GARMENT PRODUCTION

Level-III

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Ministry of Labor and Skills

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ACRONYM

OHS..... Occupational Health and Safety

PPE..... Personal Protective Equipment

SOP .....Standard Operating Procedure

PDCA..... Plan, Do, Check, Act

PDD.....Product Development Department

TTLM.....Teaching, Training and Learning Materials

INTRODUCTION TO THE MODULE

Garment production workers often work long hours in challenging conditions, so it is important to be patient and understanding. To interact effectively with garment production personnel, it is important to be respectful, understanding, and communicative.

This module is designed to meet the industry requirement under the Garment Production occupational standard, particularly for the unit of competency: **Interact with Garment Production Personnel**

This module covers the units:

- Job Requirements
- Workplace Communication
- Communicating Production

Complete work Learning Objective of the Module

- Determine Job Requirements
- Prepare Implementation Of Workplace Communication
- Communicate Production Related Information

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the specific objective of this learning guide.
2. Follow the instruction describes.
3. Read the information, and try to understand what are being discussed. Ask your teachers for assistance if the content is hard.
4. Accomplish the self-check.
5. Ask Key answers from your teachers or you can request your teacher to correct. Answer. You are to get the key answer only after you finished answering the self-check.
6. Submit your accomplished self-check. This will from part of your training portfolio.

Unit One: Job Requirements

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Overview job requirements
- Work Health and Safety
- Personal protective equipment (PPE)
- Standard operating procedures (SOP)

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Comply & Understand benefit with work health and safety
- Appropriate personal protective equipment (PPE)
- Follow standard operating procedures (SOP)
- Identify job requirements

1. Overview job requirements

A Job can be defined as:

- A piece of work, especially a specific task done as part of the routine of one's occupation or for an agreed price.
- A post of employment; full-time or part-time position
- Anything a person is expected or obliged to do; duty; responsibility
- An affair, matter, occurrence, or state of affairs.
- The material, project, assignment, etc., being worked upon.
- The process or requirements, details, etc., of working.
- The execution or performance of a task.

The requirements for a job vary according to the nature of the job itself. However, a certain work ethic must be cultivated to succeed in any job and this is fundamental to an individual's sense of himself as a worker, as part of production relations and a fundamental economic being. The basic requirements for a job remain the same no matter what the job is, where it is located or what professional and educational qualifications are required for it. These are as follows:

Discipline*:* Nothing is possible without discipline. Any job requires a fundamental core of discipline from the worker or the employee and this is a quality which is independent of age, post, stature, job and so on. Discipline is absolutely indispensable and provides the impetus for work that can be strenuous, repetitive, boring and even unsatisfactory at times.

Enthusiasm: Enthusiasm for work is also a pre-requisite for any job. An innate love for the job, which in modern parlance is known as job satisfaction, is a core requirement for any job. The drive to succeed, to innovate, to do well and to make one's profession into one's livelihood is a critical drive which needs to be present in the employee or cultivated as soon as possible. No job, however perfectly carried out, can evoke the feeling of satisfaction of a job well done without the instinct for success.

Qualifications: This is a more material, tactile need for a job which can be conveyed through degrees and certificates. However education is not limited to what is taught in colleges or vocational training courses. It is the burning desire to learn more, to reach the depths of knowledge about a particular field of interest, to complete the job and learn from it that marks the true enthusiast and the truly learned.

Soft Skills: Soft skills include those skills which ensure that a job is executed well, and the employee can carry himself in the proper manner too. For example, good and smooth communication, computer skills, proficiency in language if needed, presentable appearance, the ability to manage crises are all soft skills which are fundamentally important in any job and which must be cultivated consciously.

Thus, the requirements of a job, though specific to it, cover also a general spectrum. These make for better employees and better individuals.

Work Instruction

Information about the work

- Describe what workers need to be able to do on the job
  - ✓ Work functions
  - ✓ Key activities of each work function
  - ✓ Performance indicators
- Describe what task to be done or work roles in a certain occupation

Work instruction is a description of the specific tasks and activities within an organization. A work instruction in a business will generally outline all of the different jobs needed for the operation of the firm in great detail and is a key element to running a business smoothly.

In other words it is a document containing detailed instructions that specify exactly what steps to follow to carry out an activity. It contains much more detail than a Procedure and is only created if very detailed instructions are needed.

For example, describing precisely how a Request for Change record is created in the Change Management software support tool.

Procedures vs. Work Instructions

Many people confuse “procedures” with “work instructions”. In fact, most people write work instructions and call them procedures. Knowing the differences of procedures vs work instructions can help you understand the documentation process much better and, therefore, procedure documentation.

Procedures describe a process, while a work instruction describes how to perform the conversion itself. Process descriptions include details about the inputs, what conversion takes place (of inputs into outputs), the outputs, and the feedback necessary to ensure consistent results. The PDCA process approach (Plan, Do, Check, Act) is used to capture the relevant information.

1.1. Work Health and Safety

Work Health and Safety an important factor in any sewing industry either in hand sewing, using a sewing machine both an electrical or a manual sewing machine. Employees/individuals encounter several risk factors, such as awkward arm, neck, trunk, leg postures and back pains. Posture in sewing is also an important factor. Safety measures have to be taken seriously especially when sharp pointed objects are used such as, scissors, tacking pins, needles, and other equipment.

- **OHS practice:-**

Occupational health and safety is one of the most important aspects of human concern. It aims an adaptation of working environment to workers for the promotion and maintenance of the highest degree of physical, mental and social wellbeing of workers in all occupations. Prioritizing OHS at working area has several key benefits, including: Reduced risk or accidents or injuries by identifying and mitigating hazards.

Improved efficiency and productivity due to fewer employees missing work from illness or injury. Safety and health measures play an important role in any industry. It is essential that the workers be aware of the various occupational hazards in the industry. At the same time, it is

necessary that the management take the necessary steps to protect workers from potential hazardous situations.

- **Safety rules**

Safety is very important in Sewing. To make sure that everyone can learn and have fun in a safe environment, keep the following rules in mind:

1. Always: Place your coats, books and bags in separate places, away from your sewing area.

2. Always: Leave your shoes on during sewing class. You do not want to accidentally step on a pin or needle.

3. Always: Keep your fingers away from the sewing machine needle when winding the bobbin and operating the machine.

4. Always: Look under your fabric before cutting with scissors and carry scissors with the sharp edge pointing towards the floor. When the scissors are not being used, place them on the cutting table, sewing table, or in

Hazard and risks

Hazards that may be encountered when conducting sewing activities include:

• Cut and injuries from sharp edges, knife blades, scissors and pins.

• Holding the wrist in awkward position while cutting with scissors cause injury to the wrist.

• Participants/trainees hold their neck, trunk and arms in an awkward position as they strain to see detail in an object.

• Finger injuries while sewing.

• While cutting fabric the participants/trainees often bend over table, which may cause low back injury from poor posture.

• Eye strain from poor lighting.

• Back injury from improper lifting procedures.

1.2 Personal Protective Equipment (PPE)

Garment personal protective equipment (PPE) refers to specialized clothing and accessories designed to protect individuals from hazards and risks in various work environments. These garments are specifically designed to provide protection against physical, chemical, biological, thermal, and electrical hazards. Here are some examples of garment PPE:



Figure 1.1 personal protective equipment

Protective Clothing: This includes coveralls, lab coats, gowns, aprons, and vests made from durable materials such as cotton, polyester, or specialized fabrics like flame-resistant or chemical resistant materials. Protective clothing provides a barrier between the wearer and potential hazards like chemicals, biological agents, heat, or flames.

High-Visibility Clothing: These garments, often in the form of vests or jackets, are designed with bright colors and reflective materials to enhance visibility in low-light or high-traffic environments. They are commonly used in construction, roadwork, and other situations where visibility is crucial for worker safety.

Flame-Resistant Clothing: Flame-resistant garments are designed to protect against flames and thermal hazards. They are commonly used in industries such as welding, firefighting, and electrical work, where exposure to heat and flames is a potential hazard.

Chemical-Resistant Clothing: Chemical-resistant garments are made from materials that provide protection against various chemicals, acids, and corrosive substances. These garments

are used in industries such as manufacturing, laboratories, and chemical handling, where contact with hazardous substances is a concern.

Biological Hazard Protection: Garments such as biohazard suits and isolation gowns are used to protect against biological hazards, including infectious diseases and pathogens. They are commonly worn in healthcare settings, research laboratories, and other environments where there is a risk of exposure to biological agents.

Cut-Resistant Clothing: Cut-resistant garments are made from materials with high tensile strength, such as Kevlar or stainless steel mesh, to protect against cuts and punctures. These garments are used in industries such as construction, glass handling, and metalworking.

It is important to note that the selection and use of garment PPE should be based on a thorough risk assessment of the specific work environment and the potential hazards involved. Proper training on the use, maintenance, and disposal of PPE is essential to ensure its effectiveness in protecting individuals from workplace hazards.

1.3 Standard Operating Procedures /SOP/

Garment Standard Operating Procedures (SOPs) are specific procedures and guidelines designed for the garment manufacturing or textile industry. These SOPs provide a standardized framework for various processes involved in garment production, ensuring consistency, quality, and efficiency throughout the manufacturing process. Here are some common areas covered by garment SOPs:

Design and Development: SOPs may outline the procedures for garment design, pattern-making, and sample development. This includes guidelines for creating technical specifications, sample approval processes, and communication with designers and clients.

Material Sourcing and Inspection: SOPs may cover procedures for sourcing and inspecting raw materials, such as fabrics, trims, and accessories. This includes guidelines for selecting suppliers, conducting quality checks, and ensuring compliance with specific material requirements.

Cutting and Pre-Production: SOPs may detail the steps for fabric cutting, bundling, and marker making. This includes guidelines for spreading the fabric, ensuring accurate cutting, and maintaining proper documentation throughout the pre-production phase.

Sewing and Assembly: SOPs may provide instructions for garment assembly, sewing techniques, and quality control measures. This includes guidelines for machine setup, stitching methods, workstations layout, and inspection procedures to ensure consistent quality and timely production.

Quality Assurance: SOPs may outline procedures for quality control and assurance throughout the manufacturing process. This includes guidelines for in-process inspections, final inspections, testing for garment fit, measurements, and overall quality standards.

Packaging and Shipment: SOPs may cover procedures for packaging finished garments, labeling, and preparing them for shipment. This includes guidelines for folding techniques, packaging materials, tagging, and documentation for accurate and efficient shipment.

Maintenance and Calibration: SOPs may include maintenance procedures for sewing machines, equipment, and tools. This ensures that all machinery is properly maintained, calibrated, and serviced to minimize downtime and maintain optimal performance.

Health and Safety: Garment SOPs may incorporate health and safety guidelines to ensure a safe working environment for employees. This includes procedures for handling chemicals, controlling ergonomic risks, promoting proper ventilation, and implementing safety protocols.

It's important to note that specific garment SOPs may vary depending on the manufacturing processes, company policies, and industry standards. These procedures are typically developed, reviewed, and updated by garment manufacturers to establish best practices, ensure compliance, and maintain consistent quality throughout the production cycle.

Self-Check -1

I. Choose the best answer for the questions bellow

1. ---------- is one of the most important aspects of human concern.

A/ Occupational health and safety B/ Personal Protective Equipment C/ SOP D/ All

2. What is the abbreviation of PPE? A/ Product Protective Equipment B/ Personal Protective Equipment C/ Personal Project Equipment D/ All

3. A Job can be defined as:

A/ A post of employment; full-time or part-time position

B/ Anything a person is expected or obliged to do; duty; responsibility

C/ An affair, matter, occurrence, or state of affairs

D/ All

4. Which one is not describe what workers need to be able to do on the job

A/ Work functions C/ Performance indicators

B/ Key activities of each work function D/ None

III. Write True or False for the following question

1. Qualifications are a more material, tactile need for a job which can be conveyed through degrees and certificates.

2. Soft Skills is one of the most important aspects of human concern.

3. Occupational health and safety good and smooth communication, computer skills, proficiency in language.

II. Give long and short answer for the questions

1. List down Applying Job Requirements

2. Explain about Discipline

3. White the difference between Procedures vs. Work Instructions

Unit Two: Workplace Communication

This unit to provide you the necessary information regarding the following content coverage and topics:

- Communication channels
- Communication Protocols
- workplace interaction and communication

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify roles of different production personnel
- Identify workplace communication channels and tools
- Identify communication protocols of different garment production personnel
- Identify workplace interaction and communication practices and quality standards

2.1. Communication channels

Implementation of Workplace Communication for Garment Production Personnel Goals:

- Improve communication between managers and workers.
- Reduce quality defects.
- Increase customer satisfaction.

Channels

A. Face-to-face meetings: Regular face-to-face meetings between managers and workers are essential for building relationships and ensuring that everyone is on the same page. Meetings can be used to discuss production goals, schedules, priorities, and any problems or concerns that workers may have.

B. Email: Email is a convenient way to communicate with team members who are not in the same location. It can be used to share information, updates, and instructions.

C. Phone calls: Phone calls can be used for urgent communication or for issues that need to be resolved quickly.

D. Communication platform: A communication platform, such as Slack or Microsoft Teams, can be used to share information and collaborate on projects.



Tools

A. **Project management software:** Project management software can be used to track progress on projects, assign tasks, and communicate deadlines.

B. **Communication templates:** Communication templates can be used to ensure that all communication is clear, concise, and consistent.

C. Implementation

1. Train team members on how to use the new communication channels and tools.
2. Develop communication templates and guidelines.
3. Establish regular communication cadences. For example, you may want to have daily stand-up meetings, weekly team meetings, and monthly production meetings.
4. Encourage team members to communicate with each other openly and honestly.
5. Be open to feedback and make adjustments to the communication plan as needed.

Additional considerations:

- Language: Garment production personnel may speak a variety of languages. It is important to use communication channels and tools that support multiple languages.
- Literacy: Some garment production personnel may have low literacy skills. It is important to communicate in a way that is easy for everyone to understand.
- Cultural differences: Garment production personnel may come from different cultures with different communication norms. It is important to be sensitive to these differences and to communicate in a way that is respectful and appropriate.

By being mindful of these considerations, you can create a workplace communication plan that is effective for all garment production personnel.

Roles of Different Production Personnel

Production personnel may include but not limited to

- Patternmakers
- Designers
- Cutters
- Pressers
- Despatch personnel
- Machinists
- Supervisors
- Work colleagues
- Colleagues with specific and relevant expertise

- **Designers**

The designer is the fashion library of the factory. The designer is often called on to resolve manufacturing or quality control problems. These problems could be assessing poor quality fabric, badly made patterns, wrong color fabric, poor stitching, or a fitting problem.

Importance of Fabric

The designer is a fabric sculptor. Design students need to become experts in fabric. Choosing a suitable fabric for the design is one of the most important aspects of the design process. Fabric selection and style development act in tandem. If an unsuitable fabric is chosen for a style, then the design won't work. Start by understanding the variety and qualities of each fabric before they are applied to a design.

This involves learning the differences between natural and synthetic fibers, fabric weaves (plain, twill, satin), and woven and knit- ted fabrics. These fabric details are important, as each type of fabric can influence the design. Each fabric has a different structure, and understanding each will help the designer design to the fabric.

For example, knit and woven fabrics need very different designs, because knit fabric stretches and woven fabrics don't. For this reason, it is advisable to use fewer design.

Sketching is the first part of the design process. It is the fundamental tool used to communicate a seam, a dart, a pocket, a zipper, topstitching, or buttons, so it is not only an artistic plea- sure but also a phase during which functional and structural design need to be taken into consideration.

Patterns

Learning how to construct patterns mathematically and knowing where to place each line for darts, seams, pockets, ruffles, and other design details empowers the designer in knowing how line in design can be used to enhance a woman's body. Structuring patterns is like architecture- we use line and shape to build form.

Making patterns is all about using line, proportion, balance, and shape as each pattern is drafted. Each seam is placed to fit the curves of a woman's body-placement is not arbitrary. Many students find line placement difficult be-cause they have not thought this through at the sketching stage.

Sewer

The designer needs to learn how to sew darts, pockets, seams, zippers, ruffles, tucks, pleats, waistbands, collars, facings, cuffs, sleeves, hems, and linings, and how to embellish fabrics and stitch closures. All empower the designer by-imparting an overall knowledge of design. Not

every fabric is stitched in exactly the same way; seams and hems are not stitched in a uniform way on every garment.

Production

Being involved in production is an aspect of the design process that fashion designers often find difficult and irksome, as they just want to get on with designing clothes and back to the design studio! How involved the designer is with production depends on the size of the company. In a large company the designer's role in production may be minimal, but students who plan to have their own design business in the future will need to be totally involved.

Designers need to keep their eyes open and look at the quality of garments being produced, and at the top of the list is quality stitching. As the collection develops, the designer may be involved with ordering fabrics and trims, an important part of the design process. In some companies, designers may also be involved with grading patterns into larger and smaller sizes that are ready for production.

The production of a collection keeps to a strict schedule, and completing your assignments by their due dates is a great way to learn how to organize your schedule. This is excel- lent practice for your future responsibilities as a designer!

- **Machinists**

Brief description of Job roles

General operates various types of power driven metal cutting or grinding machines for cutting and grinding metal. Studies drawings or measures out sample with appropriate measuring instruments to note different dimensions and sequence of operations required. Selects metal piece and marks it or gets it marked for machining operations required.

Selects machine feed and speed and starts machine. Controls flow of coolant (cutting lubricant) and manipulates hand wheels or applies automatic controls to feed tool to metal or metal to tool.

Observes cutting or grinding both from marking and machine readings, checks for dimensions as necessary and removes parts when machining is completed, checks completed part with measuring instruments and gauges to ensure prescribed accuracy. Makes adjustments if necessary and repeats operations, as required, on same or other machines.

Communication Protocol

The communication protocols of different garment production personnel will vary depending on their role and responsibilities. However, there are some general communication protocols that are common to most garment production operations.

Managers:

- Managers should communicate regularly with their team members to discuss production goals, schedules, priorities, and any problems or concerns.
- Managers should use a variety of communication channels, such as face-to-face meetings, email, and phone calls.
- Managers should be clear and concise in their communication and avoid using jargon or technical terms that their team members may not understand.
- Managers should be open to feedback from their team members and be willing to make adjustments to their communication plan as needed.
- Production workers:
- Production workers should communicate with their team members and managers regularly to discuss their work progress, any problems they are facing, and any suggestions they have for improvement.
- Production workers should use a variety of communication channels, such as face-to-face meetings, email, and production boards.
- Production workers should be clear and concise in their communication and avoid using jargon or technical terms that their team members or managers may not understand.
- Production workers should be respectful of their team members and managers and be willing to listen to feedback.

Quality control inspectors:

- Quality control inspectors should communicate with production workers and managers regularly to identify any quality defects and to ensure that products meet quality standards.
- Quality control inspectors should use a variety of communication channels, such as face-to-face meetings, email, and production boards.
- Quality control inspectors should be clear and concise in their communication and avoid using jargon or technical terms that their team members or managers may not understand.
- Quality control inspectors should be respectful of their team members and managers and be willing to listen to feedback.

Suppliers:

- Suppliers should communicate with production managers regularly to discuss delivery schedules, fabric quality, and other matters related to the supply chain.
- Suppliers should use a variety of communication channels, such as email, phone calls, and video conferencing.
- Suppliers should be clear and concise in their communication and avoid using jargon or technical terms that their production managers may not understand.
- Suppliers should be respectful of their production managers and be willing to listen to feedback.

Customers:

- Customers should communicate with production managers regularly to discuss order changes, delivery dates, and other matters related to the customer experience.
- Customers should use a variety of communication channels, such as email, phone calls, and video conferencing.
- Customers should be clear and concise in their communication and avoid using jargon or technical terms that their production managers may not understand.
- Customers should be respectful of their production managers and be willing to listen to feedback.

The general communication protocols, garment production personnel can improve communication and collaboration in the workplace.

In addition to the general communication protocols listed above, there may be specific communication protocols that are unique to a particular garment production operation. For example, some operations may have a standard operating procedure (SOP) for communicating quality defects. Other operations may have a communication plan in place for communicating with customers about order changes and delivery dates.

It is important for garment production personnel to be familiar with the communication protocols that are specific to their operation. This will help them to communicate effectively with their team members, managers, suppliers, and customers.

2.2 Workplace interaction and communication

Communication: It is one of the most important personality traits and a soft skill which is much sought after for any employment. Effective use of the five elements of communication, which include the sender, receiver, message, medium and feedback helps to deliver a message with clarity. An employee with a good communication skill helps the company to avoid any unnecessary misunderstandings and waste of time and in turn helps to increase productivity.

Communication improves with practice. Maintain a positive expression and body language, listen carefully to others and think before you speak. Joining a club or being active on social media also helps to develop your communication skills.

Symbols1. Colors 2.Pictures 3.Graphs & Charts 4.Maps

1. Verbal
2. Face to face
3. Two-way radio
4. Speaking to groups
5. Using telephone
6. Written
7. Using Internet

A. Objectives and benefit of effective communication

Include but not limited to:

- Clarify production processes
- Suggest improvements to processes, patterns or designs
- Convey information about production
- Report difficulties or problems

Self-Check -2.1-

Part I- Choose the best answer for the questions bellow

1) Which of the following is **not** Ways to improve communications skills in the workplace?

A. Make communication a priority.
B. Learn to manage your emotions.
C. Maintain eye contact.
D. Work on your body language.
E. None of the above

2) ---------- can be verbal, non-verbal, visual and written

A. Communication skills
B. Quality standards
C. Computers
D. Specification sheets

3) What are the different production personnel?

A. Patternmakers
B. Designers
C. Cutters
D. Despatch personnel
E. All

Part II- write the correct for the questions bellow/ 4 point/

1. Write at least 4 Non-verbal gestures
2. Write at least four cutting machine.

art III- Give short answer for the questions bellow

1. Write the specification sheet for the new style that they developed
2. What are the cutting systems?

Unit Three: Communicating Production

This unit to provide you the necessary information regarding the following content coverage and topics:

- Benefits of effective communicating
- Communication tools
- Terminology in production process
- Documents of communication and information

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify objectives and benefits of effective communicating
- Using appropriate communication tools
- Using appropriate language and terminology in production process
- Seek and responding to appropriate feed back
- Receive outcome documents of communication and information

3.1 Benefits of Effective Communication

Benefits of Effective Communication in Personal and Professional Settings is involves knowing how to listen attentively. It's the ability to offer empathy, open-mindedness, and helpful feedback based on what you hear. As a manager, develop good relationships with the member of team.

1. Building trust

Effective communication fosters trust with others. Your ability to listen attentively and embrace different points of view helps others trust that you are making optimal decisions for everyone in the group. As you serve as a role model, this trust will extend to your team and they will feel as though they can trust their teammates to fulfill their duties and responsibilities.

2. Preventing or resolving problems

The ability to communicate effectively plays a large role in resolving conflicts and preventing potential ones from arising. The key is to remain calm, make sure all parties are heard and find a solution that is ideal for everyone involved.

3. Providing clarity and direction

With effective communication skills, you're able to deliver clear expectations and objectives for your team. This involves finding constructive ways to point out when something isn't working as well as providing helpful feedback to get people back on track. They will understand their specific tasks and responsibilities, as well as those of their teammates, which will help eliminate conflicts and confusion.

4. Creates better relationships

Good communication also improves relationships, both with employees and in personal life with friends and family members. Listening carefully and offering quality feedback helps people to feel heard and understood. This, in turn, nurtures mutual respect.

5. Increases engagement

With people feeling more confident in their work and in their understanding of what they need to do, they become more engaged with their work as a whole. According to a recent study exploring the psychology of employee engagement, only 15% of adult employees are engaged with their

employers. By prioritizing effective communication, you can increase engagement, and thus boost satisfaction, among your team members.

6. Improves productivity

When team members understand their roles, the roles of others and your expectations, they can focus more on their work and less on workplace issues. With effective communication, conflicts are resolved quickly, employees can better manage their workload and distractions are minimized. These benefits contribute to greater productivity for you and your team.

7. Promotes team building

With improved communication, team members will be better able to rely on each other. You will not have one team member feel as though they have to carry the entire group. This improved division of labor will encourage positive feelings and relationships between the team members, which leads to improved morale and work experiences.

Good communication skills can play an important role in nurturing positive work experiences for your entire team. As people feel listened to and understood by you, you naturally improve your work environment.

Communication skill

We're communicating any time we transfer information from one place to another via voice, written words, visuals, or non-verbal gestures. And we use our communication skills in a variety of ways in our personal and professional lives, in conversations, emails and written documents, presentations, and visuals like graphics or charts.

Communication skills are essential, especially in the workplace, because they can:

- Improve your relationships with your manager and coworkers
- Build connections with customers
- Help you convey your point quickly and clearly
- Enhance your professional image
- Encourage active listening and open-mindedness
- Help advance your career

3.2 Communication Tools

There are a variety of communication tools that can be used in the garment production industry. The appropriate tool to use will depend on the specific needs of the company and the audience being communicated with.

Some common communication tools used in the garment production industry include:

- Email: Email is a versatile tool that can be used to communicate with team members, suppliers, customers, and other stakeholders.
- Phone calls: Phone calls can be used for quick communication or for more complex discussions.
- Video conferencing: Video conferencing can be used to communicate with team members and stakeholders who are in different locations.
- Communication platforms: Communication platforms, such as Slack or Microsoft Teams, can be used to share information and collaborate with team members in real time.
- Production boards: Production boards can be used to display important information about production, such as order details, production schedules, and quality control requirements.
- Email: Email can be used to communicate production schedules, order changes, and other important information to team members and stakeholders.
- Phone calls: Phone calls can be used to discuss complex issues with team members, suppliers, and customers.
- Video conferencing: Video conferencing can be used to hold team meetings, conduct training sessions, and meet with suppliers and customers who are in different locations.
- Communication platforms: Communication platforms can be used to share production updates, collaborate on projects, and ask and answer questions.

- Production boards: Production boards can be used to display important information about production, such as order details, production schedules, and quality control requirements.

By using the appropriate communication tools, garment production companies can improve communication and collaboration between team members, suppliers, and customers. This can lead to improved productivity, quality, customer satisfaction, and profitability.

Becoming a better communicator often means focusing on improving in each of the four main areas of communication.

3.3 Terminology in production process

When communicating about the garment production process, it is important to use appropriate language and terminology. This will help to ensure that everyone involved in the process understands what is being communicated.

Seeking feed back

Seeking and responding to appropriate feedback is essential for effective communication in the garment production industry. Feedback can come from a variety of sources, including team members, suppliers, customers, and other stakeholders.

Here are some tips for seeking and responding to appropriate feedback:

A. **Be open to feedback.** Be willing to hear what others have to say, even if it is negative feedback.

B. **Ask for feedback.** Don't wait for feedback to come to you. Ask for feedback from team members, suppliers, customers, and other stakeholders regularly.

C. Be specific about what you are looking for feedback on. When you ask for feedback, be specific about what you are looking for feedback on. This will help the person giving you feedback to provide you with the most helpful feedback possible.

D. Be willing to act on feedback. Once you have received feedback, be willing to act on it. This may involve making changes to your communication style, your processes, or your products.

E. Here are some examples of how to seek and respond to appropriate feedback in the garment production industry:

F. Ask team members for feedback on your communication style. Ask your team members how they feel about your communication style and what you can do to improve.

G. Conduct customer surveys to get feedback on your products and services. Ask customers about their satisfaction with your products and services and what you can do to improve.

H. Meet with suppliers regularly to discuss your production needs and to get feedback on your production process. Ask suppliers for feedback on ways to improve your production process.

I. By following these tips, you can seek and respond to appropriate feedback effectively. This will help you to improve your communication and collaboration with team members, suppliers, customers, and other stakeholders.

J. Here are some additional tips for responding to appropriate feedback:

K. Thank the person for their feedback. Let the person know that you appreciate their feedback and that you will take it into consideration.

L. Acknowledge the feedback. Acknowledge the feedback, even if you don't agree with it.

M. Explain your perspective. If you don't agree with the feedback, explain your perspective.

N. Thank the person again. Thank the person again for their feedback.

By following these tips, you can respond to appropriate feedback in a professional and respectful manner. This will help to build trust and rapport with the person giving you feedback.

By seeking and responding to appropriate feedback effectively, garment production companies can improve their communication and collaboration with team members, suppliers, customers, and other stakeholders. This can lead to improved productivity, quality, customer satisfaction, and profitability.

3.4. Communication and Information Documents

Garment communication and information documents refer to various types of documents used in the garment industry to convey important information and facilitate communication between different stakeholders. These documents play a crucial role in ensuring smooth operations and maintaining transparency throughout the garment supply chain. Here are some common examples of garment communication and information documents:

Purchase Order (PO): A purchase order is a document issued by a buyer to a supplier, specifying the details of the garments to be purchased. It includes information such as product description, quantity, price, delivery date, payment terms, and any other specific requirements.

Tech Pack: A tech pack is a comprehensive document that provides detailed information about a garment's design and specifications. It includes technical drawings, measurements, materials, colors, trims, construction details, and other relevant information. Tech packs serve as a reference for manufacturers to produce garments accurately according to the buyer's requirements.

Bill of Materials (BOM): A bill of materials is a list that outlines all the raw materials, components, and trims required to manufacture a garment. It includes details such as item codes, descriptions, quantities, and sometimes their respective suppliers. The BOM helps in managing the sourcing and procurement process efficiently.

Quality Control Checklist: A quality control checklist is used to ensure that garments meet the required quality standards. It includes a list of criteria and specifications that need to be checked during different stages of production, such as fabric inspection, cutting, sewing, and finishing. Quality control checklists help identify and rectify any defects or deviations from the desired quality.

Packing List: A packing list provides a detailed inventory of the garments included in each shipment. It includes information such as style numbers, quantities, sizes, and carton numbers. Packing lists are crucial for verifying the contents of a shipment and reconciling them with the purchase order.

Compliance Documents: In the garment industry, compliance with social, environmental, and safety standards is of utmost importance. Various compliance documents, such as factory audit reports, certificates of compliance, and testing reports, are used to ensure that garment production processes adhere to legal and ethical requirements.

Self-Check -3

I. Answer all the questions listed below.

1. Which one of the following is not types of communication?

   A. Listening skills
   C. Emotional awareness
   B. Non-verbal communication
   D. None of the above

2. One of the following is Elements of Communication.

   A. Listening
   D. Blocking and barriers
   B. Seeking clarification
   E. All
   C. Body language

3. ---------- is one way in taking *message* and understanding the real opinions of others.

   A. Body Language
   D. Quality standards
   B. Facial Expression
   E. All except D
   C. Eye Contact

Reference

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