiles are created and processed at non-RMG textile mills. These mills may produce textiles for a variety of markets, such as household textiles, technical textiles, and industrial textiles.

j) Non-RMG (Accessories) Factory:

The production of textile accessories like buttons, zippers, and other fasteners used in clothing and other textile items is carried out in non-RMG accessory facilities.

k) Woven Garment Factory:

A woven garment factory is dedicated to creating clothing from woven materials. The warp and the weft, two sets of yarn that are interlaced to create woven fabrics, are used to make a variety of clothing items, from formal dresses to casual clothes.

4.2. Premises Types:

a) Stand Alone Building

An isolated factory or facility that is not shared with other companies or organizations is referred to as a stand-alone building. It is a self-contained building devoted completely to an organization or company's operations and activities. Stand-alone structures include benefits including complete control over the property, more privacy, and the capacity to tailor the space to meet certain needs. They are often created to meet the particular requirements of the company, enabling effective workflow and smooth

operations. A standalone structure could hold a single factory or production unit in the textile and apparel sector, ensuring that all production and processing activities are consolidated on the same grounds.

b) Shared Building:

A factory or other facility that shares a building with other people or companies is referred to as a shared building. In this configuration, many businesses or manufacturing units work together in the same physical location, each with a separate sector or allocated area. A cost-effective solution for enterprises, shared buildings are frequently used to maximize space usage and resource pooling. Companies can make use of common facilities, services, and infrastructure in these buildings, which can save costs and increase productivity. In the textile and clothing sector, the same building may house several manufacturers, each of which specializes in a different production method or serves a different market group. Companies can cooperate, share expertise, and use resources collectively under the terms of the agreement, which helps to create a more dynamic and integrated corporate environment.

4.3. Memberships:

The term "memberships" refers to a factory or organization's involvement with different trade groups and projects. These memberships signify official connections between the manufacturers and the relevant associations, demonstrating that the firms are acknowledged participants in these sector-specific organizations.

Access to resources, networking opportunities, lobbying for industry concerns, training and capacity-building programs, and participation in pertinent forums are just a few advantages that come with membership in trade groups and initiatives. Membership in these organizations reflects the factory's dedication to industry best practices, adherence to regulations, and participation in joint initiatives to enhance the performance of the sector as a whole. Two types of membership term are;

a) BGMEA (Bangladesh Garment Manufacturers and Exporters Association):

The BGMEA is a well-known trade organization in Bangladesh that speaks for the nation's exporters and producers of clothing. It was founded in 1983 and has since played a major part in the expansion and development of Bangladesh's ready-made garment (RMG) sector.

The BGMEA provides a centralized forum for clothing producers and exporters to address shared issues, promote sectoral interests, and encourage stakeholder cooperation.

Key Functions of BGMEA:

- i. **Advocacy:** The BGMEA works to advance the goals of its exporters and manufacturers at a range of levels, including governmental legislation, trade agreements, and labor laws. It works to improve the business climate and support the expansion of the RMG industry.
- ii. **Industry Representation:** The Bangladesh Garment Manufacturers and Exporters Association (BGMEA) advocates for Bangladesh as a competitive sourcing location for major international apparel brands and retailers.
- iii. **Building capacity** entails the organization of training sessions, seminars, and workshops to advance the expertise of business experts and guarantee ongoing development of management and production procedures.
- iv. **Compliance and Sustainability:** The BGMEA is dedicated to encouraging moral and ethical business practices. To guarantee adherence to global labor standards, environmental legislation, and safety guidelines, it closely collaborates with its members.

b) BKMEA (Bangladesh Knitwear Manufacturers and Exporters Association):

BKMEA is another significant trade organization in Bangladesh that advocates for knitwear producers and exporters. It was established in 1996 and specializes in the RMG industry's knitwear segment, which contributes significantly to Bangladesh's exports of clothing.

Key Functions of BKMEA:

- i. **Sector-specific Representation:** The BKMEA is committed to representing the needs of knitwear exporters and producers, taking into account the particular possibilities and problems they face within the knitwear sector of the RMG industry.
- ii. **Market Access and Promotion:** The organization seeks to promote Bangladeshi knitwear on a worldwide scale and open up new markets for knitted products. To highlight the expertise of its members, it organizes trade missions and takes part in international trade shows.
- iii. **Policy Advocacy:** BKMEA interacts with legislators and government agencies to promote legislation that will foster the expansion and competitiveness of the

knitwear industry. It aims to provide an atmosphere that will enable knitwear makers to prosper.

- iv. **Capacity Development:** In order to increase the workforce's productivity and skills in the knitwear sector, BKMEA offers training and capacity-building programs. This promotes continual product efficiency and quality development.

4.4. Inspection Listing:

The term "inspection listings" in the context of the information supplied refers to the involvement of the factories or organizations in different safety inspection programs and activities designed to guarantee workplace safety and adherence to industry standards. These inspection reports show that the factories are actively trying to keep their employees' working conditions safe and moral.

- i. **Accord:** An initiative to improve worker security in the clothing sector is the Accord on Fire and Building Safety in Bangladesh. It was created in reaction to the 2013 collapse of the Rana Plaza building, which claimed a considerable number of lives. In order to ensure that manufacturers follow global safety standards, the Accord attempts to examine and address safety issues in facilities. The initiative attempts to address structural, electrical, and fire safety hazards by collaborating with brands, trade unions, and NGOs.
- ii. **Alliance:** Similar in goal to the Accord is another safety inspection initiative called the Alliance for Bangladesh Worker Safety. In order to improve factory safety standards in the Bangladeshi clothing sector, it was founded by North American companies and merchants. The Alliance oversees factory safety measures, aids firms in enhancing them, and performs inspections to lower accident risk and promote a safer workplace.
- iii. **National Initiative:** A local effort or campaign inside Bangladesh that focuses on workplace safety and compliance is referred to as a "national initiative" in this context. The material presented does not go into specifics regarding this program, but it does show that domestic efforts are being made to make sure that factories follow moral and safety standards. Collaborations between regional government agencies, business leaders, and groups working to improve workplace safety may be necessary.

4.5. Certifications:

Specifically, in the context of business and industry, refer to formal recognitions or endorsements given to businesses, goods, services, or people by respected and regulated certifying authorities. These certificates show that the receiver has complied with particular standards, criteria, or demands established by the certifying body. They frequently represent a dedication to standards of quality, safety, sustainability, and adherence to laws and regulations.

Certifications are essential for demonstrating to customers, stakeholders, and the general public that a given standard of quality, integrity, or accountability has been met in a variety of contexts. These spheres may include things like good product quality, environmentally sound production, social responsibility, worker safety, and more.

The normal method for obtaining certifications is an organized procedure that includes examination, verification, and occasionally auditing by the certifying authority. The procedure could involve thorough documentation, review of procedures, and adherence to predetermined benchmarks or criteria. Once obtained, the certification may be displayed to demonstrate adherence to the required standards and principles on goods, marketing materials, or organizational communications.

Organizations look for certifications to set themselves apart from the competition, win over consumers' trust, adhere to legal obligations, and show their commitment to a set of values. By promoting the adoption of best practices and ethical corporate behavior, certifications also help industries as a whole. Some important certifications are;

i. BSCI Amfori:

A certification that emphasizes social compliance and moral corporate conduct in international supply chains is the Amfori Corporate Social Compliance Initiative (BSCI). It places a strong emphasis on worker rights, decent pay, secure working conditions, and ethical sourcing. Amfori BSCI-certified businesses exhibit their dedication to ethical and sustainable supply chain management.

ii. OEKO-TEX:

The OEKO-TEX certification guarantees that textiles and associated goods are devoid of potentially dangerous compounds for both the environment and human health.

Customers may buy with confidence knowing that the approved items have undergone extensive testing and analysis and adhere to strict safety regulations.

iii. ISO (International Organization for Standardization):

Organizations can obtain ISO certificates to show that they are committed to quality, environmental management, and health and safety. Such accreditations as ISO 9001 (Quality Management), ISO 14001 (Environmental Management), and ISO 45001 (Occupational Health and Safety) demonstrate a company's adherence to widely acknowledged best practices.

iv. SEDEX:

Organizations can exchange and access ethical supply chain data on the platform known as the Supplier Ethical Data Exchange (SEDEX). By enabling businesses to track and evaluate the social and environmental performance of their supply chain partners, it encourages openness and ethical business conduct.

v. LEED (Leadership in Energy and Environmental Design):

Buildings and facilities that achieve high requirements for energy efficiency, sustainability, and environmental performance are given LEED certification. It represents a dedication to eco-friendly construction methods, resource preservation, and reducing environmental effects.

vi. Organic Content Standard (OCS):

The OCS certification ensures that products adhere to strict organic content criteria by verifying the presence and amount of organic material in them. This accreditation is especially important for items like textiles and garments that use organic fibers.

vii. Global Organic Textile Standard (GOTS):

GOTS is a sophisticated certification program for organic textiles that addresses both social and environmental standards. From the procurement of raw materials through production, it ensures that textiles are manufactured using sustainable processes and provides fair working conditions.

viii. Global Recycling Standard (GRS) and Recycle Claimed Standard (RCS):

Products created from recycled materials are eligible for GRS and RCS certifications. While RCS checks particular claims made about recycled materials in the supply chain, GRS focuses on tracking recycled content in goods.

ix. WRAP (Worldwide Responsible Accredited Production):

Companies that uphold moral manufacturing standards and support safe and legal working conditions are awarded WRAP accreditation. It includes a range of operational elements of the workplace, such as labor laws, health, and safety.

These accreditations demonstrate a company's dedication to many facets of sustainability, moral business conduct, and product quality, which helps build its reputation and win over customers.

In conclusion, certifications work as formal endorsements that verify a company's or product's adherence to particular standards or procedures, enhancing its legitimacy, gaining the trust of customers, and having a good influence on society and the environment.

4.6. Existing Committees:

Organizations are increasingly seeing the value of creating committees that address important facets of workplace well-being and employee engagement in today's dynamic and socially conscious corporate environment. The following current committees serve as examples of similar initiatives:

i. Anti-Harassment Committee:

A specific goal of the Anti-Harassment Committee's operation within the company is to eliminate workplace harassment. This committee takes on a variety of duties, such as developing and putting into effect comprehensive rules intended to stop and address all types of harassment and discrimination. It works to foster a courteous and secure work environment by planning educational activities and training sessions. The committee, which is equipped to manage and look into accusations of harassment, plays a crucial part in fostering an inclusive and respectful workplace atmosphere.

ii. Participation Committee:

The Participation Committee acts as a channel for employee feedback and participation in an effort to develop genuine worker engagement. The goal of this committee is to establish an open forum where employees may freely express their views, offer suggestions, and actively participate in corporate decision-making. The Participation Committee boosts staff morale and general satisfaction by fostering a culture of open communication and cooperation. Its activities are linked to the company's dedication to shared governance, which fosters a feeling of pride and community among the staff.

iii. Safety Committee:

The Safety Committee prioritizes the physical and mental safety of every employee in its role as a sentinel for workplace wellbeing. To guarantee a secure workplace, this committee meticulously discovers possible risks, creates strong safety rules, and performs routine inspections. The Safety Committee is crucial in preventing mishaps, reducing risks, and developing a thorough safety culture by being watchful and proactive. Its actions are consistent with the company's dedication to protecting its most important resource: its employees.

4.7. Workers Facilities:

"Workers Facilities" refers to the physical amenities and services that an employer offers to ensure the convenience, security, and general standard of the working environment in the context of organizational infrastructure and employee well-being. These amenities are made to accommodate workers' demands and improve their efficiency, happiness, and overall working environment.

i. Child Care Facility:

A "Child Care Facility" is a designated area in the workplace where parents of small children can leave their children while they attend to work-related duties. The organization's dedication to family-friendly practices and work-life balance is demonstrated through this facility. The Child Care Facility helps working parents by providing a safe and caring environment for kids. It also encourages trust and loyalty among staff members. This clause supports gender equality, acknowledges the difficulties experienced by working parents, and fosters a productive workplace environment.

ii. Separate Gender-Specific Toilets:

Separate restrooms for each gender are referred to as "Separate Gender-Specific Toilets" in the workplace. This arrangement promotes inclusion, privacy, and dignity by ensuring that workers have access to restrooms that correspond to their gender identification. Organizations may show their dedication to fostering an inclusive workplace culture by offering separate restrooms with clearly designated cubicles. These facilities support a peaceful and welcoming employment environment in addition to adhering to legal and cultural standards.

In essence, this literature review serves as a guide to comprehend and appreciate the intricate interplay of these elements in the textile and apparel industry. By embracing these factors, the industry as a whole can move forward in achieving sustainable practices, upholding social compliance, and prioritizing the well-being of its workforce.

CHAPTER 5:
EXPERIENCE AS A BUSINESS INSIGHTS
TRAINEE

The Intertek logo features the word "intertek" in a bold, lowercase, sans-serif font. A small yellow dot is positioned above the letter 'i'.

Total Quality. Assured.

5. Experience as a Business Insights Trainee

On January 22, 2023, I started my new job as a Business Insights Trainee at Intertek, Dhaka, which was the beginning of a transformational adventure. This experience, which I undertook in order to meet the criteria of my educational institution, has been distinguished by a wide variety of interesting activities that have considerably aided in both my professional and personal progress.

I got the opportunity to work on a variety of activities and projects throughout this time, giving me firsthand insight into the complexities of the corporate world. In addition to increasing my knowledge and abilities, these events helped me better comprehend the practical applications of the sector.

This internship experience has been crucial in broadening my views, giving me insights into numerous aspects of company operations, and giving me a place to apply my academic learning in the real world. Along with strengthening my professional skills, it has also given me more self-assurance and flexibility in how I tackle different difficulties.

In conclusion, my academic and professional career has been tremendously impacted by this internship at Intertek, Dhaka, which has provided a rich tapestry of experiences that have greatly aided in my overall growth and readiness for future undertakings.

5.1. Main Task: Export-Import Oriented RMG Database Preparation

The primary responsibility for the Business Insights Trainee was to input test findings from raw data. This included carefully transferring test results that had previously been in their unprocessed, raw form into the specified computerized system or database. These test findings were very crucial since they were used to evaluate the items' quality and make sure they complied with industry requirements.

In order to do this challenge successfully, careful consideration was essential. Each item of information has to be thoroughly and precisely recorded into the system. The integrity of the results needed to be protected, thus it took a careful eye to notice any potential inconsistencies or mistakes.

The effectiveness of this method has a direct influence on the organization's entire quality assurance and control procedures. A single error might possibly result in inaccurate appraisals of the product quality, which could have significant repercussions for the business and its customers.

Overall, this activity required a high degree of accuracy and completeness, and it was essential to maintaining the organization's operations' integrity and standards of quality. It was a fundamental stage in making sure the goods adhered to industry standards and fulfilled the necessary requirements.

I developed my analytical and organizational abilities by devoting myself to this fundamental project, which also helped me obtain a thorough grasp of the complex import and export environment of the RMG industry. The end result of this initiative was a useful database with the ability to provide stakeholders with insightful information and support the strategic development of the RMG business.

5.2. Additional Tasks:

i. Inputting Test Results from Raw Data:

One important part of my job as a Business Insights Trainee was to carefully enter test findings derived from raw data into the authorized system. Since the findings of this work were crucial in determining the quality of the product and its conformity with industry standards, meticulous attention to detail was essential to ensure correctness and completeness.

This work was very significant since the results were used to assess the product's quality and compliance with industry standards. To ensure correctness and thoroughness in the data input process, a sharp focus on precision and thoroughness was necessary.

This procedure entailed inputting the findings of numerous tests—often performed on goods or raw materials—into the company's system. These outcomes provide as a critical quality indicator for the products, assisting in ensuring that they fulfill the high standards established by the sector. The importance of accuracy is highlighted by the possibility that any oversight or error in this stage would result in incorrect judgments about the product's quality.

By taking on this job, I was able to hone my attention to detail and obtain a thorough grasp of how important reliable data is to industry decision-making. My data management abilities were much improved by this experience, which also reinforced the value of accuracy in a work environment.

ii. Providing Test Report Copies for Invoicing:

Providing the accounting department with an internal copy of the test report was a crucial duty I had as a Business Insights Trainee. This step was essential since it had an immediate impact on how our clients' final invoices were created. I was a key player in fostering effective communication between the testing and financial departments by making sure that test results were delivered on time and accurately.

This procedure involves the smooth flow of information between several organizational divisions. The basis for the billing procedure was the test report, which provided vital information regarding the standard and conformity of the tested items. This meant that sustaining effective financial operations required that this transfer be accurate and timely.

I learned a lot about how the many departments of a company are related as a result of performing this assignment. I discovered how crucial excellent inter-unit communication and teamwork are to the overall health and performance of the business. This experience also highlighted how important accuracy and precision are in financial transactions, further developing my professional skill set.

In summary Another key duty was to give the accounting department an internal copy of the test report. The creation of the final invoice for the client depended on this stage. I helped to ensure that test reports were transmitted promptly and properly, which helped to maintain effective communication between the testing and financial divisions.

iii. Updating Customer Manuals:

I took on the significant duty of revising client guides as part of my position as a Business Insights Trainee. The information and expectations of each customer were specifically outlined in these guides, which were essential references. These instructions have to precisely reflect any updates or modifications supplied by the customer in order to guarantee the highest quality of service and preserve openness in our communications.

A proactive attitude to customer service was required for this duty. Intertek sought to foresee and solve client requirements in advance, as opposed to waiting for them to be asked for or expressed. We could keep the manuals up to date and in line with the particular requirements and expectations of each customer by periodically examining and updating them.

Updating our client guides was not only a sign of our dedication to quality, but it was also a useful instrument for effective and clear communication. These guides would serve as a complete resource for clients, promoting consistency in our communications and lowering the likelihood of misunderstandings or conflicts.

My participation in this process improved the effectiveness of our client relationships while also deepening my awareness of the benefits of proactive customer service and clear, up-to-date documentation in corporate operations. It reaffirmed the idea that anticipating and meeting customer demands is an essential component of offering first-rate service.

iv. Preparing Summaries as per Customer Instruction:

An important part of my job as a Business Insights Trainee was creating personalized summaries that catered to the unique interests of each customer. This assignment needed a sharp eye for detail and knowledge of the unique requirements of our varied clients.

I regularly put out detailed reports that covered a range of durations, including weekly, monthly, and quarterly. These summaries were specifically written with pertinent data and insights into the testing and inspection procedures for their products in mind. I made sure that the reports were not just informative but also in line with each client's desired format and content by carefully following their directions. These contained pertinent information and insights that catered to the client's preferences, promoting well-informed decision-making, and allowing clients to efficiently track the progress of their product testing.

It serves two purposes to use a tailored strategy. It did this in two ways. First, it gave customers the information they required to make wise selections about their goods. I fostered a more effortless decision-making process for them by presenting facts in a way that spoke to their particular needs.

Furthermore, these summaries were crucial in enabling clients to effectively track the development of their product testing. Clients received clear overviews of the progress and results of the testing operations from these succinct yet thorough snapshots.

This technique helped me become more adept at adjusting to the various demands and preferences of clients. As a result, the caliber of our service delivery was improved. It reaffirmed the need for good communication and the worth of customizing services to match distinct client expectations.

v. Sending Test Report Softcopies via Email:

Another key aspect of my job as a Business Insights Trainee was to make sure that test results were delivered to our clients through email in a timely and correct manner. To ensure effective communication, this endeavor necessitated a number of rigorous measures.

First and foremost, I was responsible for carefully attaching the appropriate test reports to each email. To prevent any potential confusion or mistakes in the materials delivered to clients, this needed meticulous attention to detail.

I then double-checked that the recipients' information was listed correctly. This process was essential for ensuring that each customer received their unique test findings, and that the information was got to the proper people in their businesses.

And last, it was critical that these emails be sent out right away. This entailed making sure they were not only sent out quickly but also that they were delivered to the clients' inboxes on time.

Effectively carrying out this approach has a favorable influence on our contacts with clients. It proved our dedication to timely and accurate communication, which is crucial for establishing trust and preserving enduring client relationships.

The importance of accuracy and promptness in our operations was highlighted by this obligation. Additionally, it confirmed the more general lesson that good customer service in the testing and certification sector is built on excellent communication.

In short, the correct delivery of test result softcopies to clients in accordance with their instructions was my responsibility to coordinate. In order to complete this assignment, it was necessary to make sure that the reports were correctly attached, that the recipients were listed, and that the emails containing the reports were sent out as soon as possible.

I made a positive impact on prompt and effective contact with clients by carrying out this approach.

vi. Data Transfer into the System:

One of my main duties as a Business Insights Trainee was the orderly entry of obtained data into the authorized system. For the firm to manage data effectively, this duty was essential.

In order to avoid any potential errors or inconsistencies, this method required a high level of meticulousness. For the system to remain reliable, each data point had to be

entered precisely. The stability of our database served as the cornerstone for many essential operations, therefore this was very crucial.

First of all, it made informed decisions possible. The foundation of our analytical procedures was current, accurate data. This implied that key business insights might be gleaned from the data by stakeholders throughout the firm.

Second, proper reporting depended on accurate data entry. The correctness of our reports, whether for internal evaluations or client-facing publications, depended on how precisely the data was entered.

This obligation essentially served to emphasize how crucial accuracy and precision are to our data processing procedures. It stressed that the correctness of our data was a crucial component of our operations since it determined the quality of our insights and reports.

In short, I methodically entered the gathered data into the appropriate system as part of data management. To avoid mistakes and discrepancies, this procedure needed meticulousness. Maintaining the database's integrity was essential for enabling informed decision-making and accurate reporting, which in turn depended on correct data entry.

It has been a really fulfilling experience for me to work with Intertek as a Business Insights Trainee. Each step—from building databases to managing data to taking training to improve my skills—has helped me advance professionally. This opportunity has increased my practical understanding while also highlighting the value of practical experience in enhancing academic learning.

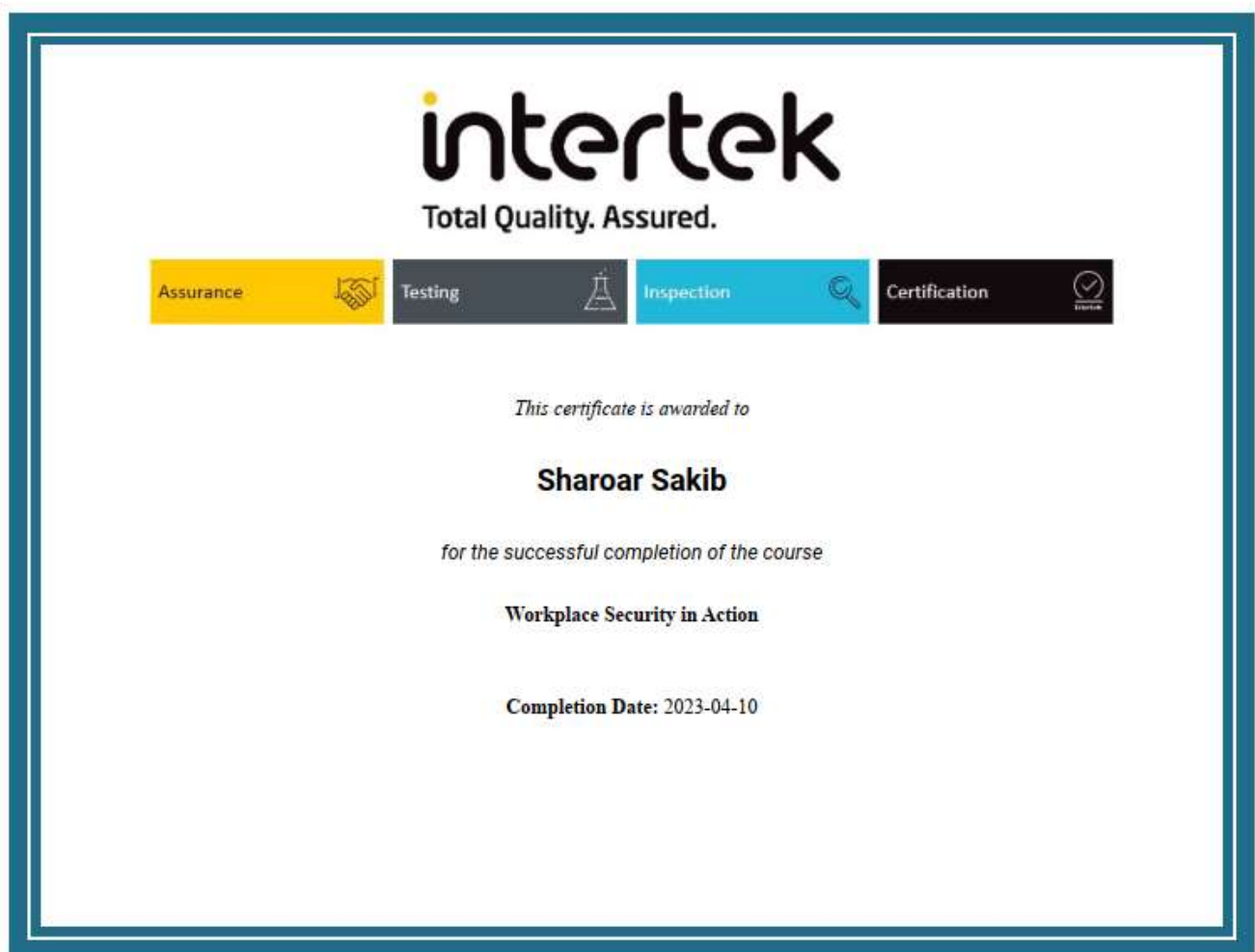
In conclusion, these duties demonstrated the importance of my job in guaranteeing proper data management, good communication, and efficient workflows within the Intertek team. I obtained useful knowledge about the day-to-day operations of a fast-paced business environment through these tasks, which helped the organization succeed while also advancing my professional development.

5.3. Additional Required Training:

I got the excellent chance to take part in a number of thorough training sessions when I was a Business Insights Trainee at Intertek. In addition to being a prerequisite, these classes helped me improve my knowledge and abilities in a number of crucial areas of contemporary company operations. The four crucial trainings I underwent are listed below:

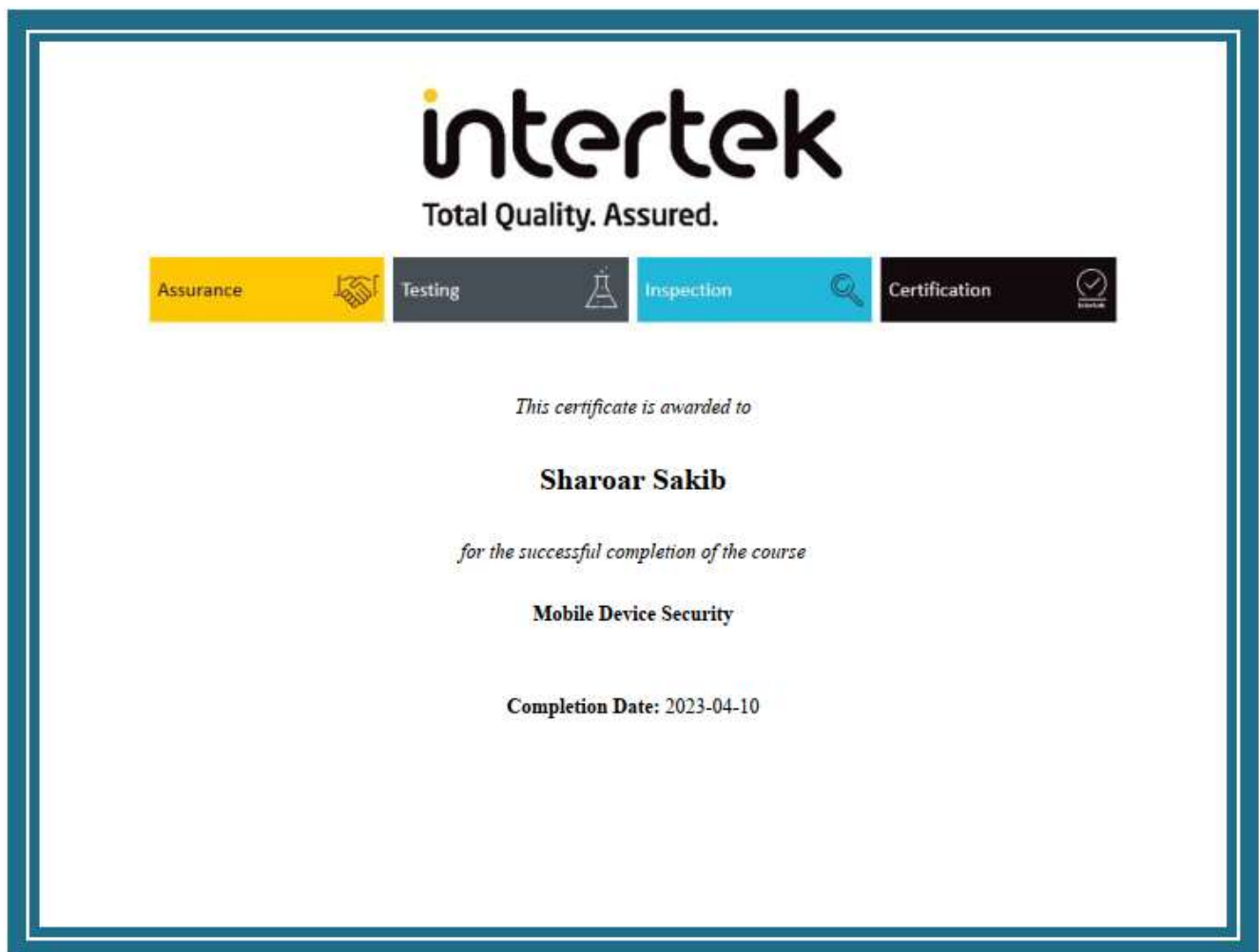
5.3.1. Workplace Security in Action:

This training session gave participants a thorough grasp of the many aspects of protecting workplace security. It provided me with the information I needed to navigate and contribute to a safe and secure professional environment, covering everything from physical security measures to digital protocols.



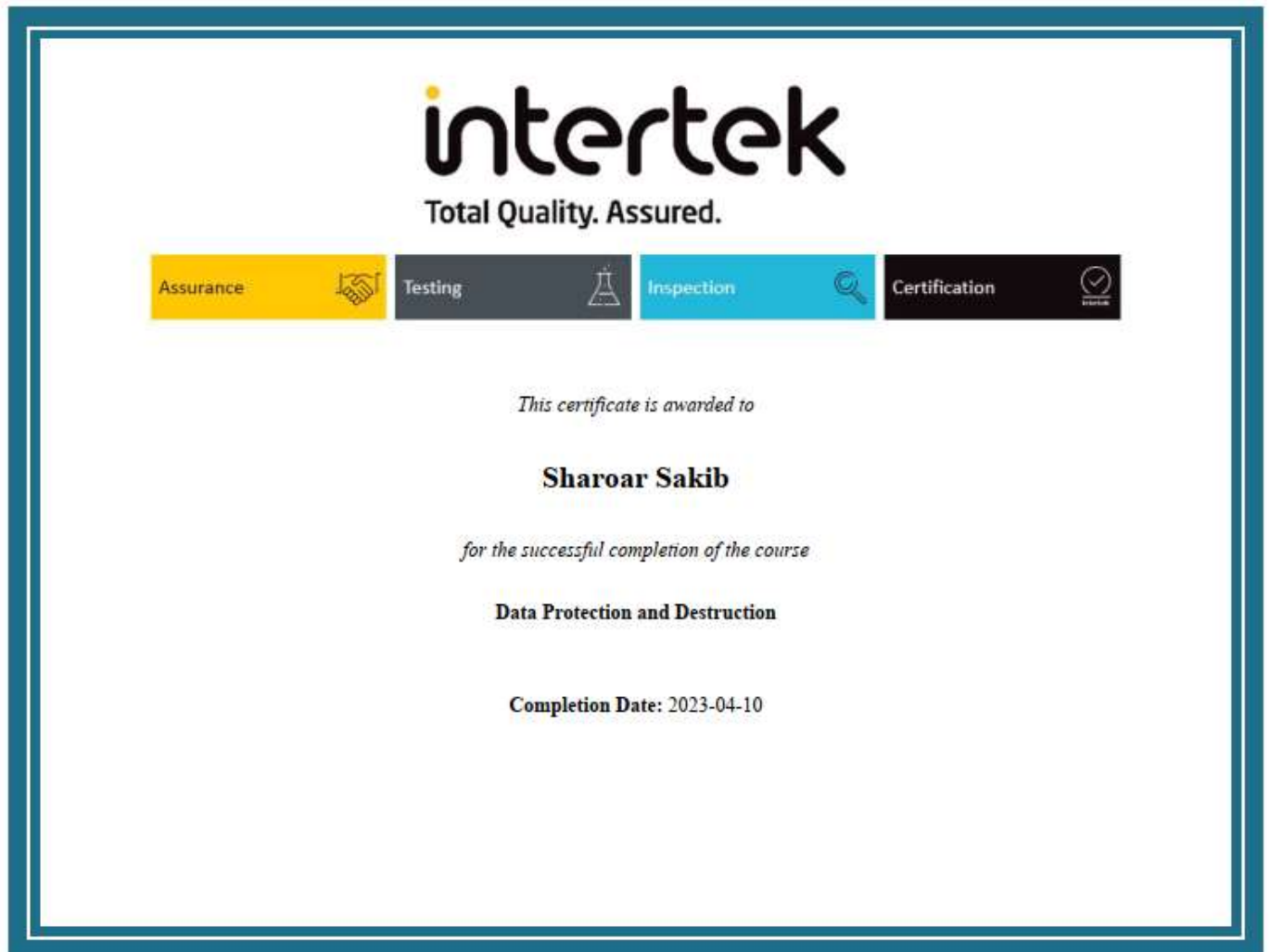
5.3.2. Mobile Device Security:

Protecting sensitive information is essential in a world where mobile technology is king. The depths of mobile device security were explored in this session, which also clarified recommended practices and methods for reducing threats. It made it possible for me to function with confidence in a setting where using mobile devices is essential for conducting business.



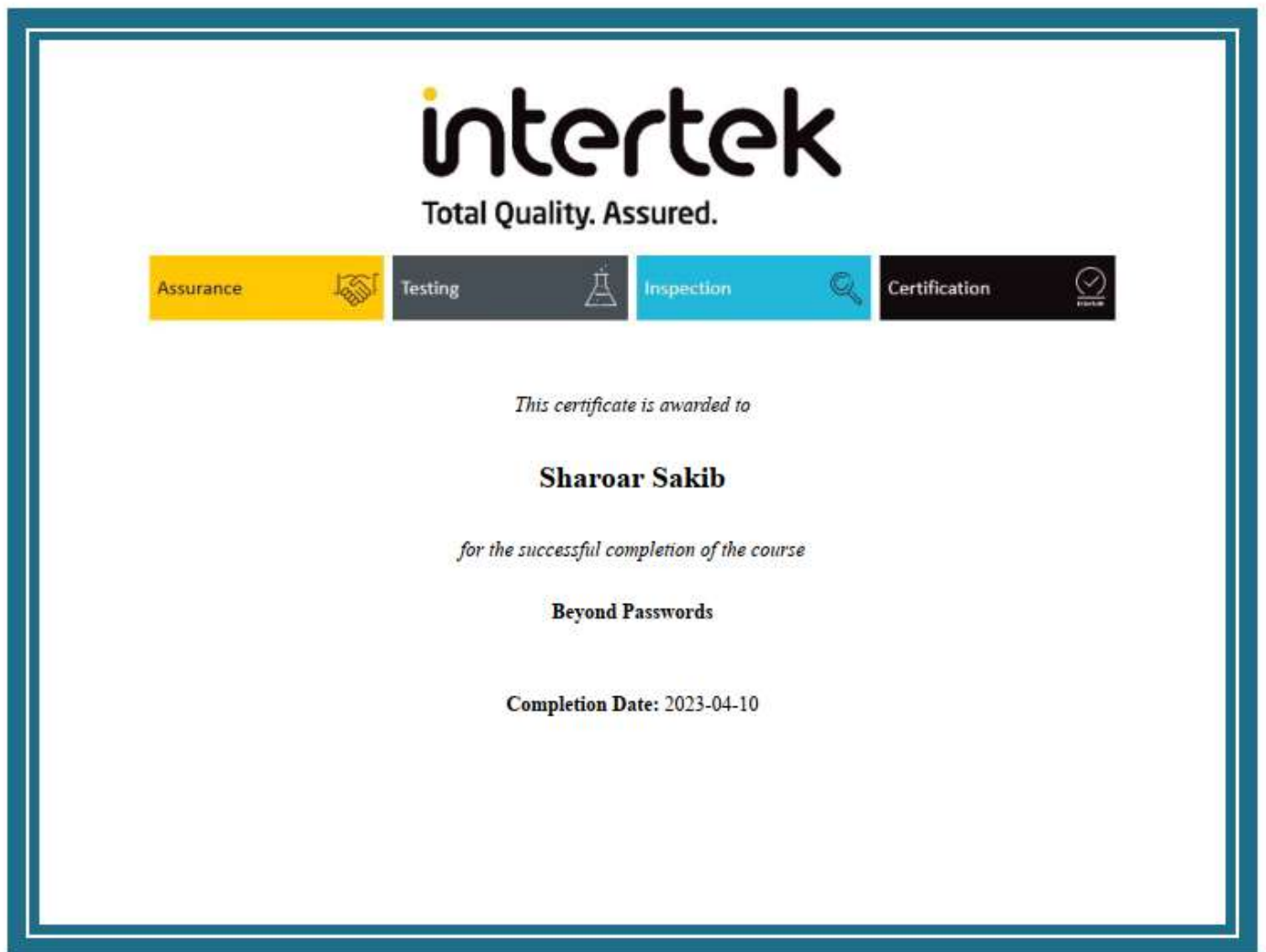
5.3.3. Data Protection and Destruction:

Data confidentiality and integrity are crucial issues for any modern business. This training course provided a thorough rundown of data protection tactics and procedures. In accordance with industry norms and regulatory regulations, it gave me the knowledge and abilities I needed to manage, preserve, and discard sensitive information.



5.3.4. Beyond Passwords:

The strategies for guaranteeing cybersecurity also change with how the digital world operates. This course covered sophisticated authentication techniques that go beyond conventional passwords. It improved my capacity to contribute to a safe digital environment by deepening my awareness of multi-factor authentication and other cutting-edge methods.



In conclusion, these training courses, required by Intertek, not only met the need but also considerably improved my knowledge of crucial security and data management concepts for use in a professional context. Every module is added to the overall skill set that I am anxious to use in my future ventures.

**CHAPTER 6: FINDINGS,
CONCLUSION & RECOMMENDATIONS**



6.1. Findings

I had the chance to explore numerous parts of the company's operations while working as a Business Insights Trainee at Intertek Bangladesh, and I was able to obtain insightful knowledge. I came to numerous significant findings via my observations and experiences.

1. Operational Efficiency:

Through its organized procedures, data-driven methodology, and cutting-edge technical solutions, Intertek Bangladesh exhibits a dedication to operational efficiency. Workflows are simplified, and there is less room for error, thanks to the focus on precise data entry, system integration, and automated reporting.

2. Client-Centric Approach:

The organization places a high priority on client involvement and satisfaction. Intertek Bangladesh builds strong client connections and upholds a high standard of service quality by delivering frequent updates, sticking to client preferences, and quickly responding to inquiries.

3. Utilization of Data:

One of the pillars of Intertek Bangladesh's operations is the use of data for strategic decision-making. The rigorous gathering, examination, and interpretation of data provide priceless insights into market trends, enabling the business to make wise choices and adjust its offerings to meet the demands of customers.

4. Dedicated to Compliance:

Intertek Bangladesh has a strong dedication to following rules and regulations for the sector. The organization's commitment to maintaining quality and ethical standards is demonstrated by the proper transmission of test data, the creation of internal test reports, and adherence to client requirements.

5. Constant Development:

The organization's concentration on personnel training, data accuracy, and customer centricity is clear evidence of its commitment to continual improvement. Regular

training sessions and courses help to improve skills, and reviewing and updating client guides shows a dedication to being up-to-date and pertinent.

6. Potential for Digital Transformation:

Although Intertek Bangladesh has used automation and digital technologies to a significant level, there is still room for additional digital transformation. Processes may be further optimized, and decision-making may be improved via the integration of cutting-edge data management systems and improved data visualization tools.

7. Sustainability Integration:

Investigating possibilities for adding sustainability evaluations to the service offering might make Intertek Bangladesh a pioneer in ethical business conduct. The company might support the development of a sustainable sector by assisting clients in assessing the environmental effect of their goods.

8. Collaborative Culture:

Within the company, cross-departmental cooperation is promoted, establishing a culture of teamwork and knowledge-sharing. This culture of cooperation promotes creative problem-solving and a comprehensive strategy for dealing with difficulties.

9. Employee Development:

The focus on staff growth and training highlights Intertek Bangladesh's dedication to its personnel. The company assures qualified and driven personnel that can contribute to its ongoing success by investing in professional growth.

10. Potential for Thought Leadership:

Intertek Bangladesh has the potential to become recognized as an industry thought leader. The organization may improve its image and establish itself as an authority in its sector by taking part in trade shows, seminars, and publications.

These results illustrate Intertek Bangladesh's commitment to quality, innovation, and client satisfaction, as well as its areas of strength and potential for expansion. The organization may improve its industry status and contribute to the long-term growth of Bangladesh's textile and apparel industry by building on these findings and putting the suggested solutions into practice.

6.2. Conclusion

From January 22nd, 2023, to April 20th, 2023, my time as a Business Insights Trainee at Intertek, Dhaka, was a transforming journey that offered priceless insights and learning opportunities. I completed this internship to meet the requirements of my institution, which gave me the opportunity to put my classroom learning into practice and learn more about the quality assurance, testing, and certification sector.

The primary objective of building an RMG database with an export-import focus for Bangladesh's Ready-Made Garments (RMG) industry brought to light the value of thorough data gathering, organization, and structure. This project not only improved business insights but also highlighted how crucial data-driven decision-making is in the competitive business environment of today.

Additionally, the variety of tasks I performed, from entering test findings to revising client guides, illustrated how diversified the sector is. Working with many divisions and stakeholders demonstrated how crucial seamless coordination and efficient communication are to the efficient operation of the business.

Further demonstrating Intertek's dedication to staff growth and upholding the highest levels of security and compliance were training sessions and courses completed in topics including workplace security, data protection, and beyond passwords.

I received a thorough understanding of the business's internal workings, ethical standards, and the value of ongoing education via this experience. My professional path has been greatly enhanced by the ability to contribute to the company's operations and the exposure to real-world difficulties.

I am appreciative of the priceless experiences, abilities, and insights I have acquired throughout my internship. I'm sure that the skills I learned at Intertek will be a good starting point for my future work in the fields of business insights, data analysis, and quality control. In addition to satisfying my academic requirements, my internship sparked a drive for excellence and ongoing learning in the exciting field of business insights.

6.3. Recommendations

Based on my experiences and observations while working at Intertek as a business insights trainee. The following ideas are intended to boost operational effectiveness, promote a culture of continuous improvement, and further elevate the company's position in the sector:

1. Invest in innovation and technology:

Utilize cutting-edge technology to automate tasks, improve accuracy, and give clients real-time information. Examples include artificial intelligence, data analytics, and automation. This may boost productivity, shorten turnaround times, and provide businesses with a competitive edge.

2. Expand Service Portfolio:

To meet the demands of the changing industry, think about expanding the variety of services provided. In order to address certain compliance, sustainability, or quality problems, this can include introducing specialist testing, consulting, or training services.

3. Strategic Partnerships:

Work together with regional business groups, governing authorities, and academic institutions to promote the expansion and development of the RMG sector in Bangladesh. As a result, Intertek may be better positioned to serve as the industry's thought leader and useful partner.

4. Digital Client Platform:

Create a user-friendly web portal that enables clients to follow progress, obtain data related to testing and certification, and contact Intertek's staff easily. This improves transparency, streamlines communication, and provides clients with ease.

5. Proactive Compliance Management:

Provide customers with proactive advice on evolving laws and industry standards. Intertek can establish itself as a trusted advisor and help clients stay compliant by informing them of impending changes.

6. Market Research and Insights:

To discover new market trends, obstacles, and opportunities, do frequent market research. The fact that Intertek shares these insights with customers via publications, webinars, or seminars proves its leadership in the industry and dedication to client success.

Intertek Bangladesh can improve its services, give clients more value, and support the broader expansion and development of the quality assurance and testing sector in the area by putting these ideas into practice.

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Appendix

Experience Certificate of Intertek



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7 May 2023

To Whom It May Concern

This is to certify that Sharoar Jahan Sakib has worked with ITS Labtest Bangladesh Ltd. as a Trainee from 22 January 2023 to 22 April 2023 under Business Insights - South Asia department.

We wish him every success in future.

For

ITS Labtest Bangladesh Ltd.

Musabbirul Alam
Manager - HR

