



Competency Based Learning Material (CBLM)

Apparel Merchandising

Level-4

Module: Applying Order Follow Up Procedure

Code: CBLM-RMGT-AM-05-L4-EN-V1



National Skills Development Authority
Prime Minister's Office
Government of the People's Republic of Bangladesh

Copyright

National Skills Development Authority

Prime Minister's Office

Level: 10-11, Biniyog Bhaban,

E-6 / B, Agargaon, Sher-E-Bangla Nagar Dhaka-1207, Bangladesh.

Email: ec@nsda.gov.bd

Website: www.nsga.gov.bd.

National Skills Portal: <http://skillsportal.gov.bd>

Copyright of this Competency Based Learning Material (CBLM) is reserved by National Skill Development Authority (NSDA). This CBLM may not be modified or modified by anyone or any other party without the prior approval of NSDA.

The CBLM on “Apply Order Follow up Procedure” is developed based on NSDA approved Competency Standards and Competency Based Curriculum under Apparel Merchandising Level-4 Occupation. It contains the information required to implement the Apparel Merchandising Level-4 standard.

This document has been prepared by NSDA with the help of relevant experts, trainers/professionals.

All Government-Private-NGO training institutes in the country accredited by NSDA can use this CBLM to implement skill-based training of Apparel Merchandising Level-4 course.

Approved by
---th Authority Meeting of NSDA
Held on -----

How to use this Competency Based Learning Material (CBLM)

The module, Maintaining and enhancing professional & technical competency contains training materials and activities for you to complete. These activities may be completed as part of structured classroom activities or you may be required you to work at your own pace. These activities will ask you to complete associated learning and practice activities in order to gain knowledge and skills you need to achieve the learning outcomes.

1. Review the **Learning Activity** page to understand the sequence of learning activities you will undergo. This page will serve as your road map towards the achievement of competence.
2. Read the **Information Sheets**. This will give you an understanding of the jobs or tasks you are going to learn how to do. Once you have finished reading the **Information Sheets** complete the questions in the **Self-Check**.
3. **Self-Checks** are found after each **Information Sheet**. **Self-Checks** are designed to help you know how you are progressing. If you are unable to answer the questions in the **Self-Check** you will need to re-read the relevant **Information Sheet**. Once you have completed all the questions check your answers by reading the relevant **Answer Keys** found at the end of this module.
4. Next move on to the **Job Sheets**. **Job Sheets** provide detailed information about *how to do the job* you are being trained in. Some **Job Sheets** will also have a series of **Activity Sheets**. These sheets have been designed to introduce you to the job step by step. This is where you will apply the new knowledge you gained by reading the Information Sheets. This is your opportunity to practise the job. You may need to practise the job or activity several times before you become competent.
5. Specification **sheets**, specifying the details of the job to be performed will be provided where appropriate.
6. A review of competency is provided on the last page to help remind if all the required assessment criteria have been met. This record is for your own information and guidance and is not an official record of competency

When working though this Module always be aware of your safety and the safety of others in the training room. Should you require assistance or clarification please consult your trainer or facilitator.

When you have satisfactorily completed all the Jobs and/or Activities outlined in this module, an assessment event will be scheduled to assess if you have achieved competency in the specified learning outcomes. You will then be ready to move onto the next Unit of Competency or Module

Table of Contents

Copyright	i
How to use this Competency Based Learning Material (CBLM)	v
Module Content	1
Learning Outcome 1: Interpret the Order Follow up Procedures	2
Learning Experience 1: Interpret the Order Follow up Procedures.....	3
Information Sheet 1: Interpret the Order Follow up Procedures	4
Self-Check Sheet - 1: Interpret the Order Follow up Procedures	8
Answer Key - 1: Interpret the Order Follow up Procedures.....	9
Task Sheet-1.1: Interpret and Apply the Order Follow-up Procedures in Apparel Merchandising	10
Learning Outcome 2: Recognize the Suppliers Evaluation Process	11
Learning Experience 2: Recognize the Suppliers Evaluation Process	12
Information Sheet 2: Recognize the Suppliers Evaluation Process.....	13
Self-Check Sheet - 2: Recognize the Suppliers Evaluation Process	17
Answer Key - 2: Recognize the Suppliers Evaluation Process	18
Task Sheet-2.1: Interpret and Apply the Order Follow-up Procedures in Apparel Merchandising	19
Learning Outcome 3: Demonstrate the Time and Action (TNA) Plan	20
Learning Experience 3: Demonstrate the Time and Action (TNA) Plan	21
Information Sheet 3: Demonstrate the Time and Action (TNA) Plan.....	22
Self-Check Sheet - 3: Demonstrate the Time and Action (TNA) Plan.....	26
Answer Key - 3: Demonstrate the Time and Action (TNA) Plan	27
Task Sheet-3.1: Prepare the Time and Action (TNA) Plan in Apparel Merchandising	28
Review of Competency	29
Development of CBLM:	30

Module Content

Unit Title: Apply Order Follow Up Procedure

Unit Code: OU- RMGT-AM-05-L4-V1

Module Title: Applying Order Follow Up Procedure

Module Description: This module covers the skills, knowledge and attitude required to Apply order follow up procedure. It specifically includes interpreting the order follow up procedure, recognizing the supplier's evaluation process and demonstrating the Time and Action (TNA) Plan.

Nominal Duration: 35 Hours

Learning Outcomes:

Upon completion of this module the trainees must be able to:

1. Interpret the order follow up procedure
2. Recognize the supplier's evaluation process
3. Demonstrate the time and actions (TNA) plan

Assessment Criteria:

1. Methods of order follow up are interpreted.
2. Approvals of samples at different stages of order execution are obtained.
3. All information of approved samples is collected, recorded and maintained as per Standard Operating Procedure.
4. Suppliers' evaluation process is interpreted.
5. Supplier evaluation chart is applied as per workplace standard.
6. Order follow up chart is prepared as per buyer requirement
7. Types of TNA plan is interpreted on basis lead time.
8. TNA plan is prepared as per lead time.
9. TNA plan is followed for order execution.

Learning Outcome 1: Interpret the Order Follow up Procedures

Assessment Criteria	<ol style="list-style-type: none"> 1. Methods of order follow up are interpreted. 2. Approvals of samples at different stages of order execution are obtained. 3. All information of approved samples is collected, recorded and maintained as per Standard Operating Procedure.
Conditions and Resources	<ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. White board and marker 9. Audio Video Device
Contents	<ol style="list-style-type: none"> 1 Order follow up 2 Approvals of samples 3 Collect, record and maintain information of approved sample
Training Methods	<ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming
Assessment Methods	<ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning

Learning Experience 1: Interpret the Order Follow up Procedures

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Steps	Resources specific instructions
1. Student will ask the instructor about apply order follow up procedures	1. Instructor will provide the learning materials interpret the order follow up procedures
2. Read the Information sheet/s	2. Information Sheet No:1 interpret the order follow up procedures
3. Complete the Self-Checks & Answer key sheets.	3. Self-Check No: 1- interpret the order follow up procedures Answer key No. 1- interpret the order follow up procedures
4. Read the Job/ Task sheet and Specification Sheet	4. Job/ task sheet and specification sheet Task Sheet No:1-1: Interpret and apply the order follow up procedures in apparel merchandising

Information Sheet 1: Interpret the Order Follow up Procedures

Learning Objective:

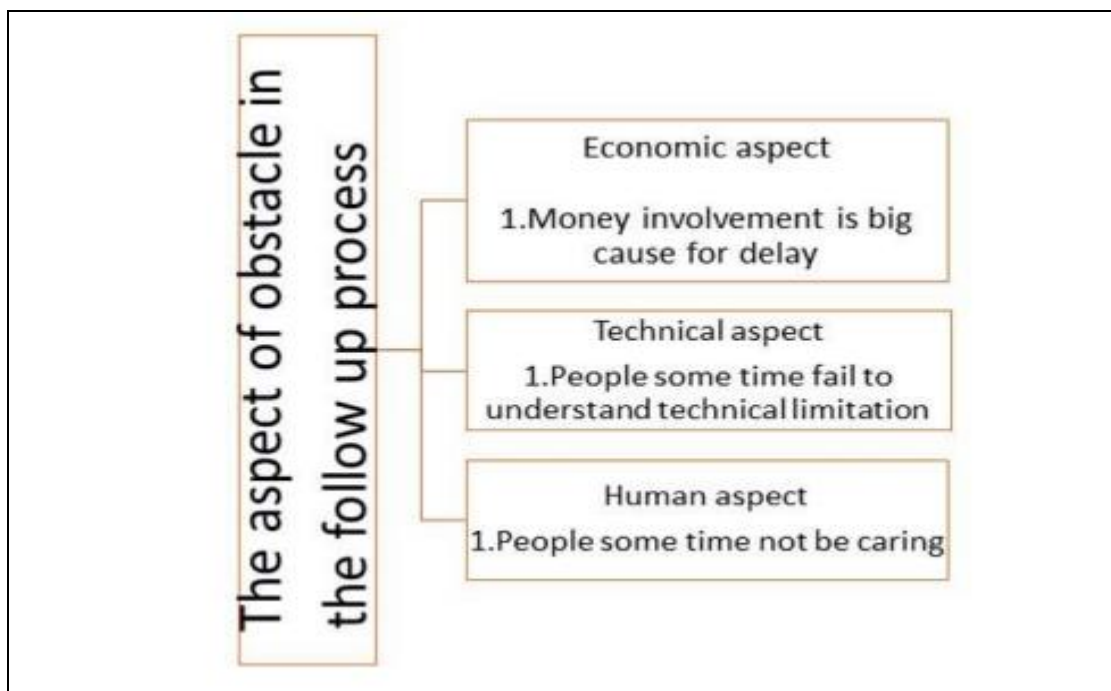
After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 1.1 Order follow up
- 1.2 Approvals of samples
- 1.3 Collect, record and maintain information of approved sample

1.1 Order follow up

Follow up is to monitor, control, and finding problems & work on solution. This process is mandatory for merchandiser to co-ordinate among the production and other units. Proper follow up process helps to meet deadline & increase business.

To develop an effective lead follow-up process in merchandising, it is important to first understand what the primary obstacle that stands among the people. The aspect of the obstacle can be different and it requires to take measure them to overcome.

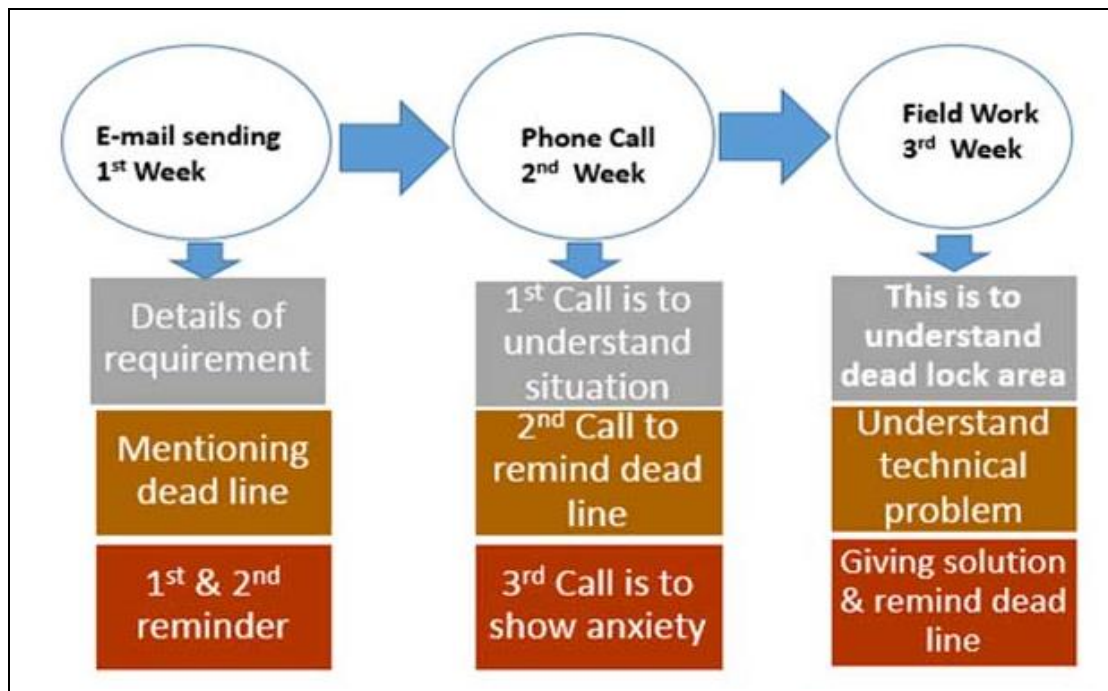


The above obstacles are mostly responsible for all kinds of delays. But merchandisers some time fails to understand them and works haphazardly. If people are not caring in the factory, it will be wise to change the team. In the same way other aspect can be taken to work as root cause of the problem.

The purpose of follow up process

1. Reduction on distance of man and materials
2. Avoid waiting time & unnecessary delays
3. Reduce cycle time

General follow up process in merchandising



Effective follow up process in merchandising

1. **Work measurement / time study:** This will help to understand the urgency.
2. **Recurring reminders:** Repeatedly reminding will focus on quick response that task may not be stuck somewhere of the process.
3. **E-mail attachment:** Merchandiser should be attached by mail otherwise there will be chances to have denials from the factory or supplier.
4. **Calendar view & calendar feeds:** Time action calendar is to maintain dead line & continuing progress to keep
5. **Response detection:** Most of the time it was seen factory or supplier give late response by mail or phone. In all cases need to be sure that the responses are accurate & on time.
6. **Zooming & going to bottom line:** Sometime the reality may not be same as assumed or improper information keep things to be hold. So, merchandiser should

work at bottom line as much as possible & always keep zooming of the problem to discover the reality.

7. **Worst case scenario:** This can be technical problem or big disaster but merchandiser should keep the alternative at least two possible ways. Suppose if sample got rejected after making it then to keep enough fabric for remaking the sample.
8. **Keep things real:** To be honest with yourself as well as others.
9. **Monitoring & control:** refers to the control of any system, device, network or people through communication & managed by a control Merchandiser has to continuing this whatever situation arise.
10. **Review:** This helps to reduce error or doing things again & again.

Follow up issues in a garment order

Follow-up issues in a garment order are common in the apparel industry, and timely resolution is essential to ensure smooth production and delivery. Here are some typical follow-up issues that may arise in a garment order:

- Production Timeline
- Raw Material Availability
- Quality Control:
- Size Ratio and Order Quantities
- Communication with Buyers
- Packaging and Labeling
- Shipping and Delivery
- Payment and Financial Matters
- Documentation
- After-Sales Support

1.2 **Approvals of samples**

Sampling is one of the most important processes in garments industry which has a vital role in attracting the buyers. Normally buyers are placed or permit to start the production of an order after satisfying with the quality of samples.

Types of Samples may require for completing a garments order:

- Proto sample
- Fit sample
- Size set sample
- Counter sample

- Salesman sample (SMS)
- Pre-production sample (PPS)
- Top over production sample (TOP)
- Shipment sample

1.3 **Collect, record and maintain information of approved sample**

It is the most important task for a merchandiser to maintain a complete and clear file for each order. A standard merchandising file may contain following items:

- Checklist
- Cost breakdown
- Master LC
- PI (Proforma Invoice),
- B/B LC
- Technical sheet including measurement chart
- PO (Purchase Order) sheet with color and size breakdown
- Sample comments sheets (sample approval & comments received from buyer)
- Fabric color/shade approval (Lab dip/fabric swatches)
- Approved trim card (approved sample of trims such as main label, care label, zipper, button, lace, sewing thread, etc.)
- Approved embroidery/print strike off (if any)
- Printed copy of important mails received from and sent to buyer
- Copy of fabric, yarn & accessories' work order
- Inventory reports
- Minutes of the pre-production meeting
- Printed copy of Time and Action plan prepared by production planning department
- Packing List etc.

Documents, trim cards should be punched with punching machine to file those in a ring binder. Small poly pouch can be used to put trims that cannot be stapled. Need to insert separator marking related docs so that one can easily find those.

Self-Check Sheet - 1: Interpret the Order Follow up Procedures

Questionnaire:

1. What is the purpose of interpreting order follow-up procedures in an apparel merchandising?

Answer:

2. What is the first step in interpreting order follow-up procedures?

Answer:

3. Why is it important to communicate with suppliers during the order follow-up process?

Answer:

4. What are order follow-up procedures in the context of the apparel industry?

Answer:

5. What are some key components of order follow-up procedures?

Answer:

6. What role does documentation play in order follow-up procedures?

Answer:

Answer Key - 1: Interpret the Order Follow up Procedures

1. What is the purpose of interpreting order follow-up procedures in an apparel merchandising?

Answer: The purpose is to ensure efficient production and timely delivery of garments while maintaining quality standards

2. What is the first step in interpreting order follow-up procedures?

Answer: The first step is to review the purchase order in detail

3. Why is it important to communicate with suppliers during the order follow-up process?

Answer: Communication with suppliers helps address queries, clarify specifications, and maintain a smooth production process.

4. What are order follow-up procedures in the context of the apparel industry?

Answer: Order follow-up procedures in the apparel industry refer to the systematic and organized steps taken to monitor and manage the progress of a garment order, from its initial placement to its final delivery to the customer

5. What are some key components of order follow-up procedures?

Answer: Some key components of order follow-up procedures include monitoring production timelines, ensuring the availability of raw materials, conducting quality control checks, coordinating with suppliers and logistics, and communicating with buyers throughout the process

6. What role does documentation play in order follow-up procedures?

Answer: Documentation is crucial in order follow-up procedures as it helps track all relevant information related to the order, including specifications, approvals, payment details, shipping documents, and quality control reports. Proper documentation ensures accuracy and assists in resolving any disputes that may arise

Task Sheet-1.1: Interpret and Apply the Order Follow-up Procedures in Apparel Merchandising

Objectives: In this task, you will demonstrate your ability to interpret and apply the order follow-up procedures in apparel merchandising. You will review a given purchase order and follow the necessary steps to ensure efficient production, timely delivery, and adherence to quality standards. This task sheet provides the guidelines and instructions for completing the task.

Working Procedure:

1. Review the provided purchase order document carefully.
2. Identify the key details mentioned in the purchase order, such as quantity, style, color, and delivery date.
3. Communicate with the supplier(s) through appropriate channels to clarify any queries and confirm the specifications.
4. Track the production progress by monitoring each manufacturing stage, ensuring that it aligns with the specified timeline.
5. Conduct quality inspections at different stages, including raw materials, work-in-progress, and finished products, to maintain the desired quality standards.
6. Coordinate with freight forwarders, customs agents, and transport providers to manage shipping and logistics, ensuring the delivery of the finished goods to the designated destination.
7. Proactively identify and resolve any issues or discrepancies that arise during the production process, such as production delays, quality defects, or shipping complications.
8. Keep internal stakeholders, such as buyers and management, updated on the order status and address any concerns.
9. Document the order follow-up process, highlighting the key steps taken, challenges faced, and resolutions implemented.

Learning Outcome 2: Recognize the Suppliers Evaluation Process

Assessment Criteria	<ol style="list-style-type: none"> 1. Suppliers' evaluation process is interpreted. 2. Supplier evaluation chart is applied as per workplace standard. 3. Order follow up chart is prepared as per buyer requirement
Conditions and Resources	<ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. White board and marker
Contents	<ol style="list-style-type: none"> 1 Suppliers' evaluation process 2 Supplier evaluation chart 3 Order follow up chart
Training Methods	<ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming
Assessment Methods	<ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning

Learning Experience 2: Recognize the Suppliers Evaluation Process

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Steps	Resources specific instructions
1. Student will ask the instructor about apply order follow up procedures	1. Instructor will provide the learning materials recognize the supplier's evaluation process
2. Read the Information sheet/s	2. Information Sheet No:2 recognize the suppliers evaluation process
3. Complete the Self-Checks & Answer key sheets.	3. Self-Check No: 2- recognize the suppliers evaluation process Answer key No. 2- recognize the suppliers evaluation process
4. Read the Job/ Task sheet and Specification Sheet	4. Job/ task sheet and specification sheet Task Sheet No:2-1: Create a supplier evaluation process in apparel merchandising

Information Sheet 2: Recognize the Suppliers Evaluation Process

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 2.1 Suppliers' evaluation process
- 2.2 Supplier evaluation chart
- 2.3 Order follow up chart

Suppliers

In the apparel industry, suppliers play a crucial role in providing the raw materials, components, and services necessary for the production of garments and other textile products. These suppliers are essential partners for apparel manufacturers, brands, and retailers.

2.1 Suppliers' evaluation process

Supplier evaluation is a term used in business and refers to the process of evaluating and approving potential suppliers by quantitative assessment. The purpose of supplier evaluation is to ensure a portfolio of best-in-class suppliers is available for use. The main objective of the supplier evaluation process is to reduce purchase risk and maximize the overall value of the purchaser.

Main criteria for evaluating suppliers:

There are various criteria for supplier's evaluation, such as Quality and process control, Continuous improvement, Facility environment, Customer relationship, Delivery, Inventory warehousing, Ordering, Financial condition, Certification, Price etc.

By analyzing the manufacturers' view, following are the main criteria for evaluating suppliers.

Main Criterion	Sub-Criteria
Delivery	On-time delivery performance
	Quantity reliability
Quantity	Total quantity rejected verse total quantity received
	Required documentation
Price	Price level
	Price trend

Suppliers' evaluation process:

Step 1: Align supplier performance goals with organizational goals objectives

Step 2: Determine an evaluation approach

Step 3: Develop a method to collect information about suppliers

Step 4: Design and develop a robust assessment system

Step 5: Develop a supplier performance assessment system

Step 6: Give feedback to suppliers on their performance

Step 7: Produce results from measuring supplier performance



2.2 Supplier evaluation chart

A supplier evaluation chart, also known as a supplier scorecard or vendor performance scorecard, is a tool used to assess and compare suppliers based on various criteria. It helps businesses make informed decisions when selecting and managing suppliers. The chart typically includes multiple categories and criteria, each assigned a score or rating. Here's a simple example of a supplier evaluation chart:

Supplier Evaluation Chart

Criteria	Weighting (0-10)	Supplier A	Supplier B	Supplier C
Product Quality	8	9	7	8
On-Time Delivery	7	8	9	6
Pricing Competitiveness	6	7	8	9
Customer Service	9	8	9	7
Financial Stability	5	8	7	6
Environmental Compliance	4	6	8	7
Communication Skills	3	8	9	7
Overall Satisfaction	8	9	8	7

In this example, we have three suppliers (Supplier A, Supplier B, and Supplier C) being evaluated based on eight criteria. Each criterion is assigned a weighting that reflects its importance to the business (on a scale of 0 to 10, with 10 being the highest importance). Suppliers are then rated on each criterion, with scores ranging from 1 to 10 (10 being the highest).

To calculate the overall score for each supplier, multiply the rating for each criterion by its corresponding weighting, then sum up the scores for all criteria. For example, to calculate the overall score for Supplier A:

$$\text{Overall Score for Supplier A} = (8 * 9) + (7 * 8) + (6 * 7) + (9 * 8) + (5 * 8) + (4 * 6) + (3 * 8) + (8 * 9) = 338$$

2.3 Order follow up chart

An order follow-up chart, also known as an order tracking or order status chart, is a visual tool used to monitor and manage the progress of customer orders. It helps businesses track the status of each order and ensures that orders are processed efficiently and delivered on time. The chart typically includes various stages of the order fulfillment process, along with relevant details and status updates. Here's a sample order follow-up chart:

Order Follow-Up Chart

Order Number	Customer Name	Order Date	Production Start Date	Production Completion Date	Quality Check Date	Shipment Date	Delivery Date	Remarks
ORD123456	ABC Fashion	2023-07-10	2023-07-15	2023-07-25	2023-07-28	2023-08-02	2023-08-05	-
ORD123457	XYZ Apparel	2023-07-12	2023-07-17	-	-	-	-	Delayed
ORD123458	LMN Garments	2023-07-15	2023-07-20	2023-07-30	2023-08-01	2023-08-06	2023-08-10	-

In this example, the order follow-up chart includes the following columns:

1. Order Number: Unique identification number assigned to each customer order.
2. Customer Name: Name of the customer who placed the order.
3. Order Date: Date when the customer placed the order.
4. Production Start Date: Date when production of the order began.
5. Production Completion Date: Date when production of the order was completed.
6. Quality Check Date: Date when the order underwent quality control inspection.
7. Shipment Date: Date when the order was shipped or handed over to the logistics provider.
8. Delivery Date: Date when the customer received the order.
9. Remarks: Any additional notes or comments related to the order, such as delays, special instructions, or other relevant information.

Self-Check Sheet - 2: Recognize the Suppliers Evaluation Process

Questionnaire:

1. What is the purpose of the supplier evaluation process?

Answer:

2. What are the key criteria considered during the supplier evaluation process?

Answer:

3. Why is it essential to evaluate suppliers regularly?

Answer:

4. How does the supplier evaluation process help in risk management?

Answer:

5. What are some benefits of conducting a thorough supplier evaluation?

Answer:

6. How can supplier evaluation results be used to improve supplier performance?

Answer:

Answer Key - 2: Recognize the Suppliers Evaluation Process

1. What is the purpose of the supplier evaluation process?

Answer: The purpose of the supplier evaluation process is to assess and measure the performance of suppliers to determine their suitability, reliability, and capability to meet the requirements of the buying organization

2. What are the key criteria considered during the supplier evaluation process?

Answer: The supplier evaluation process typically considers criteria such as product quality, on-time delivery, pricing competitiveness, customer service, financial stability, compliance with regulations, and environmental sustainability

3. Why is it essential to evaluate suppliers regularly?

Answer: Regular supplier evaluation is essential to monitor the performance of suppliers over time, identify any deviations from agreed-upon standards, and ensure that the quality of products or services remains consistent.

4. How does the supplier evaluation process help in risk management?

Answer: The supplier evaluation process helps in risk management by identifying potential risks associated with suppliers, such as unreliable delivery, subpar product quality, or financial instability. Evaluating suppliers allows businesses to mitigate risks and make informed decisions to maintain a stable supply chain.

5. What are some benefits of conducting a thorough supplier evaluation?

Answer: Some benefits of a thorough supplier evaluation include improved product quality, reduced lead times, better pricing negotiation, enhanced supplier relationships, and increased overall efficiency in the supply chain.

6. How can supplier evaluation results be used to improve supplier performance?

Answer: Supplier evaluation results can be used to provide feedback to suppliers, identify areas for improvement, and develop improvement plans collaboratively. Engaging in a constructive dialogue with suppliers based on evaluation results can lead to enhanced performance and stronger partnerships.

Task Sheet-2.1: Interpret and Apply the Order Follow-up Procedures in Apparel Merchandising

Objectives: In this task, you will demonstrate your ability to interpret and apply the order follow-up procedures in apparel merchandising. You will review a given purchase order and follow the necessary steps to ensure efficient production, timely delivery, and adherence to quality standards. This task sheet provides the guidelines and instructions for completing the task.

Working Procedure:

1. Identify a list of potential suppliers based on the given scenario or industry requirements.
2. Develop a supplier evaluation form or checklist that includes the criteria to be assessed, such as product quality, production capacity, financial stability, ethical practices, and previous performance.
3. Conduct research and gather relevant information about each supplier, including their background, capabilities, certifications, and any available references.
4. Evaluate each supplier based on the established criteria using the evaluation form or checklist. Assign scores or ratings to each criterion to quantify the assessment.
5. Analyze the evaluation results and identify the strengths and weaknesses of each supplier.
6. Prioritize the suppliers based on their assessment scores and suitability for the given scenario or industry requirements.
7. Prepare a summary report outlining the evaluation process, assessment results, and the recommended suppliers.
8. Present the summary report to relevant stakeholders, such as management or procurement teams, explaining the rationale behind the supplier recommendations.
9. Reflect on the evaluation process and suggest any improvements or modifications for future supplier evaluations.

Learning Outcome 3: Demonstrate the Time and Action (TNA) Plan

Assessment Criteria	<ol style="list-style-type: none"> 1. Types of TNA plan is interpreted on basis lead time. 2. TNA plan is prepared as per lead time. 3. TNA plan is followed for order execution.
Conditions and Resources	<ol style="list-style-type: none"> 1. Real or simulated workplace 2. CBLM 3. Handouts 4. Laptop 5. Multimedia Projector 6. Paper, Pen, Pencil, Eraser 7. Internet facilities 8. White board and marker
Contents	<ol style="list-style-type: none"> 1 Lead time 2 TNA plan
Training Methods	<ol style="list-style-type: none"> 1. Discussion 2. Presentation 3. Demonstration 4. Guided Practice 5. Individual Practice 6. Project Work 7. Problem Solving 8. Brainstorming
Assessment Methods	<ol style="list-style-type: none"> 1. Written Test 2. Demonstration 3. Oral Questioning

Learning Experience 3: Demonstrate the Time and Action (TNA) Plan

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Steps	Resources specific instructions
1. Student will ask the instructor about apply order follow up procedures	1. Instructor will provide the learning materials demonstrate the time and action (TNA) plan
2. Read the Information sheet/s	2. Information Sheet No:3 demonstrate the time and action (TNA) plan
3. Complete the Self-Checks & Answer key sheets.	3. Self-Check No: 3- demonstrate the time and action (TNA) plan Answer key No. 3- demonstrate the time and action (TNA) plan
4. Read the Job/ Task sheet and Specification Sheet	4. Job/ task sheet and specification sheet Task Sheet No:3-1: Prepare the time and action plan in apparel merchandising

Information Sheet 3: Demonstrate the Time and Action (TNA) Plan

Learning Objective:

After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

3.1 Lead time

3.2 TNA plan

3.1 Lead time

Lead time in the context of apparel merchandising refers to the amount of time it takes for a product to move through the entire production process, starting from the order confirmation to the point of delivery to the retailer or customer. It encompasses all the stages involved in manufacturing and distributing apparel, including sourcing of materials, production, quality control, packing, and transportation.

Lead time is a critical factor in the fashion industry as it directly impacts the ability of retailers to meet consumer demands and trends in a timely manner. It influences the speed at which new designs can be brought to market, as well as the ability to restock popular items. The duration of lead time can vary significantly depending on various factors such as the complexity of the product, the production capabilities of the manufacturer, and the efficiency of the supply chain.

Apparel companies strive to optimize lead time to achieve a competitive advantage in the market. Shorter lead times allow for quicker response to market trends and reduce the risk of inventory obsolescence. It enables companies to capitalize on fast fashion or just-in-time production strategies, where products are manufactured closer to the actual demand, minimizing the need for large inventories.

Efficient management of lead time requires effective coordination and communication between various stakeholders involved in the apparel supply chain, including designers, manufacturers, suppliers, and logistics providers. By closely monitoring lead times and identifying bottlenecks, apparel merchandisers can improve operational efficiency, reduce costs, and enhance customer satisfaction.

3.2 TNA plan

The critical path or TNA is a proper collaboration of Time and Action. In an apparel industry, to execute an export order, need to regular evaluation of production activates with the help of times. This regular evaluation is called Critical Path Method or Time and Action plan or calendar. This is also known as TNA. By this evaluation, a merchandiser can easily know the present situation of the order. In the case of export order, we all know that, buyer mention lead time with order sheet. According to this lead time, a merchandiser makes Critical Path. This method helps to make sure an order delivery within lead time.

Combination of Time and Action for an Export Order:

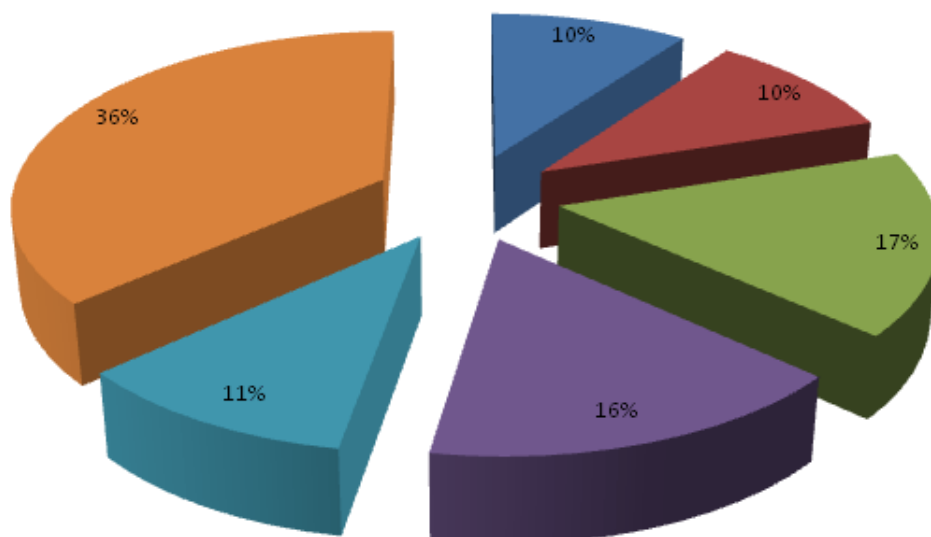
The apparel industry has lots of work to do such as order analysis, costing, fabric and accessories booking, sampling, finishing, etc. For proper execution of this task, needs a scheduling plan. Actually, Time and action (TNA) or Critical Path is the sum of plan schedules. This plan schedule is expressed in a sheet format which is well known as a Time and Action calendar. For the execution of an order, it requires two types of plans in the apparel industry.

These are

1. Long-term plan
2. Short-term plan

Basic time require for an order

■ Order analysis ■ Costing ■ Fabric & accessories booking ■ sampling ■ Cutting ■ Sewing



Sample of Critical Path or TNA

Generally, TNA or Critical Path method sheet has two main Columns. To make this sheet, need one action or activities and another is the duration or plan dates column. TNA sheet is very important for a merchandiser because this sheet easily makes daily or weekly working tasks. The sample of Critical Path or TNA calendar is given below.

Stage	Action/ Activities	Planned Date/ Duration/days	Reduction of time
1	Confirmation of order	1-Sep	-119
2	Received PO	2-Sep	-118
3	Release fabric PO	7-Sep	-113
4	Release Accessories PO	7-Sep	-113
5	Bulk fabric app.(Quality)	7-Sep	-113
6	Lap dip app.	10-Sep	-110
7	Measurement app.	15-Sep	-105
8	level app.	20-Sep	-100
9	Booking of fabric	20-Sep	-100
10	Bulk fabric (FML)	25-Sep	-65
11	Fabric in house	5-Oct	-55
12	Bulk fabric app.(for shade)	6-Oct	-54
13	Send accessories for test	10-Oct	50
14	Accessories in house	12-Oct	-48
15	PP meeting with supplier	15-Oct	-45
16	Cutting	15-Oct	-45
17	Sewing	18-Oct	-42
18	Gold seals app.	5-Nov	-25
19	test result send	15-Nov	-16
20	Pre-shipment inspection	28-Nov	-3
21	Goods Ex-factory	1-Dec	0

Suppose Here,

Lead time Is 120 days

Quantity of order 65,000 pcs

Manufacturing Quality is high

The necessity of TNA in the Apparel Industry:

- It helps a smart merchandiser to make out the critical tasks in the industry.
- It is an essential element for a smooth shipment order.
- It is essential for the timely shipment of an export order
- It helps proper the execution process of export orders.
- It provides an idea about the position of the running order.
- It helps to optimize the factory inventory.
- It gives the apparent plan for the Export order.
- It is useful to know the status of the order processing at a different level in the apparel industry.
- It enhances factory inventory management.
- It improves efficiency due to a proper time schedule.
- It enhances productivity as a result, also improves a company's profits.

Types of TNA plan:

TNA (Time and Action) plan is an essential tool in apparel merchandising that helps in managing and tracking the progress of various tasks and activities involved in the production and delivery of apparel. Here are some common types of TNA plans used in apparel merchandising:

- **Pre-Production TNA:** This type of TNA plan focuses on the activities and tasks required before the actual production of garments begins. It includes tasks such as design development, fabric and trim sourcing, sample development, approvals, and testing. The plan outlines the timeline for each task and sets deadlines to ensure timely completion before production starts.
- **Production TNA:** This TNA plan covers the activities involved in the actual manufacturing of apparel. It includes tasks such as fabric cutting, stitching, quality control inspections, printing or embroidery, and garment finishing. The plan outlines the sequence of tasks, production targets, and key milestones to ensure smooth production flow and adherence to the production schedule.
- **Shipment TNA:** This type of TNA plan focuses on the activities required to prepare and ship the finished garments to the retailer or customer. It includes tasks such as packing, labeling, documentation, customs clearance, and transportation. The plan sets deadlines for each task to ensure on-time delivery and coordination with logistics providers.
- **Post-Production TNA:** This TNA plan covers the activities that occur after the garments are manufactured and shipped. It includes tasks such as receiving and inspecting the goods, inventory management, quality control checks at the retailer's end, and replenishment orders if necessary. The plan helps ensure that the products are received, processed, and made available for sale in a timely manner.

Self-Check Sheet - 3: Demonstrate the Time and Action (TNA) Plan

Questionnaire:

1. What is the purpose of a Time and Action (TNA) plan in apparel merchandising?

Answer:

2. What are the key components of a Time and Action plan?

Answer:

3. How does a TNA plan assist in managing production timelines?

Answer:

4. How does a TNA plan facilitate communication and collaboration?

Answer:

5. What role does monitoring checkpoints play in a TNA plan?

Answer:

Answer Key - 3: Demonstrate the Time and Action (TNA) Plan

1. What is the purpose of a Time and Action (TNA) plan in apparel merchandising?

Answer: The purpose of a TNA plan is to outline the critical tasks, timelines, and responsibilities involved in the production process to ensure timely delivery of garments.

2. What are the key components of a Time and Action plan?

Answer: The key components include task breakdown, start and end dates, responsible parties, dependencies, and checkpoints for monitoring progress

3. How does a TNA plan assist in managing production timelines?

Answer: A TNA plan provides a structured roadmap, allowing merchandisers to track and manage each task's progress, ensuring that production stays on schedule

4. How does a TNA plan facilitate communication and collaboration?

Answer: A TNA plan serves as a reference point for all stakeholders involved in the production process, ensuring everyone is aware of their tasks, deadlines, and responsibilities.

5. What role does monitoring checkpoints play in a TNA plan?

Answer: Monitoring checkpoints allow merchandisers to assess progress, identify any delays or issues, and take corrective actions to ensure timely completion of the project.

Task Sheet-3.1: Prepare the Time and Action (TNA) Plan in Apparel Merchandising

Objectives: In this task, you will demonstrate your ability to prepare a Time and Action (TNA) plan in the context of apparel merchandising. You will create a comprehensive plan outlining the critical tasks, timelines, responsible parties, dependencies, and checkpoints for monitoring progress. This task sheet provides the guidelines and instructions for completing the task.

Working Procedure:

1. Identify a specific apparel merchandising project or scenario for which you will prepare the TNA plan.
2. List all the tasks required to complete the project, considering all stages of the merchandising process from initial order placement to final delivery.
3. Determine the start and end dates for each task, taking into account the desired project completion date and any external constraints or deadlines.
4. Assign responsible parties or departments for each task, considering their respective roles and expertise.
5. Identify dependencies between tasks, noting any tasks that are interrelated or reliant on the completion of others.
6. Establish regular checkpoints or milestones throughout the project timeline to monitor progress and ensure adherence to the plan.
7. Document the TNA plan in a clear and structured format, including task breakdown, start and end dates, responsible parties, dependencies, and checkpoints.
8. Review the TNA plan to ensure its feasibility and alignment with the project requirements and available resources.
9. Present the TNA plan to relevant stakeholders, such as management or project teams, explaining the rationale and key elements of the plan.

Review of Competency

Below is yourself assessment rating for module **Apply order follow up procedure**

Assessment of performance Criteria	Yes	No
Methods of order follow up are interpreted.		
Approvals of samples at different stages of order execution are obtained.		
All information of approved samples is collected, recorded and maintained as per Standard Operating Procedure.		
Suppliers' evaluation process is interpreted.		
Supplier evaluation chart is applied as per workplace standard.		
Order follow up chart is prepared as per buyer requirement		
Types of TNA plan is interpreted on basis lead time.		
TNA plan is prepared as per lead time.		
TNA plan is followed for order execution		

I now feel ready to undertake my formal competency assessment.

Signed:

Date:

Development of CBLM:

The Competency Based Learning Material (CBLM) of ‘**Apply Order Follow up Procedure**’ (Occupation: Apparel Merchandising, Level-4) for National Skills Certificate is developed by NSDA with the assistance of SIMEC System, ECF consultancy & SIMEC Institute JV (Joint Venture Firm) in the month of June 2023 under the contract number of package SD-9A dated 07th May 2023.

SI No.	Name & Address	Designation	Contact number
1	Md. Maksud	Writer	01975 990 575
2	Shahjahan Begum	Editor	01918 32 48 61
3	Md. Amir Hossain	Co-Ordinator	01631 670 445
4	Syed Azharul Haque	Reviewer	01711 047 815