



ACI Limited

**Internship report on
Administration Operation Wheel of ACI**



Administration Operation Wheel of ACI

Submitted to:

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Letter of Transmittal

17th December, 2018

Mr. Tofazzal Hossain

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Subject: Submission of Internship Report.

Dear Sir,

This is a great pleasure that you have given me the opportunity to submit the report on “**Administration Operation Wheel of ACI**” as a part of BUS-400 course and complete my Internship. I have conducted my Internship program at ACI Ltd. in Corporate Administration Department (ACI Center, 245, Tejgaon Industrial Area, Dhaka) under your close supervision.

ACI is a group of company of many businesses. The Corporate Administration Department looks after all administrative work of whole ACI Ltd. with a very high level of success.

I have tried my best to collect as much information as possible about the Corporate Administration Department of ACI Ltd. I believe the knowledge and experience I have gathered during the internship period will be helpful for my near future. It would be my great pleasure if you find this report useful and informative. If required, please inform me if you have any query on this report or any other relevant matters.

Sincerely,

Afrin Binta Hoque

ID: 15104024

BRAC Business School

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Letter of Endorsement

This is to certify that Afrin Binta Hoque, a student of BRAC University, bearing ID: 15104024 has submitted the internship report on “**Administration Operation Wheel of ACI**” as a compulsory part of the Internship program with the major in Human resource Management.

I wish him every success in life.

Mr. Tofazzal Hossain
Lecturer
BRAC Business School
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Acknowledgment

First of all I would like to convey my cordial gratitude to Almighty ALLAH for giving me the strength and the self-possession to terminate the assigned job within the schedule time.

I would like to express my gratitude and respect to my honorable faculty Mr. Tofazzal Hossain due to his generous and gracious supervision and guidance. His continuous inspiring guidelines, valuable suggestions and willingness motivated me to contribute tremendously to our report. Moreover, I am extremely thankful to my supervisor, Mr. Tofazzal Hossain, Deputy Manager, Corporate Administration, ACI Limited for assisting me on every day to day activity that brought out my inner potentiality. I would also like to thank the ACI company and specially my fellow colleagues, who supported me in thick and thin and made me comfortable and communicated practical advice which helped me carry on my duty as an intern.

Finally, I would like to thank my family and friends who helped me directly and indirectly while making the report. Without helps of the particulars mentioned above, it would be very difficult to prepare this report.

Executive Summary

The concern of this report is the administration operation wheel of ACI LTD. The main purpose of the report is to elaborate the Administration operation functions of ACI done by the corporate administration department.

The corporate administration department mainly takes care of all the materialistic issues and services. This is a support department of the ACI Ltd. the department does a lot of works to keep a smooth flow of all kind of support activities of all business and departments of ACI Ltd. for their smooth operation they have organized their work in two types which are Mandatory and Productivity increase work. The mandatory works are must and regular job of the department. Productivity increased works are also must but those are mainly done for improving the overall productivity of ACI Ltd. The mandatory jobs are like building maintenance, protocol services, safety & security services, transportation & canteen management, staff transportation service etc. However, productivity increase works are like service staff management, maintaining reception, mobile, premium relations, event management etc.

The administration department is doing their work very successfully with their very efficient employees. However, there are some drawbacks of this department according to me such as lack of enough manpower.

In spite of all, this report contains some limitations. A part of the report carries out SWOT Analysis that touches upon strengths, weakness, opportunities and threats of the administration department. Finally, there is the conclusion followed by references

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1. INTRODUCTION

1.1 Origin of the Report

This particular report is being prepared as a compulsory part of Internship program, on the proposed topic “Administration Operation Wheel of ACI Limited”. The intention was to give an opportunity to the students about real work environment besides taught courses. The internship supervisor was Md. Tofazzal Hossain (Deputy Manager, Administration), ACI Limited and the faculty advisor was, Mr. Tofazzal Hossain Lecturer, BRAC Business School, BRAC University.

1.2 Scopes and Objectives

The scope of this report will be limited to the overall description of the company organizational structure and management policies. The report will provide an overview of the jobs of the Administration Department.

- To get an organizational over view of ACI Limited
- To provide theoretical Knowledge of Administration Department
- To provide a short analysis about Administration Department.
- To recommend possible ways to improve productivity of administration department.

1.3 Research Methodology

Both the primary as well as the secondary form of information was used to prepare the report. The details of these sources are highlighted below:

1.3.1 Primary Sources

Primary data was collected directly from my colleagues and the officials. I have asked them about their all functions of the department and discussed some matter with them and used their responses as primary data.

1.3.2 Secondary Sources

The secondary data were, company’s yearly business review report, marketing report, annual budget, company manual, text book and information from internet etc.

1.4 Limitations

- For organizational confidentiality many information could not be collected.
- For different constrains and restrictions detailed research was not possible.
- The report was written from different individual's perception. So, all the findings might not be objective.
- Collecting relevant papers and information was extremely difficult.



ACI Limited

2. COMPANY OVERVIEW

2.1 Historical Background

In 1968 at the time of East Pakistan Imperial Chemical Industries (ICI) was established. In 24th January, 1973, the company was incorporated in Bangladesh as ICI Bangladesh Manufacturers limited. In 1992, the company changed its' name by divesting 70 % of its share to local management.

ACI in 1992, primarily started with pharmaceutical business after time goes by the Company has diversified its business in, agricultural including fishery & livestock, consumer brands and Consumer Brand Electronics. At present, ACI has 4 (four) strategic business units, which are Health Care, Consumer Brands, Agribusiness, Retail Chain, along with 14 subsidiaries, 3 joint ventures which are ACI Godrej Agrovvet Private Limited, Tetley ACI (Bangladesh) Ltd. and Asian Consumer Care Private Limited and 1 associate.

In Bangladesh ACI is the first company to have ISO 9001 Certification for Quality Management System across all categories, ISO 14000 in 2000 for environmental management system and become “United Nation Global Compact” honorable member

Other than its' businesses to run all the activities of ACI it has some support department. Those are:

- Human Resource
- Training
- Finance And Planning
- Commercial Department
- MIS Department
- Administration Department
- Estate & Legal Affairs
- Corporate
- RMIA

2.2 ACI Policy

2.2.1 Mission

ACI's Mission is to enrich the quality of life of the people through responsible application of knowledge, technology and skills. ACI is committed to the pursuit of excellence through world-class products, innovative processes and empowered employees, to provide the highest level of satisfaction to our customers.

2.2.2 Vision

To realize the Mission, ACI will:

- Provide products and services of high and consistent quality, ensuring value for money to our customers.
- Endeavour to attain a position of leadership in each category of our businesses.
- Develop our employees by encouraging empowerment and rewarding innovation.
- Promote an environment for learning and personal growth.
- Attain a high level of productivity in all our operations through effective utilization of resources and adoption of appropriate technology.
- Promote inclusive growth by encouraging and assisting our distributors and suppliers in improving efficiency.
- Ensure superior return on investment through judicious use of resources and efficient operations, utilizing our core competencies.

2.2.3 Values

- Quality
- Customer Focus
- Fairness
- Transparency
- Innovation
- Continuous Improvement

ACI also have some environmental and other important policy like Quality Policy, Environmental Policy, Global Compact Endorsement, SHE Policy etc. which makes them to be a prominent company in the industry.



Internship Part

ACI Limited

Administration operation Wheel

3. Administration Operation Wheel

The Administration department of ACI does different kind of support operations sometimes specifically for any business or ACI as a whole. The department divided their work in 2 types, those are 1.Mandatory and 2. Productivity. Those all operations are given below:

1. Mandatory

1.1 House Keeping:

House Keeping means taking care of all the necessary things like AC, Generator, light, cleaning etc. The Administration Department looks after this maintenance issue. The overall building maintenance activities are supported by Administration Department. Among those activities some are done weekly, monthly or yearly basis. For repairing and sound environment Administration Department perform like-

a. Interior decoration:

Administration department manage all kind of interior decoration of ACI Center with the help of 3rd party such as Archvista, Insignia etc. however, for any kind of decoration work a quotation and a comparative statement need to be prepare. This quotation collected from three vendors for comparing the price. After comparing, lowest bidder is selected for the maintenance work as needed. After getting approval it send to the selected vendor for starting maintenance work.

b. Space Allocation/ acquisition:

Space allocation is determined by the administration department of ACI. If any department need more space they inform it to the administration department and the administration department arrange the place as required. The area of allocated space depends on two issues. These are designation and jobs' importance and profit.

c. AC repairing and changing:

In ACI for changing or repairing any AC or other electrical device a requisition letter need to be issued to the administration department. Then the administration department takes the necessary steps. For this job to be done ACI has an agreement with “Panasonic Service” to repair and doing all kind of maintenance activities of ACI.

d. Cleaning:

ACI Limited is very careful about hygiene factors. ACI Ltd takes the help of third party for the cleaning issue. The cleaning process usually done by “Dhaka Cleaner” and “Redient”. This cleaning includes cleaning dust, mopping and vacuuming hard floor, clean and polishing mirror, cleaning rubbish bins, cleaning Toilet etc.

e. Glass Cleaning

The “ACI Center”, head office of ACI Ltd. is surrounded by glass surface. The outside and inside surface glass is usually clean after every 3 months, which means 4 times in a year. However, if necessary the glass is cleaned as required.

f. Painting & Denting:

All kind of painting and denting activities of ACI Ltd. are managed by administration department. There is a checklist including all the needed assessable criteria. The office is checked twice or thrice a week regularly. If any kind of problem found, then the administration department take proper steps. The painting and denting work is done by third party. For doing the work a quotation and a comparative statement need to be prepare. The quotation collected from three vendors for comparing the price. After comparing, lowest bidder is selected for the maintenance work as needed.

g. Electrical Service Station

Administration department looks after all kind of electrical service stations of the ACI Limited. For checking and maintaining these, it has prepared several checklists. There are different checklists for different devices such as generator, floor light, fan & other electrical devices etc. these checklists are given in Appendix 3.

h. Providing pure drinking water

ACI Limited is very careful about hygiene factors, specially, for drinking water. For its employee it ensures to provide pure drinking water. This is with the fullest care managed by administration department. For pure drinking water it has established own Submersible water pump. Then the water is filtered by electric filter in each floor. For ensuring best quality, the water is tested by ICDDRDB after every 2/3 months. If any unusual particles found, administration immediately takes necessary steps. The administration also ensures pure drinking water for their depots of inside and outside Dhaka as well.

i. Depot maintenance

ACI Ltd has 26 depots all together inside and outside Dhaka. All the depots are managed by their own depot-in-charge. However, all the Dhaka depots are managed by the administration department. If any kind of problem arises in those depots the administration department carefully handles these.

1.2 Protocol Management:

All kind of VIP emergency and other figure head people movement of ACI Ltd is managed by the Administration Department through protocol officer. With the help of this protocol officer a strong network is maintained with top authority and foreign dialects. Moreover, the protocol officer maintains a strong communication with the Ministry of Home, foreign & Industry. Moreover all kind of high officials and joint ventured organizations of any business maintain a good communication with the Administration Department. Any kind of personal affairs of ACI's Chairman and MD are also managed by the protocol team.

1.3 Security Service:

The security system of ACI is managed by their own. They have a permanent Gunman haired by them. The gunman has a fixed time to serve, if the person works for overtime, he is paid for that. On the other hand, for special events, they hire security person/gunman. It can be for few hours to some days. They are also using third party to provide security service named ISS (Integrated Security Service) and G4S (Group 4 Securicor).

1.4 Safety Management:

ACI Ltd is very much concerned about the issue of fire or other dangerous accident. The administration department manages this safety issue. In each floor there are fire extinguisher, fire alarm, sand and other necessary items for preventing any fire problem. These extinguishers are regularly re-filled after the required time. All the employees get training about fire safety issue. When the extinguishers are expired by date, those are used to give training to the employees. Furthermore, in each floor there are one or two employees who are selected as leader to give lead to any kind of fire danger. Fire exit is checked regularly and make sure that there is no obstacles and the way is clear. There are fire safety signs in different places of the office with descriptions of safety signs. The safety signs show the fire exit way the fire extinguishers, and the alarm buttons. The description says what to do and when to do etc. ACI Ltd is also concerned about earthquake. It has its own evacuator team to handle the situation whenever there is an earthquake issue or danger. Moreover, there are some other safety issues which are strictly maintained by administration department to ensure safety. Some of them are like, if any carpet is old or worn or if the floor is wet and it is informed to administration department then the department immediately takes necessary steps to solve the problem. Also a self-supporting double-sided safety sign used on that area to aware employees about the issue and to keep them out of danger.

The administration also ensures that the office is not suffocated and full of fresh air with enough ventilation system. They are also concerned about pure drinking water. They have their own Submersible water pump. For ensuring best quality, the water is tested by ICDDRDB after every 2/3 months. If any unusual particles found, administration immediately takes necessary steps. The administration also ensures pure drinking water for their depots of inside and outside Dhaka as well.

1.5 Transportation Maintenance:

Transportation Maintenance means handling all the problems related with the vehicle. This process starts with the submission of requisition form about the problem of the vehicle and acceptance of the problem. The form is signed by the driver, transport officer and the user of the vehicle. Then a transport officer check the vehicle and provide the acceptance order. If the problem is more critical one then the vehicle send to authorized company like “Rohimafrooz”. If

the maintenance cost is lower than 10,000 taka then administration department just approve it. However, if the maintenance amount ranges from 10,000 to 49,999, a quotation and a comparative statement need to be prepare. This quotation collected from at least three vendors for comparing the price. After comparing, lowest bidder selected for the maintenance work as needed. After that prepare a work order and the head of the department sign it. Moreover, if the maintenance cost is more than 50,000 taka then a CEP (Capital Expenditure Proposal) need to be prepare and this should be signed by high official. If the maintenance cost is more than 1,00,000 taka then the proposal should be signed by the higher authority such as shareholder Managing Director. After getting final sign that car sent to the workshop for required maintenance. After required maintenance the bill is verified with the quotation. After that the vehicle user approve the bill and forwarded to the finance department for checking and confirmation. Then finance department provide the cheque against those bills to administration department. The vendor collect their bills from Administration Department.

1.6 Motorcycle Maintenance:

ACI employees are provided motorcycle for their official purpose. Employee who does field works, are offered a motorcycle and they can make a requisition for it if they need. After that a motorcycle is bought by the name of the company. Employees can transfer the ownership to their name after 6 years of purchase and running 150000km. The maintenance cost of support department motorcycle is maintained by that department. The oil bill is paid by the company too. However, every maintenance must be approved by the administration department first and then the maintenance work being done. Otherwise, the bill is not paid by the company.

1.7 Utility & Power Supply:

All kind of utility services are supplied to ACI by the Authorized government utility service provide such as DESCO, Titas gas, WASA. All kind of utility bills of all offices are sent to ACI Center. After that Administration Department accumulate all the bills together and sent the accumulated summery copy to the Financial department for approving the bill. After approved from Finance department the cheque goes to Cash department. Admin officers collect the cheque from cash and submit it to the bank as payment of the utility bill.

Despite of Electric power connection from DESCO ACI Ltd ensures 24 hours power supply with their own power sub-station. ACI has 2 high capacity generators (Diesel Generator 500 KVA and Diesel Generator 660 KVA) for supporting the ACI Center. These generators provide services within 30 seconds of load-shading. These two generators are from two companies, those are: Energy Pack and Rahimafrooz.

1.8 Canteen Management:

ACI provides lunch as an extra benefit to their employees. ACI is also very careful about the hygiene factors and very careful about their employee's health too. Moreover, preparing and bringing lunch to the office in the early morning is very difficult for every employees. Thus, ACI created a canteen to provide lunch to employees and this Canteen is managed and supervised by the administration department. Every week the head cook estimate the necessary amount of cooking lunch and do a weekly shopping. The vegetables and fruits are bought every day. In lunch menu ACI provides rice, meat/fish, vegetable, dal, salad and a fruit salad. Both employees and the company contribute here. Every permanent employees monthly give 550 taka for lunch and rest expense are beard by the company. ACI also provides lunch facilities to the Intern and Casual employees however they are charged 1,385 taka per month. Moreover if any guest comes then per head guest is charged 70 taka.

To know everyday lunch participant list, an Administration officer call every department coordinator and collect the present employee list of that day. After collecting all, the officer make a total list and approved it by the Assistant manager of the Administration Department and give it to the head cook.

1.9 Renovation:

As times goes by everything has depreciation. Thus it needs to be re-worked and modernized. The Administration department of takes care of any kind of renovation work of ACI Ltd. such as besides ACI Center ACI has other offices which are NinaKabbo, Novo Tower, Police Plaza, Simpletree etc. those offices all kind of new settings and renovation work are done by the Administration Department. The Administration Department makes most of the renovation work done with the help of 3rd party and some are done by their own.

1.10 Inventory Management:

Administration Department of ACI manages all kind of office stationary inventory. This inventory includes stationary items, work station, office equipment, grocery items etc. every department make a requisition and sign it by the department head, after that it send to Commercial department and approved by commercial head and bought by commercial department. After purchase the items are handover to Administration department and all other department get their required item from Administration in every week or as necessary.

1.11 Record Archive/ Documentation:

ACI Ltd has many other offices besides ACI Center such as NinaKabbo, Novo Tower, Police Plaza, Simple Tree etc. ACI Ltd has hired some spaces of those commercial buildings and uses those as their office as they cannot accommodate all the employees and departments in ACI Center. Therefore, for hiring purpose ACI Ltd has to make a lot of agreements with them. Furthermore, ACI Ltd make done their cleaning, some transportation and currier services and works by 3rd party vendor and have to make commercial agreement with them. The Administration Department looks after all these agreements and keeps record of these agreements. This also includes factories and depots information and relater agreements. An Administration officer keeps all the records, make index, check whether any agreement has expired or not and keep updating the index all the time.

ACI Limited

2. Productivity

2.1 Service Staff Management:

a. Tea/Coffee Service & Storage Management:

ACI Ltd provides Free tea and coffee facilities to their employees to make them refresh. The Administration Department manages this service. The Administration Head make a monthly requirement of required item for all the businesses and department and bought these on monthly basis and store in the store room. All the ACI products are bought from Shwopno and Depot of ACI. In every week Thursday tea boy of every department make a requisition of necessary items make it signed by the department head through the department coordinator. Then the department coordinator submits the paper to the Administration Department. After signed by the Administration head the tea boy collect the necessary items from the store which is maintained by a record book by a store boy. On any occasion or any kind of meeting or conference The Administration Department provides necessary items as required.

b. Garden Maintenance:

ACI Center is very well decorated with beautiful flowers and trees. This proved that ACI is very sincere about environment. For beautification ACI has tree- Herbs, Sharps and Trees. Not only every places of ACI Center including Reception, front entry area, Lobby, Stair, roof top are decorated with flower and trees but also almost every desk there is small tree for decoration. The Administration Department managers everything to make ACI looks more beautiful and environment friendly.

c. Dispatch:

For business purposes ACI Ltd needs to deliver important documents to department to department or person to person. For any kind of internal paper or document delivery there are some boys who are called Dispatch boy. They deliver all kind of internal papers and documents to different person or department.

2.2 Staff Transportation Service:

ACI provides pick & drop transport facilities to their employees. The administration department takes care of this issue, there is a senior transport officer for managing this pick & drop transport

system. ACI has 61 micro-buses and 2 minibuses for pick & drop service and they run in 63 routes. This system has the capacity of 670 people to provide this service. Moreover, ACI has 5 extra microbuses for providing transport facilities that stays office for extra hours. Among these vehicles only 2 minibuses are owned by ACI Ltd and all micro-buses are hired from different 3rd party vendors. For selecting vendor a quotation and a comparative statement need to be prepared. This quotation collected from three vendors for comparing the price. After comparing, lowest bidder is selected for the job.

Route No	Capacity	Route	Vehicle Type	Office
R-01	30	Jatrabari-Maniknagar-Bashabo-Khilgaon-Rampura	BUS	ACI Centre, Tejgaon
R-02	10	Gulistan-Palton-Kakrail-Moghbar	Micro	ACI Centre, Tejgaon
R-03	10	Mirpur-12	Micro	ACI Centre, Tejgaon
R-04	30	Uttara	BUS	ACI Centre, Tejgaon
R-05	10	Panthapath	Micro	ACI Centre, Tejgaon
R-06	10	Chan Mia Housing	Micro	ACI Centre, Tejgaon
R-07	10	Dhanmondi-15	Micro	ACI Centre, Tejgaon
R-08	10	Kajipara	Micro	ACI Centre, Tejgaon
R-09	10	Rajlakkhi	Micro	ACI Centre, Tejgaon
R-10	10	Baridhara J Block-Shahjadpur-Badda-Gudaraghat	Micro	ACI Centre, Tejgaon
R-11	10	Majar Road-Mirpur'01-Bangla College	Micro	ACI Centre, Tejgaon
R-12	10	Mohammadpur-Sia Masjid-Chondrima Uddan	Micro	ACI Centre, Tejgaon
R-13	10	Shamoly	Micro	ACI Centre, Tejgaon
R-14	10	SH Hall,DU-TSC-Banglamotor-Moghbar	Micro	ACI Centre, Tejgaon
R-15	10	Lalbag-Azimpur-Kataban-Karwanbazar	Micro	ACI Centre, Tejgaon
R-16	10	Japan Garden City-Shyamoli	Micro	ACI Centre, Tejgaon
R-17	10	Arifabad	Micro	ACI Centre, Tejgaon
R-18	10	Madartec Banoshree	Micro	ACI Centre, Tejgaon
R-19	10	Hamayetpur	Micro	ACI Centre, Tejgaon
R-20	10	Mohammadpur, Haq's Garage	Micro	ACI Centre, Tejgaon
R-21	10	Salauddin Hospital-Motijheel-Kakrail-Moghbar	Micro	ACI Centre, Tejgaon
R-22	10	Mirpur-1	Micro	ACI Centre, Tejgaon
R-23	10	Mirpur-11	Micro	ACI Centre, Tejgaon
R-24	10	Shanarpar, CTG Road	Micro	ACI Centre, Tejgaon
R-25	10	Mirpur-06	Micro	ACI Centre, Tejgaon
R-26	10	Bonoshree	Micro	ACI Centre, Tejgaon
R-27	10	Ibrahimpur	Micro	ACI Centre, Tejgaon
R-28	10	Abdullahpur	Micro	ACI Centre, Tejgaon
R-29	10	Elephant Road-Square Hos, Karwanbazar	Micro	ACI Centre, Tejgaon
R-30	10	Mirpur-12	Micro	ACI Centre, Tejgaon
R-31	10	Mirpur'01-Mirpur'10-Kazipara-Sewrapara	Micro	ACI Centre, Tejgaon
R-32	10	Kuril-Boshundara R/A-Notun Bazar-Gudaraghat	Micro	ACI Centre, Tejgaon

R-33	10	Mirpur 2	Micro	ACI Centre, Tejgaon
R-34	10	Kuril-Boshundara R/A-Notun Bazar-Gudaraghat	Micro	ACI Centre, Tejgaon
R-35	10	Mouchak	Micro	ACI Centre, Tejgaon
R-36	10	Zigatola-Dhanmondi'27-Sangsad Bhaban	Micro	ACI Centre, Tejgaon
R-37	10	Jatrabari-Maniknagar-Mugda-Khilgaon-Rampura	Micro	ACI Centre, Tejgaon
R-38	10	Nilkhet-Elephant Road-Panthopath-Mohakhali	Micro	ACI Pharma, Gushan
R-39	10	Abdullahpur-Uttara-Banani	Micro	ACI Pharma, Gushan
R-40	10	Zigatola-Mohammadpur-Shyamoli-Mohakhali	Micro	ACI Pharma, Gushan
R-41	10	Hemayetpur	Micro	ACI Pharma, Gushan
R-42	10	TSC,DU-Carzon, DU-Moghbazar-Tejgaon	Micro	ACI Pharma, Gushan
R-43	10	Sainboard-Jatrabari-Mugda-Khilgaon	Micro	ACI Pharma, Gushan
R-44	10	Mohammadia Housing-Shyamoli-Mohakhali	Micro	ACI Pharma, Gushan
R-45	10	60Feet-Shewrapara-Kazipara-Mirpur-10-Cantt.	Micro	ACI Pharma, Gushan
R-46	10	Banosree-Rampura-Badda	Micro	ACI Pharma, Gushan
R-47	10	Wari-Motijheel-Kakrail-Malibag-Rampura-Badda	Micro	ACI Pharma, Gushan
R-48	10	Mirpur-02-12-Kalshi	Micro	ACI Pharma, Gushan
R-49	10	Abdullahpur	Micro	ACI Centre, Tejgaon
R-50	10	Mirpur-13-Kazipara	Micro	ACI Centre, Tejgaon
R-51	10	Kazipara-Shewrapara	Micro	ACI Centre, Tejgaon
R-52	10	Signboard	Micro	ACI Centre, Tejgaon
R-53	10	Postogola-Jatrabari	Micro	ACI Centre, Tejgaon
R-54	10	Dhanmondi-15, Mohammadpur	Micro	ACI Centre, Tejgaon
R-55	10	Azimpur-Panthopath	Micro	ACI Centre, Tejgaon
R-56	10	Gulistan-DU-Kakrail-Moghbazar	Micro	ACI Pharma, Gushan
R-57	10	Basabo-Banosree	Micro	ACI Centre, Tejgaon
R-58	10	Tikatui-Motijheel	Micro	ACI Centre, Tejgaon
R-59	10	Basundhara R/A, Badda	Micro	ACI Centre, Tejgaon
R-60	10	Azimpur-Panthopath	Micro	ACI Centre, Tejgaon
R-61	10	Mirpur-11, 12, Kalshi	Micro	ACI Centre, Tejgaon
R-62	10	Mirpur-01	Micro	ACI Centre, Tejgaon
R-63	10	Shekherdeck, Sia Mosjid	Micro	ACI Centre, Tejgaon

2.3 Reception

First impression is the best impression. In any company the first impression comes from the reception area. Therefore, it is the most important Part of any company. Thus it should be well and enough decorated for attracting the attention. ACI Center has a very well decorated reception and waiting room. The administration department coordinates the reception part and its decoration. There are two receptionist always stand by the reception desk.

2.4 Event Management:

ACI Ltd arranges many kind of event and those events are managed by the Administration Department. All kind of requirements are meet by the department such as sound system, seating

arrangement, snacks, place arrangement, safety management, beautification etc. Beautification Involves tree decoration, lights etc. The most regular and the most common events are like:

- **AGM:** It means Annual General Meeting. This meeting is arranged once in every year by the Administration Department. This is one of the biggest and most important events and each and every part starting from cleaning, managing snacks to the end of the program is managed by the Administration Department.
- **MD's Meeting:** This meeting is held by the Managing Directors as they want either among them or with guest for discussing upcoming business opportunity or to deal any contract with vendors.
- **Md's Address:** In this event the Managing Director of ACI limited gives speech to the employees. The Director and the other business heads also gives speech, give advice and motives employees about their job and carrier.
- **Sports:** ACI Ltd is not a boring company it also has some entertainment events to make their employees refresh and motivated. The Administration Department arranges this kind of sports events. It arranges 2 kind of game. These are Badminton and cricket.
- **Others:** The Administration Department also arranges different programs for its businesses and other organizational and different purposes. Such programs are like: BCCPA (Bangladesh Crop Care Production Association), HOPES (Helping Organization for Promising & Energetic Students)

2.5 Mobile Phone & Internet Management

ACI Ltd. Provides phone sets and sims to their permanent employees and maintain all kind of needed maintenance. First any department head gives a requisition to the administration department. Then the administration department verifies all the information of the employee including employee grade in the organization through HR department. ACI also provides mobile bill allowances to their employees based on their grade. ACI has corporate relation with Telecom Company such as GrameenPhone, Banglalink & Robi for providing services. Companies provides some special facilities to ACI to give the status of corporate client. Administration department maintain this relationship with those telecom companies. The mobile sims are given to employees through administration department. ACI also provides hand set allowances to their employees at the time of joining. The head of the department send a requisition to the

administration department. After granting, it goes to the finance department for issuing a cheque. The handset allowance is given to the employee through an account payable cheque. The employee again becomes eligible for the handset allowance after 2 years of receiving the first time allowance. Original Acknowledgment copy is retained by Administration Department for future reference and a copy sent to HR and Commercial.

2.6 Government Regulatory Management:

Any kind of government regulatory management is maintained with, the combination of Administration Department, Estate & Legal Affairs and Corporate Department. Any kind of legal and governmental issues are maintained by these departments. all kind of important certificates such as Certificate of Memorandum, Trade License, BSTI Certificate, Fire Certificate, Environmental Certificate, Certificate of ETP (Efficient Technical Prosperity), Incorporation with SEC (Securities & Exchange Commission) etc. are arranged and maintained jointly by these three departments at the time of launching any new Strategic Business Unit (SBU) for better and effective management.

2.7 Incidents Supervision:

Incidents or accidents can happen any time to anyone inside or outside of the organization. ACI makes them ready to tackle any kind of accident. For small injury they have fast aid box and a sick room. If any kind of big accident occurs then first it need to inform the Administration officer to visit the incident place. After visiting the incident place the Administration Department takes proper steps to take care of the accident issue and to prevent further incidents.

4. SWOT Analysis:

Strategic planning is a very important for doing success in business. The SWOT analysis is such a tool of strategic planning. This is a kind of key to success by providing helping the guide for allocation of recourses. It has four elements in a 2x2 matrix. The SWOT stands for Strengths (S) and Weaknesses (W), Opportunities (O) and Threats (T). Strengths and Weaknesses are considered as internal factors and opportunities and threats are considered as external factors.



Strengths:

- ✓ Young Energized Team
- ✓ Satisfied Customer
- ✓ Cohesive team with complementary & diverse skill
- ✓ Effective Internal networking
- ✓ Prepared to work under pressure
- ✓ Networking with external agency
- ✓ Crisis handling ability

Weaknesses:

- ✓ Lack of manpower
- ✓ Traditional file management systems
- ✓ Lack of training in technological side

Opportunities:

- ✓ Big company with good reputation
- ✓ Automation of data management.
- ✓ Enhancing variation of menu in canteen
- ✓ Quarterly discussion with SBUs and functions to bring efficiency

Threats:

- ✓ Less use of technological system
- ✓ Cost



ACI Limited

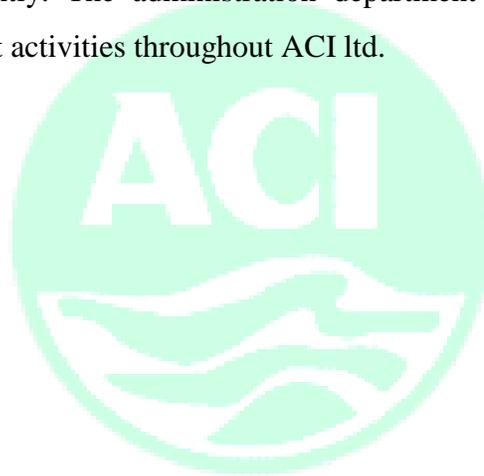
5. Recommendation:

1. Need to increase manpower of the department. As the Administration department looks after all the businesses of ACI, thus it needs more manpower.
2. Need to increase more automation system in the process and need to decrease the number of paper work.
3. Can have own Transport service center. The administration department have to maintain and manage the transportation system, thus If they can have own service center for their own transport facilities, then they can reduce the unnecessary cost regarding the pool. As cost is a big threat for them.
4. Need effective training facilities for administration employees, which will help them to have more improvement on their skills and learn new things.
5. Need to improve the negotiation skills for reducing cost. Moreover, the administration officers should be prompt enough to make the work done before the deadline.
6. Need to increase the motivation level of employees with non-monitory and especially monitory benefits such as yearly bonuses and incentives and by making them permanent employee.
7. Need to improve the communication. As the Administration department operates all the businesses and work as the figure of all activities, thus they need to improve the overall communication system for more effectiveness.
8. Need to utilize resources properly. Ensuring utilization of existing resources will surely pave their way to success.

6. Conclusion:

ACI is one of the most prominent companies in Bangladesh. It has started as the subsidiary of Imperial Chemical Industries (ICI) in 1968. After independence, the company was incorporated in Bangladesh in 24th January, 1973 as ACI.

The Administration department of ACI Ltd. is regarded as the figure head and most important support department of ACI Ltd. The department operates all support activities of all business and departments very efficiently. The administration department does their best to provide the smooth flow of all support activities throughout ACI ltd.



ACI Limited

7. References:

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ACI Limited

8. Appendix:

Appendix 1

Questionnaire 1:

1. What are the major operations of Administration Department?
2. Is there any division of work based in any objective? If yes, what are they?
3. List the major operations of administration department.

Appendix 2

Questionnaire 2:

1. Which operations go under “House Keeping”. Give a precise description.
2. How do you manage the protocol?
3. Give a short description of security system.
4. What kind of measures you take as safety measures?
5. How do you manage transportation maintenance?
6. Is there any specific rule for motor cycle? If yes, what are they?
7. How do you manage utility and power supply?
8. How do you manage the staff canteen?
9. How do you manage renovation work?
10. How do you manage the inventory?
11. How do you manage documentations?
12. What operation goes under the service staff management? What are they?
13. How do you manage the reception?
14. What are the major events the department has to manage?
15. How do you manage the mobile service? Who are the major partners?
16. How do you manage government regulatory staff?

Appendix 3

HALL ROOM & CORPORATE FLOOR						
WEEK STARTING DATE:						Md. Abul Hossain
CHECKED BY:						
SIGNATURE :						
HALL ROOM NO-1 AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
12 v sport light						
Switch board						
A/C						
SIGNATURE :						
HALL ROOM NO-2 AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
12 v sport light						
Switch board						
A/C						
SIGNATURE :						
HALL ROOM NO-3 AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
12 v sport light						
Switch board						
A/C						
SIGNATURE :						
HALL LOBBY WASH ROOM AREAS	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						

18 w PLC light						
12 v sport light						
11 w sport light						
Switch board						
A/C						
Exhaust Fan						
SIGNATURE :						
HALL ROOM FRONT AREAS	Sun	Mon	Tue	Wed	Thu	Remarks
12 v sport light						
11 w sport light						
18W LED Light						
50W LED Light						
Switch board						
Air Cutter						

CORPORATE FLOOR

WEEK STARTING DATE:						Md. Abul Hossain
CHECKED BY:						
SIGNATURE :						
MAIN BUILDING 3rd FLOOR AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						
A/C						
Wall type moving Fan						
Exhaust Fan						

MAIN BUILDING 3rd FLOOR AREA FINANCE

SIGNATURE :						
MAIN BUILDING 3rd FLOOR WASH ROOM AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						
A/C						
Wall type moving Fan						
Exhaust Fan						

L- BUILDING 3rd FLOOR AREA

SIGNATURE :						
MAIN BUILDING 1st FLOOR AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						
A/C						
Wall type moving Fan						
Exhaust Fan						

Energypac Generator			
		Date :	
Gen set Model/Serial no.	P500/ FGWPESOZKNOA00705		
Engine Type	Perkins		
Engine Model/serial no.	3008TAG4/ SGE080649U0104J		
Capacity	500 KVA		
Location	ACI Centre, 245, Tejgaon		
Commissioning Date	October	2002	
In Time		Out Time	
Operational Data			
Particulars	Rating	Particulars	Rating
Runing Hour, H		Battery Volt,Vb	
Current Phase I,A		Freq/Speed, Hz/RPM	
Current Phase II,A		Cooling Temp,C	
Current Phase III,A		Fuel Level (%)	
Particulars	Ok	Not Ok	NA
Battery electric Level			
Exhaust System			
Vibration			
Cooling System			
Battery Terminal & Wiring			
Main Circuit Breaker Operation			
Electrical Connection Power			
Alarm & Shutdown Device			
Earth Connection			
Light			
Exhaust Fan			
Cleaning & Clean Area			
Lube Oil Level			
Fuel System			
Radiator & Alternator Guards			
Fan Belt Tensions			
Lube Oil level check			
Control Panel Operation			
Air Filtration			
AVR			
Alternator Circuit			
Generator run hour			
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	

Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Total Runing Hours		Fuel Level (%)	

BanglaCAT GENERATOR			
			Date :
Gen set Model/Serial no.	D3412C		
Engine Type	CATERPILLAR		
Engine Model/serial no.	TGC01240		
Capacity	810 KVA		
Location	ACI Centre, 245, Tejgaon		
Commissioning Date	MAY	2016	
In Time		Out Time	
Operational Data			
Particulars	Rating	Particulars	Rating
Runing Hour, H		Battery Volt, Vb	
Current Phase I, A		Freq/Speed, Hz/RPM	
Current Phase II, A		Cooling Temp, C	
Current Phase III, A		Fuel Level (%)	
Particulars	Ok	Not Ok	NA
Battery electric Level			
Exhaust System			
Vibration			
Cooling System			
Battery Terminal & Wiring			
Main Circuit Breaker Operation			
Electrical Connection Power			
Alarm & Shutdown Device			
Earth Connection			
Light			
Exhaust Fan			
Cleaning & Clean Area			
Lube Oil Level			
Fuel System			
Radiator & Alternator Guards			
Fan Belt Tensions			
Lube Oil level check			
Control Panel Operation			
Air Filtration			

AVR			
Alternator Circuit			
Generator run hour			
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Start Time		End Time	
Hours		Run Hours	
Total Runing Hours		Fuel Level (%)	

Electrical Item Check List Like AC, Light Exhaust Fan, Substation etc.						
Substation						
WEEK STARTING DATE:						Mr. Labu
CHECKED BY:						
SIGNATURE :						
Checking Parameter	Sun	Mon	Tue	Wed	Thu	Remarks
In General Check						
Water Pump						
WEEK STARTING DATE:						
SIGNATURE :						
Checking Parameter	Sun	Mon	Tue	Wed	Thu	Remarks
In General Check						

Submersible Pump						
5 Hp Water Motors						
Gazi Tank Water Motors						
Motors booster switch						
Garden Motors						
Canteen						
WEEK STARTING DATE:						
SIGNATURE :						
Checking Parameter	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
T-5 Tube Light						
Energy light						
12 v sport light						
11 w sport light						
Emergency Light						
Switch board						
Air Conditioner						
Kitchen Big Exhaust Motors Fan						
Exhuast Fan						

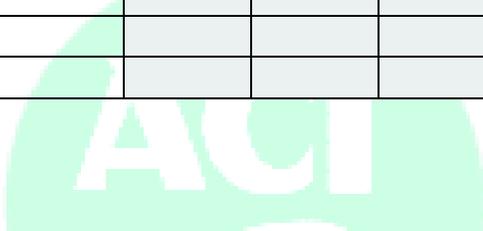
MAIN BUILDING 2nd FLOOR AREA						
WEEK STARTING DATE:						Sojib Ghosh
CHECKED BY:						
SIGNATURE :						
MAIN BUILDING 2rd FLOOR AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						

A/C						
Wall type moving Fan						
Exhaust Fan						
MAIN BUILDING 1st FLOOR AREA FINANCE						
SIGNATURE :						
MAIN BUILDING 1st FLOOR AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						
A/C						
Wall type moving Fan						
Exhaust Fan						
L-BUILDING 2nd FLOOR AREA						
WEEK STARTING DATE:						Sojib Ghosh
CHECKED BY:						
SIGNATURE :						
L-BUILDING 2nd FLOOR AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						
A/C						
Wall type moving Fan						
Exhaust Fan						
L-BUILDING 1st FLOOR AREA						
SIGNATURE :						
L-BUILDING 1st FLOOR AREA	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						

18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						
A/C						
Wall type moving Fan						
Exhaust Fan						

RECEPTION						
WEEK STARTING DATE:						Md. Elius
Checked By:						
SIGNATURE :						
Checking Parameter	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
12W LED Track Light						
Ring Round LED Light						
5W LED sport light						
10W LED Double sport light						
14W T-5 LED tube light						
8W T-5 LED tube light						
4W T-5 LED tube light						
1X38W Ceiling Suspended Light						
90W LED Louver Panel						
Switch board						
Air Conditioner						
Exhuast Fan						
Security Guard room & Garden Area						
WEEK STARTING DATE:						
SIGNATURE :						
Checking Parameter	Sun	Mon	Tue	Wed	Thu	Remarks
4 ft tube light						
5W LED Light						
10W LED Light						
50W LED Light						

150W LED Light						
Switch board						
Air Conditioner						
Exhaust Fan						
Ceiling Fan						
MOSQUE AREA						
	Sun	Mon	Tue	Wed	Thu	Remarks
12W Surface Down Light						
12W Conceal Down Light						
14W T-5 LED tube light						
8W T-5 LED tube light						
4W T-5 LED tube light						
Switch board						
A/C						
Exhaust Fan						



Main Building Ground-1st Floor						
WEEK STARTING DATE:						Md. Rasel Miah
CHECKED BY:						
SIGNATURE :						
Main Building Ground-1st Floor	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						
A/C						
Wall type moving Fan						
Exhaust Fan						
Main Building Ground Floor						
SIGNATURE :						
Main Building Ground- Floor	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						

18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						
A/C						
Wall type moving Fan						
Exhaust Fan						

Yamaha Cafe Ground Floor

SIGNATURE :						
Yamaha Cafe Ground Floor	Sun	Mon	Tue	Wed	Thu	Remarks
2ft tube light						
4 ft tube light						
18 w PLC light						
Energy light						
12 v sport light						
11 w sport light						
18W LED Light						
Switch board						
A/C						
Wall type moving Fan						
Exhaust Fan						

ACL Limited

CLEANING CHECK LIST – Novo Tower

Checked By:	From:					
SIGNATURE :	To :					
Lift	Sun	Mon	Tue	Wed	Thu	Remarks
Remove rubbish from all areas						
Remove cobwebs from front entry and surrounding areas.						
Polish all brass and bright work						
Vacuum all hard floors and found good smell						
Mop all hard floors with antiseptic						
Spot clean internal glass in lifts						
Mosque	Sun	Mon	Tue	Wed	Thu	Remarks
Remove Rubbish from all areas and replace bin liners.						

Cleaning Dust from all horizontal surfaces of desks, chairs and shoe rack.						
Clearing the entry & exit ways						
Make sure light, AC etc. running properly						
Checking watch						
Cleaning the sitting place of Oju khana						
Remove cobwebs from front entry and surrounding areas.						
Vacuum all carpets and mats.						
Fire Exit	Sun	Mon	Tue	Wed	Thu	Remarks
Remove rubbish from all areas						
Polish all brass and bright work						
Vacuum all hard floors						
Mop all hard floors with antiseptic						
Clearing the exit stairs.						
Shining of stairs steel railing.						
TOILET & BATHROOM AREAS	Sun	Mon	Tue	Wed	Thu	Remarks
Stock toilet tissue, hand towels, facial tissues and hand soap.						
Remove cobwebs from front entry and immediate surrounding areas.						
Empty rubbish bins and wipe if needed and replace bin liners as required.						
Clean and polish mirrors						
Wipe hand towel cabinet covers/hand dryers						
Wipe down door sills – remove all dust						
Toilets and urinals to be cleaned and disinfected on both sides & wiped dry						
Clean and sanitize all basins. Polish all bright work to basins						
Dust partitions, tops of mirrors and frames						
Remove splash marks from walls around basins						