

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

By
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16104188

An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Bachelor of Business Administration

BRAC Business School
BRAC University
December, 2021

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Declaration

It is hereby declared that

The internship report submitted is my own original work while completing degree at BRAC University.

The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.

The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.

I have acknowledged all main sources of help.

Student's Full Name & Signature:

Shraboni Sarker Ritu
16104188

Supervisor's Full Name & Signature:

Jubairul Islam Shaown
Lecturer
BRAC Business School
BRAC University

Letter of Transmittal

Jubairul Islam Shaown

Lecturer

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

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

Dear Sir,

With due respect, it is a great pleasure to submit the internship report entitled “**Recruitment and Selection Process of The ACME Laboratories Ltd.**” which was assigned to me as a partial requirement for the completion of the degree “Bachelor of Business Administration”

It is my great honor and pleasure to work in the HR Division with a very enthusiastic and dedicated team of Recruitment and Selection Process working tirelessly to provide the best human resources for a leading global organization in the highly competitive pharmaceutical industry of Bangladesh. Throughout my internship period, I have tried to gain an in-depth knowledge and on-hand experience of the entire recruitment and selection process of the company that I have worked for. I have also tried my best to collect as much information as possible about the whole process and relevant issues and present it in a comprehensive manner with essential information by following your insightful guidance and suggestions.

I am grateful to you for your constant support, help and guidance and the kind cooperation that you showed me at every step of my endeavor on this report. I shall remain deeply grateful if you would kindly take some time and go through this report to evaluate my performance.

Sincerely yours,

Shraboni Sarker Ritu

ID-16104188

BRAC Business School

BRAC University

Date: December 25, 2021

Acknowledgement

First of all, I am very grateful to the HR & Admin Division of The ACME Laboratories Ltd. for giving me this wonderful opportunity of internship at their company for a period of 4 months. Along with, I am very obliged and thankful to the Recruitment and Selection Team for their helpfulness and cooperation in terms of my learning. They have taught and helped me a lot while my entire internship period, they have helped me to find out my lack ins and mistakes and also how to rectify them in the correct manner. They have tried to teach me every single thing that I need to know to do my work and to complete my learning process for my internship very patiently. Every single member of The Recruitment and Selection Team were very much helpful and cooperative to me during my entire internship period.

I would like to express my profound gratitude and kind regards to my mentor for internship **Mr. Jubairul Islam Shawon** Sir for his helpful guidance, mentorship and constant support throughout my internship. The guidance, help and support that he has given time to time has helped me to complete my internship report in the right manner.

I want to thank **Mr. Ashik Hasan (Assistant Manager, HR & Admin)**, **Mr. Belayet Hossain (Assistant Manager, HR & Admin)** and **Mr. Ishtiaque Ahmed Khan (Senior Executive, HR & Admin)** for their constant help, guidance, support and encouragement throughout my internship period and providing me with their valuable information about the systems and procedures that are set by the company and followed by the HR & Admin Division. They have also helped me with their valuable suggestions about various things related to the work at different times which have helped me to get better understanding about the company and their Standard Operating Procedures.

Finally, I would like to thank all the employees working in the Corporate Office of The ACME Laboratories Ltd. who have ever helped me at anything while working their as an HR Intern because at the beginning as a new intern it was a little difficult for me to accommodate with the new office environment and with the corporate culture. Everyone in this division helped me to adjust with the new situation and made me feel myself as one of them.

Executive Summary

This internship report has been prepared to fulfill the requirement for the completion of my BBA degree. This report is the outcome of my study about “**The Recruitment and Selection Process of The ACME Laboratories Ltd.**”

The objective of this report is to identify how theories and concepts are discussed in my educational program can be practiced in the aspect of Recruitment and Selection Process in the pharmaceutical organizations in Bangladesh.

This report is prepared based on the information from some primary and secondary data sources. The primary data for this report came from my day-to-day activities and observations. From my daily activities and responsibilities, I have observed the whole process of Recruitment and Selection Process and the shortcomings within it of The ACME Laboratories Ltd. I have also learned the techniques of overcoming the shortcomings from my supervisors through observation. I have learned their ways of attracting the best talents from the job market towards their company, their screening processes and strategies in every step of their whole process, their convincing methods, their overcoming the obstacles or shortcomings etc. I have the in-depth knowledge of how their whole HR department works. I also have the first-hand experience of their every step of the Recruitment and Selection Process. The secondary data was collected from the employee handbook, website, annual report and relevant books. I have tried my best make this report as good as possible by using all the necessary and important information from the primary and secondary data.

The ACME Laboratories Ltd. is one of the top listed pharmaceutical organizations in Bangladesh because of their high-quality performance and consistency of maintaining their standard in terms of all the aspects. Their very promising HR team help them to achieve their goals by providing them with the best men for the job. Moreover, there are several development programs which are provided by the company to improve the performances of their employees along with self-development. I have tried to show every pros and cons of the entire Recruitment and Selection process of The ACME Laboratories Ltd. in this report.

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Chapter – 1:

Overview of the Internship

1.1 Student Information:

Name: Shraboni Sarker Ritu

ID: 16104188

Program: Bachelor at Business Studies

Major: Human Resource Management and Marketing

1.2 Internship Information:**Organizational Information:**

Company Name: The ACME Laboratories Ltd.

Period: 4 Months (08 June, 2021 – 10 October, 2021)

Department: HR &Admin Division

Address: Court de la ACME, 1/4, kallayanpur, Mirpur Road, Dhaka-1207

PABX: +88029004194-6, Ext-270

Fax: +88029016872

On-Site Supervisor's Information:

Name: Ashik Hasan

Designation: Assistant Manager, HR & Admin Division

Mobile: +88 01713-491462

E-mail: ahasan.hrd@acmeglobal.com

1.3 Job Scope:

Job Description:

The job description for the position of an intern in the HR & Admin Division is to assist and help the whole team of the Recruitment and Selection process with whatever they need to complete the process. There are different kinds of requirements for the recruitment and selection process for each of the positions in the company and the intern has to help the team with the necessary requirements accordingly.

Duties and Responsibilities:

The specific duties and responsibilities of mine as an intern in this division are given below:

1. Collecting and gathering the CVs altogether that are to sent to the company based on the position applied.
2. Sorting the CVs based on the parameter set for each job position for initial assessment (might be a written test or interview based on the position applied for)
3. Giving system entry to the selected CVs after matching them with the preset parameter for each position.
4. Making a Call List of the candidates who are selected for the initial assessment to call and inform them about the details of the initial assessment. At the same time, making an Attendance Sheet of the called candidates to keep track of the attended candidates.
5. In case of an offline written exam as the initial assessment, taking the exam. After that removing the identification of the scripts and sending them for evaluation while keeping the identifications of the scripts safely.
6. In case of both online and offline written test, after the evaluation of the test sorting the candidates from highest to lowest based on the marks obtained by them.
7. Making a Candidate Profile Summary of the selected candidates from the written test result who are selected for Viva Interview.

8. Again, making a call list of the selected candidates for Viva Interview to call and inform them about the details of the Viva Interview to be taken and making an Attendance Sheet at the same time to keep track of the attended candidates.
9. Checking on the interview venue and making sure its okay for conducting the interview.
10. Coordinating the interviewees during the interview session.
11. Making end results according to the instructions and comments given by the interviewers.
12. Preparing “Approval for Appointment” for the finally selected candidates to be appointed and sending them for approval from the authority.
13. Besides the above-mentioned duties and responsibilities, I had to do other things which I was told to do at different times by my bosses.

1.4 Internship Outcome:

Contribution to the Company:

As an intern of the HR & Admin division at The ACME Laboratories Ltd., I have performed all the above-mentioned duties and responsibilities with sincerity and completed each and every task responsibly. I have helped the entire team of Recruitment and Selection Process with various recruitments for various positions from managerial level to the lowest position in the company. Throughout the process of every recruitment, I have provided the recruitment and selecting team with every necessary documents and other requirements from the very beginning till the final completion of the process. I have tried my best to follow the order and instructions of my supervisors and tried to help them the best in every way and at every step.

Benefits Earned:

The first and foremost benefit that I earned is the opportunity to work with a global organization like The ACME Laboratories Ltd. which has one of the biggest base of Human Resources across the country. As this company handles hundreds of candidates and employees on a regular basis, there are a lot of scopes of learning and having on-hand experience on handling such a big human resource division. Throughout my internship, I have come across the recruitment and selection process of almost all the positions in the company which has given me the opportunity to learn the

miscellaneous processes of recruiting and selecting the best person for the job. I have also had the opportunity to observe the interviewing sessions of some of the job positions that took place while my internship. From those interviewing sessions I came to know and learn about how an interview is taken, what are the things that the interviewers look for in a candidate, how they assess every potential candidate, how they try to measure the capabilities and KSAs of every candidate within the short time of their interview session, how they choose the best candidate for the job or how they come to a decision on whom to select etc. I am specifying the benefits earned from this internship opportunity below:

i) The Recruitment Process: The recruitment process is the process of attracting the potential candidates for the vacant positions. In order to do that, the recruitment team tries to make such job advertisements that attract the potential candidates the most. They put the job requirements about what are the eligibilities of applying into any particular job position, what are the duties and responsibilities of a particular job position, appropriate disclosure of the pay and benefits that they are going to offer a candidate etc. And then they publish their job circular on different social media platforms, on different job sites and they also mention the process of applying into that position for those candidates who are interested in applying into this company.

ii) The Selection Process: The selection process is quite a lengthy process in comparison to the recruitment process. In the selection phase, the first and foremost step is to collect all the CVs that came from different sources and going through all of them individually. Then the CVs are being matched with the decided parameter by the authority and sorted accordingly. From the sorting process, they shortlist candidates for the first phase of assessment which might be a written test or an interview session depending on the position they are recruiting for. Then the shortlisted candidates are being called to attend the first phase of assessment. After the first phase of assessment, they shortlist the candidates who they think are suitable for a 2nd phase of assessment. Then the shortlisted candidates are being called to attend a 2nd phase of assessment. After the second phase of assessment, calculating and evaluating all the other aspects of the candidates and the company, they finally select candidates according to the manpower requisition for that particular position and offer them whether they would like to join in the company or not. If they agree to join in that position, they finally appoint them into that position officially and close the recruitment and selection process for that particular position.

iii) Dealing with the problems: The recruitment and selection process is not a flawless or smooth process as it sounds. There are thousands of problems that the recruiters have to face while going through the process. Sometimes the candidates who have applied for a particular job position won't show any interest or won't agree to come for the initial assessment, sometimes they don't show up at the time of interview even after confirming to come. Sometimes the selected candidates won't agree to join because of another better job offer or if they see that their existing job is better. Sometimes the negotiation between the recruiter and the candidate won't take place as expected. Sometimes the larger portion of applied candidates fail the initial assessment rather than the expectation which automatically decreases the number of candidates who are to be interviewed. Sometimes the candidates resign or leave the job after a few days of joining so then the recruiting team has to find the replacement of that job position again. So then, it takes more time than the usual time to fill up the vacant position which might hamper the whole working process of the organization. And all of the above-mentioned issues are to be solved by the recruitment and selecting team. The recruitment and selecting team handle these issues very patiently and smartly by keeping in mind that the working process of the organization don't get hampered. I observed all these problem-solving techniques and mechanisms very closely and learned a lot.

Problems or Limitations during the Internship period:

The biggest problem of my entire internship period that I had to face was the COVID-19 situation. During my internship there happened to be a lockdown situation all over the country which was caused by the 2nd hit of COVID-19. During that time, I was told to work from home because as the office was open for being an emergency service providing company, I had to give my support at work even from at home. The main difficulty of giving work support from home is that the works of an HR department is more of an offline job rather than an online job. So, even if I was told to give my support at work from home via online, there were a lot of things that I required to do my work such as the CVs of the candidates. Although the CVs can be arranged as soft copies but it requires a lot of paperwork to complete the process of recruitment and selection which was being quite difficult at the time of lockdown because I was not being able to handover over the paperwork that they needed to conduct their procedure and they were not being able to provide me the necessary documents in time. So, during that time doing the works were becoming very time consuming which was also delaying the recruitment procedures. Moreover, as I was a newly working intern at that time, naturally there would be a lot of mistakes while working and I was

supposed to rectify them from my bosses but due to the lockdown situation, I was not being able to do that. So, at that time there were a lot of gap in my learnings. Therefore, working from home was a big challenge for me during my internship.

Recommendations:

I would like to recommend the company for future interns to give them proper and specific instructions for work and also to improve their chain of communication. Throughout my internship period I have noticed some gaps in the communication chain among the HR team which lead to misunderstandings and misinterpretations. This is why my recommendation to the company will be to give very precise and specific instructions to the interns about their work and to improve their chain of communication.

Chapter-2:

Organization Part:

2.1 Introduction:

The ACME Laboratories Ltd. Is a leading pharmaceutical company in Bangladesh for its top quality and high standard pharmaceutical products. It is a global company. The company is currently producing more than 500 products in different dosage forms covering broader therapeutic categories which include anti-infective, cardiovascular antibiotics, gastrointestinal, CNS, respiratory disease etc. among many others. The success in local market prompted them to explore the international market and over the years they have gained a firm presence in South-East Asia, Africa and Central America and continuously discovering new horizons to improve the quality of life for patients to further the success of their customers and to help meet the global challenges. Through the outstanding knowledge, professionalism and commitment of more than 7000 employees, they are consistently building upon their facilities, capabilities and also portfolio to meet the growing health care needs.

The organization is united, inspired and fueled by the mission to ensure health, vigor and happiness for all. Since the company's founding in 1954 by Mr. Hamidur Rahman Sinha, an entrepreneur and philanthropist in this region, of the then British-Indian Subcontinent, they have been committed to offering solutions to our most pressing health care needs. More than half a century later, the company remained true to their founder's vision and values to produce high-quality medicines with integrity, customer focus, pro-activity, team spirit, excellence and desire to win and responding to social and environmental needs. Over the past few decades, this company has seen an amazing growth and success in pharmaceutical sector. With more than 60 years of expertise in medicine and science, the company draws upon a rich legacy of high-quality formulations and a robust pipeline of promising generic medicines at affordable price to meet the health care needs.

Since 1954, ACME has been stood for quality, business success and responsible entrepreneurship. Their heritage and values are the foundation for their mission to ensure health, vigor and happiness for mankind.

ACME is an ISO 9001:2015 certified company with a quality and meaningful slogan of "Perpetual Quest for Excellence".

2.2 Overview of the Company:

ACME was founded modestly in 1954 as a Proprietorship firm at Narayanganj by the visionary leader Late Hamidur Rahman Sinha with a very noble and holistic motto of ensuring health, vigor and happiness for all. At that time the prevalent environment for establishing any industry by an East Pakistani Entrepreneur was very much difficult. But with the passion of serving the people with generic medicine, Mr. Hamidur Rahman Sinha started the journey of ACME. ACME's journey during the pre-liberation period was not smooth at all. Rather, it was very much crucial, challenging and full of uncertainty as because in those days, the pharmaceutical market was dominated by multinational companies and the negative attitude of the Pakistani rulers towards East Pakistani Entrepreneurs as well.

Because of previous successful business track records of Late Hamidur Rahman Sinha, during pre-partition period coupled with the rich heirs of business legacy from his father, he was a very sound business planner. As such, he made a foolproof strategic planning for the chronological journey and transformation of the company to make it a success story.

In 1971, ACME was converted into a Private Limited Company for giving it a perpetual shape and eventually in 1983 ACME's plant was transferred to Dhamrai on the outskirts of the capital about 40 kilometers away from Dhaka city after making BMRE. At that time Mr. Mizanur Rahman Sinha became the Managing Director of the company and Dr. Jabilur Rahman Sinha and Mr. Afzalur Rahman Sinha became the Deputy Managing Directors of the company apart from other promoter directors.

After the sad demise of Mr. Hamidur Rahman Sinha in 1994, his eldest son Nasir-Ur-Rahman Sinha became the Chairman of the company. At that crucial time when the company was suffering the agony of the founder's sad demise, the Managing Director and CEO of the company, Mr. Mizanur Rahman Sinha was the one who played the pivotal role of the company and build a very well-motivated team of directors, shareholders and the entire human resource of the company to materialize the unfinished tasks of the late founder. After that, Mr. Mizanur Rahman Sinha concentrated his mind to re-built ACME completely in a new state-of-the-art facility in all respect in order to meet the global challenges of the medical world of the 21st century. In this phase, Mr. Mizanur Rahman Sinha played the role of a visionary leader, great catalyst and versatile facilitator. By his charismatic leadership, appropriate decision-making abilities, bold perseverance together

with the wholehearted efforts of other key directors and dedicated efficient professionals, the company went through a phase of huge expansion and established the most modern state-of-the-art production line facilities. He also turned the ordinary Marketing and Distribution Network into one of the strongest in national and international grounds making the company one of the top players in the pharmaceutical industry of Bangladesh. In order to make the plans successful and to take its best shot, in 2011 The ACME Laboratories Ltd. was converted into a Public Limited Company for strengthening its capacity and skills and also accelerating its speed to meet the global challenges of the 21st century.

With a view to reinforce the strength of the Board of Directors and to ensure more transparency and good governance in a day-to-day business activity of the company, two Nominee Directors namely Mr. Md. Fayekuzzaman, Managing Director of ICB and Mr. Md. Abdur Rouf General Manager of ICB joined the board in 2013. In 2014, another two persons namely Syed Shahed Reza, Ex-Ambassador and Ms. Fouzia Haque, FCA joined as Independent Directors. All of the four directors abovementioned are highly professional, skilled, well-experienced and reputed in their respective field of business.

Unfortunately, in 2014, Mr. Nasir-Ur-Rahman Sinha voluntarily retired from the post of Chairman due to his prolonged severe physical illness and Mr. Afzalur Rahman Sinha was appointed as the Chairman of the company on 21st September, 2014.

Virtually ACME's starting in 1954, was a very modest but a very great noble initiative. In 1976, converting the Sole Proprietorship firm into a Private Limited Company was a better and more sustainable approach. Finally, transforming it into a Public Limited Company and amalgamating with its sister concern in the recent past has turned it into a great company.

2.3 Vision Statement:

To ensure Health, Vigor and Happiness for all.

2.4 Mission Statement:

The organization's holistic approach is to ensure Health, Vigor and Happiness for all by manufacturing ethical drugs and medicines of the highest quality at affordable price and expanding in the local and global market.

The company view themselves as partners with the doctors, healthcare professionals, all other customers, their employees and harmonize with environmental issues.

2.5 Core Values:

ACME's values are the measure for their thinking and actions. They are the core of what ties the company together in the past, present and future. They do business on the basis of common values. Their success is based on customer focus, team spirit, desire to win, pro-activity, integrity and excellence. These values determine their actions in their daily dealing with customers and business partners as well as in their teamwork and collaboration with each other.

2.6 Company Goals:

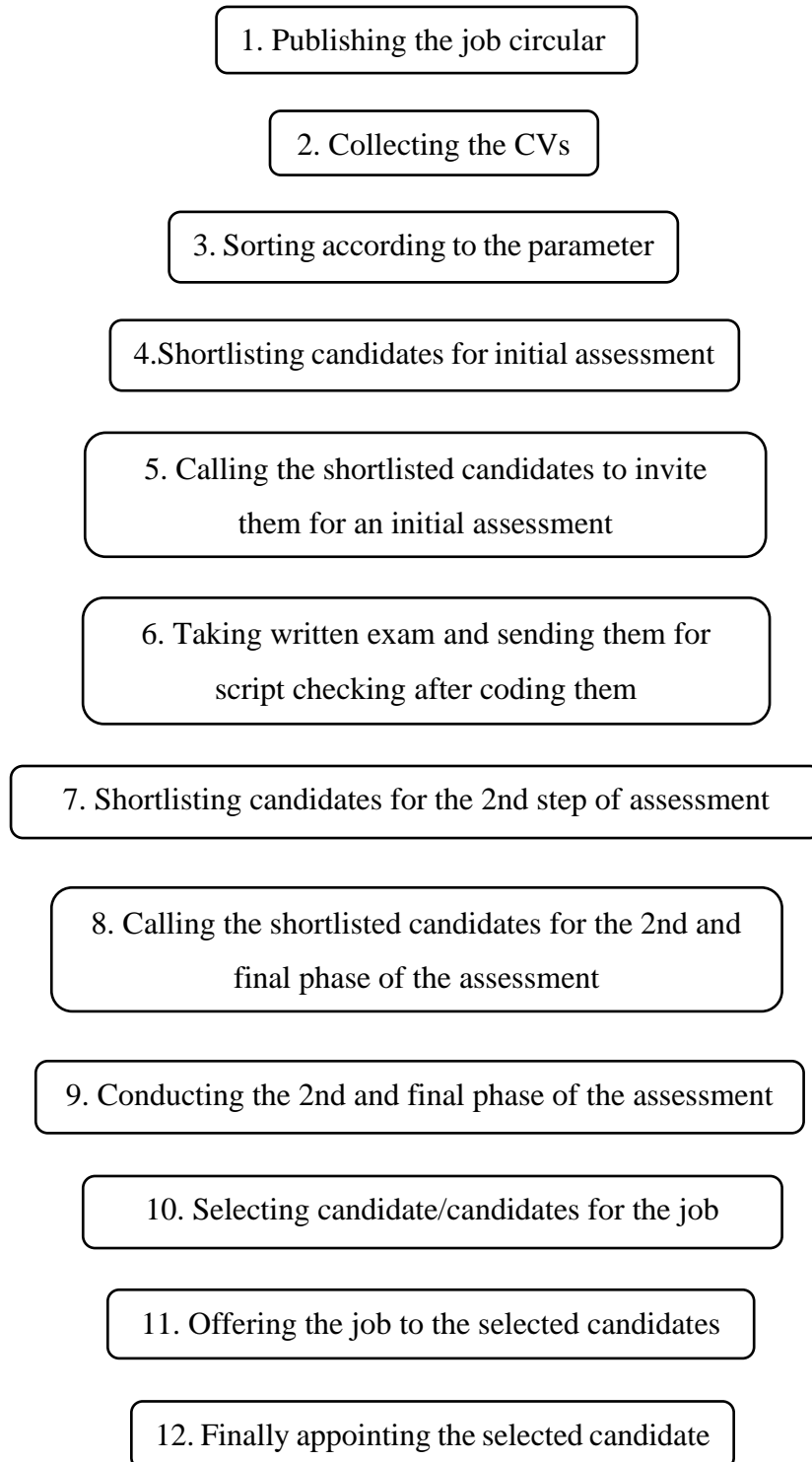
To develop a realistic deposit mobilizing plan, to strengthen operations in domestic market to increase market share and profitability to offer more values to the shareholders, to offer better manufacturing facility. Manufacturing to meet the market demand and international standard in the pharmaceutical industry in a local and global aspect, associating with global research based pharmaceutical companies for manufacturing and marketing their products.

2.7 ACME'S Quality Policies:

1. Quality Slogan- Perpetual Quest for Excellence.
2. The ACME Laboratories Ltd. is committed to maintain state of the art manufacturing facilities for ensuring the best quality products for the customers.
3. The company is devoted to-
 - Increase sales growth
 - Increase productivity
 - Increase profit margin
 - Improve company image and customer satisfaction
 - Ensure consistency in improvement
4. ACME is committed to achieve excellence by proper execution of
 - ISO 9001:2015 standard
 - WHO cGMP standard and
 - Best practices that are proven effective

2.8 Management Practices:

In the management practices, I am going to discuss about the human resource planning process. First of all, I am going to show the steps of the Recruitment and Selection Process at The ACME Laboratories Ltd.

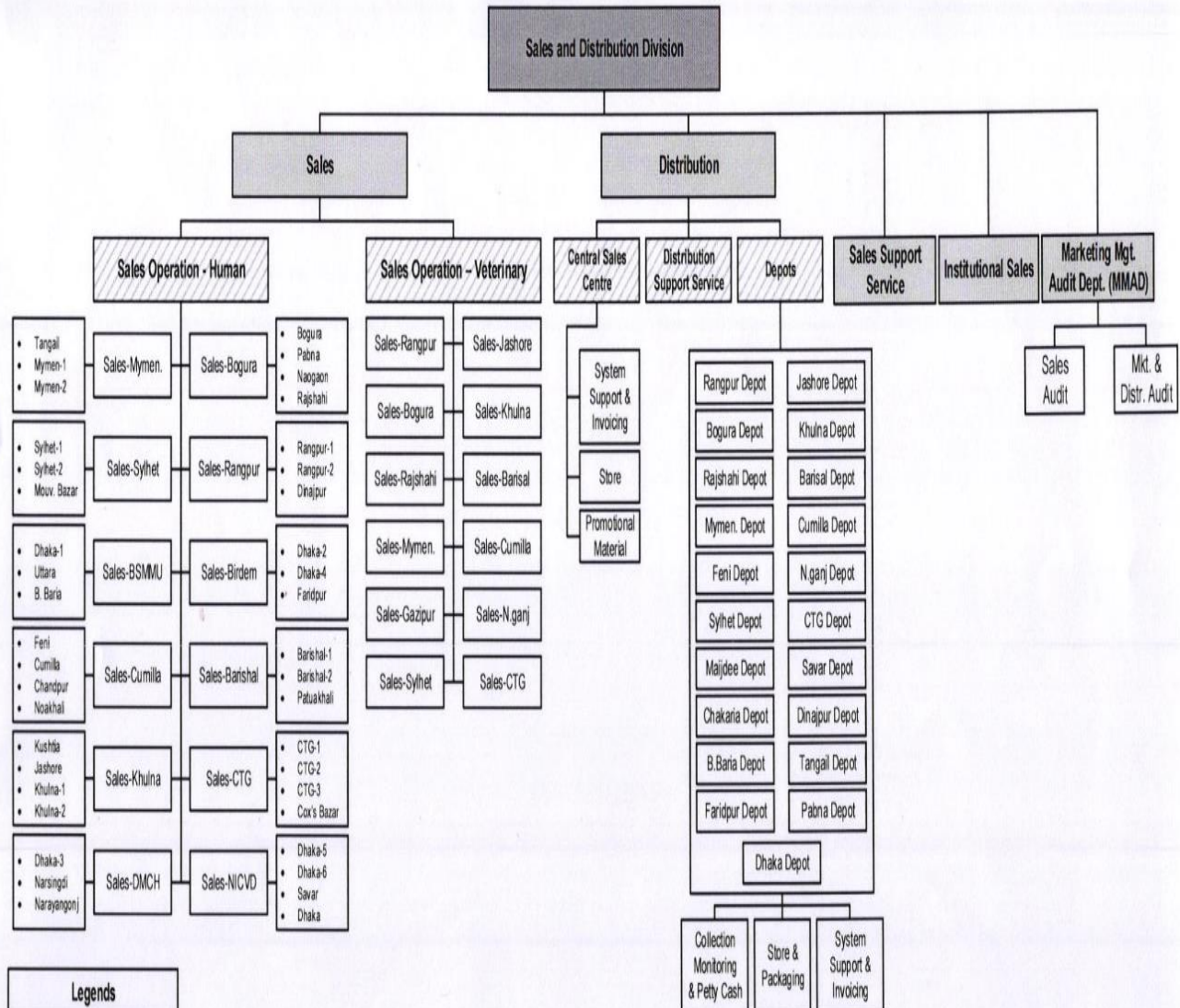






2.9 Marketing Practices:

ACME strictly follows direct marketing approaches to the doctors. As it is forbidden to sell medicine to the customers without any prescription and since the customers can't generate their own prescriptions, it is basically of no use to publicly market or advertise pharmaceutical products of medicines to the general people. That is why pharmaceutical companies directly approaches to the doctors and tries to advertise their products to them so that they would prescribe those medicines to the patients. So does The ACME Laboratories Ltd. They hire Medical Promotional Officer also known as "MPO" whose responsibility is to visit the doctors to their chambers and market the company' products to them. They visit the doctors, inform them about their company's products and its usefulness and try to convince them to refer their company's products to the patients coming to the doctors. This is the main and most conventional marketing strategy of ACME. Some other marketing strategies that ACME use are arranging seminars, campaigns, launching events, promotional events with the presence of people from the pharmaceutical industry and the media to talk about their various products and advertise them on a bigger platform nationally as well as globally. For those products for which there is no need of prescriptions, they make short ads of TV commercials to broadcast on various media platform such as TV, radio, social medias etc.

The marketing practices of ACME is incomplete without its marketing channel. The marketing strategy I previously discussed is only a half part of the entire marketing practice of ACME. In that part, only the planning and strategies are discussed about what to do and how to do it. The actual implementation happens in this part of marketing channel. The marketing channel actually helps the company to provide their products to its final consumers. They actually supply their products according to the marketing demand and requirement. The ACME Laboratories Ltd. Has 26 sales and distribution centers in their marketing channel all over the country. People working in these sales and distribution centers are working tirelessly to meet the requirements and demands of the market. Here is an organogram showing the hierarchy of the Sales and Distribution division:

"Functional Organogram - Sales & Distribution"



Legends	
Division	
Department	
Section	
Sub-Section	

Chapter-3:

Project Part:

3.1 Introduction:

Background of the report:

This report is about the Recruitment and Selection Process of The ACME Laboratories Ltd. In this report I have presented the various practices of HRM relating to the theories that I have studied in my graduation period. In this report I have tried to relate and compare the theories with the actual factors and tried to show the similarities and differences of both of them. I have also mentioned my activities, duties and responsibilities all the way through the internship period. I have tried to present all the information and experience that I have gathered so far. This report shows the various practices done by the HR & Admin division. There are detailed explanations of every single steps of the recruitment and selection process for different positions. I have also pointed out various issues or problems occurred during the processes and how the HR team have dealt with them. Overall, I have tried to present a 360-degree view of the operating system of the HR & Admin Division at The ACME Laboratories Ltd.

Objective of the Report:

Broad Objective:

In this report I want to describe the Recruitment and Selection process, the training process, their HRIS system and the activities undertaken after recruiting the candidates into a particular position.

Specific Objective:

- To describe the recruitment process
- To describe the selection process
- To describe how they handle any unexpected occurrence
- To show how they handle any issues related to the process
- To describe the joining process
- To describe how they keep their employees happy

3.2 Significance of the Report:

As a student of Human Resource Management, this report will help me understand the recruitment and selection process of any large organization and it will also help me to understand the criteria and sorting characteristics of suitable manpower for a workplace. It will also help me to understand the training need of different positions and will provide me with the knowledge about different training methods that are being used according to the training needs. This report will also help me to get a clear view of the communication and interaction system in the corporate culture along with the people outside the company. Moreover, this report will also help me to gain knowledge about the different aspects and areas of Human Resource Practices. On the other hand, it will help me to prepare myself to face the future recruitment and selection process that I am going to have in terms of applying for a full-time job. It will also help me to nourish and prepare myself to build my career efficiently by utilizing the knowledge that I have gained while preparing this report. I will be able to use the contents of this report which will give me a proper idea of real-life workplace and will help me to monitor myself in my future steps that how am I actually doing in my career. There are different ways in the professional workplace to deal with the process of different tasks. It is not possible to learn about all those things only by theory. It becomes easier to learn the practical things when it is being connected to the gained knowledge.

3.3 Methodology:

This report is prepared based on the information from some primary and secondary data sources. The primary data for this report came from my day-to-day activities and observations. The secondary data was collected from the employee handbook, website, annual report and relevant books. I have tried my best make this report as good as possible by using all the necessary and important information from the primary and secondary data.

3.4 Findings and Analysis:

Here I am going to mention and describe the findings and analysis that I have done throughout my whole internship period-

1. Publishing the Job Circular:

This is the very first step of the Recruitment and Selection Process. In this step, the company publishes a job circular in all the possible platforms online and offline including the job description which explains about the duties and responsibilities of the job and the job specification which clearly mentions about the educational, experiential and other requirements that the company wants the candidates to have for the designated position.

2. Collecting the CVs:

In this step, all the CVs are being collected from all the sources online and offline whoever have applied for the job through various channels and ways. Also, the CVs are being collected in both forms soft copy and hard copy.

3. Sorting the CVs:

After collecting all the CVs came through different channels or sources, all the CVs are being gathered altogether and it is being seen that how many candidates have applied for the job in total. If the total number of candidates are very few, then all of them are being selected for the initial assessment. If the total number of candidates are too many, then a set of parameters is set to sort out the candidates to separate the best CVs of the most potential candidates. Then every single CV is being seen individually and matched with the set of parameters to see whether they match with them or not. This is the very first stage of eliminating candidates from the process of Recruitment and Selection Process for a particular job position.

4. Shortlisting candidates for initial assessment:

In this step, every single collected CVs are being checked individually and thoroughly and being evaluated that whether they match with the parameter or not. If the properly match all the standard of the parameters, only then they are being shortlisted for the initial assessment. For those of who didn't match or fit with the parameter, they are being rejected and dropped off from the process of

recruitment and selection for that particular job. For example, in terms of educational background, if the parameter is set to have a minimum CGPA of 3.00 for the Bachelor's Degree level, then all the candidates having a CGPA equal or above 3.00 at their Bachelor's Degree level will be selected for the initial assessment and all the candidates having a CGPA below 3.00 will be disqualified for the initial assessment. This rule might be flexible in special cases.

5. Calling the shortlisted candidates for the initial assessment:

After the first screening of the CVs according to the parameter, a list of the shortlisted candidates who have been selected for the initial assessment is being made including the name of the candidates, their applicant ID (a unique identification number for the candidates given by their server after entering them into the company system), contact number, name of the institution of their last achieved degree. Then this list is sent to the PABX department after the approval from the designated authority where a spokesperson from the company would call the candidates one by one and invite them to attend the initial assessment at the selected venue along with other information regarding the initial assessment.

6. Conducting the Initial Assessment:

After calling the shortlisted candidates for the initial assessment, now it is time to conduct the initial assessment. The initial assessment might be a written exam or it might be a viva interview. This initial assessment might be online or it might be offline. In case of online assessment, if it is decided to take a written exam, a google form link of the questionnaire prepared for the written test is sent personally to every single candidate as a bulk sms and they are told to attend the exam by going to that link and finish the exam within the designated time. They are also prohibited to conduct any kind of unfair and unjust activity to pass the exam. If the initial assessment is a viva interview, then the viva interview is conducted on an online platform where a panel of interviewer consists of two or more members form a group and individually call the candidates and ask them to join the call with their camera and microphone on. This is how the initial assessment is conducted online. In case of offline assessment, if the initial assessment is going to be a written exam, all the shortlisted candidates are being called individually and asked to attend the written exam at the designated venue at the designated time. This exam is taken as a regular written exam by distributing question paper and answer scripts to the candidates who came to attend the exam

physically altogether. After the designated time is finished both the question paper and answer scripts are being collected from the candidates. If the assessment is a viva interview, then the shortlisted candidates are being asked to come to the designated venue at the designated time. Then when the candidates reach at the venue, they are being sent to an interview panel one by one to join the viva interview session. This is how the initial assessment is being conducted offline.

7. Shortlisting candidates for the 2nd phase of assessment:

In case of written exam, after evaluating the answer scripts, a cut off marks is being set. Cut off marks is the number of marks which the authority set as the passing marks of the written exam. So, candidate acquiring equal or above the cut off marks are being selected to go forward in the process for the 2nd phase of the recruitment and selection process which is generally a viva interview. This phase is also considered as the last and final phase of evaluating the candidates in the process. After comparing the obtained marks of the candidates with the cut off marks, those of who got the equal or more than the cut off marks are being selected to be carried forward in the process for the 2nd phase of assessment. And those of who got below the cut off marks get dropped out from the recruitment and selection process.

8. Calling the shortlisted candidates for the 2nd and final phase of assessment:

After separating the candidates obtaining equal or above the cut off marks, a list of these shortlisted candidates is being made along with their contact information. This list is sent to the PABX again to call and invite them for the 2nd and final phase of the assessment process by informing them about all the necessary information of the interview.

9. Conducting the 2nd and final phase of the assessment:

After inviting the shortlisted candidates for the final interview, the candidates come to attend the interview at the designated time and place. Then the candidates join the interview session one by one and face the interview board of panel. After the question-answer session, the candidates are asked to leave for the day and wait for further communication.

10. Selecting candidate/candidates for the job:

After the final interview session is finished, the interview board discuss about the candidates among themselves and select top 3 candidates who they liked the most for the job.

11. Offering the job to the selected candidates:

After selecting the top 3 candidates, the company offers the job to their first choice with all the information about the job such as the salary and other pay and benefits of the job. If the candidate agrees to join at the offered salary along with the other pay and benefits, then the company carry on with the finishing procedure of the whole process which is approving the candidate from the higher authority and giving the candidate as appointment letter. However, if the first-choice candidate refuses to join for any reason, then the company go on offering the 2nd choice of the candidates the same way as the first-choice candidate and if that doesn't work out either then they carry on to the third choice. If anyhow the 3rd choice also refuses to join then the company starts negotiating with them and tries to convince them to join to company.

12. Finally appointing the selected candidate:

After getting the candidate who agreed to join at the offered job, the company start completing the recruitment and selection process for the job. The company asks the candidates to submit the necessary documents including all of the candidate's academic certificates, transcripts, marksheets, some legal documents, photocopy of the NID card etc. After the candidate submits all the required documents, he/she is given the appointment letter and asked to join at the designated date to the place of the job.

3.5 Summary and Conclusion:

The ACME Laboratories Ltd. the pharmaceutical and flagship company of the ACME Group, is a manufacturer and global exporter of human, herbal and veterinary pharmaceutical products. From the very beginning, the company had faced many challenges and successfully converted the company from a very small unit to where it stands today. Its vision statement, mission statement and core values clearly states that ACME stands for ensuring the highest quality medicine at a generic price that can be affordable by the people of every economic level to not only satisfy the customers but they also take good care of their employees at every level as well. They have set

their core values based on the common values of the society and do business accordingly. Their main goal is to offer more values to the shareholders and better manufacturing facilities so they never have to compromise with their product standard by increasing their market share and profitability. They have set their quality policy accordingly.

The Human Resource Division at The ACME Laboratories Ltd. is vast and elaborate which comprises the recruitment and selection process, the training and development process, the employee evaluation process, the performance based rewarding process and so on. A very strong and strategic recruitment and selection process along with their teamwork is the secret behind having such a hard working and devoted workforce who tirelessly work upto their full potential and contributes in the success of the company. Their training and development team constantly keep working on developing and improving their employees' performance so that they can push themselves to give better outcomes to enhance the company's success.

The Recruitment and Selection Process of ACME comprises of various strategies including how to attract the best talents of the market towards their job, how to screen the applied candidates to get the best potential candidates for their job, how to evaluate them in the best way, how to convince them to join their company, how to overcome the shortcomings and obstacles, how to strategically handle any unexpected situation etc. I have gathered all this information through my firsthand experience from the daily activities. I have also used some secondary data sources such as the company website, annual general reports etc to provide some information about the company. I have tried to cover the broad objective as well as the specific objectives throughout the report by providing and explaining every single point of the objective of the report. All the information provided in this report is authentic and substantial.

Since the beginning of this company in 1954, ACME has been working relentlessly with a vision to ensure Health, Vigor and Happiness for all and they are truly focused on it with optimism about perpetual growth and success with time.

3.5 Recommendations:

After completing a wonderful journey of 4 months as the internship program, I have noticed some areas of improvement that I think I would like to suggest to the company. First of all, the HR Division should improve their HRIS system because I found it a little outdated while I was working there. Secondly, the HR Division needs to increase their space to maintain their CV bank. It will be better for the people working in the HR Division to find out the CVs easily. Thirdly, the HR Division should also communicate with the candidates who got dropped out of the process while screening as well because they also have the right to know that they have been dropped out of the process and they are not in the run of getting that job anymore. Otherwise, they would keep expecting to have the job they have applied for in the company. Lastly, but not the least there should be more dimensions in their screening and training program so that the employees can be properly evaluated and may the best candidate get the opportunity to be in the right place.

3.6 Sources:

1. <https://www.acmeglobal.com/>