

A comparative study of quality issues of garment export houses between Delhi and Bangalore

■ ARUSHI JABEEN AND NAZNEEN JABEEN

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■ **ABSTRACT :** The garments are now has gain the importance in the present day society. The design, fitting, color and type of fabric are important factors in selection of garments. The businesses of readymade garments have now taken in a leap in a large section of society particularly in cities army and other forces personals. Many Industries are now involved in garment making throughout the world. India is also in this business and earns millions of rupees as foreign exchange through export of garments. In the present study the evaluation of different process of garment making were evaluated for different Industries of Delhi and Bangalore. In fact the process is now industrialized to produce large quantities of products. The industrialization of a process need a careful watch at each stage of Process better quality material, sophisticated machines and checking of the product at each step to point out any defect in process of material. Every industry may not have the same type of process, machines or man power engaged in the process of garment making.

■ **KEY WORDS:** Garment, Garment Making, Export, Process, Quality, Quality Material

See end of the paper for authors' affiliations

NAZNEEN JABEEN

Department of Home Science, M.L.& J
N.K.Girls College, SAHARANPUR
(UP),INDIA

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For every industry or business, to get increased sales and better name amongst consumers and fellow companies it is important to maintain a level of quality. Especially for the businesses engaged in export business has to sustain a high level of quality to ensure better business globally. Generally quality control standards for export are set strictly, as this business is also holds the prestige of the country, whose company is doing the export. Export houses earn foreign exchange for the country, so it becomes mandatory to have good quality control of their products (Aubrey, 1972; Daniela and Jelka, 2009, Juran and Gryna, 1988). In the garment industry quality control is practiced right from the initial

stage of sourcing raw materials to the stage of final finished garment. For textile and apparel industry product quality is calculated in terms of quality and standard of fibres, yarns, fabric construction, colour fastness, surface designs and the final finished garment products. However quality expectations for export are related to the type of customer segments and the retail outlets.

There are a number of factors on which quality fitness of garment industry is based such as - performance, reliability, durability, visual and perceived quality of the garment. Quality needs to be defined in terms of a particular framework of cost (Lowe and Lowcock, 1975; Mali, 2000 and Munden and Catherine,

1973). The national regulatory quality certification and international quality programmes like ISO 9000 series lay down the broad quality parameters based on which companies maintain the export quality in the garment and apparel industry. Here some of main fabric properties that are taken into consideration for garment manufacturing for export basis:

- Overall look of the garment.
- Right formation of the garment.
- Feel and fall of the garment.
- Physical properties.
- Colour fastness of the garment.
- Finishing properties.
- Presentation of the final produced garment.

■ RESEARCH METHODS

The quality issues of fabric and garments in export houses were accessed in the present study. Starting from raw materials intermediate products and machinery of available in the different departments of garment exports houses ere accessed for finding out the answer for the application of procedures in scientific manner. Though these methods are not absolute but considered logical and indicate the chances of error at various points of the whole process.

In the present study the garment export houses situated at Delhi and Bangalore were chosen; they are in the states of Delhi and Karnataka, respectively.

The place of export houses as given in Table A.

Sr. No.	Garment Export Houses of Delhi	Garment Export Houses of Bangalore
1.	Fashion Factory Impex	Indian Design
2.	Global Overseas	Indus Index Pvt. Ltd.
3.	Indo Global	Kabadi Shankarsa
4.	Jay Shree International	N.J.K. Enterprises
5.	Magnolia Clothing	Shashikar Enterprises
6.	Neetee Clothing	Shahi Export Unit 7
7.	Palms Export	Sonali Enterprises
8.	Priti Wears	Text port Industries Unit 2
9.	Rashi Clothing	Text port Industries
10.	Sunny Wears	U.B Global

The information was collected from the following departments each garment houses and according to number of enquiries in each department the maximum marks were allotted. For each enquiry from maximum

marks were allotted and marks secured by that were recorded the first department was for checking of incoming fabrics in the industry. Nine enquiries were made in this section thus Maximum marks were 36. The second department was for testing requirements with maximum marks of 96 and 24 enquiries. Third section of physical tests was asked 13 questions with maximum marks of 52. In the trim and accessories section only five quarries were asked with 20 marks. In cutting section maximum marks were 80 with 20 questions. The sixth department of embroidery was allotted 28 marks and 7 questions. Stitching section marks were 44 and question were eleven. Button and buttonhole section was separate 32 marks and 8 questions. In washing, finishing 'and packing departments the marks allotted were 12, 24, and 16, respectively with 3, 6, and 4 quarries, respectively, in all 440 maximum marks were allotted. The marks scored by individual quarries and total marks of the department were recorded. Finally total score of each industry was also recorded.

Objective :

To study the quality issues of checking, testing, embroidery, cutting, stitching, washing, finishing and packing Department of Garment Export Houses.

■ RESEARCH FINDINGS AND DISCUSSION

All the information collected by using narrative interviews and data available from the questionnaire supplied to the so respondent's quality issues of all department of garment export house from Delhi and Bangalore were properly tabulated and analysed. The data were analysed with necessary the first test of significant were applied to compare the data statistically.

The comparative result is being presented under the following heads:

- The Evaluation of Incoming Fabric Checking Department.
- The Evaluation of Testing Facilities.
- The Assessment of Physical Testing Department.
- The Assessment of Trim and Accessories Department.
- The Process Evaluation of Cutting Department.
- The Assessment of Embroidery Section.
- The Assessment of Stitching Section.
- The Assessment of Button /Button Hole Section.

- The Checking of Washing Department.
- The Evaluation of finishing Department.
- The Assessment of Packing Section.

The evaluation of the Delhi and Bangalore garment export houses has been presented in Table 1-2 and Fig. 1-2 in the result section. The marks of each department have been shown in the respective columns against them Fashion Factory Impex industry of Delhi score was 200 out of 440 marks, its rank among Delhi industries was 6th. Many facilities were not available here, second industry was Jay shree International. Its standing was 3rd and the marks were 261. This industry completely lacks testing facilities and physical tests. In other sections many operations were not performed.

Third industry, Indo Global had most of the facilities and score was better it obtained 369 marks and stood first among Delhi industries. Priti Wear scored 166 marks with absence of testing facility and physical test. If

ranked 8th among Delhi.

Sunny wears was had the poor facility in almost all the sections it secured 227 marks and ranked 5th. Testing facility and physical tests were completely absent. Palum Export got 256 marks and 4th position here the situation was like sunny wears.

Rashi clothing's stood 2nd among Delhi industry with a score 334. It has most of the facilities in all the departments Neetee Clothing position was 7th with 178 marks due to absence other facilities were lacking in other department.

Mangolia clothing got 137 marks send 10th position. This industry had poor machines and other facilities in all the departments 227 marks. But facilities were not up to the marks. All these results have been presented in Tables 1 and 2.

Sonali Enterprises obtained 267 marks and got 7th position. It had all the departments with poor facilities.

Table 1 : A comparative study of quality and assessment of Garment Export Houses of Delhi

Parameter	#/ %	Fashion Factory Impex	Global Overseas	Indo Global	Jayshree International	Magnolia Clothing	Neete Clothing	Palms Exports	Priti Wears	Rashi Clothing	Sunny Wear	Maximum Marks
Incoming Fabric	#	20	24	33	24	22	21	21	22	32	20	36
Checking	%	56	67	92	67	61	58	58	61	89	56	
Testing Requirements	#	36	0	76	0	0	44	44	0	63	42	96
	%	38	38	38	38	38	38	38	38	38	38	
Physical Tests	#	31	0	38	0	0	0	37	0	41	30	52
	%	60	0	73	0	0	0	71	0	79	58	
Trim and Accessories	#	13	13	16	10	13	11	13	11	16	13	20
Checking	%	65	65	80	50	65	55	65	55	80	65	
Cutting Department	#	37	45	75	78	40	48	57	40	61	46	80
	%	46	56	94	98	50	60	71	50	76	58	
Embroidery	#	11	11	28	27	14	0	13	21	23	12	28
Department	%	39	39	100	96	50	0	46	75	82	43	
Stitching Department	#	15	17	44	44	16	21	31	26	38	23	44
	%	34	39	100	100	36	48	70	59	86	52	
Button/Buttonhole	#	18	15	28	31	15	15	16	19	25	18	32
Department	%	56	47	88	97	47	47	50	59	78	56	
Washing Department	#	6	7	9	11	5	5	6	7	9	7	12
	%	50	58	75	92	42	42	50	58	75	58	
Finishing Department	#	7	18	21	20	8	8	13	14	14	10	24
	%	29	75	88	83	33	33	54	58	58	42	
Packing Department	#	6	8	10	16	4	5	11	6	12	6	16
	%	38	50	63	100	25	31	69	38	75	38	
Total Marks	#	200	158	378	261	137	178	262	166	334	227	440
	%	45	36	86	59	31	40	60	38	76	52	
Rank		6	9	1	4	10	7	3	8	2	5	

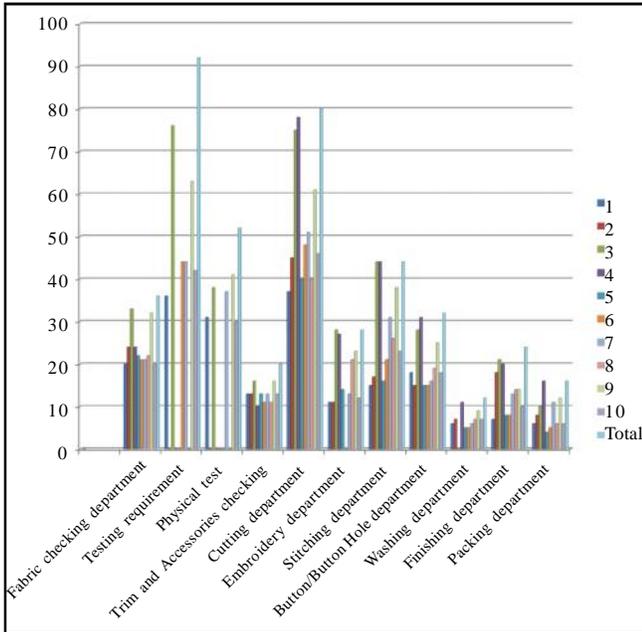


Fig. 1 : A comparative study of quality and assessment of Garment Export Houses of Delhi

Sashikar Enterprises and Text Port Industries were at 9th and 8th position with the score of 213 and 219, respectively. They with do not had testing and physical test departments.

Among two industries of Bangalore Indian design had maximum facilities. It got 418 marks out of 440. Its rank was first. Shahi Export got 344 marks with 5th position. It had many facilities baring few.

Kabadi Shankarsa and Co, score was 390 and 4th ranks. It has the similar facilities as with Shahi Export. N.J.K Export got 402 marks and stood 2nd among Bangalore industries.

Text port Industries unit 7 position was 6th with 321 marks. It has no testing facilities and physical tests. Indus Intex marks were 395 with 3rd rank. This industry has poor facilities in many departments.

U.B. Global score was 213 and stood at 9th rank. This industry did not maintained testing and physical test departments. Other departments had good facilities.

The cost quantity ratio of any readymade garment

Table 2 : A comparative study of quality and assessment of Garment Export Houses of Bangalore

Parameter	#/ %	Indian Designs	Indus Intex	Kabadi S & Co	NJK Enterprises	Sashikar Enterprises	Sahi Unit 7	Sonali Enterprises	Texport Industrial Unit 2	Texport Industrial Unit	U B Global	Maximum Marks
Incoming Fabric	#	36	34	34	35	27	35	33	23	26	27	36
Checking	%	100	94	94	97	75	97	92	64	72	75	
Testing Requirements	#	75	71	70	73	0	57	0	53	0	0	96
	%	78	78	78	78	78	78	78	78	78	78	
Physical Tests	#	52	49	49	49	0	44	0	39	0	0	52
	%	100	94	94	94	0	85	0	75	0	0	
Trim and Accessories	#	19	19	18	20	15	17	20	15	15	15	20
Checking	%	95	95	90	100	75	85	100	75	75	75	
Cutting Department	#	80	74	78	75	53	62	79	76	58	53	80
	%	100	93	98	94	66	78	99	95	73	66	
Embroidery	#	28	26	27	28	0	23	28	23	15	0	28
Department	%	100	93	96	100	0	82	100	82	54	0	
Stitching Department	#	44	44	44	44	40	40	43	39	37	44	44
	%	100	100	100	100	91	91	98	89	84	100	
Button/Buttonhole	#	32	31	31	31	31	26	30	22	25	31	32
Department	%	100	97	97	97	97	81	94	69	78	97	
Washing Department	#	12	11	4	11	11	8	8	8	11	11	12
	%	100	92	33	92	92	67	67	67	92	92	
Finishing Department	#	24	20	20	20	20	18	14	17	18	16	24
	%	100	83	83	83	83	75	58	71	75	67	
Packing Department	#	16	16	15	16	16	14	12	6	14	16	16
	%	100	100	94	100	100	88	75	38	88	100	
Total Marks	#	418	395	390	402	213	344	267	321	219	213	440
	%	95	90	89	91	48	78	61	73	50	48	
Rank		1	3	4	2	9	5	7	6	8	9	

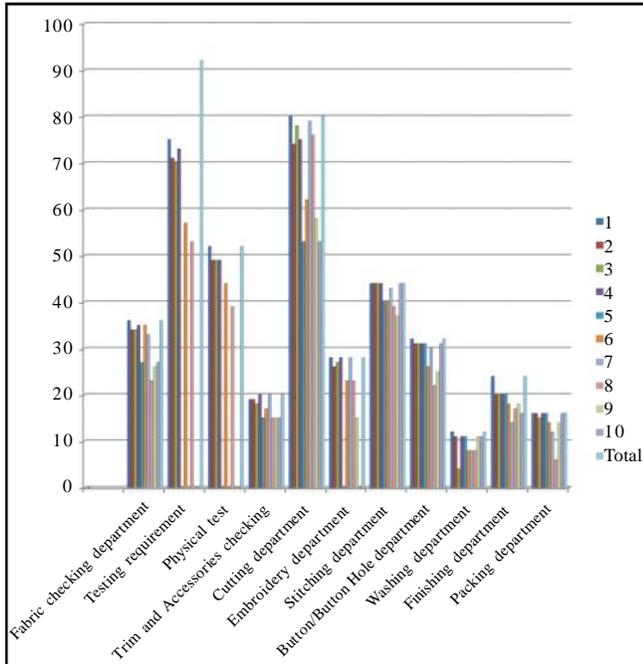


Fig. 2 : A comparative study of quality and assessment of Garment Export Houses of Bangalore

depends upon the process machine, quality checking and capacity of the garment house. The industry which uses best facility can flourish with low input and better returns.

On the basis of marks scored by each industry all

30 industries were allotted their position. The result is presented in table figure. The Indian Design of Bangalore got 1st position and NJK Enterprises of Bangalore stood at rank 2. The Third position was obtained by J&S Export of Noida, respectively.

Authors' affiliations:

ARUSHI JABEEN, Department of Home Science, M.L.& J N.K.Girls College, SAHARANPUR (UP).INDIA

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