

Report on Recruitment and Selection Process of The ACME Laboratories Ltd.





Internship Research Report

Recruitment and Selection Process of The ACME Laboratories Ltd.

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LETTER OF TRANSMITTAL

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Subject: Submission of Internship Affiliation Report on Recruitment and Selection Process of the “The ACME Laboratories Ltd”.

Dear Sir,

It is indeed an immense pleasure for me to be able to submit the report on Recruitment and Selection Process of The ACME Laboratories Ltd. based on projects that have been carried out within the period of last three months, which is a significant requirement for Bachelor of Business Administration (BBA) program at BRAC University.

The ACME Laboratories Ltd. is a leading pharmaceutical company in Bangladesh that is well-known for achieving quality and customer satisfaction. The report enlightens a brief introduction of the pharmaceutical company and my responsibilities towards the company as an Intern in Human Resource Division. It shows my adaptability and my area of application of theories in business administration. I have compiled with the instructions of organization supervisor and tried to follow the instructions as instructed by you. Moreover, I also tried to apply concepts in relation with the BBA programs. I will be glad to clarify any discrepancy, if arise.

Thank you for your kind co-operation.

Sincerely,

Maliha Monsur

Student Id: 14204091

BRAC Business School

Acknowledgement

Firstly, I would like to show my gratitude to the Almighty, most gracious and most merciful who made me able to finish the work properly within the given schedule. I would like to thank everyone who supported me to gain different information regarding the report. Their guidance, criticism helped me throughout the time to do it in right manner. Moreover, I'm thankful to the Human Resource Division at The ACME Laboratories Ltd. for giving me this opportunity to complete my report. The whole division was so friendly and co-operative that it was so easy to get different information regarding my report.

I'd also like to express my warm gratitude to my supervisor "Monira Akter" , Deputy Manager of Human Resource Division for such guidance and monitoring me throughout the time and helping me wholeheartedly for acquire knowledge and completing such an important report. The way she helped me was truly appreciable. In addition, I would also like to thank "Ashik Hasan" and "Mahmud Hasan" Senior Executives of Human Resource Division, who helped me with different data and information regarding my report.

Finally, I really appreciate and give my special thanks to my family, friends, colleagues and my fellow mates for staying with me throughout the time with immense support and providing suggestions. Thank you all.

Executive Summary

As a part of requirement of Bachelor of Business Administration (BBA) program, I have completed my internship at “The ACME Laboratories Ltd” under Human Resource Division. “The ACME Laboratories Ltd” is known to be one of the top listed pharmaceutical companies of Bangladesh. For decades, it has been a very competitive pharmaceutical industry because of its world class and top quality pharmaceutical products. Having main focus on pharmaceutical products, the company also has different food items to sell. The company is facing acute competition within the oligopoly, which is resulting to high performance in every division. This intense competition is helping the “Human Resource Experts” to comprehend the level of performances and different organizational issues. As a result, they offer different sort of training facilities in order to minimize those issues which helps to increase performance level and give more productivity to the company. This shows how the management or Human Resource Division gives value to their training facilities and recruitment procedure, performance appraisal, “Human Resource Information System” and “Health and Safety” issues. “The ACME Laboratories” conceives that “Human Resource” is one of the crucial divisions of the company and so they take proper care of it. They follow strict rules and regulations and the most suitable criteria in the recruitment and selection process. They believe that their company is not only about its business and making profit; it is also about managing employees and valuing them properly. The company takes every initiative to make every employee productive and worthy of the position. In case of performance evaluation, they reward the employee who gives excellent performance and provide training and the motivation to the employee who does poor performance in the company. They give suggestions; criticism and inspiration to make their employees do better in the organization. They also have a sales team who gives training to the “Medical Representative” and “Sales Representative” for their better performances. This report consist of the recommendation for the managing team who should take training responsibilities for the students or the interns so that in future corporate world, they’d be able to give better performances. They should also provide better facilities to them. Besides, it talks how the Human Resource Division can do better to their actions. Finally, it also recommends some key functions for achieving the organizational goal.

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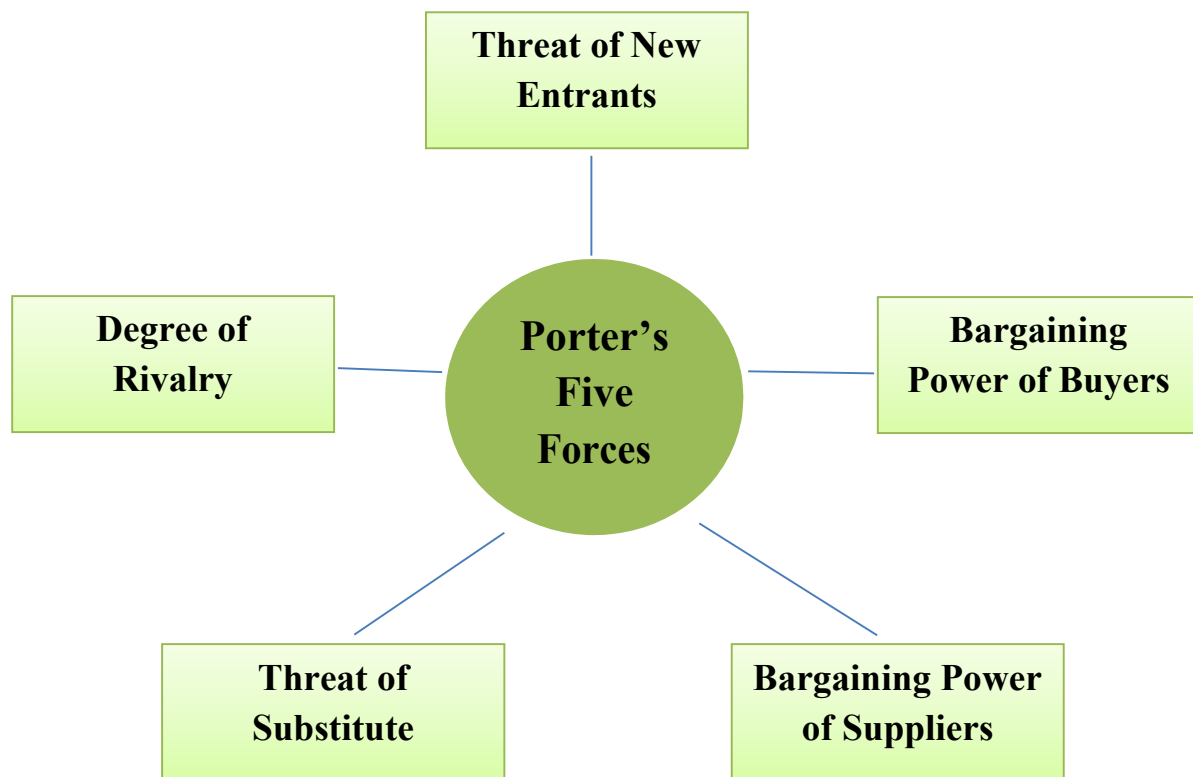
Chapter 1: Organizational Overview:

1.1: The Pharmaceutical Industry

In Bangladesh, the pharmaceutical industry is one of the developed technological sectors which provide 97% medical requirements in the local market. They usually manufacture different sort of medicines, tablets, capsules, hormones, insulin, chemo medicines or cancer drugs. The industry both import and export different medicines and drugs in different countries including Europe. The market is expanding gradually with its Hi-Tech technologies. About 5.600 brands of medicines of different dosage forms are manufactured by this industry. In Bangladesh, there are almost 1500 wholesale drug license holders and about 38,000 retail drug license holders in Bangladesh. Gradually the sector is developing which results in export of medicines in different countries. Pharmaceutical ingredients (APIs), a wide range of pharmaceutical products which includes major therapeutic classes and dosage forms are generally exported by the industry to 80 countries. The industry also exports various specialized medicines like HFA inhaler, CFC inhaler, suppository, nose sprays, injectable, IV infusions along with syrup, tablets, capsules etc. These Bangladeshi products are well-known outside the country and highly recommend by the medical practitioners, chemist, doctors and patients. The packaging of the company is built with high value maintaining the international standard. Domestically, the firm provides 82% of the market in pharmaceuticals which serves locally MNC's for 13% and final 5% imported. There are 235 companies which are registered under pharmaceutical industry. Among them only 85 companies are active with producing medicines. Mostly, 30-40 companies subjugate the entire market. Companies holding the top 10 positions in the market, hold 70% of share in the domestic market. Beximco and Square in leading the top, capture 25% of the market share, whereas ACME is holding only 3% market share in the industry. Among the top pharmaceutical companies "The ACME Laboratories Ltd" hold the 10th position in the market. There are different drug manufacturers in the market including Allopathic Drug Manufacturers (172 companies are manufacturing this), Ayurveda Drug Manufacturer (269 Manufacturers), Herbal Manufacturers (29), Homeopathic & Biochemical Drug Manufacturers (28). The industry is comparatively concentrated.

1.2. Porter's Five Forces Model of Pharmaceutical Industry

Michael Porter's analysis of five primary competitive forces is the key to determine how the company is stating within the vast competition in the market. The following discussion will talk about how the competitions are contributing to shape the industry.



- **Rivalry among competitors:**

The competition level in the industry is between moderate to high. Price limit of more than 150 products is already set and controlled by the government. So, in pharmaceutical industries, competition takes place based on non-price factors most of the time. These factors may include brand preference, customer loyalty, product quality and others. Some factors that describe the nature of rivalry among pharmaceutical industry are given below:

Rivalry in the pharmaceutical industry seems to be intense for having significant numbers of companies operating the same industry in the country. From more than 150 companies, top 30 companies take over more than 90% of the market. This results in a consolidated industry.

Since, the government is basically supervising and controlling the price set of over 150 products, competition between the firms relies on the marketing activities and not on the prices. Furthermore, only top 10 to 15 companies are associated with marketing their product categories and thus rivalry exists in product classes and among these 10 to 15 companies.

- **Potential Entry of new companies:**

The Government of Bangladesh only welcomes foreign companies in the market with joint venture with a Bangladeshi company owning minimum 50% percent of the share. So, there are high entry barriers in the industry for foreign firms. Other factors that play major role in high entry barriers are: initial capital requirement, brand preference, customer loyalty and strict government rules and regulations. The potential new entrances should not be underestimated despite having barriers as there are industry profitability and rapid growth of the market.

The factors that can be considered as the entry barriers are given below:

- Distribution channel
- Economics of scale
- Brand preference
- Customer loyalty
- International trade restrictions
- Capital requirement

- **Threat from substitute products:**

There are three factors that can be considered important in strengthening the competitive pressure from substitute products, these are: availability of attractively priced substitute product, the quality of substitute products, customer satisfaction based on the quality, performance and other traits related to it, convenience in switching from one alternative to another. There is no doubt in the efficiency of pharmaceutical products and so there are so direct substitutes too. But, sometimes limited substitutes of pharmaceutical products can be found. For example, the alternative for general antibiotic can be Ayurvedic and Homeopathic and Herbal medicines. Bangladesh has a huge portion of rural areas and people living in rural areas mostly rely on Ayurvedic and Homeopathic remedies. The scene is different in urban societies. They depend on medicines in addition with herbal ingredients rather than chemicals. Being a cheaper way, even the affluent people residing in rural areas and villages take Ayurvedic and Homeopathy solutions. Also, the fake village doctors, make them believe that the pharmaceutical medicines are harmful and that false medicines would be beneficial from religious perspective.

- **Bargaining power of suppliers:**

The bargaining power of suppliers moderate to low in the pharmaceutical industry comparatively. The manufacturers import raw materials from foreign countries. This is the reason why they do not need to depend on the local raw materials suppliers. Other factor that plays a positive role in having a low bargaining power of suppliers is the fact that both the number of suppliers and purchase volume is high. So, the companies do not need to depend on the suppliers and their switching costs.

- **Bargaining power of buyers:**

The buyer characteristics are different from that of consumer products because they do not take part in the decision making process. The decisions are ultimately made by the physicians and chemist or even the retailers. Bangladesh has 120,000 physicians and competitors visit them in a regular basis for the sake of promoting their products. For convincing these segments, the companies take almost all promotional expenditures of the company which is estimated as a very big part of any firm's yearly sales revenue.

1.3: Organizational History:

The ACME Laboratories Ltd. was established in 1954. It was a sole-proprietorship business and its motive was to make ethical drugs to which people can trust. The founder of the company is late Hamidur Rahman Sinha and he has been the sole owner of the organization since his death in February, 1994. The company's first productions were few oral medicines.

In the first years the company did not worked out well. They had to face different trials and misfortunes. Then it converted into a private limited company in 1976 and the small company started to grew up. Gradually, the company started to expand and the commercial operation at Dhamrai, Dhaka equipped with sophisticated and advancements began towards 1983. Till then, they faced different challenges and those challenges were overcome successfully. The company later on transformed from a very small firm to what it is today.

“The ACME Laboratories Ltd.” is continuously working on the advancement of the production facilities, recruiting suitable employees and increasing sales and marketing arrangements. According to 2017 statistics, about 250 out of almost 300 pharmaceutical companies, “The ACME Laboratories Ltd.” stands as the second largest manufacturer and exporter in the country which produce Herbal and Animal Health

Pharmaceutical Products. The company is doing great in order to expand its market internationally and make good networking on international marketing operation to export the drugs abroad.

Right now, ACME is focusing product lines containing three categories. These are allopathic, herbal and animal health. Each of these categories contains different sort of products. The key activities of the company belongs contact build-up, Sales & Distribution. Besides, the company is also exporting their medicine to 16 countries with dosage forms at a reasonable price. The company exports to Sri Lanka, Nepal, Myanmar, Philippine, Afghanistan, Hong Kong etc. The company's head quarter is at Dhaka, Bangladesh and the plant is located at Dhamrai about 40 km N.W of Dhaka.

The ACME Laboratories Ltd. is considered to be one of the leading manufacturer of the country which manufactures Human, Herbal and Animal Health pharmaceutical products in Bangladesh. It also produce vet nary pharmaceutical products. Till 1990, the company accomplished an average growth of 25% compared to 13% registered by the pharmaceutical sector in the country.

The company focuses on building consumer relationship and customer satisfaction. They also focuses on creating brand value maintaining a proper management system which will lead to achieve organizational goals and objectives.

1.4. Organizational Vision:

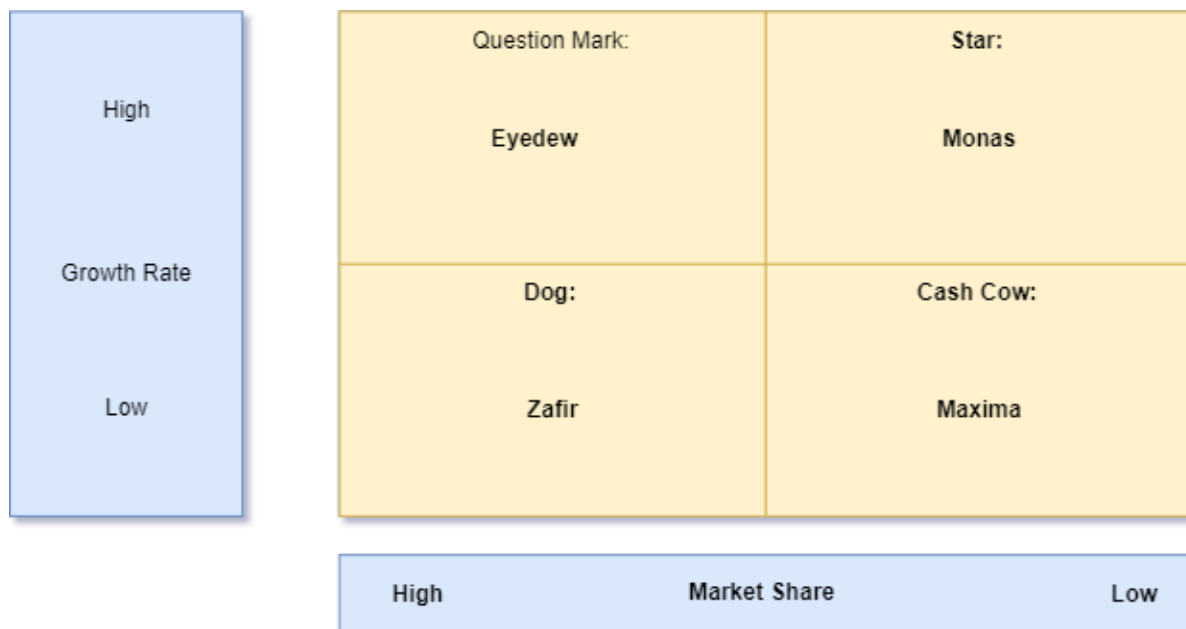
The vision of ACME is to achieve significant business in medicament products within 2020 with a strong presence in domestic as well as in international market. ACME pharmaceutical is a part of ACME group which focuses on innovation and vision driven company which want to create an international standard like UK-FDA, WHO GMP etc. Their motive is to be the finest and largest manufacturer of solid dosage forms under the guidance of European Consultants. There are 12 processing and facilities with highest standards which is deliberating to achieve highest quality of products to export in the international market.

1.5. Organizational Mission:

The ACME Laboratories Ltd. has the mission to ensure proper health, vigor and happiness by manufacturing high standard of drugs maintaining ethical standards at a very reasonable price. The medicines or drugs should be properly distributed throughout the country and even to the remotest area where people suffers due to lack of proper medication facilities. Besides, they view themselves as the partners with their consumers, customers, their employees, work environment and doctors.

1.6. BCG Matrix of the ACME Laboratories Limited:

BCG matrix which has been derived from Boston Consulting Group is extensively used to figure out the strategic portion of the business brand portfolio and its potential. There are four types of portfolios which are based on industry attractiveness i.e. growth rate and competitive position i.e. market share.



Interpretation:

STAR

The star product of the company is MONAS. This is because of having the most market growth and high market share compared to other products. The total market growth is 4.98, while the market share is 0.42.

QUESTION MARK

The question mark of ACME Laboratories is EYEDEW as it has a high growth and low market share. The total market growth is 535.0, and the market share is 0.00, unfortunately.

CASH COW

Here, the cash cow is MAXIMA. The product is bringing huge amount of money to the company from the market. The total market growth is -2.28. On the contrary, the market share is 0.14.

DOG

ZAFIR is the dog in the portfolio having a low market share and low growth at the same time. Even, the sale is below the low level. The product is creating an adverse impact on the company.

Chapter-2: Job Description of the Internship Program:

2.1: Introduction:

In my Internship period in “The Acme Laboratories Ltd”, I gained much experience through the Practical works I Have done there. The description of the Experiences is explained below:

2.2: Practical Experience on the Internship Program

I have worked there for month and have a really very good experience in The ACME Laboratories ltd. Before joining I thought this would be really tough for me to do the internship but after joining I found all my fears were gone. I joined there on 20th September 2018 to 20th December 2018. It was a great experience being a part of this company.

2.3: Work Related Experiences:

On the very first day my supervisor “Mrs. Monira Akter” (Deputy Manager, HR division) introduced me to my co-workers. She also made me clear about the main works I will have to do in my internship period.

2.4: The Major Duties and Responsibilities includes:

There were many responsibilities during my internship period which I have taken care of. Some responsibilities were basic and some were beyond the job description. The major duties and responsibilities are mentioned below:

Screening CV according to the job specification given on circular:

When ACME gives a Circular in newspaper and Websites then candidates who are interested submit their CV through E-mail. Then I used to organize the hard copy of the submitted CV. Sometimes I printed out some of the CVs . I sorted the CVs according to their Educational Background. Like I used to keep the

CVs of the Private University candidates and Public University Candidates separated. ACME provides the facility to apply through their official website and also through www.bdjobs.com.

Making Call List for the candidates:

As a part of preparing the call list I used to prepared a excel sheet which includes the father's name and mobile number of the candidates, so that I can let them know about all the details of the interview like exam date, venue etc.

Preparing Candidates profile summary(CPS) for viva

My work included making the CPS(Candidate's Persona Summary) which includes candidate's home district. education, date of birth and experience. This actually makes the viva process much easier.

Preparing Answer Scrips for written test:

For any kind of written test under HR department, I prepared the answer scrips for written exam beforehand. The answer sheet is composed of 5 white pages and a cover page attached to it. The cover page has candidates name, father's name, mother's name, contact number. and signature of the examiner. The cover is not same for all. It varies as per the position the candidate has applied for.

Preparing attendance sheet for the candidates:

I prepared a attendance sheet before the exam where the candidates put their signature on exam date. The attendance sheet is similar to call list added by an extra column for the candidates to sign. Thus the attendance sheet comprises of CV serial, Name, father's Name and Signature of applicant.

Managing the seating arrangement for the candidate:

For most of the time I was given the responsibility of seat arrangement. I formulate the seat arrangement depending on the category of room and the table size. For example in a room of type Z each seat has 2candidates to sit.

Distribute exam paper and question to the candidates:

I used to distribute the question paper and answer script to the candidates during the exam. It was my responsibility to observe the whole examination from start to end so that I can help the candidates with all other things other than the question paper. I was provided with the right to take necessary action for any sort of occurrence.

Organizing all the answer scripts and question paper after taking examination.

After the exam is over my job is to separate the cover page from the answer sheet so that no one can know whose answer sheet it was before marking. This is done to ensure the fairness of the exam. Finally I organize the answer scripts.

Putting Serial no. on the answer scripts and top sheets.

For separating the cover page from the answer script I had to put some key no. or serial no both on the cover page and the answer script so that I can attach it again after the marking is done..

Checking the exam scripts.

Sometimes I was asked to check the MCQ portion provided with the answers. After that I count the total marks scored by the candidates. Then I put how much they have scored out of total marks and write in on the cover page.

Prepare the written test mark sheet ascending and descending order.

After the marking is done I prepared a mark sheet of the candidates. The marks were arranged into ascending and descending order and after that I gave it to my supervisor. After my supervisor is done with checking of the WT (written test) result, I used to take the sign of HR manager and HR head.

Reject the candidates whom failed the exam.

After checking the scripts I pointed out the candidates who have failed in the written exam. There is a benchmark for the pass mark. Any score below that will be considered as fail. The benchmark is decided by the Head of HR.

Make a call list for Viva.

The candidates who have passed are called for the viva. After sorting the passed candidates I again made a list for calling the candidates for Viva. Then the candidates are notified with the date and time of the viva.

Giving the call list to the PABX.

The most important duty after the above mentioned procedure is to make sure that the list of candidates is sent to the PABX. If it is not sent then going to PABX I had to solve the issue.

Screening the Viva Result.

After the viva exam is done I again sorted the candidates who have failed in viva and keep them separately in a bunch.

Make a final result.

After all the formalities and procedures are done, my duty was to submit the final list to the supervisor for further procedure.

Thus, I can say that I have participated in each of the steps of recruiting new employees in ACME. The processes are sorting CVs, Preparing call list, CPS, Exam Paper, Attendance Sheet, distributing, working as an invigilator during exam in ACME.

Call List of Medical Representative

Cv. No.	Father's Name	Phone No.	Sign
1	Akram Miah Hashem Ali	016000000	
2	Shafayet Ullah Sultan Ali	018000000 0179999902	
3	Akram Ullah Habibul Bashar	015777788	

2.5. Other Aspects of the Job Responsibilities:

I also did some more task in ACME which were not my main tasks and were mostly related to the organization.

Some of these are mentioned below:

Process the new internship joining in the plant.

Many students apply here for internship. Once they are selected for internship, my task is to process their papers which are related to factory and plants. Four copy of forwarding are sent to four different departments through dispatch and this is my responsibility to send those.

Organizing Employee files.

I used to take all the important papers as per the organization policy of ACME. I organize individual file for each employee during joining time and deliver the joining letter afterwards.

Prepare Joining Letter for Distribute New employees.

The joining letter is prepared by me and sometimes I distribute the joining letter as per the instruction of my supervisor.

HRIS data entry.

I did the data entry like Personal Information Management System (PIMS) through HRIS software_

Seal and Sign from top Level

Sometimes I was given the responsibility to seal important documents and exam papers and send it to the top level people for signature.

Beside these I sometimes had to do some common works like photocopying, binding etc. Sometime the floor assistance remain unavailable and during that time everyone has to do their works

I was happy with my work and learnt many new things and new skills. It enhanced my communication skill and now I feel more confident while asking for help or casually talk to anyone. The seniors and the co-workers were very friendly and helped me a lot to feel comfortable there.

After joining the organization it took some time for me to adjust and I faced many difficulties. It is very natural for anyone as this was an entirely new experience for me. I faced some trouble adjusting with the working hour too. But above everything I am happy that I coped up with the new environment soon with the help of my supervisor and other co-workers and I am grateful to them for helping me so sincerely.

2.6 Observation in the Organization

Totally a new environment for intern.

ACME doesn't provide any training program for new interns. So, I think it would wonderful if they had a systematic training program for the interns. It will much easier for the interns to learn new things and adjust in this new environment if they had any such program.

Recruitment and selection is a long term process.

It is very important to have sufficient and eligible employees in the recruitment section for any organization, especially when the organization is mostly dependent on market development. But it is unfortunate that ACME doesn't have sufficient employees in their recruitment and talent management section. I think they should take more employees in this section who will be eligible enough to choose the further employees. Another suggestion I have for them is they can have a software for online application. This will make the recruitment process faster and easier. It is really bothering to handle CVs offline.

Lots of paper Documentation as well as soft copy have to prepare.

While appointing new employees they need to submit lots of papers and bonds. Though they have HRIS and SQL software, it becomes difficult to sort out so many papers. The situation becomes worse when many new employees join at the same time.

Short span of time where intern could not widen in the study.

The time period for internship is very less. It is much difficult to learn thing in such short span of time. If they had some systematic training then the interns can utilize the time well and learn more in this short time.

2.7. Limitations in getting information.

My company supervisor is so friendly, so I have a chance to learn a lot more. As an intern, I think that's enough. But, not all interns get that chance. I think the organizational information is so important for interns in future lives. I think if ACME provide full prospectus about their works then we can earn much more knowledge about their full organization.

Strong health and safety in the office.

I think ACME has strong equipment for health and safety. Emergency stairs, fire extinguishers, fire alarms, fast aid boxes and other safety equipment are available. They also drill for emergency fire exit or emergency exit in every 6 months. But all employees don't participate in this drill. This drill is therefore not so effective for the employees.

HR Practice.

ACME has good HR Practice in their organization according to me. The reason behind having this perception is they have good organogram in HR Division and all employees have proper idea about their job.

2.8 Performance Evaluation.

The ACME Laboratories Ltd. has execution assessment framework in their internet site. They first enroll a record then they sign in their record and top off the KRA _ Key Result Area form there. At that point the shape is assessed by the Senior HR officials, Managers, and Head of HR.

2.9 Recommendations for Future Strategic Actions

During my internship period I had the opportunity to work with Human Resources Division in Recruitment and Selection. So I suggest the following points:

- The HR manager of ACME Laboratories Limited should make the right decision without internal or external pressures and choose the most qualified candidate for the company's improvement.
- The company's Human Resources manager should try to implement an ideal recruitment program. Because it encourages qualified applicants and disqualified applicants to submit their CVs to the organization. Consequently, on the one hand, the manager can fill the vacant positions with the most qualified candidates, but on the other hand; the manager can reduce the difficulties of the HR department
- The company's HR department should form an internal and external committee to conduct a standard recruitment programme. This committee should be able to choose the most qualified candidates to fill the organization's vacant positions.
- The recruitment procedure of the company needs to be updated pointing out the flaws of the prevailing system. The HR manager will then find it much easier to conduct the whole process.
- Each organization should have enough staff in the recruitment section if it needs good and adequate staff for its organization. And if the organization relies primarily on market development. ACME, however, does not have enough staff in the recruitment and talent management sector. So I suggest that more employees be added to this section. They can do another thing. Apply if they implement new online software. Interested applicants can apply by e - mail. However, most applicants send their resumes thoroughly by mail. It's so difficult to shout CVs this time.
- Although they have their own HRIS and SQL software, they take many papers and bonds from the new employees before they join. It's is harassment for new employees. I think. It becomes difficult for the management to process so many papers when they recruit many at a time.

- Every day new CVs come to the office and they need to be sorted. So I think if we exchange our duties every day, we can all learn all things from the HR division.
- Intern's time is very short. We don't have enough opportunity to learn in this short period of time. But if they give some training on the organization's activities, it will be helpful for everyone who works here. This will help them to learn much in shortest time.
- My supervisor was very friendly and I therefore had the opportunity to get much more information. As an intern, I think that's enough. However, not all interns get that chance. I think the organizational information will help them much in future. If ACME gave us more information about their work then we could have more knowledge about their organization.
- There is no training for the new internee in ACME. However, if they provide us with a training program, it will be so easy for me to adjust new environments.

Chapter-3: The Project.

3.1 Introduction

The project is based on ACME Laboratories Ltd's recruiting and selection process. It describes how the department of Human Resources manages its human resources efficiently.

3.2 The Project Description

ACME Laboratories Ltd is one of the top companies in Bangladesh for pharmaceuticals. The Laboratories of ACME Ltd. Human Resource Capital is believed to be the most important part of their company and therefore they take very good care of it. They maintain an extremely rigorous and systematic approach to recruitment and selection. You know that the company is not about numbers and functions, but about people and employees. Therefore, the ACME Laboratories Ltd Human Resources Division. Develops ideas for managing them continuously and also takes initiatives to formulate them. To achieve the best results from their quality employees, they perform performance assessments and perform the tasks necessary to motivate their employees in the event of poor performance. For the better performance of their sales management team, they have a training and development program for medical representatives and sales representatives. The report sets out recommendations for academics and practitioners. It recommends that management training also take into account the time constraints in industry and train students to carry out academic projects such as a marketing plan within a certain number of hours, thus introducing performance matrices in the early stages of training. It recommends, in addition, how ACME Laboratories ltd. Can run as a company with more HR Driven. Finally, the report concludes that although

the academic field focuses on the development of theory and also develops the key functions of human resources, the most important part of the organization in achieving its organizational objectives. The ACME Laboratories Ltd. follows a systematic approach to managing their human resources functions as market leader in Bangladesh's pharmaceutical industry.

3.3 Lessons Learned From the Internship Program

The Human Resource Department has the support and expertise of job specialists who help recruiting managers. The study was conducted to evaluate the entire recruitment and selection process for the Human Resources Department and the ACME group. The chosen organization is a well-known organization in our country. I decided to find out about the process of recruitment and selection within the company.

Implication to Organization:

Besides this thing during the internship program I had also learned some lessons that are really very important to be a resourceful human.

Punctuality

I should learn to organize, schedule and budget my time to complete a specific task more accurately. And I think that will help me to improve my time management skills related to efficient work and productivity.

Work loads

I faced many problems at work and got stressed sometimes because of this problem. This internship program helped me to learn how to work in tough times without being much stressed..

Teamwork

It is an action carried out by a team towards a common goal, we understand the importance of teamwork throughout this internship program. There are seven common elements in teamwork: 1. Determination 2. Interdependence with one another 3. Clear protagonists and helpers; 4. Reciprocal work satisfaction; 5. Individual and mutual capability 6. Synergy apprehension; and 7. Authorization, making the work much easier and more pleasant.

Communication

I had to talk and interact with different types of people during the internship program, which helped me to improve both my communication skills and confidence.

Organizational Culture

During the internship program at ACME, I understood the organizational values, visions, standards, language of work, systems and symbols. I also got accustomed to the organizational culture working at ACME

While using company's property you have to be very careful about that property as well as yourself.

Safety Issues

Some personal safety measures need to be taken care of by all, because Acme will not be responsible in case of any occurrence which is not ACME's responsibility. Keeping your personal belongings safe is your own responsibility. If something is lost / misplaced from your desk, ACME cannot be held responsible for it.

Smoking Zone

ACME is declared as a no smoking zone. Smoking is not allowed over here. There is a specific place for smoking and staffs who would like to smoke are suggested to go there while smoking.

Cleanliness:

It is encouraged to have a clean desk. The important and confidential papers should be in proper place. If any paper get lost then this will not be a good experience for the intern. So it is suggested to be careful in case of desk management.

3.4 Implications to University's Internship Program

During the internship program I learned lots of things from my university. Without their help I couldn't get the opportunity to work with corporate persons.

Academic knowledge: The most important part for every student is academic knowledge. Because academic knowledge builds the future of a person. Skills in leadership, motivation and important things that help me in my internship.

Learn socialization:

Everyone ought to be social. Because nobody can live by themselves. That's why we should be social if we want to make our future bright. And I think that BRACUniversity has helped me a lot. Because I have many friends here and I have good relationships with some of the faculties as well. From this I learned many things that help me to adapt to new people and a new environment during my internship.

So I think university play an important role to complete the internship program successfully.

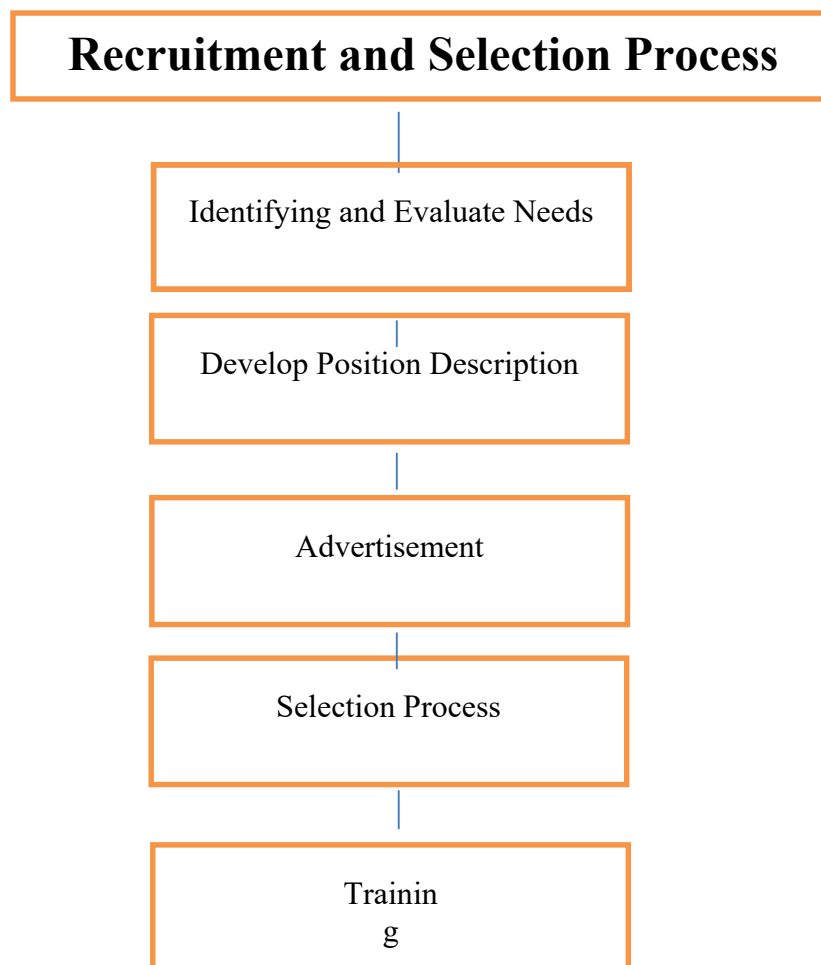
Chapter-4 Recruitment and Selection Process of ACME:

4.1: Recruitment and Selection Process:

Recruitment is the process of searching and hiring of potential candidates with expected knowledge skills and experience in order to mitigate the demand, goals and objectives according to job description and job specification. The main objective behind recruitment process is to select the best employee among the widest pool of applications for the required position.

Recruiting the best employees can also be the competitive advantage for the organization. However, ineffective selection and recruitment process may lead the organization to reduction of sales, growth and productivity of the organization, disrupt organizational and industrial operation and also hampers the objectives and culture of the organization.

The recruitment process has different steps to complete the procedure. Each and every step should have the capabilities to attract and select the talented and efficient employees from diverse applicant pool. The steps relating to The ACME Laboratories Ltd. are discussed below:



Identifying and Evaluate Needs: In this step, a company needs to identify and evaluate the needs in the organization. The number of vacancies and post nature should be find out. The employees can figure out the needs through two ways.

1. **Newly Created Position:** It is important to hire employees when a new position is needed. Through evaluating the organizational strategic goals, new employees should be taken into consideration if that position is required to mitigate the need. A quick job analysis should be done to understand whether there is any gap in the departments of the organization to fulfil the objectives. Job analysis should be done to identify the gap. This is how ACME has created so many worthy positions like executive, senior executive, deputy manager, senior deputy manager, managing director etc.
2. **Replacement:** When the organization follows the attrition policy, the roles are being replaced gradually. According to the current requirement in the organization and increasing productivity, turnover or promotion replacement from one employee to other employee is done. During, replacement changes should be obtained to eradicate issues for such particular posts.

This is how ACME is doing replacement of employees. When an employee gets replaced or promoted from a positions it the position gets shifted.

Develop Job Description:

A good and advanced position description can lead to a successful recruitment process. It includes making setting interview questions and evaluations. Besides it includes how the impression would be about the company to the candidate, job responsibilities and qualifications for selecting skilled and talented candidates. It should have the value proposition for the role.

Moreover, it develops the retention procedure as the newly hired candidate has the highest possibility to turnover. It is plan to determine the growth of the position for future and increases the workflow. Besides, it helps to assess the performances goals and objectives.

HR office gets to be included when inner work openings are publicized to workers through job positioning programs, which educates workers around opening and required capabilities and invite qualified representatives to apply. The takes note as a rule are posted on company bulletin boards or are set in the company daily newspaper. Capability and other truths regularly are drawn from the work analysis information. The reason of the work posting is to energize representatives to look for advancement and exchanges the assistance the HR department fills inner opening and meet employee's individual targets. Not all work openings are posted. Other than entry level positions, senior administration and top employee positions may be filled by justify or with external process of recruiting. Work posting is most common for lower level clerical, specialized and supervisory positions.

Advertisement (External and Internal): Advertisement can be done by both external and internal procedures.

✚ **Online and Social Media Advertisement:** The Company gives promotion in national dailies (both Bangla and English) to pull in the employees with best abilities from the vast pool of resume. Bdjobs is one of the most source of ACME to gather resumes of potential candidates. ACME puts two sorts of notices within the daily papers. It in some cases keeps the personality concealed within the ads, mentioning a GPO BOX number as it were. The reason of the concealed personality is to maintain a strategic distance from the unwanted pressure from the stakeholders for the work of their craved candidates. But this way the company may lose the best candidates out there within advertisement who would have connected for the same post had they known the name of the organization.

Moreover, different companies uses Facebook, LinkedIn, Twitter and other applications to post their job requirements. Brochure, Flairs are also used to fulfill the requirement.

✚ **Employee Referrals:** Internal searching can be done by employee referrals. Usually another source for ACME is employee referral which implies using personal contacts to find job opportunities. It could be a proposal from a current worker with respect to a candidate. The logic behind the worker referral is that “it takes one to know one”. Workers working within the organization are empowered to suggest the names of their companions working in other organization for a possible vacancy within the limited time.

✚ **Walk-in and Write-in:** Walk-ins are a few searchers who arrived at the HR division of ACME in look of a work; Write-ins are those who send a composed request, both bunches are ordinarily inquired to total an application clear to determine their intrigued and capacities. Field level administration employments like Area Sales Coordinator, Regional Managers are selected through Walk-in interviews.

✚ **Consulting the CV Bank:** The spontaneous applications put away within the information bank. On the off chance that the quality of a individual matches with the requirements said within the position portrayal, at that point he / she is called for a written test or interview. If applicants coordinate for another position, then he/she will get called for that coordinating position in future. ACME barely use this process in their recruiting procedure.

Selection Procedure: Through this procedure evaluating the candidates and hiring them according to their skills, effectiveness and talents. The selection process is discussed below:

✚ **Screening and Sorting Applications:**

The resumes or CV's are to be sorted and screened which is collected from the advertisement. Each and Every resume is taken into consideration. Within the covering letter, the style and language of composing, the concentration put on the ranges inquired for tin the advertisements and the quality of the letter (whether it is particularly custom fitted to the

advertisement or fair a standard reaction) are the perspectives that are evaluated. Distinctive Cvs are relegated to the selection criteria said within the primary determination depending on their relative significance. (For example, educational teach like BRAC, NSU, IBA, BUET grant the most noteworthy weight and the foreign universities of UK, Australia, etc. are put on standard with the most excellent within the nation). Based on the nearness of these factors to the specified degree (experience, educational degree, computer proficiency, etc.) the cumulative weights for all the candidates are tallied and the brief list of a sizable number of the highest candidates is created.

ACME basically sort the CVs according to different universities and then those who are from NSU, BRAC, IUB, EWU get the highest priority. Besides, experience matters a lot in this company. Candidate having highest experience gets the highest priority. Besides, result sometimes matters for sorting the CVs.

Written test:

The Written test may be a customary portion of the ordinary recruitment process. For almost every positions, it is being conducted. The top management of ACME accepts the written test before the interview process has proved to be successful and a valuable instrument to choose the alluring candidates. MCQ, Case Study, Structures questions are basically asked in written exams. The written exam is done in terms of knowledge, creativity in the required areas. The candidates are called for the preparatory (to begin with) interview based on candidate's results in written test.

Interview:

The interview exam may be a three-tier one. Interview is done to conduct the elimination method. A few moment later second interview calls up. Then the at last chosen individual is called for the ultimate interview. The interview time is kept helpful for the candidate, particularly on the off chance that s/he was working somewhere else at the time of interview. An employee data form before the interview is to be filled up for those who got shortlisted. In case of ACME, only a single interview takes place after a written test.

Reference Check List:

Reference checks permit getting data and conclusions with respect to the person's character, quality of the work and reasonableness for the position. It is an opportunity to approve the data gotten from the candidate by means of their resume and the interview. Talking to the candidate's chief or other individuals whom they have worked with ought to too check internal candidates. The opinion of the person in the reference list who has worked for an extended period is likely to be more precise than the evaluation from one to two hours of interviewing.

At ACME reference of the internal employees are checked first. If there's no internal reference found then they go for the reference should are put in the resume. But, in most cases they barely checks the external reference. External reference hardly matter to them.

Employment Decision and Joining:

After reference check and above selection process the employee gets selected for the required position. If the candidate has no issue with the expressed terms and conditions of the work and the company mentioned and talked about within the last interview, the employee is offered an

application blank. The application blank may be a standard arrange of employee-information that includes all the data the organization needs with respect to the employee. The candidate must fill this clear and yield this to the company along with a CV.

At ACME after the employee candidate approve the decision with rules and regulations along with compensation program, she/he is called for joining. There personnel’s signature on joining letter, nominee name and their share from compensation is written.

✚ **Training:** After joining the company, the employees basically needs to do the In-House training. Besides, according to experience of the employees, training is provided to them. Training has different types. ACME has both external and internal forms of training.

4.2 Comparison between “The ACME Laboratories Ltd. and Square Pharmaceuticals:

Factors about Recruitment and Selection Process	The ACME Laboratories Ltd.	Square Pharmaceuticals
Job Order	Calls upon Vacancy	Calls upon Vacancy
Objective	Hire Efficient and Effective employees for the desired post	Hiring Efficient, productive employees for the desired post
Advertisement	Social Media, Flairs, Brochure (Mostly through bdjobs.com)	Internally; if not then social media, brochure
Selection	According to written test, viva and presentation	Written test and Viva mostly preferable
Reference and checks	Only checks internal references	Checks both internal and external references
Compensation Program	Mostly fixed	Both fixed and negotiable, depends on the job position

Signing of Contract	For three years	For three years
Training	Depends on the position and capability of the employees.	In house training and depends on the capabilities

Square Pharmaceuticals Ltd. is the flagship company of Square Group and currently holding the strong leadership position in the Pharmaceutical industry of Bangladesh. The company has started its journey in 1985 and since then it has been on its way to become a high performance global player. In fact, it is constantly being the 1st position compared to other national and multinational companies since the very beginning. Square Pharmaceuticals Ltd. was converted into a public limited company in 1991 and listed with stock exchange in 1995. The estimated turnover was Taka 30.28 billion with about 18.64% market share having a growth rate of about 25.36% as per April 2014-March 2015.

For doing the comparison between the two leading pharmaceutical companies, I find out some the factors which is discussed below:

1. **Job Order:** Job Order is creating the demand for the specific position, a position may get vacant because of two reasons. One is creating new position and another one is replacement of one employees with another. Both ACME and Square gets the job order whenever a position remain vacant.
2. **Objective:** Different companies have different objectives while recruiting employees. But, the objective core is almost the same in every companies.

ACME's main objective is to hire efficient, effective employees for their desired post. They have specific job description about the position and try to hire the best candidates suitable for that position so that they hardly spend much on training procedure.

On the other hand, Square Pharmaceuticals, tries to hire efficient and productive employees with vast knowledge, skills and effectiveness. They basically provides In-House Training which the employees get from their colleagues and peers from the company to their employees and so they want their employees to be advanced so that they get to spend barely on training process of the employees.

3. **Advertisement:** Companies do different sort of processes to attract the employees. They apply different forms of advertisements so that the employees can get through their circulars easily. They understand about the company and their duties and responsibilities from that job circular, and apply for the required position.
The ACME Laboratories Ltd. basically prefers the external job recruitment circular. They mostly use Bdjobs.com to find out their desired employee. They post the job responsibilities, along with benefits and remuneration to attract candidates. After that, they start to sort CV from Bdjobs.com according to experience, result, universities etc. Apart from all of these, ACME use different

Social Medias like Facebook, LinkedIn for advertisement. Besides, they go to different job fairs and collect CV's from different candidates and sort the CVs according to requirement. They also use flairs and brochure for this purpose. However, they also sometimes recruit employees through internal process. They declare to their peers and employees and through reference recruitment is done.

Moreover, Square Pharmaceutical Ltd. Company mainly recruits through internal process. But, they also uses the external processes when needed.

4. **Selection:** The ACME Laboratories Ltd. starts their selection process by different steps. Firstly, they take written test after short-listing the CVs. The written test takes through MCQ, questions and answer, case studies etc. After selecting in first phase, viva or interviews takes place. After getting selected to third phase, the candidates is given different topics and they make a power-point presentation and present it to the director bodies and after passing those the candidate finally get selected. But, the selection process may vary to the lower level employees, they get to phase the first two phases.
The Square Pharmaceutical Ltd. also has the same process. But, they barely get to do the presentation at the last stage.
5. **Reference and Checks:** After Selection of the employees ACME takes the internal reference (Referred by higher level employees of the organization) into consideration. They hardly get into the reference which is written in the candidates CV.
Square on the other hand checks both the internal and external references.
6. **Compensation Program:** Though ACME Company has the option of expected salary, they fixed it before the recruitment process is done. Whereas, Square's compensation is negotiable. But, a limitation is created. But, for some position compensation amount is fixed.
7. **Signing of Contract:** Both the company has a policy that, after they get selected, they need to sign a contact of three years that they won't get shifted within these years.
8. **Training:** After the recruitment is done, training is given to the employees. ACME has different training policy and according to the job position and skills and knowledge specific training procedure is selected to sort out the issues.

Square at first gives the In-house training. They also provide other training process if it is needed

Chapter-5: Methodology, Analysis and Findings:

5.1. Origin of the Report:

The BRAC University Internship Program is a postgraduate requirement for BBA students. This study is a partial requirement of the BBA curriculum internship program at BRAC University. The main purpose of the internship is to expose the student to the world of work. The main challenge for an intern was to translate the theoretical concepts into a true life experience. The internship and study program have the following purposes:

- 1) To acquire and organize detailed knowledge about the responsibility of the job.
- 2) To experience the real world of business.
- 3) To Compare the actual scenario with the lessons learned at BRAC University
- 4) To meet the BBA program requirement.

This report is the result of three months of the Robi Axiata Limited internship program and is prepared as a requirement for the completion of the BBA program at BRAC University. I must therefore submit this report on the basis of the 'Standards and Effects of Employee Satisfaction at Robi Axiata Limited.' This report also contains information on Robi Axiata Limited 's products and services, an overview of the organization and the facilities it offers to satisfy its staff.

5.2 Objective of the report:

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

- ?General Objective
- Specific Objective

General Objective:

The report is basically written to fulfill the Bachelor of Business Administration (B.B.A) degree requirement under the Faculty of BRAC Business School, BRAC University.

Specific Objective:

More specifically, this study comprises of the following aspects:

- 1) Giving an overview of ACME Laboratories Ltd.
- 2) Focus on products, services, workplace and facilities for Robi Axiata Limited employees.

3) To discuss the Standards and Effects of Employee Satisfaction on the Technology

Division of ACME Laboratories Ltd.

5.3 Scope of the report:

The main purpose of the study is to identify the standards and effects of employee satisfaction in order to understand and document the processes and activities carried out by Robi Axiata Limited and to provide a clear picture of the overall satisfaction of employees. The report covers details of the company's products and services, an overview and facilities to satisfy its employees. The focus is on the analysis of the standard of equipment provided and its impact on the satisfaction of employees. The study is only related to the Technology Division, however, since I was given the opportunity to work in this division only.

5.4 Methodology of the data:

Methodology is an imperative portion of the study. It is outlined in such a way so that it correspondent to realize the objective of the study. It includes sampling method, data collection strategy, and also strategy of investigation the information. The data utilized to prepare this report has been collected from both essential source that has been collected formal and informal interviews and auxiliary source that has been collected from yearly reports, articles and online which together given more comprehensive data.

Primary Data: Most of the data which are used in this report is taken from the experience. Besides, interview of senior executive, Mahmud Hasan is taken. Most of the information related to ACME has been collected from him. Moreover, the whole HR division helped a lot to collect information about different topic.

Secondary Data: Secondary Data has also used in this report. Different news portals, annual reports, books, online links are also used in this report.

5.5. Analysis and Interpretation of the Data:

Data can be collected or gained from qualitative and quantitative sources. In this report mostly qualitative sources are being used. It gave the information about the quality, about the whole company and recruitment process.

Chapter-6 Conclusion:

This report has been done based on my personal experiences, knowledge, understanding that I have gathered through the internship program that I have done in ACME Laboratories Ltd. In this affiliation report I studied over the existing state of Recruitment and Selection process that I practiced at ACME Laboratories Ltd.

All the data I have compiled and discussed in this report are collected through my direct experience and through discussions with the people who work in ACME. The data and information I provide in this report are therefore extremely reliable and the recruitment and selection process disclosed in this study is therefore more accurate and reliable.

ACME's strength is its product line, which indicates that it has various products. ACME and its market are growing satisfactorily not only in Bangladesh but also in another country in which they export. The ACME brand's availability and awareness is excellent. There is a critical competition on the national and international market for pharmaceutical products.

Since the start of the operation, ACME has been confident that they have been able to deal with the challenge. Building good relations across the country, based on prices, quality and satisfaction of consumers. ACME is represented in all parts of Bangladesh for its products and services to promote and distribute its products at all levels of consumers. Strong recruitment and teamwork is the secret of the success of ACME, which has become part of the ACME culture. ACME's market status is excellent than others. Currently one of Bangladesh's second biggest pharmaceutical companies. Now, many countries in the world export several types of products. People get more benefits and social assistance to use the ACME product. ACME also earns a large foreign currency through the export of its products. Companies must therefore take initiatives to produce raw materials and the government should encourage this industry with support and incentives to promote the growth of the national pharmaceutical industry in our country

The study shows that the efficient recruitment and selection process is followed by ACME Laboratories Ltd. and its successful activities and sound HR practices are a source of sustainable competitive advantage for the company, as they are dedicated to both service and delivery of products. This is why the study covered a wide range of recruitment and selection problems and how it is aligned with the best results. This report also examines whether the strategies, plans, policies and systems of the organization are well adapted to the recruitment and selection process and finally recommends some policies for recruitment and selection based on real experience.

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JOIN THE LEADER



ACME



The **ACME Laboratories Ltd.** is one of the pioneers in the pharmaceutical industry of Bangladesh and has a vision to become a research based global pharmaceutical company, enjoying significant coverage in the local and international market. ACME has highly skilled and dedicated sales team which serves the medical community throughout the country to achieve its vision. To support the ongoing growth, ACME is looking for some enthusiastic, committed, self-motivated, energetic and career conscious male person for following position with below mentioned requirements.

Medical Representative (MR)

Key Responsibilities:

- Maintain constant liaison with doctors & health-care professionals.
- Promote company products and create brand awareness.
- Achieve sales target assigned by the company. Provide updated products information to the doctors and chemists on a regular basis.

Pre-requisites to apply:

- 4 year honors/Masters/Bachelor degree (science background up to HSC is a must) from general education.
- Good communication skill both in English & Bangla.
- Should have ability to work under pressure to meet work deadline
- This position requires extensive tours and candidate should have willingness to ride motorcycle.
- Age limit 30 (Thirty) years. Candidate must be unmarried.

Sales Representative (SR)

Key Responsibilities:

- Ensure on time delivery of medicine to the chemist as per requirement.
- Manage the cash after collection to ensure safely deposit of the cash to the concern depot.

Pre-requisites to apply:

- Minimum H.S.C from any govt. approved college
- Age limit 30 (Thirty) years.

Benefits offered:

- Attractive remuneration package, Additional allowances-travel allowance & daily allowance,
- Attractive incentive/performance bonus.
- Health insurance/Group insurance/Provident Fund/Gratuity.
- A performance based career development prospect.
- A good and healthy professional working environment.

Job Location:

- Anywhere in Bangladesh,

Interested candidates are invited to attend a Walk-in-Interview from **7th to 11th June, 2015 (Sun, Mon, Tues, Wed & Thursday)** on or before 9:30 a.m along with complete resume, two recent passport size color photographs, national ID card, all academic certificates (**original and photocopy**) at the following addresses:

Corporate Office, Dhaka	: Court de la ACME, 1/4 Kallayanpur, Mirpur Road, Dhaka.
Bogra Sales Centre	: Holding No. 1887-A, Dhaka Rangpur Highway, Fuldighi, Bogra.
Rajshahi Sales Centre	: 268, Sagorpara (Bot Tola More) Gharamara, Rajshahi.
Jessore Sales Centre	: 58, Upo- Sohor, Sector-2, Jessore.
Khulna Sales Centre	: 43, Yousof Row, Mirzapur, Khulna



ACME

নিয়োগ বিজ্ঞপ্তি

দেশের ঔষধ শিল্পের অন্যতম পথিকৃৎ এবং নেতৃস্থানীয় ঔষধ প্রস্তুতকারী প্রতিষ্ঠান **দি এক্সেল ল্যাবরেটরিজ লিঃ**-এ নিম্নোক্ত পদে নিয়োগের জন্য উপযুক্ত প্রার্থীদের কাছ থেকে দরখাস্ত আহ্বান করা যাচ্ছে।

পদের নাম : ফোরম্যান

- ◆ প্রার্থীকে অবশ্যই ইলেকট্রিক্যাল ট্রেন্ডকোর্স সহ এস.এস.সি বা সমমানের পরীক্ষায় পাশ হতে হবে।
- ◆ প্রার্থীকে সকল ধরনের ইলেকট্রিক্যাল কাজের তাৎক্ষণিক সমস্যার সমাধান ও রক্ষনাবেক্ষণ কাজে পারদর্শী হতে হবে।
- ◆ প্রার্থীদের ন্যূনতম ৫-৭ বছরের কাজের বাস্তব অভিজ্ঞতা ও বয়স ৩০ বছরে মধ্যে হতে হবে।

পদের নাম : সিনিয়র টেকনিশিয়ান / টেকনিশিয়ান

- ◆ প্রার্থীকে অবশ্যই এস.এস.সি বা সমমানের পরীক্ষায় পাশ হতে হবে।
- ◆ সিনিয়র টেকনিশিয়ানদের ক্ষেত্রে ঔষধ কোম্পানিতে ব্যবহৃত সকল ধরনের যন্ত্রপাতি বিশেষ করে BFS মেশিন স্থাপন, সংরক্ষণ, মেরামত ও তাৎক্ষণিক সমস্যার সমাধান কাজে পারদর্শী হতে হবে।
- ◆ টেকনিশিয়ানদের ক্ষেত্রে ঔষধ কোম্পানিতে ব্যবহৃত সকল ধরনের যন্ত্রপাতি বিশেষ করে HVAC & Water System মেশিন স্থাপন, সংরক্ষণ, মেরামত ও তাৎক্ষণিক সমস্যার সমাধান কাজে পারদর্শী হতে হবে।
- ◆ প্রার্থীদের ন্যূনতম ৫ বছরের কাজের বাস্তব অভিজ্ঞতা ও বয়স ৩০ বছরে মধ্যে হতে হবে।

পদের নাম : বয়লার অপারেটর

- ◆ প্রার্থীকে অবশ্যই সরকার কর্তৃক স্বীকৃত কোন প্রতিষ্ঠান থেকে বয়লার অপারেটিং সার্টিফিকেটধারী হতে হবে।
- ◆ প্রার্থীকে সকল ধরনের বয়লার অপারেশন ও স্টিম লাইন ব্যবস্থাপনা কাজে পারদর্শী হতে হবে।
- ◆ প্রার্থীদের ন্যূনতম ৫ বছরের কাজের বাস্তব অভিজ্ঞতা ও বয়স ৩০ বছরে মধ্যে হতে হবে।

আগ্রহী প্রার্থীদেরকে আবেদনপত্র, সদ্য তোলা দুই কপি পাসপোর্ট সাইজ ছবি, পূর্ণ জীবনবৃত্তান্ত, শিক্ষাগত যোগ্যতা, অভিজ্ঞতা জাতীয় পরিচয়পত্রের সনদপত্রের সত্যায়িত কপি সহ আগামী ২রা জুলাই '২০১৫ তারিখের মধ্যে বরাবর, বিভাগীয় প্রধান, মানব সম্পদ বিভাগ, দি এক্সেল ল্যাবরেটরিজ লিঃ, কোর্ট-ডি-লা এক্সিমি, ১/৪ কল্যাণপুর, মিরপুর রোড, ঢাকা-১২০৭ এ ঠিকানায় পাঠানোর জন্য অনুরোধ করা যাচ্ছে।