

**'Internship Report on
Talent acquisition process of DK Sweater Ltd'**



'Internship Report on Talent acquisition process of DK Sweater Ltd'

School of Business Administration

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Program: BBA

Batch: 41st

Major: Human Resource Management

Bachelor of Business Administration

Submission Date: August 30-08-2020

LETTER OF TRANSMITTAL

To

Zahidul Islam

Lecturer

Department Of Business Administration

Uttara, University

Dhaka, Bangladesh

Subject: Submission of internship report on “Talent acquisition process of DK Sweater Ltd ”.

Dear Sir,

With due respect I beg to inform you that i am a student of BBA ,(41st Batch) & Dept. Of DBA at Uttara, University. I am very glad to submit you my internship report prepared on “Talent acquisition process of DK Sweater Ltd”.

I have given my best effort to prepare the report with relevent information that i have collected from DK Sweater Ltd. and from others sources during my internship program from 16 June 2020 to 16 September 2020.

I pray & hope that the mistake of the report may have, will be kindly excused. So I cordially request to you evaluating this report & enough kind to receive this report.

Sincerely your's

Afsana Mimi
Major in Human Research Management
ID No: 2163011035
Batch: 41st
Bachelor Of Business Administration
Uttara, University,
Dhaka, Bangladesh.

STUDENT DECLARATION

I hereby declare that the Internship Report on “Talent acquisition process of DK Sweater Ltd” includes the results of my own research works, pursued under the supervision of Zahidul Islam, Lecturer, School of business, Uttara University, Dhaka, Bangladesh.

I further affirm that the work presented in this report is original and no part or whole of this report has been submitted to, in my form, any other University or Institution for any degree or any other purpose.

Afsana Mimi
Major in Human Resource Management
Program: BBA
ID No: 2163011035
Batch: 41st
Bachelor Of Business Administration
Uttara, University,
Dhaka, Bangladesh.

SUPERVISOR’S DECLARATION

16 September, 2020

Dear Student,

I am very happy to declare that an internship report on “Talent acquisition process of at DK Sweater Ltd in South Salna, Mia Para Salna Bazar, Joydebpur, and Gazipur” has been assigned to you. You will have to complete.

The report within a given deadline. I hope you will successfully complete your report. After completing this report, you will have to submit your presentation on PowerPoint slide.

I wish his every success in life.

Zahidul Islam
Lecturer
Department of Business Administration
Uttara, University
Dhaka, Bangladesh.

ACKNOWLEDGMENTS

Internship program is a complement of the subject Management as it is providing practical Knowledge to the outgoing students of BBA, as they are going to participate in management Successfully of organization in globalization.

At first of I would like to express my deep great fullness to the almighty “Allah” for giving me every assistance in the way of life.

My special gratitude goes to my honourable internship supervisor Zahidul Islam, Lecturer, Bachelor Of business Administration, and Uttara University, who motivated me to choose this topic. He helped me in my every step to complete my internship report in appropriate manner. He was giving me his valuable time, proper guidance, advice, & inspiration.

I am highly grateful and indebted to the employees of DK Sweater Ltd.

Their instruction and encouraging attitude and artistic technique of giving knowledge helped me is an outstanding way to worked out this difficult task. I have faced various kinds of problem from beginning to end.

I couldn't solve all those problems without the help of their most cordial instruction, intellect advice and sympathy. They gave me valuable suggestion, note of how to prepare the report, its rule and method and analysing system.

I am grateful to the authors of those books from where I have received necessary help in preparing the report.

EXECUTIVE SUMMARY

In this report I have tried to focus and analyze Talent acquisition process of the employees of “DK Sweater Ltd” and what kind of value-added services they are providing to their employees. Chapter one including the introduction, Objectives of the study, Broad Objectives, Specific Objectives & Major difficulties faced / limitations. The discuss summary in my educational program can be practiced in the aspect of Talent acquisition process of DK Sweater Ltd. The objective of the report is to analyze the effectiveness of Talent acquisition process of DK Sweater Ltd. Chapter two, description of the company profile of DK Sweater Ltd of the Talent acquisition process. Chapter three, including data description, ways of data collection, primary data and secondary data, were used to prepare this report. Primary data come from my day to day observation and interviewing employees. Secondary data was collected from Website, Magazine, Newspaper, and Book. Chapter four, to know the employee perception to analyze the effectiveness of Talent acquisition process of DK Sweater Ltd. Chapter five, the conclusion of this report is Talent acquisition process of the employees of DK Sweater Ltd. This report provides some recommendations which may help to improve their process. Chapter six, there are discussions about the internship experience topic. Finally, the report allows focusing on theories and concepts used in DK Sweater Ltd to relate with academic purpose.

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CHAPTER: ONE

INTRODUCTION

1.0 INTRODUCTION

Internship is one of the major parts of Bachelor of Business Administration (BBA) Program offered by Faculty of School of Business, Uttara University. Being a course requirement, I was assigned to do my internship in DK Sweater Limited for a period. In today's world, education is not just limited to books and classrooms. Education nowadays is understanding the real world and applying knowledge and education for the betterment of the society. Internship is such a way that helps to apply the knowledge and understanding of the courses and to use them in a practical field. Internship gives this

opportunity to be engaged in an organization where it is possible to have an experience of the real business world and to see the corporate culture differently. Uttara University has goals to produce world class graduates within the local environmental with knowledge and skills to provide leadership in enterprise, public service and welfare. Internship program is a step towards fulfilling this commitment by giving the students an opportunity to get ready for the real world before they enter into it.

A business report is defined as an orderly, objective communication of information that serves some business purpose. Therefore, in order to serve this business purpose a topic of the report has to be clearly stated. The topic that has been defined for studying in this report is in infinitive phase. The topic has been defined as, “Talent acquisition process of DK Sweater Ltd, Factory Office, HR”. I have tried to prepare the report in such a way that it reflects what I learn during the orientation period. I tried to clarify my experience with practical knowledge on Talent acquisition process.

1.1 OBJECTIVE OF THE STUDY

The objective of the report can be viewed in two forms:

- Broad Objective
- Specific Objective

1.1.1 Broad objective:

- To know about the overall Talent acquisition process of DK Sweater Ltd.

1.1.2 SPECIFIC OBJECTIVE:

- To identify Recruitment sources of DK Sweater Ltd.
- To Know Recruitment process of DK Sweater Ltd.
- To Know Selection process of DK Sweater Ltd.

1.2 Major difficulties faced / limitations:

There were some problems while I was preparing this report. A wholehearted effort was applied to complete the report and to bring a reliable and fruitful result. In spite of having the wholehearted effort, there exists some limitations, which acted as barrier. The limitations were-

1. The website of the organization contains are few information.
2. Lack of available up-to-date information.
3. Only the upward employer is well-known about the organization.
4. The employees of DK Sweater Ltd had no eagerness to supply more information because of extra hardness.
5. As because of DK Sweater Ltd is a large company, it is very difficult to understand each and every aspect of its operation within a very short period of time.
6. Lack of previous practical experience in this concern, as I cannot accumulate all the relevant facts.

CHAPTER: TWO

COMPANY PROFILE

2.0 History of the Company

DK Sweater Ltd. started its journey in garment industry in 2002 with interests in manufacturing and trading DK Sweater Ltd. is an export oriented composite garments industry. The company is constantly providing customers across the world with garment sourcing solution, with manufacturing facilities. Bangladesh entered in readymade garments business in early 1980s. At that time there were very few local entrepreneurs who knew the trade. Mainly the foreign entrepreneurs directly operated their business for the cheap labor. But during late 1980s and early 2000s the scenario of garment sector

of Bangladesh-started changing local expert and entrepreneurs started experiencing the knowledge of the trade. In the above context DK Sweater Ltd. is a privately owned company which was established in 2002. The owners possess a vast experience in cutting, sewing, finishing, Sweater.

Head Office:

Company name- DK Sweater Ltd.

Office location (corporate) –

House # 31,

Road # 29,

Sector-7 Uttara,

Dhaka-1230, Bangladesh.

Phone: +8802-0241040095,+8806911677516.

Fax: 880-2-9898107,880-2-8823393.

Web: www.dkgbd.com

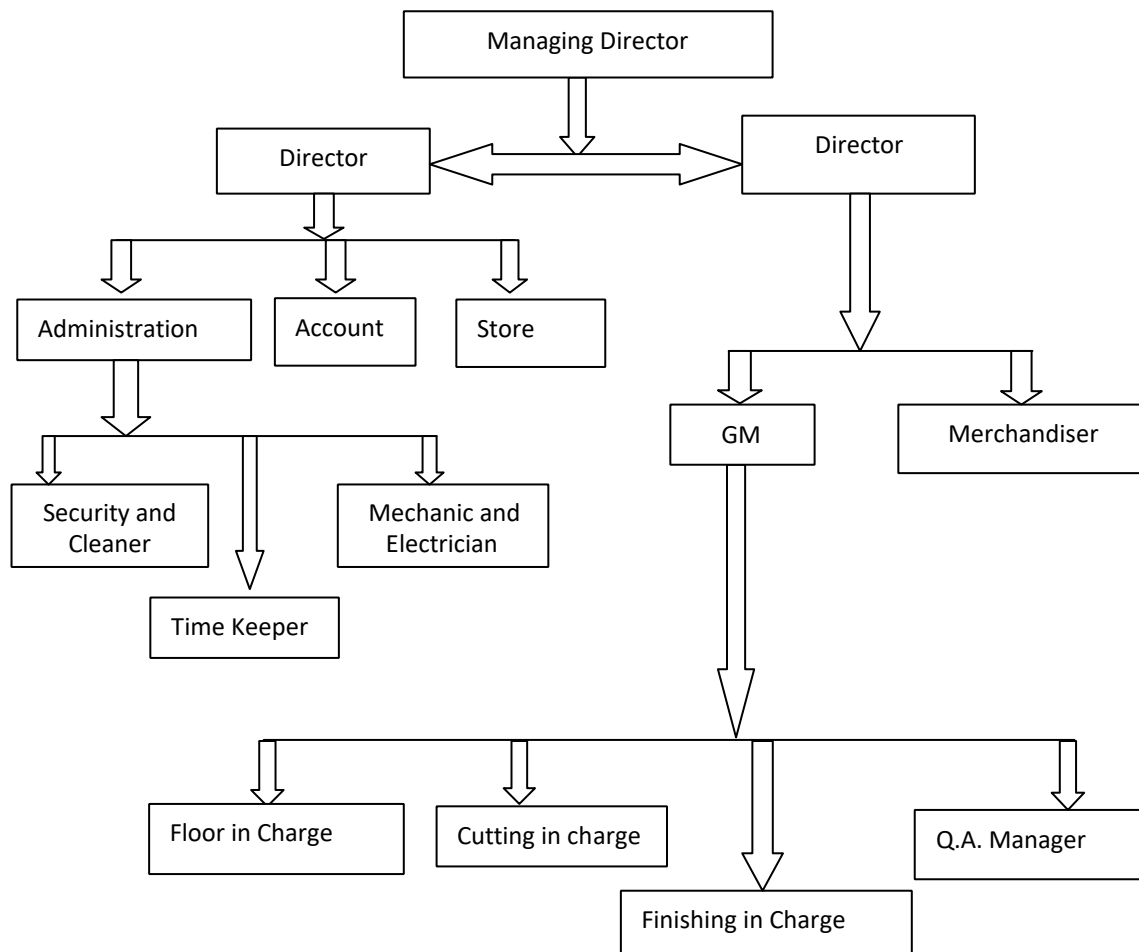
Factory Office:

Office Location (factory) - South Salna, Mia Para, Salna Bazar, Joydebpur, Gazipur.

Email: dksweater@dkgbd.com

Web: www.dkgbd.com

2.1 Organization Structure:



2.2.0 Vision & Mission of the DK Sweater Ltd

2.2.1 Mission:

- Customer's satisfaction & market sensitive.

- Optimizing profitability in our business.
- Novel product & Technologies.

2.2.2 Vision:

- Good will towards all employees.
- Inventive research of commercial importance.
- Outstanding product quality.

2.2.3 Objective:

- Highly trained and skilled managerial group, creating a friendly atmosphere through continuous training is expecting to achieve the company objectives.
- Political instability power crisis & illiterate work force having low quality concept are major barrier of Bangladesh garment export; break through which is a challenge for the company.

2.3 Product of the company:

- Sweater
- Swim wears
- Shorts

2.4 Market:

Products of the company are sweater, swim wears, and shorts. All the products are for export and their export county USA. Company's major customers are-kohl's, sears, Target, bonton, kmart & jcpenny.

2.5 Department where intern worked:

In the time of internship period I was worked in DK Sweater Ltd in HR department. From this department I have collected information of the DK Sweater Ltd.

Chapter-3

Data collection and processing

3.0 Methodology:

There are two types of sources of methodology. One is primary and another is secondary sources while I was conducting the study both primary and secondary information were explored. But hardly any

primary information could be found. In the absence of primary information the majority of the study has been based on secondary information. For the procurement of data, I had to take support of some specific methods as follows:

3.1 Data Description- Types of data

Data collection is the process, technique, or method of observation, survey and analysis.

There are two types of data-

- **Primary data**
- **Secondary data**

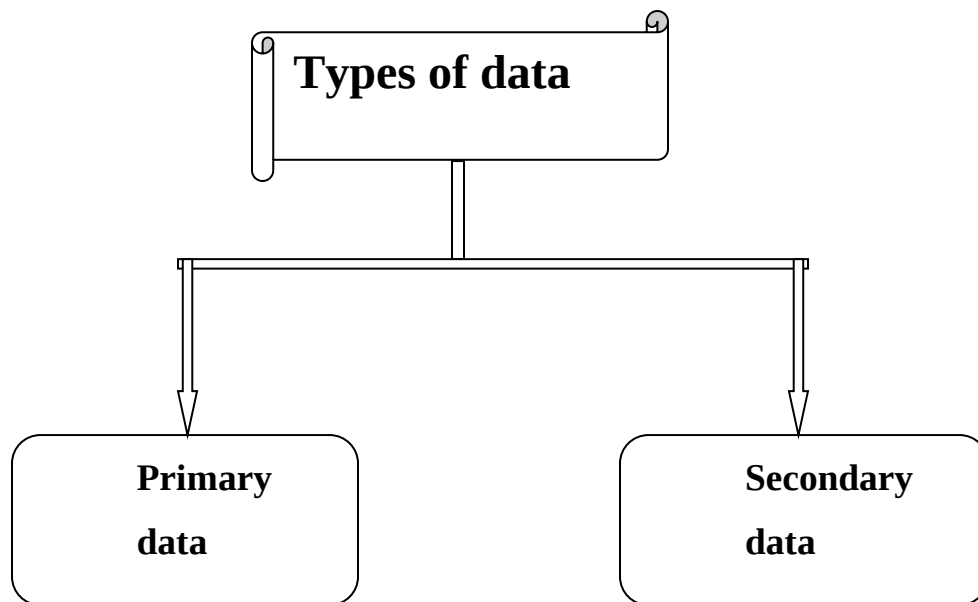


Figure 3.1: Types of data

The report has been prepared based on primary and secondary data. I collected data by the following ways-

- **Primary data are collected in the following ways:**

- Face to face conversation with the officer and employees.
- File study of different section of deskwork.
- Face-to-face conversation with clients visited the organization.
- Relevant field study as provided by the officer concern.

➤ **Secondary data are collected in the following ways:**

- Website of the DK Sweater Ltd.
- Various book articles.
- Different procedure manual published by DK Sweater Ltd.
- Books

3.2 Data/ information Processing Methods

For any type of report, methodology is very important. The optimum outcome of the standard report depends largely on the adopting of the proper methods related to the topics in the field of relevant investigation. To prepare this report, the methods practical involving working, observation method. The techniques of data collection followed in this report are practical working to the organization, interviewing, uses of documents. Data analysis has been done with Microsoft word, different tables, and figures.

CHAPTER: FOUR

ANALYSIS

➤ 4.1 To identify Recruitment sources of DK Sweater Ltd.

The need for recruitment is felt especially whenever a new post is created due to expansion of the company. Succession planning also calls for recruitment sometimes if the vacant post cannot be filled from within. There is quite a number of recruiting sources used by this organization. DK Sweater Ltd advertises in the newspaper to generate applications for different entry-level post. The selection process in DK Sweater Ltd is no different from what is practiced in most organizations. The process starts with initial screening and a person is finally selected through a final interview. The current selection and recruitment process, its shortcoming are elaborated in the next chapter as this is the key area of the report.

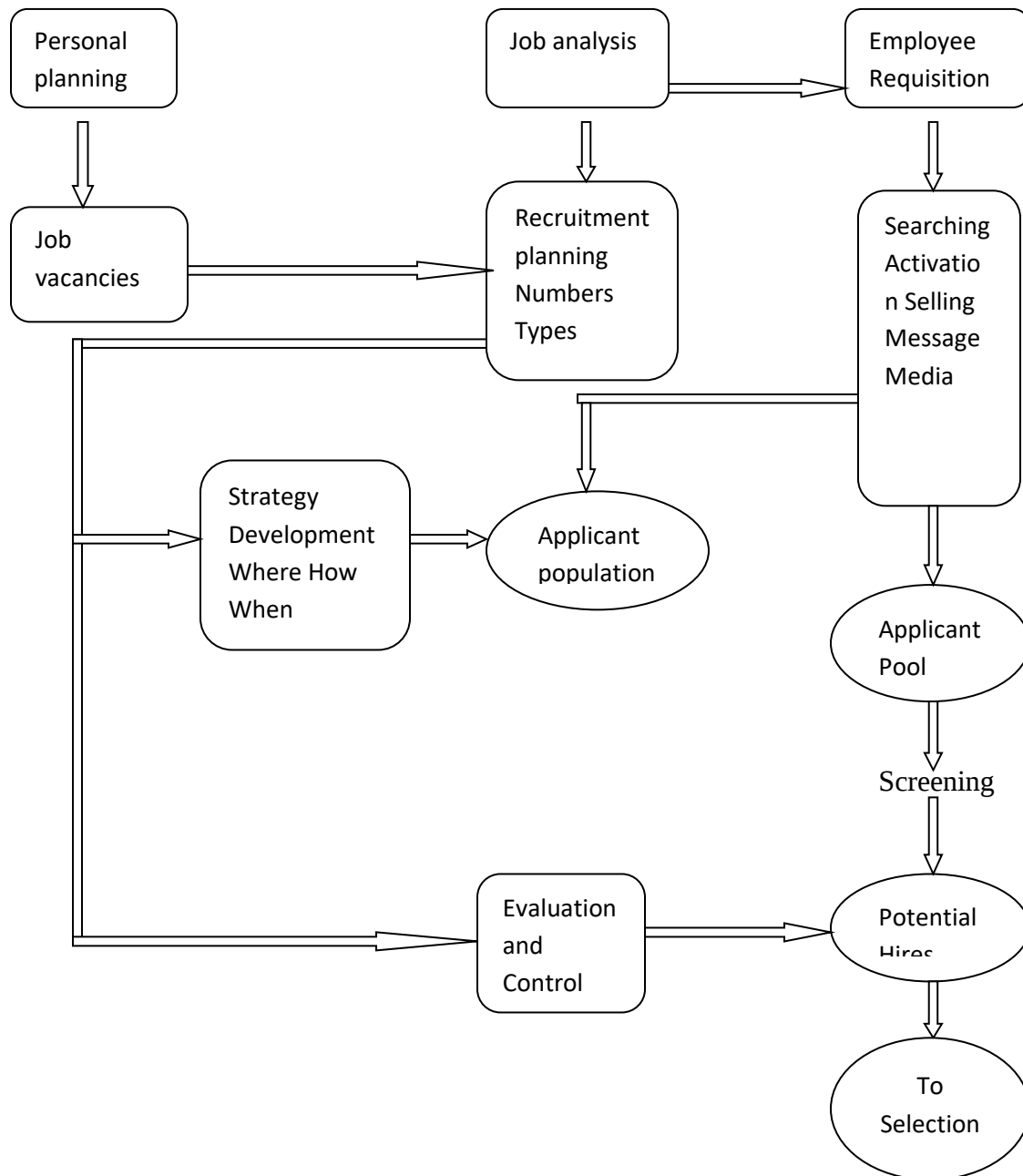
For DK Sweater Ltd Employee Selection is the process of putting right man on right job. It is procedure of matching organizational recruitments with the skills and qualifications of people. HR relies on the use of up-to date methods for selecting and appointing candidates for a job.

Each association has the choice of picking the contender for its enrollment forms from two sorts of sources: inner and outer sources. The sources inside the association itself (like exchange of workers from one office to other, advancements) to fill a position are known as the inner wellsprings of enlistment. Enrolment hopefuls from the various sources (like outsourcing organizations and so forth) are known as the outer wellsprings of enlistment.

Table 4.1: Internal and External recruitment sources

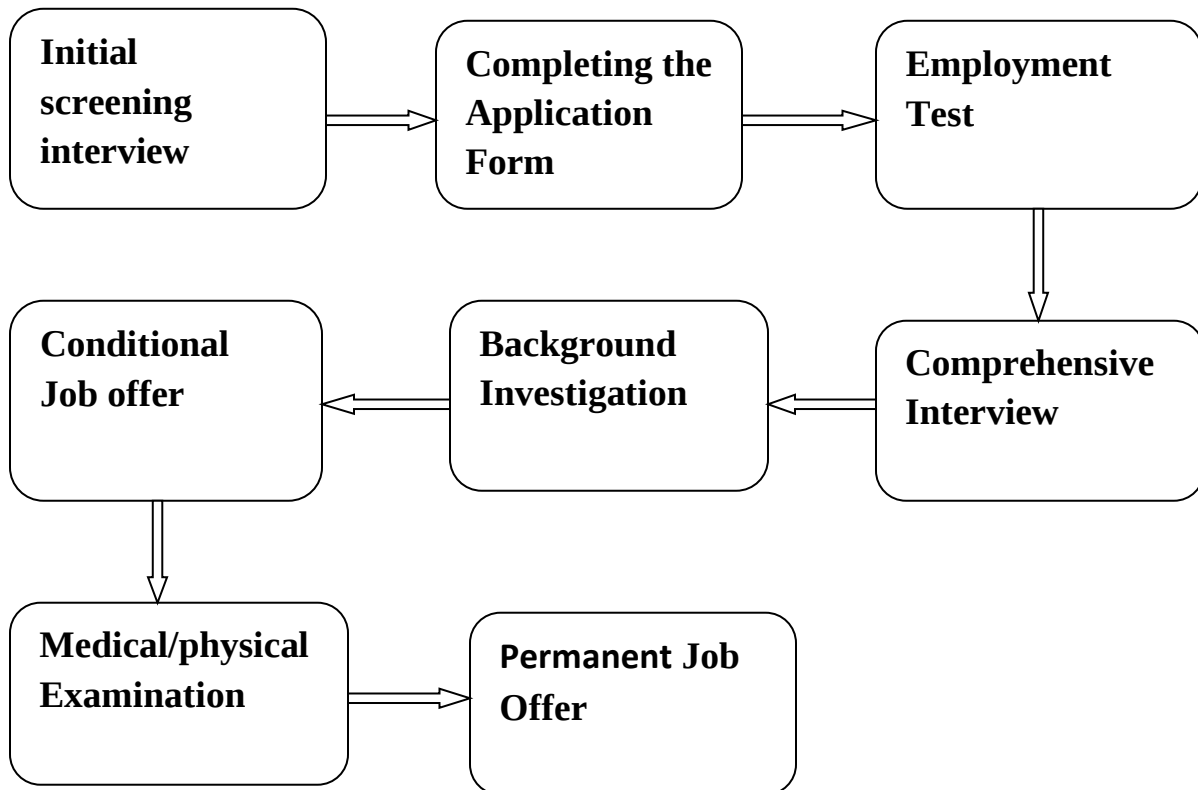
Internal Recruitment Sources	External Recruitment Sources
Promotion & Transfers	Expert or Trade Associations
Employee Referrals	Advertisements
Previous Employees	Employment exchanges
Dependents of deceased employees	Contractual workers
Reviews	Specialists
Retirements	Head hunters
Inside Warning (promotion)	

4.2 To Know Recruitment process of DK Sweater Ltd:



4.3 The Selection Process of DK Sweater Ltd:

The Selection Process:



a) Initial screening: The first step in the selection process whereby job inquiries are sorted.

As culmination of our recruiting efforts, we initiate a preliminary review of potentially acceptable candidates. This initial screening is, in effort, a two-step procedure:

(1) Screening inquiries and (2) Screening interviews.

b) Completing the Application Form: Company-specific employment form used to generate specific information the company wants. Once the initial screening is completed, application is asked to complete the organization's application form. This may require only the applicant's name, address, and telephone number.

c) Employment Test: Organizations historically relied to a considerable extent on intelligence, aptitude, ability, and interest tests to provide major input to the selection process. Even handwriting analysis and honest tests have been used in attempts to learn more about the candidate-information that supposedly leads to more effective selection.

1) Performance Simulation Test: Work sampling and assessment centers evaluation abilities in actual job activities. To avoid criticism and potential liability from using psychological, aptitude, and other types of written test, interest has been increasing in performance simulation tests.

2) Work Sampling: A selection device requiring the job applicant to actually perform a small segment of the job. Work sampling creates a miniature replica of a job. Applicants demonstrate that they necessary talents by actually doing the tasks. Carefully devised work samples based on job analysis data determine the knowledge, skills, abilities needed for each job.

3) Testing a Global Arena: Many of the standard selection techniques described in the next do not easily transfer to international situations. When recruiting and employing host-country nationals, typical American testing works in some countries but not in others. For example, handwriting or graphology tests, sometimes used in the United States, are frequently used in France.

d) Comprehensive Interview: A selection device used to obtain in-depth information about a candidate. The applicant may be interviewed by HRM interviewers, senior managers within the organization, a potential supervisor, potential colleagues, or some or all of these.

e) Background Investigation: The process verifying information job candidates provide. Background investigations, or reference checks, are intended to verify that information on the application from is correct and accurate information.

f) Conditional Job offer: A tentative job offer that becomes permanent after certain conditions are met. If a job applicant has passed each step of the selection process so far, a conditional job offer is usually made. Conditional job offer typically come from an HRM representative. In essence, the conditional job offer implies that if everything checks out-such as passing a certain medical, physical, or substance abuse test-the conditional nature of the job offer will be removed and the offer will be permanent.

g) Medical/physical Examination: The next-to-last step in the selection process may consist of having the applicant take medical/physical examination. An examination to determine an applicant's physical fitness for essential job performance. Physical exams can only be used as a selection device to screen out individual who are unable to physically comply with the requirement of a job.

h) Job Offer: Individual who performs successfully in the preceding steps is now considered eligible to receive the employment offer. Who makes the final employment depends on several factors. For administrative purposes (processing salary forms, maintaining EEO statistics, ensuring a statement exists that asserts that employment is not guaranteed, etc.), the offer typically is made by an HRM representative.

4.4 To assess Talent acquisition process of DK Sweater Ltd.

The recruitment activities of DK Sweater Ltd are as follows:

- Invitation of application
- Job analysis
- Formation of selection committee
- Advertisement
- Receive application
- CV screening

➤ Invitation of application

These very depending on the nature of the job and the performances of the person responsible for hiring, as “DK Sweater Ltd should have an application from the reflects its own environment”. At a minimum, an application usually requires the applicant to provide information sufficient to demonstrate that he or she is legally permitted to be employed. The typical application also requires the applicant to provide information regarding relevant skills, education and experience. The application itself is a minor test of the applicants’ literacy, communication skills – a careless job applicant might disqualify themselves with a properly filled-out application.

The application may also require the applicant to disclose any crime record, and to provide information sufficient to enable the employer to conduct an appropriate background check. For a business that employs workers on a part time basis, the application may inquire as to the applicant’s specific time and days of availability, and preferences in this regard.

For many organizations, applications for employment can be filled out online, and do not have to be submitted in person. However, it is still recommended that applicants bring a printed copy of their application to an interview.

➤ Job Analysis

A job analysis is a systematic exploration of the activities within a job. This is used to define the duties responsibilities and accountabilities of a job. DK Sweater Ltd has a systematic job analysis, which consists of job specification, job description and job evaluation. Recruitment process ideally begins with the analysis of job description and person specification for that job. A job

description and analysis of person specification provide the foundation for stipulating the job title and salary scale of the position.

▪ **Job Specification**

Job specification defines the education, training, experience, skills and competencies required by the jobholder. The job specification is vital, because the key part of the job specification, established at the beginning, is used in structured selection interview. HR department with the help of the concerned department mainly prepares the job specification.

The following information's are specified in the job specification-

- The age of the applicant in case of direct recruitment.
- Title of the position.
- Division, Department or Section.
- There are minimum educational as well as experience qualification for every post from managing director to assistant.
- There are also required qualifications for promotion in a certain post.

▪ **Job Description**

Job description is prepared by respective Head of the HR with the help of concerned department and it is kept with HR. In case there is any change in the duties and responsibilities, then job description must be revised. A copy of the latest job description is kept in employee's personal file. The line manager and the HR departments ensure that each employee has an appropriate and updated job description stating clearly the context, purpose, duties & responsibilities of the employees and person specification.

A copy of the job description is provided to the employee when he/she is appointed, promoted, newly assigned or when deemed necessary.

➤ **Formation of selection committee**

The purpose of selection committee is to get different perspectives on the hiring process and to minimize the likelihood that any one decision maker will have a bias toward or against any particular candidate. Therefore, selection committee members should be as diverse as possible in order to represent a variety of perspectives regarding a particular position incumbent or recruitments. Where possible, attention should be paid to factors which enhance human diversity in terms of gender, race, functional expertise, or other variables which will provide perspectives through which to evaluate the applicant pool.

A selection team incorporates all staff who contributes to the assessment of candidates and decision making for a particular post. Whilst not everyone in the selection team will necessarily be involved in interviewing, all interviewers will be in the selection team. Getting a good level of input in decision making is a key element of a successful selection process.

➤ **Advertisement**

The most common formal recruitment method is advertising. Recruitment advertising has an obvious target-people who are seeking work-and an obvious goal-attracting these job seekers to apply for a job at a particular company. Recruitment ads, however, reach a much wider audience. Estimates are that only ten to twenty percent of the readers of help wanted ads are currently seeking work. About 70 to 75 percent of the readers are happily employed but skim the ads regularly to see what is available.

Recruitment advertising, also known as recruitment communication and recruitment agency, includes all communications used by an organization to attract talent to work within it.

Recruitment advertisements may be the first impression of a company for many people, and the first impression the organization makes goes a long way to determining interest in the job opening being advertised. Recruitment advertisements typically have a uniform layout and contain the following elements-

- The job title heading and location.
- A description of the position.
- Entry qualification.
- The remuneration package (not always provided by the employer).

➤ **Receive application**

If there is one thing that we frequently hear as recruiters it's that employers (and recruiters too) are very poor at giving interview feedback and, in fact, this starts before the interview- candidates often do not hear back on applications they have made. To be fair employers, they are often inundated with applications, some of which are poorly presented, badly targeted and at times just not relevant.

➤ **CV Screening**

Many organizations these days prefer to source their own candidates for vacancies, however in the current climate, the sheer number of applications received can result in a huge strain on organizations resources, often distracting key personnel from their crucial day-to-day tasks.

Allows DK Sweater Ltd to focus on core business by outsourcing time consuming candidates screening exercises:

- Provide the strongest shortlist of candidates so that DK Sweater Ltd can focus on hiring the right people for your organization.
- Lowers attrition rates due to a uniform application and screening process.
- As it is a bespoke service you only pay for the offering you choose.

Chapter-5
Finding, Conclusion &
Recommendations

5.1 Findings

➤ **Poor maintenance of Database of CVs:**

The company do not maintain a database of CVs of all applicants, which would be easier if applying online is encouraged. DK Sweater Ltd may also maintain a separate database of candidates who have been selected. From this database it will be evident after a while, which university graduates are more suitable for the jobs in National.

➤ **Training and Developments**

There is no effective training canter of DKL Bangladesh. The problem with Training and Development is that it is only available for the high level officer and not for lower staff members.

➤ **Lack of employees in some departments**

Although DK Sweater Ltd is a very good employer of talent professionals at different factories, however it was observed that there were some departments in the company lacked the number of professional in it that resulted in inefficiencies in that department.

➤ **Lack of compensation policy:**

DK Sweater Ltd also lack of compensation policy.

➤ **Poor employment test system:**

DK Sweater Ltd used employment test system to evaluate candidate to select as an employee of their organization. But their employment test system is very poor and backdated.

➤ **Small or unorganized HR department**

DK Sweater Ltd have also small HR department. So, it is very time consuming to perform all HR activities.

5.2 Conclusion

In the end, I want to say that to become a part of DK Sweater Ltd. I feel amazed and grateful. I gained so much from this three month internship also enrich my thought about corporate world. I am grateful and amazed for completing the internship with honor and respect. I have tried my best to give the effort and dedication to the human resource team and in return they have provided me some great moments of my life. This particular internship time I enjoyed so much that will never be blown away from my mind.

By performed in some notable asks and tried to make a foot step in their work. I have experienced many tools and techniques, and knowledge which will reflects on my future career life. I also made mistakes that tech me to overcome the difficult situation. And this becomes my lessons for future career.

Overall this was a great learning opportunity for me. This experience made me more aware of my career choices and gave me a hands-on experience on what goes on in a real working environment. I look forward in taking all things that I have learned and using it to further develop my professional career in future.

5.3 Recommendation

From the findings and conclusions of the study, the following recommendations are made. Management should be more responsible for the needs and concern of their employees “safety and health by being more sensitive to the problems of the employees”.

Internship program really offer an excellent chance to introduce with the environment of a particular organization and every intern get the chance to match his or her theoretical knowledge with the real-life scenario. According to my study

I find that there are some problems are associated with The DK Sweater Ltd. If the problems can be solved DKL will be more renowned, complain free and gain a higher amount of profit. I am trying to give some suggestion that can help DKL to improve and overcome the problems:

- The Company should maintain a database of CVs of all applicants, which would be easier if applying online is, encouraged DK Sweater Ltd.
- Training and Developments should be applied on all department employees so that they perform their work effectively and efficiently.
- Ensure sufficient employees to minimize work pressure on employees solder.
- Effective compensation policy system should be adopted for all kind of employees.
- Enrich employment test system
- HR department should be organized.

Chapter- 6

Internship experience

6.1 Internship experience

After many findings I found MD. Mostofa Kamal, who is the HR Admin of DK Sweater Ltd. He offered me to join as an intern with HRM department.

I did my Internship at DK Sweater Ltd in South Salna, Mia Para, Salna Bazar, Joydebpur, and Gazipur. From the 16, June 2020 to 16, September 2020. My internship was at DK Sweater Ltd, which I found very refreshing and unique. I was pleasantly surprised how all the HR officers even the HR Administrators work together and help one another, which is rare to me in my experiences. DK Sweater Ltd also create bond to all their other staff & workers in all departments. I was able to experience and work in any department which was a blessing. The program is a partnership between DK Sweater Ltd commons and various communities that help create opportunities for BBA students & adult's career change.

Working with DK Sweater Ltd, my experience has been extremely position. Everyone has been so helpful and positive. They help me a lot.

Reference

- <https://bd-check.com/dk-sweater-limited/591.html>
- <https://www.solocheck.ie/Irish-Company/Dk-Strategic->
- <https://panjiva.com/Dk-Sweater-Ltd/47917830>

