History of Bangladesh Clothing Industry & Competitiveness Shape The Future Now

MADE IN BANGLADESH











Hello!

I am Md. Masuduzzaman Khan here because I love to connect with you to learn & share my challenges & success story of continuous quality & efficiency improvement projects.



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MSS | MBA |

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Forgotten History of Bangladesh Clothing Performance

Muslin's Story: 4th century BCE-18th century

Muslin story is rich, varied & unique. This tapestry depicts the main events that shaped its life, led to its recognition, persecution & extinction (from 4th century BCE to till 18th century). It was embroidered by highly skilled craftspeople on high count cotton





In 1462 BC most Mummies of Egypt were covered in muslin

Pandit Jawaharlal Nehru wrote about this fabric in his book "Glimpses of World History", "Four thousand years old mummies of Egypt were wrapped in fine Bengal muslin. The skill of Bengal artisan was famous in the East as well as the West"

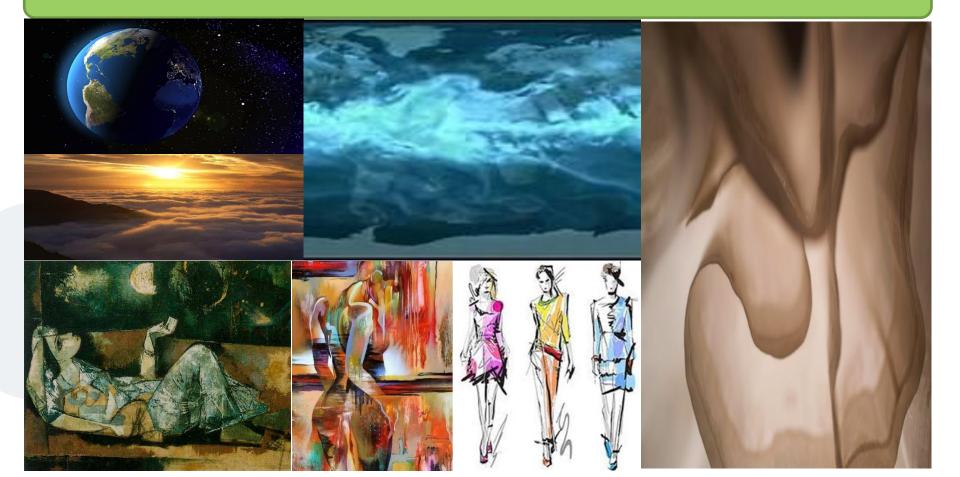


A people without the knowledge of their past, origin & culture is like a tree with no roots.





"The cloth is like the light vapors of dawn"















Woman's muslin dress, Europe, C. 1855. Los Angels Country Museum of Art

A <u>first-aid</u> packet of 5m of "hydrophilic muslin", given to Italian soldiers in World War

629-45 ce was woven of finest Bengal cotton and exported to Dresden, Germany, where it was embroidered in motifs to suit the European market.

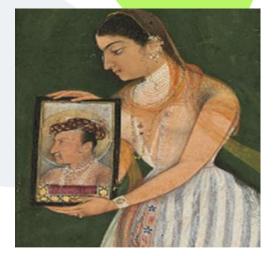
"The cloth is like the light vapors of dawn"

YUAN CHWANG, Chinese traveler to India,

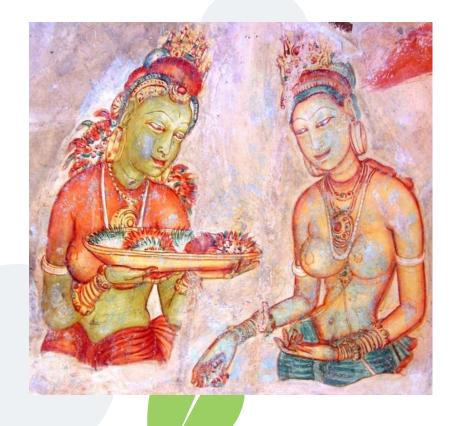




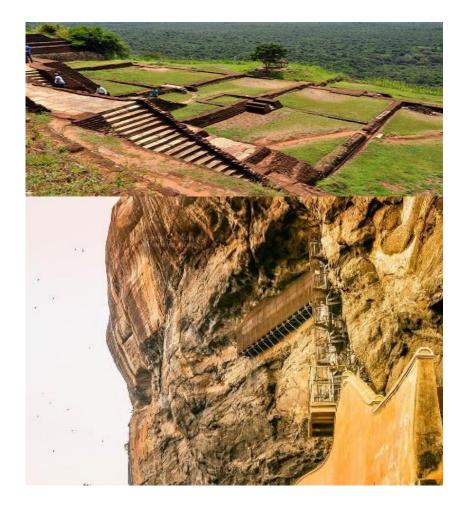
- Court of Chandragupta Maurya(reign 321-297 BCE.) Flowered garments made of the finest muslin and trinkets of gold on their fingers and in their ears.
- · Megasthenes, the Greek historian and ambassador.
- ☐ This transparent, clinging fabric, assumed to be muslin, is also depicted frequently in terracotta figurines of the 2nd century BCE found at Chandraketugarh, an archaeological site in modern day West Bengal.
- ☐ We don't know exactly when muslin began in Bengal but there are numerous textual references to textile that closely resemble what we refer to as muslin today



Nur Jahan, wife of emperor Jahangir of Mughal India wearing muslin dupatta and tunic, 1627 CE



Court ladies wearing tight tunic made of muslin, 5th century, Sigiriya, Sri Lanka. This site was selected by king Kashyapa (477-496 AD)







Marie Antonitte in her famous "muslin dress" portrait, 1783(By Louise Elisabeth Vigee Le Burn)

Queen consort of France

Father: Holy Roman Emperor Francis

Muslin changed the fashion tastes in the West-Empress Josephine, the first wife of Napoleon & first Empress of French. She was the great lover of arts

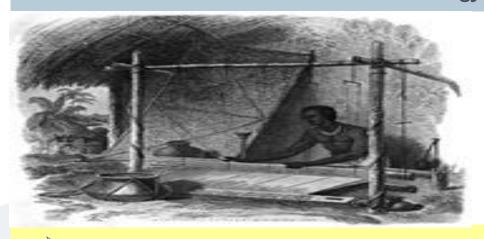
- • There is the story, written down in 1770 by William Bolt, in his book "Consideration on Indian Affairs", that Arongojeb, an Emperor of Bengal, once teased his daughter for being naked. The princess however, protested, as she was in fact wearing 7 layers of fine Aberown muslin cloth, with these simply being so fine and sheer that she appeared to be nude.
- Another story concerns a farmer and his cow: during the time under Alibardi's rule, a piece of muslin was placed on the grass to dry. However, with the cloth being so fine, and thus almost invisible, the farmer's cow, grazing in the same field ate the cloth along with the grass, as it did not see it. The story goes, that as a punishment, the farmer and his cow were later thrown out of Dhaka.
- As mentioned previously, a myth that accompanied the finest of muslins was that they were spun underwater, so sheer and silky was their quality. Whilst this of course was not the case, this particular myth stems also from the fact that the spinning of the fabric could only take place in a humid environment, with the spinners sometimes placing bowls of water in the room, to further humidify the air.

Story of Muslin

There are a number of historical anecdotes related to the fineness of muslin fabrics

Legendary fabric Muslin Modern technology defeated here





- A 50 miter fabric could be squeezed into a match box!!!!
- 250 count to 1200 count
- 1400 threads per inch to 1800 threads per inch.

100 Counts	10 gm
200 Counts	5 gm
500 Counts	2 gm
1000 Counts	1 gm

Dr Taylor, a British textile expert wrote,-

- □ "Even in the present day, notwithstanding the great perfection which the mills have attained, the Dhaka fabrics are unrivalled in transparency, beauty and delicacy of texture."
- 'A hundred yards of it can pass through the eye of the needle, so fine is its texture.

Process and Techniques

Process and Techniques

The process of manufacturing muslin is a complex, lengthy one, requiring great skill and craftsmanship and relying on the cycle of the seasons and the farming cycle. Typically, the spinning was done by women, whilst the men were responsible for the weaving. Finest thread was spun by young women, under the age of 30.

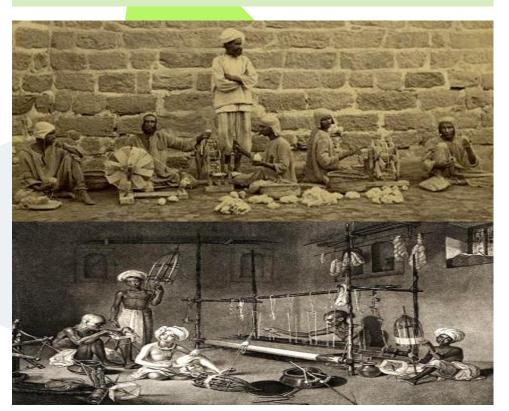
The spinning could only be done in the early morning or late afternoon, as it was at these times when the air was damp, allowing the cotton filaments to stretch, and occasionally water bowls were placed in the rooms where the spinning occurred, to further humidify the air.

Sometime goes to the middle of the rivers on boat to spun the finest thread in higher RH% & moisture presence.





The finest sort of Muslin was called Malmal, sometimes mentioned as Malmal Shahi or Malmal Khas by foreign travelers. It was costly, and the weavers spent a long time, sometimes six months, to make a piece of this sort. It was used by emperors, nawabs etc.



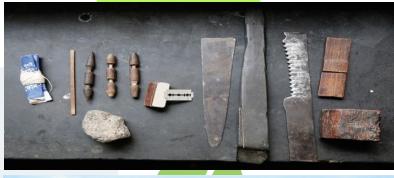








Lined with countless fine, razor-sharp teeth, the upper jaw of a boalee (catfish) was used for combing karpas (raw cotton) to clean it before ginning and spinning.



A few of the more than 50 tools used by specialists to make the muslin weaver's *shana* (ultrafine-toothed reed comb) from a dense bamboo called *mahal* that allows for the setting of more than 1,000 teeth per meter. On a loom, shanas keep separation among spiderweb-thin warp threads.



In the Bangla language, a place where muslin was made and sold was called *arong*, and the largest arong was at Panam Nagar, in Sonargaon, where the East India Company factory was located. It now stands as a reminder of how what was once the cloth of emperors was felled by an industrializing, colonial economy.

Muslin returned back once again

The Roman authors recorded that 'Generic Muslin' was the most coveted of luxury goods in the ancient civilized world

The British cut off the hands or thumbs and tongues of Bengal weavers in order to stop & destroy the production of Muslin, the famous textiles of Bengal

Torturing was designed to prevent weavers from undertaking weaving and the cutting of tongues said have been for the purpose of preventing the weavers from passing on the knowledge of weaving through word's of mouth





- ** Bangladesh researchers produced exact genus of cotton used in producing the fabled muslin cloth.
- ** It was the very special and priority project of our honorable prime minister Sheikh Hasina to recover our ancient heritage of textile
- ** In an effort helps to revive the production of muslin by using source cotton and redeveloping spinning techniques.





Discover

Define

Design

Decide

Do



Create quality through imagination & fusion toward innovation

3000 years old garments from China











Transformation of Bangladesh Textile and Clothing Industry

Ancient Garment Factory, The lost city Panam Nagar, Sonargaon, The 1st Capital of Bengal, EST in 15th Century by Bengal ruler Isa Khan



1st Generation Garment Factory







Desh Garments 1977



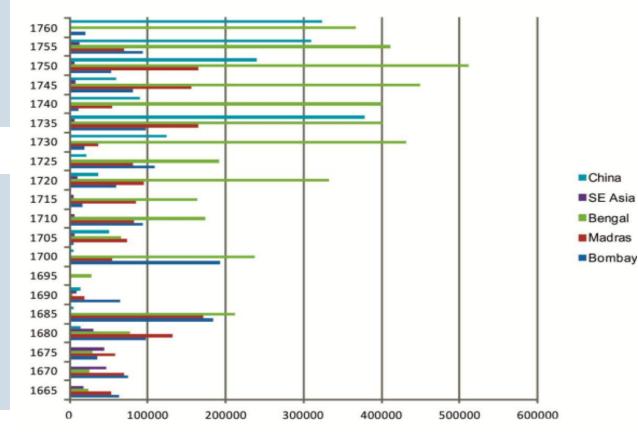
2nd
Generation
Garment
Factory
(Opex)



3rd Generation Green Garment Factory: AKH Bengal was still a major exporter of cotton cloth to the <u>Americas</u> and the <u>Indian Ocean</u>. However, Bengali exports declined over the course of the early 19th century, as British imports to Bengal increased, from 25% in 1811 to 93% in 1840.

Two tables and graphs are provided below to show the scale of British imports of goods from Asia and India, and Bengal's share. The first is on the total value, based on five yearly intervals, between 1665 and 1760, developed from annual figures generated by KN Chaudhuri. Textiles were about 71-81% of the total value of goods

Total East India Company exports from Asian in value (£) (1665 - 1760) 71-81% are textiles in the case of Bengal



Transformation sewing machines





History of Sewing

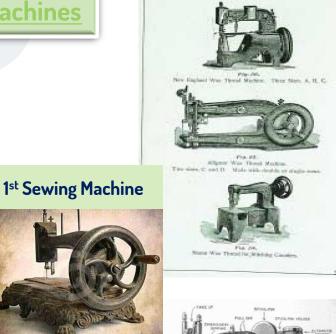
HAND SEWING

- Early 1800s clothing was made by hand.
- Families sewed their pants, shirts, dresses, and skirts
 with a peedle and thread

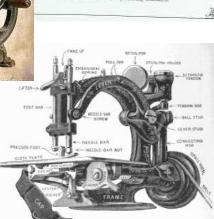


SEWING MACHINE

- 1846, Elias Howe invented and patented the first practical sewing machine.
- 1851, Isaac Singer invented and introduced the first sewing machine scaled for



THE ROOF WHEN ELECTRICATED IN





History of Sewing Machines



1790

Thomas Saint designs machine for sewing leather & canvas

814

Josef Madersperger presents machine that attempts to combine elements from historic machines. It fails.

1832

Walter Hunt creates first lock stitch sewing machine

1844

John Fisher makes 1st machine that combines all successful elements. Botched his patent.

1851

Isaac Merritt Singer creates his sewing machine using Howe's eye pointed needle. He pays him royalties.

1877

Joseph M Merrow creates first crochet machine 1755 Charles Fredrick

Wiesenthal awarded patent for double pointed needle

1804

Stone & Henderson create machine that imitates hand sewing

1829

Barthélemy Thimonnier develops first popular sewing machine. He opens a clothing factory but it's burned down.

1842

John Greenough patents 1st US sewing machine

1845

Elias Howe creates new machine with an eye pointed needle. He sues later copycats for patent infringements.

18508

Sewing Machine War leads to the Sewing Machine Combination

1889

Singer introduces 1st electric sewing machine





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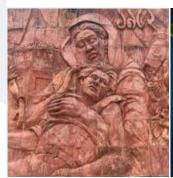






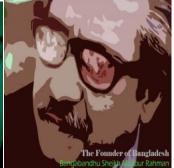
Bangladesh

"The Land of Many Possibilities and Opportunities"







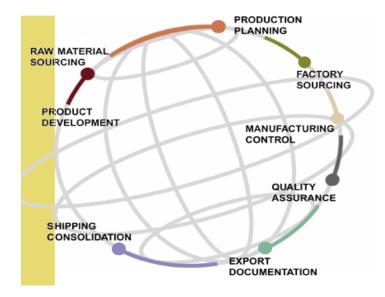


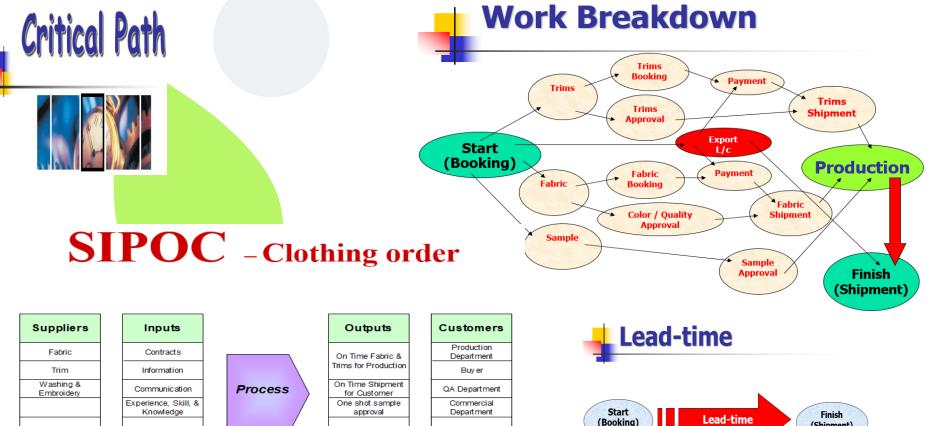


Global Supply Chain

Bangladesh clothing challenge and opportunity







Start Boundary:

Receipt of Purchase order / Contract Sheet

Sample Approval & Fabric & Trims in Factory

Inspection and Production Documantation

End Boundary:

Garments are been shipped to the customer



World Map of Clothing Exports Hong Indonesia ASIA Cambodia Kong NORTH AMERICA \$8.9B 59.8% \$8.1B EUROPE 1.5% \$14B 32.7% Pakistan 117E Canada India \$5.9B Croatia \$836M Hungary \$791M Greece Slovak Rep.\$880M \$17B U.S. Malaysia Lithuania \$731M Bulgaria \$5.8B S6B 6B\$1.4B Serbia \$711M Spain Albania \$565M Sweden Ukraine \$563M Sri Lanka \$15B China \$5,28 Macedonia \$537M Switzerland \$2.68 Turkey Vietnam Belarus \$498M France Slovenia \$377M \$16B \$28B \$4.18 Czech Rep. \$2.65 \$13B Finland \$334M \$158B Myanmar Bosnia & Herz.\$328M \$38 Italy Moldova \$309M \$3.88 Romania Latvia \$275M \$25B Germany Netherlands Ireland \$269M Thailand \$3.58 Estonia\$253M \$24B \$13B Austria Bangladesh Armenia \$217M Norway \$109M \$2.18 UAE \$3.8B \$33B Georgia \$83M S.Korea Belgium U.K. Portugal Philippines Jordan Macao \$51M \$4.6B \$9.9B \$933M \$8.8B Singapore Poland ran = \$69M Taiwan \$7B Oman \$79M Denmark \$692M Nepal \$579M Japan Bahrain \$90M \$648M Saudi Arabia \$101M Russia \$60M Paraguay ... AFRICA \$413M \$148M Brazil 2.3% Uzbekistan Clothing Exports \$50B \$357MChile Honduras Kyrgyz Rep. \$152M in 2018 (\$) \$467M Colombia Tunisia \$3.28 4.2B Mexico Dominican Rep. \$1.69 Egypt Australia New Zealand Morocco 55 48 Haiti El Salvador \$801M Mauritius \$620M Guatemala Peru \$977M Lesotho \$491M \$10B Share in World Exports (%) Madagascar\$489M Nicaragua LATIN Ethiopia \$106M S.Africa \$467M More than 10% 0.1% - 1% AMERICA Eswatini \$195M Panama Kenya \$340M 3.7%

Note: Only countries with more than \$50M in clothing exports were considered.

Article & Sources:

https://howmuch.net/articles/world-map-clothing-exports. World Trade Organization - https://data.wto.org

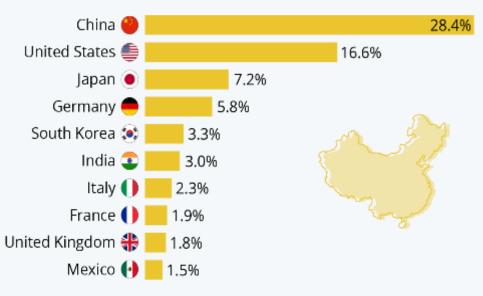


0.01% - 0.1%

1% - 10%

China Is the World's Manufacturing Superpower

Top 10 countries by share of global manufacturing output in 2018*



^{*} output measured on a value-added basis in current U.S. dollars Source: United Nations Statistics Division









- Global trade is changing at breakneck speed, with ongoing trade tensions between major players, the pressure to reform the global trading system, technological changes, shifting employment patterns and increasing environmental concerns all working to reshape supply chains and upend decades of business norms.
- As we enter the third decade of the 21st century, these pressures are also beginning to redefine demand patterns and production methods around the globe.
- ☐ Supply chains of the future may look almost nothing like those of the past, and enterprises will have to adapt to keep their competitive edge.



অববোধে নারায়ণগঞ্জের কারখানাভলো রঞ্জনিম্মী পণা পাঠাতে পারছে না « প্রথম আলো

কারখানায় পোশাকের স্থপ

ঢাকা থেকে চট্টগ্রাম কাভার্ড ভ্যানের ভাড়া এক লাখ টাকা

আশিক হোলেন, নারায়েলগঞ্জ ভ

तम मार्गस्य राणि त्रमा स्टब छ्ला मरखान-सप्टरास्त्रम राजरेगरिक अदिश्यक्षक बारतम साराधनसञ्चल कार्यन्त्रची নিট পোশাকশিল চলম সংকটে পড়েছে। সময়মকো পণা शनिवस्त करत बाहाबीकरण कराइ सा भाराम त्रिभव कार्य STREET, SONTHE PRINTER ON DED PUR.

বর্তমানে তার ৪০ কোটি ভলারের রঞ্জনি পোশাকপণ

শিল্পপ্রতিকারটির ব্যবস্থাপনা পরিচালক (এমডি) ও Forestation of the car and the care of the আঘানীকরণের অপেকায় পড়ে আছে। Sermont or represents a meal store direct এমতি ও এইও আদলাম সানী বংসন, নতন মজরি

মতেল ডি কাপিটল ইচাছিলে গিয়ে দেখা যায়.

পৰিমাণ হৈতি পোশাসের কার্ট্রন জমে বাহাছে

জুলাইয়ে কারখানা পরিদর্শন শেষ করবে অ্যালায়েন্স

निक्य थण्डिमिण्ड !W 'TIHAS

আগামী বছরের জুলাইয়ের মধ্যে ৬৮৬টি পোশাক কারখানা পরিদর্শনকাজ শেষ করবে অস্ট্রেলিয়া, কানাডা ও উত্তর আমেরিকার ক্রেতাদের জোট অ্যালায়েন্স ফর বাংলাদেশ ওয়ার্কার সেফটি

বাংলাদেশে লিয়াজোঁ অফিস উদ্বোধন উপলক্ষে এক সংবাদ সমোলনে এসব কথা বলেন অ্যালায়েন্সের প্রেসিডেন্ট ও প্রধান নির্বাহী কর্মকর্তা জেফরি ক্রিলা রাজধানীর ওয়েস্টিন হোটেলে গতকাল সোমবার বিকেলে এ সংবাদ সম্মেলনটি হয়



s asia high lights, mi pons

রাস্তায় নামলেন ব্যবসায়ারা

প্রধানমন্ত্রী ও বিরোধীদলীয় নেতাকে স্মারকলিপি দিলেন পোশাক ও বস্ত্রশিল্পের মালিকেরা

নিজয় প্রতিবেদক ও

দুশর চলমান রাজনৈতিক সহিংসভা বডের সমস্পন্ন টকরি দাবিতে এবার রাজার নামপেন তৈরি পোশাকশিয়ের মালিকেরা। দেশের অর্থনীতিকে বাঁচাতে সহিংসতা বন্ধ এবং উয়ান্ডার্ড গ্রন্থনা

वीज्ञारक जाविक्ताका नाम अन्य विभावती कार्यना व्यक्तिया वार्विक्रा विभावती विभ

বাবসায়ীরাও বাতছের মধ্যে অংহন। গতকাল সোমবার বেলা সাড়ে তিনটাছ অনুষ্ঠিত এ সভার বিভিন্নমইএ ছারাও নিট পোশাকশিয়ের মালিকদের সংগঠন বিকেএমইএ ও টেক্সটিইল মিলমালিকদের সংগঠন বিটিএমএর

ক্রমান্ত্রিক বিজ্ঞান্ত্রিকারে সংগঠক বিটি নামর বির্বাহন কর্মান্ত্রিকার বিজ্ঞান্ত্রিকার সংগঠক বিটি নামর বির্বাহন কর্মান্ত্রিকার কর্মান্তর বিজ্ঞান্তর বির্বাহন কর্মান্তর বারুলার বির্বাহন কর্মান্তর বারুলার বির্বাহন কর্মান্তর কর্মান্তর বারুলার বারুলার বারুলার কর্মান্তর বারুলার বারু

যিতে থাকেন বিশ্বিতদ ভিলেন বিজিএমইএর সাবেক সভাপতি শফিউল ইসলাম মহিউদিন, ভাবনুস

সামান মুল্টি, বর্তমান সরসভাপতি পরিস্থানে মালিমা, এল এক মালেমা, বিশ্বভারই বিবাহ জনতার প্রাপ্তিমা, এল এক মালেমা, বিশ্বভারইই বিবাহ জনতার কারাক্রিক আর্থানিক প্রাপ্তমান কার্যানিক প্রপ্তমান কার্যানিক প্রাপ্তমান কার্যানিক প্রস্তামান কার্যানিক কার্যানিক কার্যানিক প্রস্তামান কার্যানিক কার্য

এরপর পৃষ্ঠা ১৪ কলাম ২

বড় ক্ষতির মুখে পোশাক খাত

श्वराकत कर्मकात ।

আমেরিকার এক ক্রেতার সাতে তিন লাখ ডলার মল্যের ৯৪ হাজার পিস সুইপ ও পলো শার্ট তৈরির কার্যাদেশ নুধ্য ও গণো শাও জোরর কাথাদেশ পেয়েছিল ভিভাইন ফ্যাশন। এই পণ্য জাহাজীকরণের তারিখ ছিল গত ৩০ নভেছর। তবে টানা অবরোধের কারণে শেষ পর্যন্ত দেও লাখ ডলারের ১-৯ ডিসেম্বর ২০১৩ পর্যন্ত পণ্য সময়মতো বন্দরে পাঠাতে পারেনি প্রতিষ্ঠানটি।

বিদেশি ক্রেতা এক সপ্তাহ সময়



কোটি টাকার ক্ষতি হয়েছে। তিনি दालन, 'दाना धाका धटमद शर मिरनद পর দিন রাজনৈতিক অন্তিরতা চলছে। কার্যাদেশ চলে যাচ্ছে অন্য

আতিকল ইসলাম বলেন, রাজনৈতিক কারণে সৃত্ব কারখানাও অসম্ভ হয়ে পড়ছে। এই অবস্থা আরও কিছদিন চললে অনেক কারখানাই টিকতে পারবে না। বন্ধ হয়ে যাবে। বেশ কয়েকজন মালিকের সঙ্গে

कथा दल काना याश, जनतारभर

'বল এখন বাংলাদেশের কোর্টে'

জিএসপি পুনরুদ্ধার প্রসঙ্গে ইউএসটিআর

আসজাদুল কিবরিয়া, বালি (ইন্দোনেশিয়া) থেকে

মার্কিন যক্তরাষ্ট্রে অগ্রাধিকারমলক বাজারসবিধা (জিএসপি) ফিরে পাওয়ার বিষয়টি বাংলাদেশের ্ পদক্ষেপের ওপর নির্ভর করছে বলে স্পষ্টভাষায় জানিয়ে দিয়েছেন মার্কিন বাণিজ্য প্রতিনিধি মিশেল ফ্রোম্যান তিনি বলেছেন, 'বল এখন বাংলাদেশের কোর্টে'

ইন্দোনেশিয়ার দ্বীপ প্রদেশ বালিতে ডব্রিউটিওর নবম মন্ত্রী পর্যায়ের সন্মেলনের ততীয় দিন গত বহস্পতিবার (৫ ডিসেম্বর) সম্মেলনস্থলে *প্রথম আলে*র এর্ক প্রশ্নের জবাবৈ



মাইকে গুজব ছড়িয়ে কারখানায় আগুন



 ২২ হাজার শ্রমিকের রুটি-রুজি বন্ধ হাজার কোটি টাকার ক্ষতি বলে দাবি

 নয়তলা ভবন, পণ্যবোঝাই ১৯টি কাভার্ড ভ্যান পুড়িয়ে দেওয়া হয়েছে

বাধা দেওয়া হয়। পুলিশ এসে এখন প্রতিষ্ঠানের তবনের কদ্বাল

তলকের কর্মকার ও মাসুদ রানা, গাজীপুর থেকে ।

শ্রমিক নিহত হওয়ার ওজব ছড়িয়ে গাঞ্জীপুরের কোনাবাড়ী জনদ সাতটার সময়ও কারখানার এলাকার স্ট্যান্ডার্ড গ্রুপের পোশাক কারখানায় তাওব চালিয়েছেন বহিরাগত শ্রমিকেরা। আঙ্ক দিয়ে হয়ে যাঁওয়ায় আঙ্কে হতাহতের পুড়িয়ে দিয়েছেন কারখানার নয়তলা ভবন, পণ্যবোঝাই ১৯টি কাভার্ড ভ্যানসহ কয়েক শ কোটি টাকার আবদুল বাতেন প্রথম আলোকে

প্রত্যক্ষদশী ও পুলিশের সূত্র জানায়, বৃহস্পতিবার রাত ১১টায় শ্রমিক উত্তেজিত হয়ে কারখানায় কারখানা ভবনে আঙ্ন লাগিয়ে দেন স্ট্যান্ডার্ডের আশপাশের কয়েকটি সোয়েটার কারখানার শ্রমিকেরা। মহাব্যবস্থাপক মো, নূর-ই আলম আঙ্গ যাতে নেডানো না যায়, সে বলেন, পরিকল্পিতভাবে প্রতিষ্ঠানটি জন্য সভকে গাছের ওঁড়ি ফেলে ধ্বংস করতেই ওজন ছড়িয়ে ফায়ার সার্ভিসের কর্মীদের আসতে প্রমিকদের উসকানি দেওয়া হয়েছে।

গতকাল ওক্রবার বেলা দেড়টার দিকে আঙ্ক নিয়ন্ত্রণে আনে ফায়ার সার্ভিসের ১৪টি ইউনিট। তবে গতকাল সন্ধ্যা সাডে

> ওপরতলার পেছন দিকের স্টোরে আঙ্ন জ্বলতে দেখা যায়। আগে ছটি গাজীপুরের পূলিশ সূপার মো বলেন, মাইকে শ্রমিক নিহত হওয়ার ওজব ছড়িয়ে দেওয়ায় শত শত

আঙ্ক ধরিয়ে দেন। श्रानार्ड अग्टबर टकाई





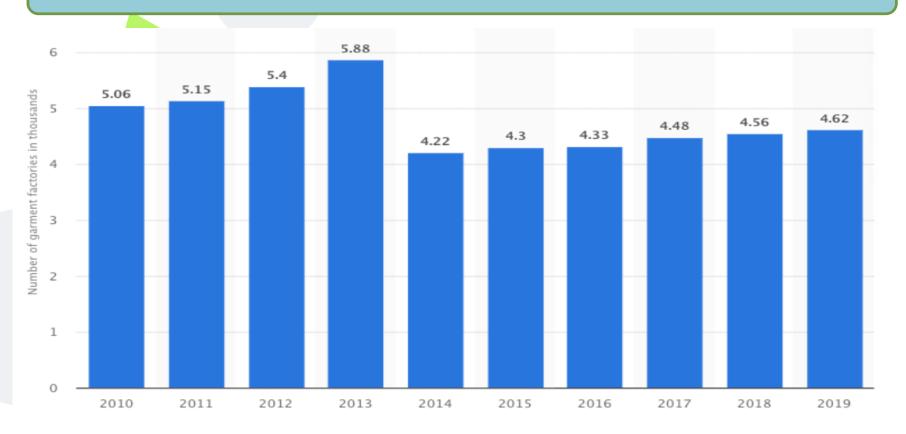
'দ্য ইয়ার ইন পিকচার্স' শিরোনামে বিদায়ী ২০১৩ সালের বিশ্বজুভে আলোচিত কয়েকটি ছবি ছেপেছে টাইম সাময়িকী। চলতি সংখ্যায় প্রকাশ করা এসব ছবির মধ্যে প্রথমেই রয়েছে রানা খ্রাজা ধনের পর উদ্ধার অভিযানের সময় আলোকচিত্রী তাসলিমা আক্রারের তোলা এই ছবিটি। টাইম ছবিটির শিরোনাম দিয়েছে 'শেষ আলিঙ্গন'

2013

- Rana Plaza incident
- Tajreen Fire Incident
- Political unrest
- Worker unrest

- Miracle:
- RMG growth about 16%

Bangladesh number of garments factory decreased in 2014 significantly



Number of garment factories in Bangladesh from 2010 to 2019 (Source: Statista)

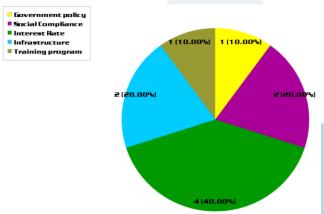


Figure 19 Factors that influence the growth of Bangladesh RMG

	Industrial infrastructu		
Number	Country	Ranking	Point
1	Bangladesh	130	2.7
2	India	91	3.6
3	China	72	4.1
4	Pakistan	100	3.5
5	Sri Lanka	61	4.4
6	Thailand	46	4.9
7	Cambodia	83	3.8

Figure 16 Bangladesh industrial infrastructure ranking along with other countries

(Source: World economic Forum 2011.

Bangladesh RMG Industry Competitiveness

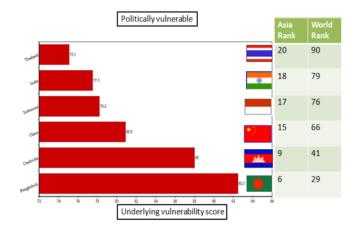
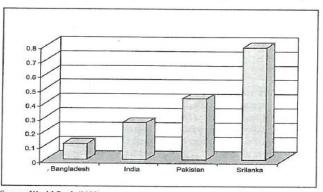


Figure 18 Ranking of politically vulnerable countries

(source: The Asian Studies Center)

Analysing Competitiveness of the Bangladesh RMG Industry



Source: World Bank (2000).

Figure 5.2: Unit Labour Cost (US\$/shirt)

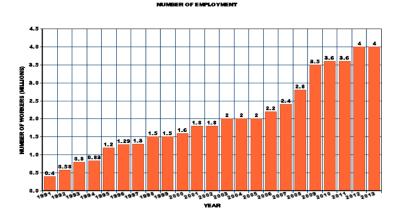
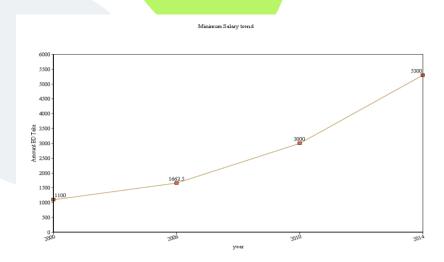


Figure 9 Increase in total number of employees in Garments industry over the years

(Source: BEMEA official site, 2014)



Labour Cost

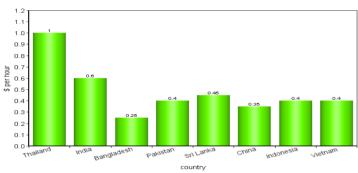


Figure 10 Comparison in Labor cost by countries

(Source: BKMEA official site, 2014)

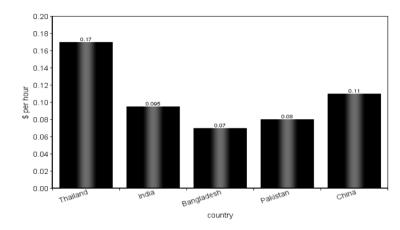


Figure 11 Comparison in Energy cost by countries

(Source: BKMEA official site, 2014)

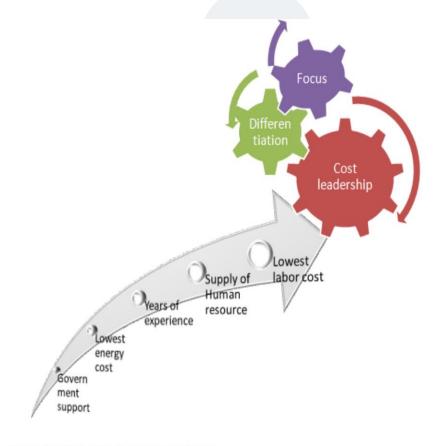


Figure 20 Model for Bangladesh RMG

(Source: Porter's generic strategies)

APPAREL ITEMS IMPORTED

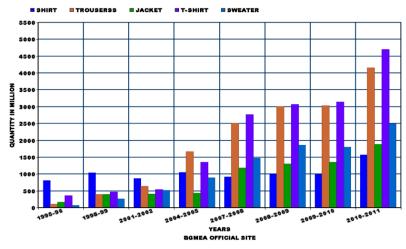
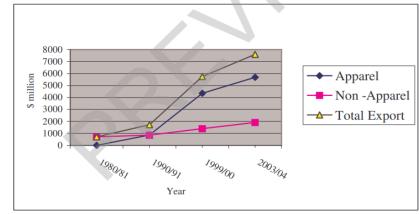
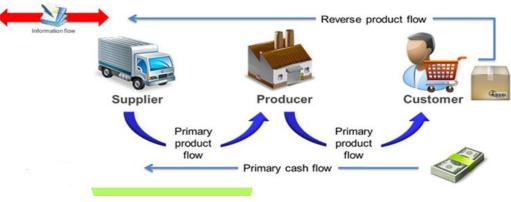


Figure 2.2: Apparel and non-apparel export trend

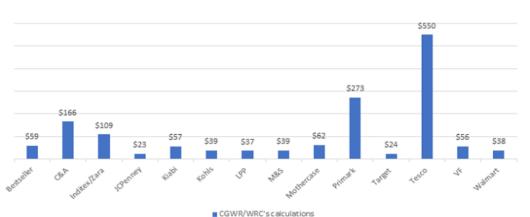


WHAT IS SUPPLY CHAIN MANAGEMENT?



Cancelled and delayed orders, in US\$ millions (Source: Centre for Global Workers' Rights)

CGWR/WRC's calculations based on BGMEA data as of March 29, 2020





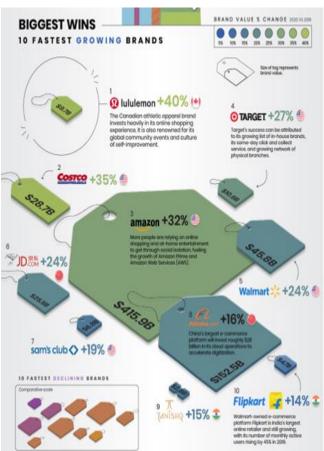




31



Even as the economy begins to open up again post-COVID-19, the future of retail is very uncertain. How these brands react in the coming months will determine their value in the next edition of these rankings.





THE FASTEST GROWING AND DECLINING **RETAIL BRANDS**

The global retail industry has experienced a catastrophic start to 2020 due to the ongoing pandemic, and no retailer has been immune to its effects.

However, several brands have experienced an increase in brand value when compared to 2019.



The following data comes from Kantar's BrandZ 2020 report, and incorporates financial data up until mid-April 2020.

KANTAR colculates the value of

a brand by using global data from:









The U.S. Government Office of Textiles & Apparel (OTEXA)



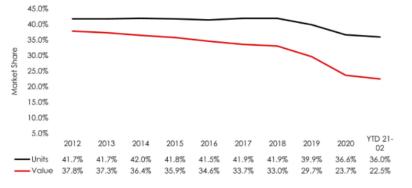
Challenge & Opportunity

TREND ANALYSIS

MARKET SHARE

Total Garments YTD

U.S. Garment Imports: CHINA



South Asia

U.S. Garment Import Growth: SOUTH ASIA

Units								Value					
Period	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022	
Jan	5.5%	4.6%	5.7%	6.3%	-5.7%	31.9%	2.1%	3.9%	8.1%	5.9%	-16.7%	44.6%	
Feb	0.0%	1.5%	5.8%	7.8%	-2.9%		-4.2%	1.8%	8.9%	5.0%	-14.4%		
Mar	-0.9%	-2.5%	10.6%	4.7%	3.5%		-3.7%	-2.0%	13.0%	2.3%	-8.1%		
Apr	-2.5%	2.2%	7.1%	-1.3%	11.3%		-4.5%	2.3%	10.3%	-5.2%	0.6%		
May	-1.7%	2.9%	-6.4%	-15.2%	33.9%		-4.0%	2.6%	2.5%	-18.8%	21.7%		
Jun	-1.8%	2.3%	6.6%	-20.3%	43.1%		-3.8%	2.4%	10.9%	-24.1%	31.5%		
Jul	-0.5%	1.5%	5.5%	-19.4%	42.0%		-3.1%	2.7%	9.6%	-24.3%	32.3%		
Aug	-0.4%	1.4%	5.1%	-16.2%	38.2%		-2.4%	2.1%	9.1%	-21.5%	30.2%		
Sep	-0.5%	1.7%	4.3%	-14.0%	37.2%		-2.6%	2.7%	8.2%	-19.5%	30.8%		
Oct	0.4%	1.9%	4.2%	-11.7%	34.8%		-1.5%	3.1%	7.5%	-17.3%	30.3%		
Nov	0.8%	0.4%	4.7%	-9.4%	35.5%		-1.0%	1.9%	7.8%	-16.3%	33.4%		
Dec	-0.1%	1.2%	4.4%	-8.1%	37.6%		-1.6%	2.7%	7.7%	-16.2%	37.6%		

S	outh Asia \	/TD 22-01		Sc	outh Asia \	/TD 22-01		South Asia YTD 22-01			
(Jnits (1,000	Dozens)			Value (\$ 1	Millions)		FOB			
	2021	2022	%+/-		2021	2022	%+/-		2021	2022	%+/-
Total	402	530	31.9%	Total	1,088	1,573	44.6%	Total	\$2.71	\$2.97	9.6%
338/339	5,668	7,617	34.4%	338/339	165	258	56.1%	338/339	\$2.43	\$2.82	16.2%
347/348	5,460	6,787	24.3%	347/348	314	423	34.8%	347/348	\$4.79	\$5.19	8.5%
340	718	821	14.4%	340	45	58	28.6%	340	\$5.26	\$5.91	12.4%
352/652	6,144	7,172	16.7%	352/652	92	106	15.1%	352/652	\$1.25	\$1.24	-1.4%

The U.S. Government Office of Textiles and Apparel (OTEXA)

Challenge & **Opportunity** U.S. Garment Imports: FOB Prices: SOUTH ASIA \$4.00 \$3.75 \$3.50 Average FOB \$3.25 \$3.00 \$2.75 \$2.50 ---2020 \$3.07 \$3.05 \$3.03 \$2.88 \$2.79 \$3.02 \$2.95 \$3.04 \$3.05 \$2.93 \$2.66 \$2.49 \$2.68 \$2.73 \$2.78 \$2.74 \$2.94 \$3.00 \$3.08 \$3.16 \$3.14 \$3.12 \$2.98 2022 \$2.97 U.S. Garment Imports: FOB Prices: SOUTH ASIA 15.0% emium(+)/ Discount(-) to World Avg 10.0% 5.0%

-0.2% 14.2%

Aug

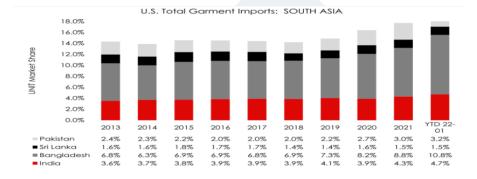
1.7% 10.8% 7.4% 8.2% 11.8% 7.8% 6.0% 2.7%

APPENDIX II: Market Share Data as of YTD 22-01

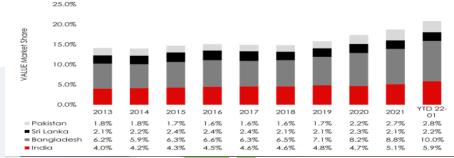
All Go	ina 37.4% 38.2% 2.2 ida 18.8% 20.3% 7.7 ida 18.8% 20.3% 7.7 ida 26.4% 24.9% -5.7 CAFTA 10.2% 9.7% -5.4 in 1.6% 1.7% 2.0 esia 3.6% 4.1% 13.9 ida 4.4% 4.7% 6.6 ines 0.5% 0.6% 6.7 idesh 9.3% 10.8% 16.1 idan 3.2% 3.2% 0.5 odia 4.3% 4.0% -5.6 mala 1.4% 1.4% 2.6 igua 1.7% 1.8% 2.7			All Garment Products						
Market Sha	re in Units -	YTD 22-0	1	Market Share	by Value	- YTD 22-	01			
Units	2021	2022	% +/-	Value	2021	2022	% +/-			
G.China	37.4%	38.2%	2.2%	G.China	23.7%	25.6%	7.8%			
S. Asia	18.8%	20.3%	7.7%	S. Asia	19.7%	20.9%	5.9%			
ASEAN	26.4%	24.9%	-5.7%	ASEAN	31.1%	29.5%	-5.3%			
MX/DR-CAFTA	10.2%	9.7%	-5.4%	MX/DR-CAFTA	12.5%	11.4%	-8.8%			
SSA	1.6%	1.7%	2.0%	SSA	2.2%	2.0%	-8.9%			
Indonesia	3.6%	4.1%	13.9%	Indonesia	5.0%	5.8%	15.6%			
India	4.4%	4.7%	6.6%	India	5.2%	5.9%	12.2%			
Philippines	0.5%	0.6%	6.7%	Philippines	0.7%	0.8%	8.4%			
Bangladesh	9.3%	10.8%	16.1%	Bangladesh	9.4%	10.0%	6.5%			
Pakistan	3.2%	3.2%	0.5%	Pakistan	2.7%	2.8%	5.7%			
Cambodia	4.3%	4.0%	-5.6%	Cambodia	4.2%	4.3%	4.1%			
Guatemala	1.4%	1.4%	2.6%	Guatemala	2.1%	2.1%	-1.2%			
Nicaragua	1.7%	1.8%	2.7%	Nicaragua	2.2%	2.1%	-2.0%			
Mexico	2.5%	2.5%	-1.5%	Mexico	3.2%	3.0%	-7.0%			
Egypt	1.6%	1.5%	-7.7%	Egypt	1.7%	1.6%	-7.4%			
Haiti	0.9%	0.8%	-7.5%	Haiti	0.8%	0.7%	-8.7%			
Sri Lanka	1.9%	1.5%	-19.1%	Sri Lanka	2.4%	2.2%	-10.2%			
Thailand	1.0%	1.0%	2.9%	Thailand	1.1%	1.0%	-12.0%			
Vietnam	16.3%	14.5%	-11.0%	Vietnam	19.4%	16.9%	-12.8%			
Jordan	1.2%	1.0%	-15.6%	Jordan	2.1%	1.8%	-14.9%			
El Salvador	1.9%	1.6%	-11.8%	El Salvador	2.0%	1.7%	-15.1%			
Honduras	2.2%	1.9%	-15.0%	Honduras	2.5%	2.1%	-17.1%			
Dom Rep	0.6%	0.5%	-8.3%	Dom Rep	0.5%	0.4%	-19.0%			

0.0% -5.0% -10.0% -15.0% -20.0%

2022 2.9%







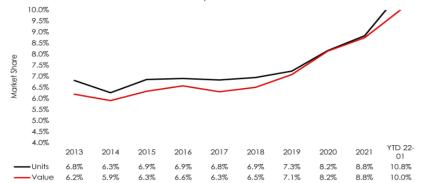
U.S. Garment Imports: FOB Prices: BANGLADESH



MARKET SHARE

Total Garments YTD

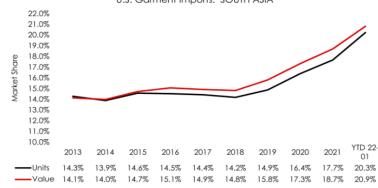
U.S. Garment Imports: BANGLADESH



MARKET SHARE

Total Garments YTD

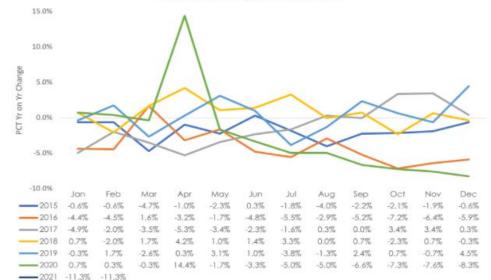
U.S. Garment Imports: SOUTH ASIA



US Garment Imports: FOB Prices Bangladesh 2010-Year Ending 07-19

	10	11	12	13	14	15	16	17	18	YE 07-19
World	\$2.89	\$3.25	\$3.24	\$3.21	\$3.19	\$3.13	\$3.00	\$2.96	\$2.98	\$3.00
Bangladesh	\$2.45	\$2.93	\$2.94	\$2.92	\$3.00	\$2.89	\$2.85	\$2.74	\$2.79	\$2.88
PCT +/-	-15.2%	-10.0%	-9.4%	-9.0%	-5.8%	-7.7%	-5.0%	-7.6%	-6.2%	-3.8%

U.S. Garment Imports: FOB Prices

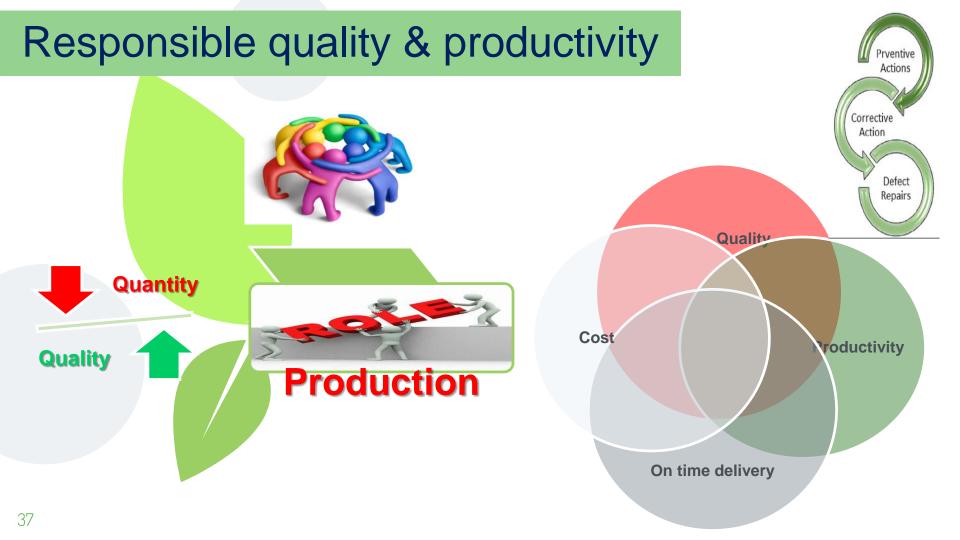


Yr on Yr FOB Price Changes 2017-2022

Month	2017	2018	2019	2020	2021	2022	2018	2019	2020	2021	2022
Jan	\$3.04	\$2.89	\$2.90	\$2.92	\$2.59	\$2.88	-4.9%	0.5%	0.6%	-11.5%	11.5%
Feb	\$2.99	\$2.93	\$2.93	\$2.95	\$2.61		-2.0%	0.0%	0.6%	-11.5%	
Mar	\$3.12	\$3.01	\$3.14	\$3.07	\$2.60		-3.5%	4.2%	-2.1%	-15.3%	
Apr	\$3.02	\$2.86	\$3.02	\$2.82	\$2.75		-5.3%	5.7%	-6.8%	-2.6%	
Мау	\$2.96	\$2.86	\$2.92	\$2.80	\$2.69		-3.3%	2.1%	-4.2%	-3.7%	
Jun	\$2.99	\$2.92	\$3.04	\$2.65	\$2.65		-2.2%	4.0%	-12.9%	0.2%	
Jul	\$3.08	\$3.03	\$3.13	\$2.73	\$2.79		-1.4%	3.1%	-12.7%	2.2%	
Aug	\$3.04	\$3.05	\$3.04	\$2.71	\$2.84		0.5%	-0.6%	-10.8%	5.0%	
Sep	\$2.92	\$2.92	\$3.01	\$2.70	\$2.82		0.1%	2.9%	-10.2%	4.7%	
Oct	\$2.97	\$3.07	\$3.10	\$2.75	\$2.92		3.3%	1.0%	-11.3%	6.0%	
Nov	\$2.92	\$3.02	\$3.02	\$2.64	\$2.94		3.3%	0.3%	-12.8%	11.6%	
Dec	\$2.89	\$2.90	\$3.01	\$2.57	\$2.90		0.4%	3.9%	-14.7%	13.1%	

U.S. Garment Imports FOB Prices: World Average









SPACE SHUTTLE CHALLENGER EXPLODES 73 SECONDS AFTER TAKEOFF

- 7 DEATHS
- FINANCIAL LOSS OF MORE THAN USD 1 BILLION

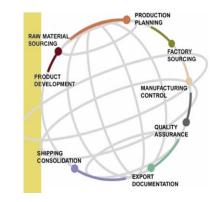












RMG Operations: Where we are?

SUPPLY CHAIN

% of Loss

20%-30% Loss in Lead time

Failure rates

QUALITY % of Loss

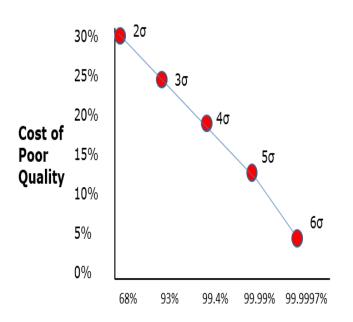
10%-25% Loss in Repairing 1%-5% in Rejection WASTAGE % of Loss

5%-50% Loss in materials 30%-40% in time Efficiency (% of Loss)

52%-60% Loss in terms of GSD guided SMV and Calculation



6 Sigma vs Cost of Poor Quality



Percent Defect Free

Six sigma metrics

	Defects Per
Sigma Level	Million Opportunities
2	308,770
3	66,810
4	6,210
5	233
6	3.4

Most companies operate internally at 3 Sigma and externally at 4 Sigma

Cost of poor quality



Cost of Thread breakage's & Skip stitch

8	MC	WH	WD
Ì	60	10	270

Categories	Freq./Hr	Timeto re-Work (Min)	Loss Min/Day	Loss Min/ Month	Loss Min/ Year
Rethread after Breakage	1	0.5	300	7650	91800
Resew after breakage	1	0.75	450	11475	137700
Repair after Skip Stitch	1	0.75	450	11475	137700
Total Loss minutes			1200	30600	367200
Add system loss(20%)	(5) (6)		1440	36720	440640
Loss of potential Garments			72	1836	22032
Loss in Hours		2-1	24	612	7344
Loss in Efficiency	9	3.	4.00%	4.00%	4.45%

Does it matters if only one breakage, one skip stitch per Hour !!!





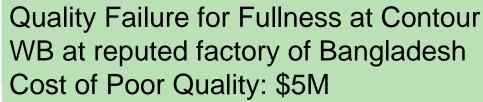




















Process Analysis is the foundation toward achieving Process Excellence.



"85% of the reasons for failure to meet customer expectations are related to deficiencies in systems and processes... rather than the employee"

A bad system will beat a good person every time.

- W.E. Deming





Effort



CHINA 100

INDIA

PAKISTAN 88

BANGLADESH

CAMBODIA 68 number of children at school and mortality rates

Bangladesh BANGLADESH RANK HIGHER THAN INDIA & PAKISTAN Launched at the World Bank's annual meeting 2018 with the International monetary Fund in Bali the report recognises the gains of the past 40 years in improving the

Significant

COUNTRY RANKS SRI LANKA 72 NEPAL 102 BANGLADESH 106 INDIA 115 **AFGHANISHTAN** 133 PAKISTAN 134

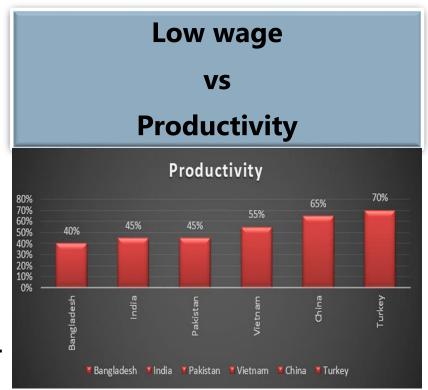
Required

SOURCE: USAID; INTERVIEWS; MCKINSEY

Bangladesh has the lowest minimum wage among Asian garment exporting counties exception on Myanmar

Considering full minute cost of 0,08 € in countries like Ukraine, Russia, Albania or even Bulgaria, i see good chances to bring back business to Europe. Productivity is double, diversification flexibility is light years ahead, sustainability already on a suitable level, transport cost and lead time to Europe much shorter and customer service on a total different standard as everybody has already the experience of losing business.

Understanding for challenges ahead might be there, but actions specially in updating production are not. Waiting, talking, talking and waiting.



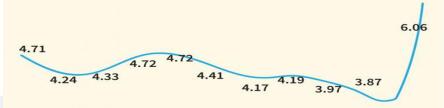
PRODUCTIVITY OUTPUT NOW REQUIRES MORE INVESTMENT



- Output worth Tk1 needs capital investment of Tk6.06 in FY20
- The same output resulted from Tk3.87 in FY19



Incremental Capital Output Ratio of Bangladesh



FY10 FY11 FY12 FY13 FY14 FY15 FY16 FY17 FY18 FY19 FY20Source: MoF, BBS

RMG worker productivity in Asian countries

Name of the country	Per hour productivity in value
Sri Lanka	\$15.9
Indonesia	\$12.3
China	\$11.1
Philippines	\$8.7
India	\$7.5
Vietnam	\$4.7
Myanmar	\$4.1
Bangladesh	\$3.4

Source: Asian Productivity Organization (APO) Data

Where Pay Is Lowest For Cheap Clothing Production

Monthly minimum wage in the global garment industry in 2018 (selected countries)



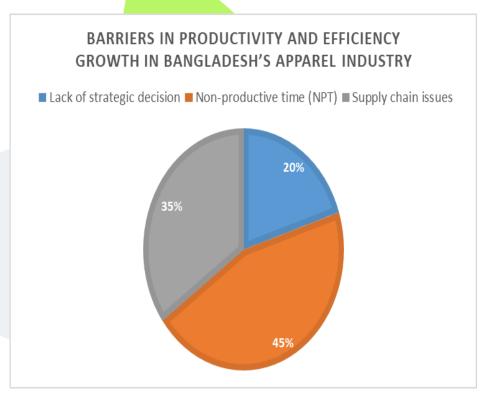


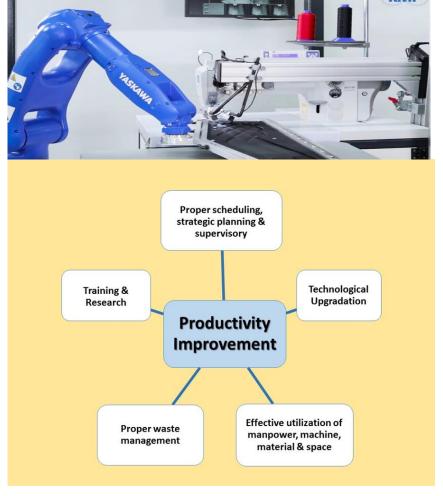




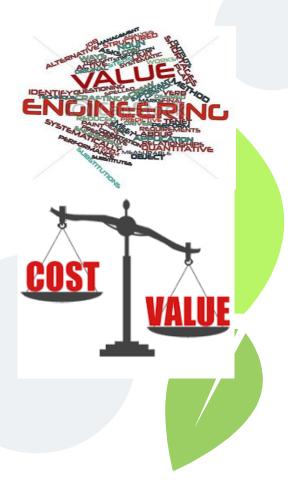
Source: Asian Productivity Organization (APO), 2020

Productivity barrier and improvement









Re-Engineering (Product, Process etc)

Cost Of Quality

No compromise on Quality (aid better planning, design, and selection)

Seeking Improvement (Product or Service)

Value Analysis Value Engineering

- •DOE
- Prototyping

QCtools, QFD,
Market Analysis,
Prioritization,
FMEA,
Benchmarking,
Force field
analysis, Lessons
learned, etc

ଞ୍ଜ Idea & Mind ଲ mapping, ଣ୍ଡ Storyboard, ଆ Diagramming, SWOT analysis, Prioritization, et Decision, CB
analysis,
Elimination
rounds, Go-No-Go,
Capability Demos,
Approaches,
Rollout plan, etc

Piloting,
Precommissioning
Production, CIP,
etc

Manufacturing Speed

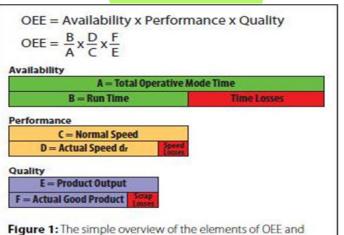


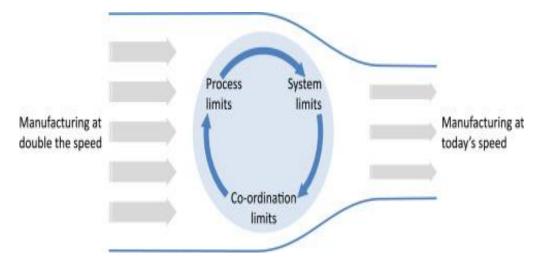
how they inter-relate in OEE.



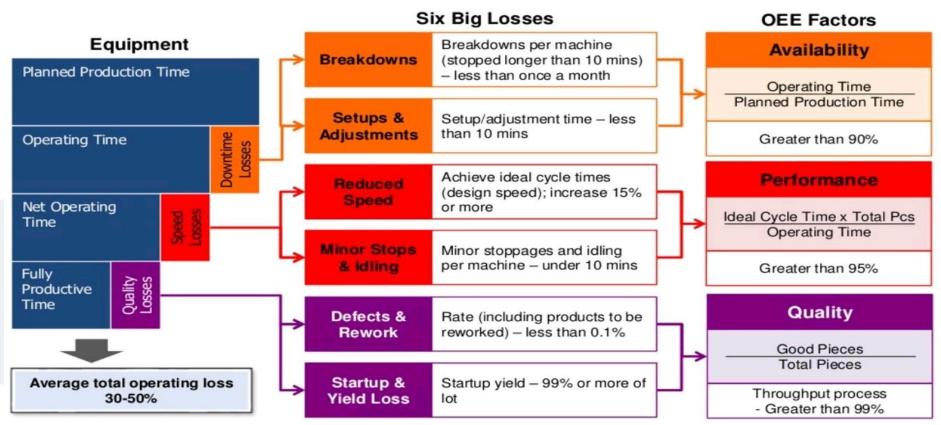








Equipment Losses & OEE



OEE = Availability x Performance x Quality

Efficiency comparison and calculation by OEE can create scope to find best quality & productivity friendly method raising profitability.



Efficiency Comparison: OEE vs SAM/SMV Improving efficiency by defect reduction



Date	10-Oct-20
Fty Name	Snowtex Outerwear Ltd

Section	Operator Name	ID	Operation Name	Efficiency method	Current efficiency %	OEE %	Difference (-)	Remark
Bk Part	Jahangir	26954	bk rise jnt	Manual/Time Study	73%	49.33%	23.67%	
Assembly	Marjan	9284	side seam jnt	Manual/Time Study	93%	91.47%	1.53%	
Wst Band	Tania	25842	Waist belt jnt	Manual/Time Study	90%	70.40%	19.60%	18.16% efficiency loss
Wst Band	Sojol	13868	Waist belt jnt	Manual/Time Study	91%	67.10%	23.90%	because of higher
Bk Part	Forid	26677	bk rise jnt	Manual/Time Study	53%	35.00%	18.00%	DHU/repairing %(quality failure)
Assembly	Halima	1968	side seam jnt	Manual/Time Study	79%	57.00%	22.00%	contributing 1.85%
Wst Band	Shanaz	0093	Waist belt jnt	Manual/Time Study	87%	76.00%	11.00%	profitability loss
Bk Part	Sopna	22546	bk yoke jnt	Manual/Time Study	89%	65.33%	23.67%	
Assembly	Marufa	19714	side seam jnt	Manual/Time Study	78%	57.90%	20.10%	
				Average	81.44%	63.28%	18.16%	

Operator incentive system









- What task need to be done?
- Why task need to do
- How to complete the task?
- Which document & material needed?
- Who is responsible for the task
- When task should be completed?
- Whom to handover the completed task

Gemba Walks Questions & Advice

6

8

DOING NOW?

Observe Approach, Ask. Giving feedback should be part of the workplace culture.

WHAT CHALLENGES DO YOU FACE?

Make sure staff feel comfortable answering this question. Again, giving feedback should be a positive experience.

WHAT CAN YOU FIX?

Anything within the job remit of any Gemba walk team member.

WHO DO YOU SPEAK TO WHEN SOMETHING GOES WRONG?

Immediate supervisor ideally, however in a true continuous improvement culture, anyone should be approachable when something goes wrong,

IF YES, IS IT USEFUL?

Take the feedback and apply it elsewhere across the business. Do more of whatever is working!

tions & Advic

IS THERE A
STANDARDISED PROCESS
FOR COMPLETION?

If there is a process, is it being followed? If there isn't, create one!

HOW DO YOU IDENTIFY A CHALLENGE?

Anything that frustrates staff, leads to double handling or requires escalation to fix should be identified as a challenge.

WHAT CAN'T YOU FIX?

Anything outside the responsibilities of Gemba team members should be captured, escalated and pursued until fixed.

DO YOU USE A VISUAL MANAGEMENT TOOL?

These could be Production Tracking Boards, Traffic Signals, Automated Production Screens etc.

IF NO, WHY?

Take the feedback and fix the faults. Can lessons learned be applied elsewhere across the business?

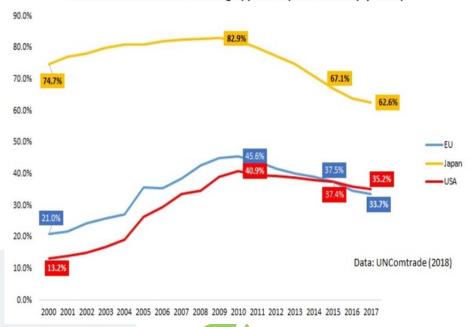


Bangladesh productivity and human skill behind than other competitors but this country moving forward very quickly to reduce this gap. If we can have aligned based on their skill level, they can achieve most challenging goal in the world.





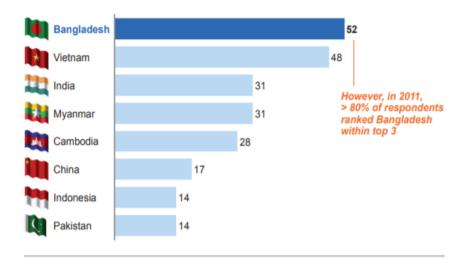
China's Market Shares in Leading Apparel Import Markets (by value)



Despite recent events, Bangladesh remains at the top of the list of sourcing countries expected to grow in importance in the next 5 years

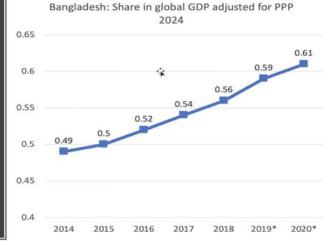
"What will be the top 3 country hot spots over the next 5 years?"

Percent of respondents who ranked the respective countries within top 3, n = 29





Bangladesh:
Share in
global GDP
adjusted for
Purchasing
Power Parity
(PPP)



Trade diversion impact of US-China trade war



Chinese entrepreneurs are setting up factories in Bangladesh to bypass US tariffs. American retailers are also placing more orders with Bangladesh in order to offset increasing tariffs.

Bangladesh apparel industry export



The country's apparel exports to the US maintained a hefty growth - both in terms of value and volume - during the first month of current calendar year. The US imported ready-made garment (RMG) items worth US\$756 million from Bangladesh in January 2022, marking a 45.53 per cent growth, according to OTEXA, an affiliate of the US Department of Commerce. Bangladesh exported goods worth \$519 million to the US in January 2021.

RMG Industry: Lifeline to Bangladesh Economy



ntry in the world

81%
of the country's total export earnings come from RMG

* * 4.4 *
Million workers earn their livelihood from

the industry

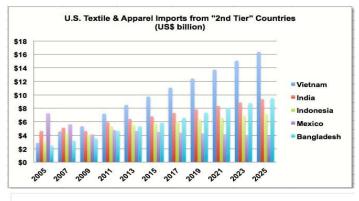
Of GDP of
Bangladesh is
contributed
by the RMG

The industry indirectly supports livelihood of

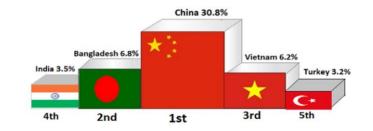


Million people of the country







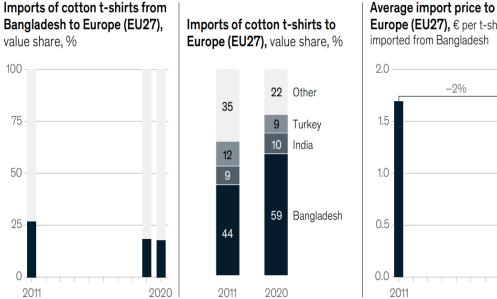


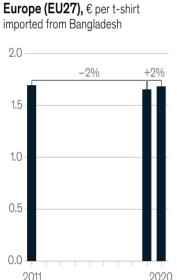
Bangladesh apparel export earnings growth achieved new heights in March 2022. Witnessing a staggering 60.15% year-on-year growth.



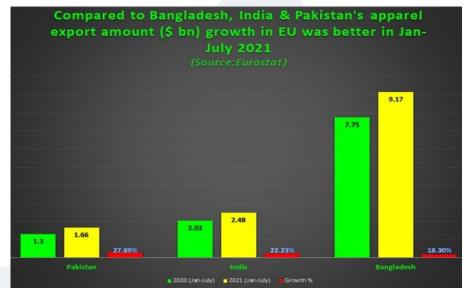


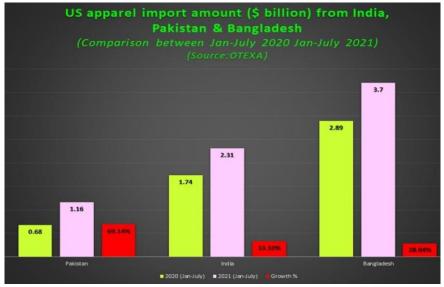
The cotton t-shirt remains the iconic product for Bangladesh sourcing, despite price pressure





Source: Eurostat; McKinsey analysis







Bangladesh's Trade Partner Structure

The United States, Germany and the UK are Bangladesh's top three export partners.

Trade structure by destination/origin

(% of total)



Source: <u>Euler Hermes Bangladesh Country Report</u>

Bangladesh's Trade Product Structure

Apparel and clothing accessories dominate Bangladesh's exports.

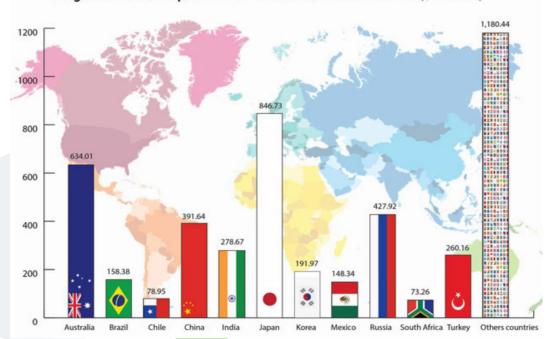
Trade structure by product

(% of total)

Exports	Rank	Imports
Articles of apparel & clothing accessories 83%	1	17% Textile yarn and related products
Textile yarn and related products 5%	2	6% Textiles fibres and their wastes
Footwear 2%	3	6% Fixed vegetable oils and fats, crude, refined of fractionated
Fish, crustaceans, molluscs and preparations thereof 2%	4	6% Petroleum, petroleum products and related materials
Leather, leather manufactures and dressed furskins 1%	5	5% Specialised machinery

Source: <u>Euler Hermes Bangladesh Country Report</u>

Bangladesh's RMG exports to non-traditional markets in FY18 (\$ million)





Bangladesh apparel exports challenge & opportunity





Supply chain capability improvement

1	•Seamless sourcing buyer and supplier to reduce supply chain risk & Optimize internal supply network, inbound freight & cost
2	•Integrated business planning to improve customer service and satisfaction for continuous improvement
3	•Real time seamless inventory ,order management , shipment tracking, Production and quality data visibility
4	•Collaborate with merchandising , ,sample, quality, production & IE
5	Vertical integration, Regulatory compliance, QMS improvement & Embed predictive analytics
6	Accurate cost visibility with Production customization and diversification
7	•New employee capabilities and manpower skill improvement
8	Optimization tools and technology to improve efficiency
9	•Automation ,advanced robotic technology & digital manufacturing
10	•Sustainability, environment activities , Waste management and social responsibility

Top ten apparel sourcing countries to watch in 2022













Egypt

El Salvador

Peru

Thailand



Case Study on Kathin Chibor Daan: A Buddhist Religious Festival in Bangladesh CHT women's are making cloth from row cotton by 24 hour without technology

- □ Kathin Chibar Dan, the biggest religious festival of the Buddhist people in Chattagram Hill Tracts. *Bishakha, a nurse of Goutam Buddha, introduced the religious festival about 2500 years ago. Since then the Buddhist community celebrate the Kathin Chibar Dan or the yellow robes offering ceremony every year.*
- □ Kathin Chibar Dan means difficult (Kathin) cloth (Chibar: used by monks) donation (Dan). On this day, it usually takes 24 hours to prepare Kathin Chibar from thread processed by spinning jum cotton. *The chibars (robes) are made of cotton and sewed by devotees under several preconditions for which it is termed as kathin (difficult).*



















Transformation of QA,QE & QMS Toward Prescriptive Quality Engineering (PQE)





Prediction

Prescriptive QE

Alert what action could be taken on possible failure

Predictive QE

Alert that trend on a possible failure

Proactive QE
Alert that occurs before failure

Preventive QE
Alert why did happen failure

Reactive QE
Alert what failure has happened

Low-active QE
Sometime fail to alert what failure has happened



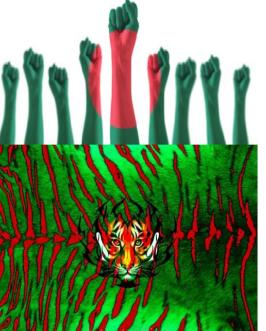
Shape the future now







Together we have the power to make a change



Todays guest for debate

- ☐ Let us know if you have any query?
- ☐ Let us know if you have any recommendations?
- ☐ We will be more than happy to accept your criticism
- ☐ Feel free to raise your hand





