



Inspiring Excellence

**Internship Report on Recruitment & Selection Process of
The ACME Laboratories Ltd.**



Submitted To:

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LETTER OF TRANSMITTAL

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Dear Madam,

I have the pleasure in submitting you the Internship Report on The ACME Laboratories Ltd based on projects carried out within the period of last three months, as part of fulfilling the requirements for Bachelor of Business Administration (BBA) program at BRAC University.

The report provides a brief introduction of the Pharmaceuticals Companies of Bangladesh and focuses on my responsibilities as an Intern at “The ACME Laboratories Limited” in Human Resource Division. The BBA program has immensely helped me in solving problems as I have related academic knowledge into practice. This report presents how I have adapted and applied some of the core contents & theories in business administration into my area of practice.

The report links academic concepts with practical problems and is structured according to the requirements of the course of the Internship Program.

Sincerely,

S. M. Rezaone Haque

Date

Acknowledgement

I am using this opportunity to express my gratitude to everyone who supported me throughout the internship period. I am thankful for their aspiring guidance, invaluable constructive criticism and friendly advice during the internship work. I am sincerely grateful to them for sharing their honest and helpful views on a number of issues related to the project.

First and foremost, I present my gratitude to the Almighty Allah for making everything possible. It would never be possible without the help of the Almighty. I would also like to thank my family and friends who have supported me throughout the internship program and also this report.

I express my warm thanks to “Mr. Tushar Kanti Kundu”, Head of Human Resource Department, The Acme Laboratories Ltd., for helping me tremendously with such an important project and giving me the opportunity to work independently along with required support. I would also like to thank my direct supervisor “Bimal Chandra Roy”, Human Resource Manager, for his brilliant and excellent guidance and assistance to complete this report. I would like to express my gratitude to my assigned faculty member, “Ms. Afsana Akthar” for the valuable guidance and support.

I really appreciate the way she has guided me through this report. Finally, I would like to give my special thanks and inexpressible greets to my inmates, both seniors and fellow BBA students and others for giving me good advice, suggestions, inspiration and support. Thanks to all.

Table of Contents

SN.	Contents	Page Number
	Executive Summary	VI
	1.1 Origin Of the Report	07-07
	1.2 Aim & Objectives Of The Report	07-07
	1.3 Methodology	08-08
	1.4 Limitations	08-08
	1.5 Structure Of The Report	08-08
	2.0The Pharmaceutical Industries in Bangladesh	09-10
	2.1 Introduction	9-10
	2.2Organization History	10-11
	2.3Vision	11-11
	2.4Mission	11-12
	2.5Company Goal's	12-12
	2.6Company Infrastructure & Strength	12-13
	2.7 & 2.8Quality Policy & Quality Assurance	13-14
	2.9Organizational Structure	14-15
	2.10Human Resource Division	15-16
	3.0 Introduction	16-16
	3.1 Job Description	16-16
	3.2 & 3.3 Experiences	16-16
	3.4 Major Duties & Responsibilities	16-20
	3.5 Other Aspects of Job Responsibilities	20-21

3.6 Observation In The Organization	21-23
3.7 Recommendation	23-25
4.0 The Project	25-25
4.1 Introduction	25-25
4.2 The Project Description	25-26
4.3 Recruitment & Selection Procedure organization wide	26-27
4.4 Drivers of Recruitment & Selection Process	27-27
4.5 Training & Development Program In Brief	27-28
4.6 Selection Process	28-29
4.7 Lesson Learned From The Internship Program	29-29
4.8 & 4.9 Implications	29-31
5.0 Conclusion	31-31
5.1 Concluding Statements	31-32
References	33-34
Appendix	35-42

Executive Summary

The ACME Laboratories Ltd is one of the Top listed Pharmaceutical in Bangladesh. The Pharmaceuticals industry faces severe competition within the oligopoly and as a result organizations are highly performance driven. The often ruthless and competitive HR practice at Pharmaceuticals organizations requires the HR expert to be able to understand performance matrices and organizational issues. Hence, the management development programs are often introduced within organizations and trainings are facilitated. Therefore, it shows valuable insights on how and why organizations must be more adding values in terms Recruitment, HRIS, HR Transaction, Performance Appraisal, and Health & Safety Issues and how Human Resource Division become a Business Partner. The ACME Laboratories Ltd. believes that Human Resource Capital is the most important part of their company and that is why they take very good care of it. They maintain a very strict and systematic approach in the recruitment and Selection Process. They know that business is not about numbers and functions rather it is about people / employees whom they run it. So the Human Resource Division of the ACME Laboratories Ltd. continuously develops ideas to manage them and also take initiatives to formulate those. To get the better outcome from their quality employees they do performance evaluation and perform necessary tasks to motivate their employees in case of poor performance. They do have training and development program for the Medical Representatives and Sales Representatives for the better performance of their Sales Management team. The report provides recommends for both academia and practitioners. It recommends that management training can also take the time constrains in industry into consideration and train students to conduct academic projects like marketing plan within a specific number of hours and thus introduce performance matrices at the early stage of training. Additionally, it recommends that how The ACME Laboratories ltd. can run as a more HR Driven firm. Finally, the report concludes that although the scholarly domain focuses on theory development and also elaborates the key functions of Human Resources which are the most important part of the organization to achieve their organizational goals. Therefore

the ACME Laboratories Ltd. follows the systematic way to manage their Human Resource Functions to be the market leader in the pharmaceuticals industry of Bangladesh.

Internship Report on

Recruitment & Selection Process of the ACME Laboratories Ltd.

1.0 Introduction

1.1 Origin of the Report

This internship report is prepared to make a Cumulative study on "Recruitment & Selection Process" & some other Human Resource Management Issues like Training & Development Program, Retention Process etc. at The ACME Laboratories Ltd." The Report Mainly Focused on the Recruitment & Selection Process of ACME Laboratories Ltd. It is part of the fulfillment of internship project required for the completion of BBA program at BRAC University.

The preparation of the report was supervised by "Ms. Afsana Akhtar", Assistant Professor, at BRAC Business School, BRAC University and the author is thankful to her for assigning this project.

1.1 Aim and Objectives of the Report

The main aim of the report is to identify how theories and concepts discussed in the BBA program which can be applied in the context of Recruitment & Selection Process at a Pharmaceuticals organization in Bangladesh.

Thus the objectives of the report are:

1. Describe the organization and the scope of work in Recruitment & Selection Process.

2. Identify key academic theories covered in the BBA program that can be applied in Recruitment Selection Process.
3. Make recommendations for the practitioners and academia that can further enhance the management best practices of Human Resource Division in the Pharmaceuticals industry in Bangladesh.

1.3 Methodology

The report is prepared using both primary and secondary data. At first, secondary sources were evaluated to gain valuable knowledge about the Pharmaceuticals industry and the organization. Additionally, academic sources like text books and journal articles were used to gain knowledge on key concepts relating to Recruitment Selection Process and best HR Management Practice.

Primary data includes the observation of the author while working as an Intern, Human Resource Division at the ACME Laboratories Limited. The project was carried out over the last three months.

1.4 Limitations

The limitations of the report arise from the inherent limitations of the methodology and methods adopted. Firstly, the secondary information is often outdated and many web resources cannot be verified and thus lack authenticity. Additionally, first hand observation of the author introduces bias in the report that can minimize credibility of the findings. Therefore some information are very much confidential for the company to present. Attempts are made to minimize these biases and prepare a credible report on the project.

1.5 Structure of the Report

The report discusses the organization under study, The ACME Laboratories Ltd, and focuses on the tasks related to Recruitment & Selection Process. It then provides insights on some academic concepts that were applied to enhance the performance of the engineering tasks to let the organization gain greater customer satisfaction. It also describes the opportunities to grow the business in the most effective and efficient way through the proper implication of HR Strategies.

2.0 The Pharmaceutical Industry in Bangladesh

2.1 Introduction

The pharmaceutical industry in Bangladesh is one of the most developed technology sectors within Bangladesh. Manufacturers produce insulin, hormones, and cancer drugs. This sector provides 97% of the total medicinal requirement of the local market. The industry also exports medicines to global markets, including Europe. Pharmaceutical companies are expanding their business with the aim to expand the export market. The pharmaceutical industry in Bangladesh is one of the most developed hi-tech sectors within the country's economy. The industry manufactured about 5,600 brands of medicines in different dosage forms. There were 1,495 wholesale drug license holders and about 37,700 retail drug license holders in Bangladesh. Due to recent development of this sector, the industry is exporting medicines to global markets, including the European market. This sector is also providing 97% of the total medicine requirement of the local market. The Industry exports active pharmaceutical ingredients (APIs) and a wide range of pharmaceutical products, covering all major therapeutic classes and dosage forms, to 79 countries. Along with regular forms like tablets, capsules and syrups, Bangladesh also exports specialized products like HFA inhalers, CFC inhalers, suppositories, nasal sprays, injectable, IV infusions, etc. These products have been well accepted by medical practitioners, chemists, patients and the regulatory bodies of all of their importing nations. The packaging and the presentation of the products of Bangladesh are comparable to any international standard. There are 5 types of medicine manufacturing companies in Bangladesh. They are:

Type of Drug Manufacturer	Number of Manufacturing Companies	Current Manufacturing Status
Allopathic Drug Manufacturers	199	Functional

Ayurvedic Drug Manufacturers	172	Functional
Unani Drug Manufacturers	269	Functional
Herbal Drug Manufacturers	29	Functional
Homoeopathic & Biochemic Drug Manufacturers	28	Functional

Top 10 pharmaceutical company

- 1 Square Pharmaceuticals
- 2 Incepta Pharmaceuticals
- 3 Beximco Pharma
- 4 Opsonin Pharma Limited
- 5 Renata Limited
- 6 Aristopharma
- 7 Eskayef Bangladesh
- 8 ACI
- 9 Drug International
- 10 The ACME Laboratories Ltd

2.2 Organization History

The history of The ACME Laboratories Ltd. established in 1954 when a proprietorship firm was resolute to making ethical drugs. It underway with the modest introduction of a few oral liquid products. Late Hamidur Rahman Sinha was the founder of the firm and had been the main fanciful of the organization since its inauguration until his sad death in February 1994.

After its preliminary years of trials and misfortunes, the firm was converted into a private Limited Company in the year 1976 and the corresponding transformation, replacement and expansion (BMR&E) work on the small old unit started in 1976 at a large new premise at Dhamrai, Dhaka. Commercial Operation at the new modernized plant equipped with sophisticated and advanced facilities began toward the end of 1983. Many challenges were faced and overcome successfully to transform the company from a very small unit to what it is today a giant in its field.

ACME continuously seeks to expand its production facilities, add employees, and increase its sales and marketing efforts. According to the latest statistics, out of 250 to 300 pharmaceutical

companies in the country, ACME is the second largest manufacturer and exporter of Human, Herbal and Animal Health Pharmaceutical Products in Bangladesh. The ACME has also attempted to strengthen its network of international marketing operations to export its products abroad. We are positive about our perpetual growth and success.

At present, ACME's product lines contain three categories. These are allopathic, herbal and animal health. Each category contains various products. The main activities of ACME are to Contract built-up, Sales & Distribution. ACME is exporting medicines to 16 countries in all dosage forms and competitive price. Its head quarter in Bangladesh and It has market coverage Sri Lanka, Nepal, Myanmar, Phillipine, Afghanistan, Hong Kong. ACME's plant is located at Dhamrai, about 40 km N.W. of Dhaka, the capital of Bangladesh.

ACME Laboratories is the one of the leading manufacturer and exporter of Human, Herbal and Animal Health Pharmaceutical Products in Bangladesh. The ACME Laboratories Ltd, the pharmaceutical and the leading company of the ACME Group, is a manufacturer and global exporter of human, herbal and veterinary pharmaceutical products. Since 1990 the company has accomplished an average growth rate of 25% compared to 13% registered by the pharmaceutical sector of the country. Now the company is very much focused on the customer satisfaction and overall good consumer relationship. Therefore, the company is very much concerned about the quality management issues to present the better brand value not only nationwide but also in the world.

2.3 Vision

The ACME's vision to achieve significant business in medicament products by 2011 with a strong presence in domestic and international market. Considering the above vision, under the umbrella of ACME group, The ACME Specialized Pharmaceuticals Ltd. is an innovative and vision driven company designed to conform global standards like WHO GMP, UK-MHRA and US-FDA. The finest and largest solid dosage forms manufacturing facility is under construction by active guidance of European Consultants.

Facilities and processes are of the highest quality which has been deliberate to achieve quality products with vision to export in global market.

2.4 Mission

Our holistic approach is to ensure Health, Vigor and Happiness for all by manufacturing ethical drugs and medicines of the highest quality at inexpensive prices and reaching out even to the remotest areas by proper distribution network. We view ourselves as partners with doctors, our customers, our employees and our environment.

2.5 Company's Goals

The ACME Laboratories Ltd. is committed to maintain state of the art manufacturing amenities for ensuring best quality products to the customers. The company is fanatical to increase sales growth, increase productivity, increase profit margin, improve company image & customer satisfaction, and ensure continual improvement.

2.6 Company Infrastructure & Strengths

- ❖ The largest Solid Dosages Form facilities in Bangladesh. Total facility area is 219162 square feet and clean class –100000 area is 43,726 square feet.
- ❖ Dedicated building for non-penicillin, non-cephalosporin and non-steroid products.
- ❖ More than three billion tablet manufacturing competence per year considering single shift.
- ❖ Designed the facility to meeting the requirements of WHO CGMP, UK-MHRA and US-FDA.
- ❖ Environment controlled and monitored by integrated building management System (IBMS) through introducing Zoning concept in all manufacturing areas.

- ❖ Room to room automated discrepancy pressure monitoring system to avoid cross contamination.
- ❖ In manufacturing area every airlock, pass box and doors containing interlocking system.
- ❖ Fully automated production machineries from renowned sources incorporate with latest technology for sustaining strict CGMP compliance in everywhere.
- ❖ Each machine meets the requirement of 21 CFR part 11 compliances.
- ❖ Introduce world renowned PW(Purified Water) generation system including loop to meet up high standard water quality in everywhere.
- ❖ Independent R & D Lab for developing new products, which containing sophisticated lab trial equipment's. Separate analytical lab also available here.
- ❖ Separate QC Lab equipped with modern machineries like FTIR, TOC analyzer, HPLC, GC, Atomic absorption spectroscopy etc.
- ❖ Independent microbiology department to execute microbiological tests.
- ❖ Strict safety profile is maintained during the plant. In view of this world renowned safety devices are familiarized for fire detection and fire protection.
- ❖ Environment approachable modern ETP & Incinerator are available for managing solid and liquid waste disposal.

2.7 Quality policy of ACME

- ❖ Absolute assurance to the highest standard quality product and service.
- ❖ Improve market share and efficiency.
- ❖ This organization has implemented ISO 9001 and CGMP standards.
- ❖ The Quality Management System shall be resourced with proficient personnel, Suitable premises, and Up-to-date technology.

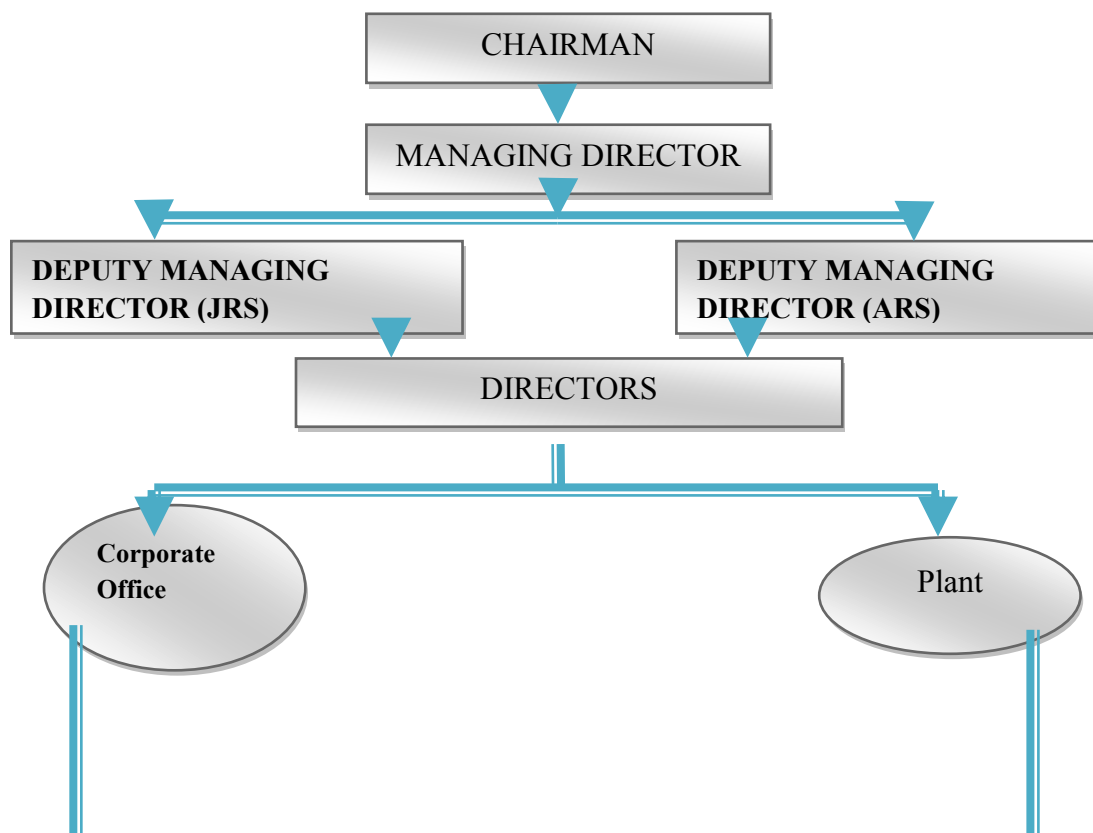
2.8 Quality Assurance

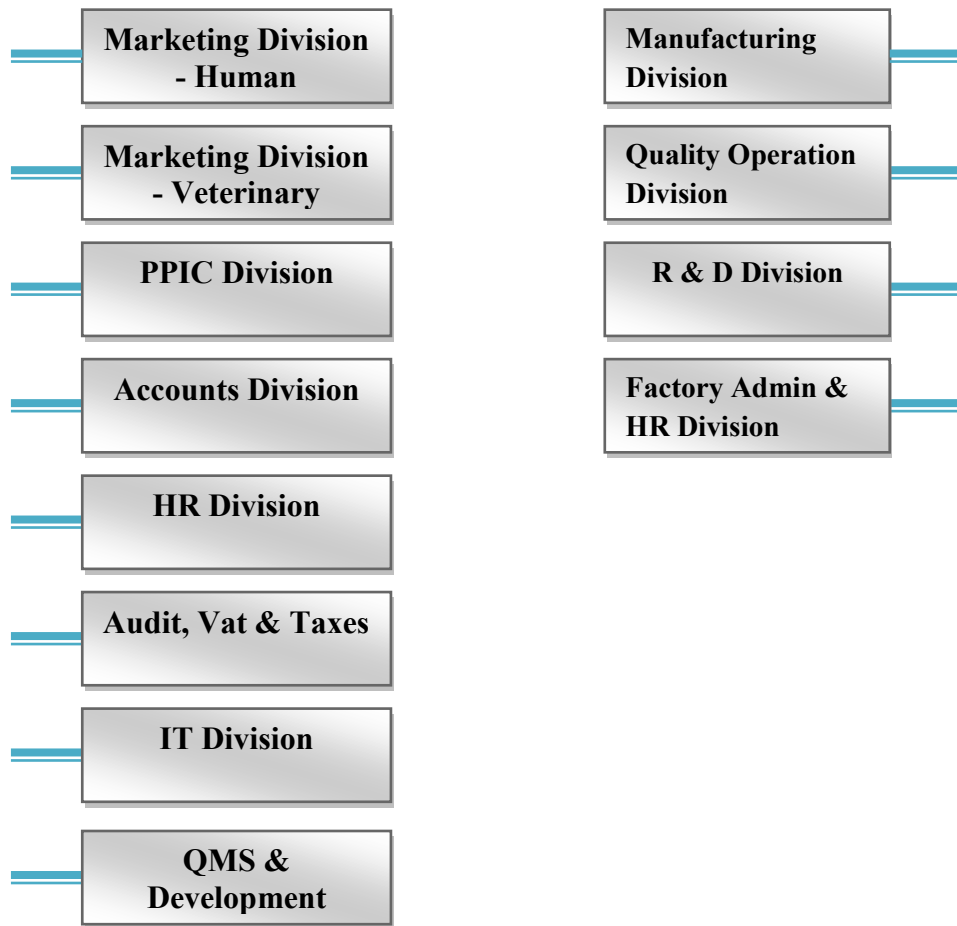
Acme's stated belief that, "No compromise on quality can be made in a business that involves human lives," is the cornerstone of the company's Quality Assurance program.

The Company has adopted ISO-9001 and WHO CGMP (Current Good Manufacturing Process) Standards and has been accredited with ISO-9001 certification in 1999. The entire manufacturing procedure, starting with the incoming raw materials, through stringent intermediate manufacturing process and packaging of products, to the dispatching of finished goods, requires that analysts, pharmacists and instructors monitor and control each step. Even after the release of finished goods, the quality control lab tracks post-distribution spot checks of all batches.

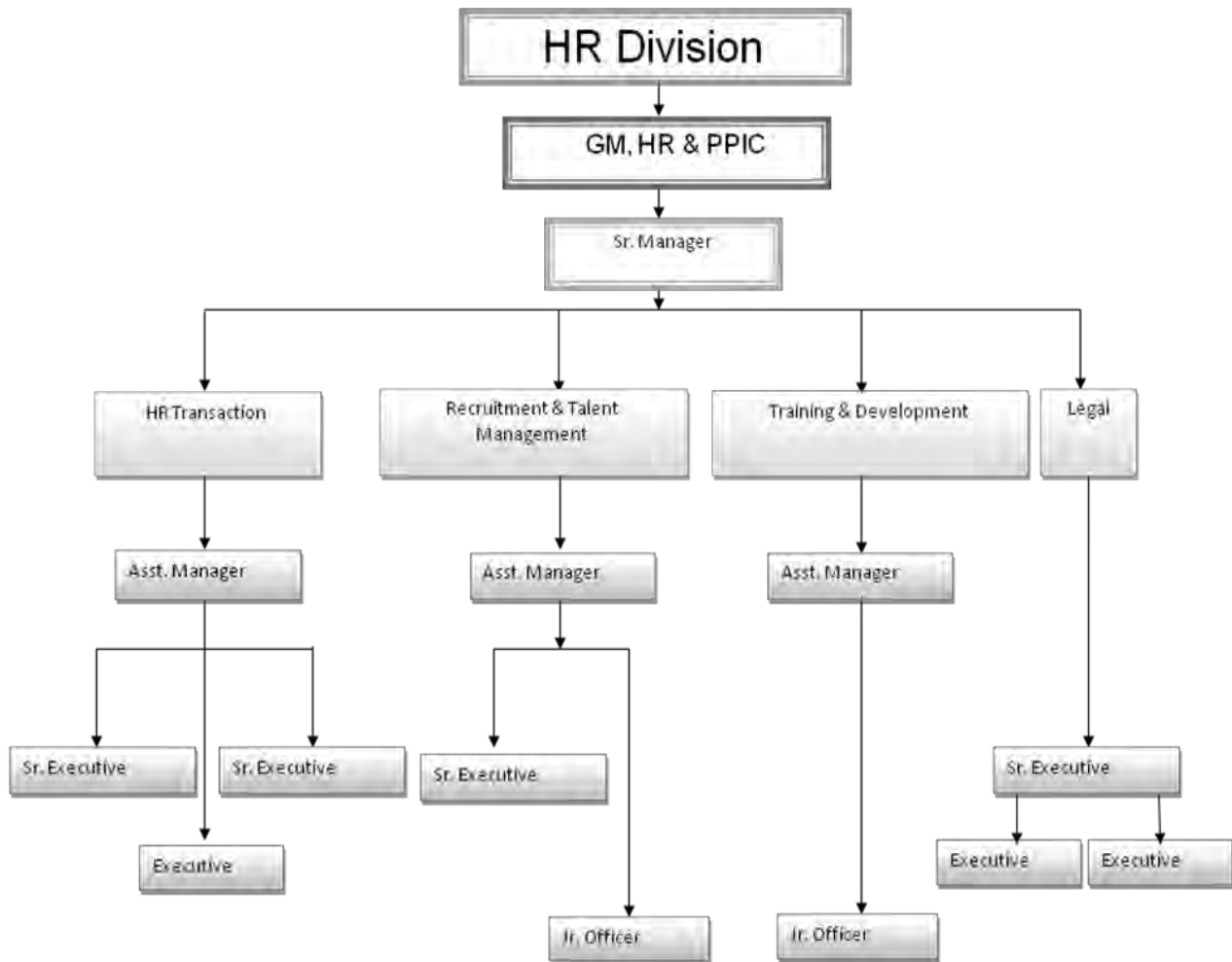
Acme's Quality Assurance Department is equipped with the most modern instruments and is staffed with well trained and qualified personnel. All procedures for testing, sampling and inspections are clearly approved, implemented and documented. All instruments are regularly calibrated and processes, machinery and premises validated. Through training programs (in-house and abroad), the key personnel of the company remain abreast of the latest concepts of Quality Assurance.

2.9 Organizational Structure of the ACME Laboratories Ltd.





2.10 Human Resource Division of the ACME Laboratories Ltd:



The Acme laboratories have a specified structure of their Human Resource Division which they maintain very strictly. In the Human Resource Department the post goes like > Head of HR, > General Manager, > Assistant General Manager, > Manager, > Senior Executives, > Junior Executives / Executives.

3.0 Job Description of the Internship Program:

3.1 Introduction

Internship project was the combination of the Practical Work Related Experiences which I have gained through the Internship period at “The ACME Laboratories Ltd.”. The detailed description of the Experiences given below:

3.2 Practical Experiences on the Internship Program

I have a very good experience of three months internship experience in The ACME Laboratories Limited. Before joining "The ACME Laboratories Ltd". I think that it will be very difficult task to do internship. But after join here I found that my perception was wrong. I joined there 8th September 2015 and continued to 8th December 2015. It was an excellent experience for me to be a part of this company.

3.3 Works Related Experiences

First day my supervisor "Bimal Chandra Roy" (HR Manager) makes me introduced with other people with whom I will do my work. Also he told me about the main works that I should work during my 12 weeks internship program.

3.4 The Major Duties & Responsibilities includes:

There were various duties & responsibilities to maintain in the company throughout the three month internship period. There were some responsibilities which are beyond the job description. The major duties and responsibilities are given below.

☞ **Screening CV according to the job specification given on circular.**

When ACME give a Circular in newspaper & Websites then interested candidates submit their CV through E-mail or Mail. Then at first I organize the CVs which candidates submit Hard copy through mail. Then some time I print out the CVs which candidates submit through. I also categorize the CV's based on the Candidates Educational Background. Like, Private University & Public University Students. Candidates can apply through www.bdjobs.com or from ACME's web site <http://www.acmeglobal.com/>.

☞ **Making Call List for the candidates.**

Then I collect all candidates Name, Father's name and mobile number from their CV and input that in a Microsoft Excel Sheet for call them to let them know about exam date and other necessary information.

☞ **Preparing candidate profile summary (CPS) for viva.**

I also make Candidates Personal Summary where I input candidates Home District, Education, Date of Birth, and Experience. This excel sheet actually help to take the viva easily.

☞ **Preparing Answer Scripts for written test.**

I prepare the answer sheet for written test in any kind of examinations held by the Human Resources Department before the exam date. In the answer sheet there are 5 white pages and one top sheet are stapled together. In top sheet there has candidates name, father's name, mother's name, contact number, and signature of the examiner. The top sheets are different for different Positions of the jobs and that contains different information's.

☞ **Preparing attendance sheet for the candidates.**

I also make an attendance sheet for candidates before the exam where the candidates give signature in the sheet. This sheet looks as same as call list but it has one extra column which labeled as Signature. Therefore, the Attendance sheet contains CV serial, Name & Father's Name, and signature of the candidate.

☞ **Managing the seating arrangements for the candidates:**

Most of the time I arranged the seating arrangements for the candidates in the examination. In the examination hall depending upon the room, and table size I formulate

the seating arrangements. For example, the seating arrangements are like classroom, or Z type. In a table only 2 candidates are allowed to seat.

☞ **Distribute exam paper and question to the candidates.**

In the exam hall I had to give the answer sheet and question paper on the exam time. And also control and observe the full exam hall till finish the exam. In case of any occurrence I had the right to expel any of the candidates.

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

After finish the exam my work is differentiate the top sheet of the answer paper and other pages. So that no one can find the name of the candidates before the marking the answer sheet. After the marking I organize all answer sheets.

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

I remove the top sheets from the exam scripts when the examination is over. Then I put the same key no or serial no. both of the exam paper and top sheets so that I can attach the top sheet & the exam paper together after checking the scripts.

☞ **Checking the exam scripts.**

Sometimes I check the MCQ part of the exam and count the total marks obtained by the candidates. Then I mark the exam scripts out of total marks and rewrite the added marks in the top sheet so that it can easily be identified.

☞ **Prepare the written test mark sheet ascending and descending order.**

In the Microsoft excel I prepare the mark sheet of the candidates into ascending and descending order and give it to my supervisor. Then I took the signature of the HR Manager and HR Head once the WT (Written test Result is checked by the supervisor.

☞ **Reject the candidates whom failed the exam.**

After checking scripts I find out those candidates who are failed in written test, keep their scripts separate. There is a specified benchmark for the pass number. The benchmark is decided by the Head of HR.

☞ **Make a call list for Viva.**

The WT Passed candidates are ready to call for viva. So After differentiating the WT pass candidates I make a call list again for Viva. This list actually make to inform the candidates about their viva date and time.

☞ **Giving the call list to the PABX.**

It is one of my important duty to make sure the viva call list of the candidates are sent to the PABX or not if not then I had to ensure that and go to PABX solve the problem.

☞ **Screening the Viva Result.**

After viva I again shout out those candidates who failed in the viva and keep them in the bunch which is labeled as “Failed in Viva”.

☞ **Make a final result.**

After completing all the formalities and procedures I prepare the final result and submit them to the supervisor for further instructions.

So I can say that all important part which are so much important for recruitment and selection process I do in ACME. And these are Shouting CVs, Preparing(Call list, CPS, Exam paper, Attendance sheet) distribute exam paper and answer paper during exam and do all other important part of any exam in ACME.

3.5 Other Aspects of the Job Responsibilities:

Also I do some works which are related with this organization but these works are not my major works.

☞ Process the new internship joining in the plant.

I process the new internship once they are selected for internship. I process the papers which are related to factory and plants. I Prepare four copy of forwarding latter and send them to four different department through dispatch. Then finally take a proof and CV from the intern and forward the intern to the factory.

☞ Organizing Employee files.

Taking all the important papers according to the organization policy and organizing a file for each of the employee during the joining time. After that I distribute joining letter.

☞ Prepare Joining Letter for Distribute New employees.

Organize and staple the joining letter. And some time distribute this joining letter to the new employees.

☞ HRIS data entry.

Give the data entry like personal information Management system (PIMS) through HRIS software.

☞ Seal and Sign from top Level

Sometime seal the exam scripts and other important document & take them to the top level people for sign.

Also I did some more repetitive jobs such as photocopying and ring binding etc. as because everyone need to complete their own works by themselves whenever the floor assistance were not available.

I really enjoyed my work experience. I learnt a lot of new skills and I feel I have practice speaking to people and increased my confidence in asking for help. The people were very friendly and made me feel comfortable straight way.

After join this organization I face some challenges. I think it very simple matter for everyone. Because everyone need some times to adjust new environment. This is totally new for me in work in a corporate level. But I take a little bite time to adjust here. Also there are some problems for working hours. Sometimes I got late in the morning while coming to office as because I stay far away from the office but my supervisor really supported me and take that as consideration.

3.6 Observation in the Organization

☞ Totally a new environment for intern.

In ACME there have no training or induction for the new internee.so there is a need for training or induction session for the new internee. So if they provide any training program for us then it will be so much easy for me to adjust new environment.

☞ Recruitment and selection is a long term process.

Every organization should sufficient employees in recruitment section if they need good and sufficient employees for their organization. And if the organization is mostly dependent on market development. But ACME doesn't have sufficient employees in recruitment and talent management section. So I suggest them to increase more employees in this section. Another thing they can do. If they implement new software for online apply. Though

interested candidates can apply by e-mail. But most of the candidates send their CVs thorough By Mail. That time shouting CVs is so much difficult.

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

Though they have own HRIS and SQL software but they take lots of papers and bonds from the new employees before joining. I think it is one of the harassment for the new employees. And also its make difficult when at a same time many new employees come to submit their papers for joining.

☞ **Recruitment and Selection is a continuous process so some of the activities need to be repeated.**

Every day new CVs come to the office and I screen those CV's every day. So I think if every day we exchange our job duties then we all intern can learn every things of HR division.

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

Intern is very short time. In this sort time we don't have enough opportunity for learn. But if they give some training regarding the activities of the organization then that will be helpful for all whom do intern here.

☞ **Limitations in getting information.**

My supervisor of the company is so much friendly so I have opportunity to get much more information. As an Intern that's sufficient I think. But, All interns don't get that opportunity. I think the information about the organization is so much important for internee in future life. 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 health and safety equipment. They have emergency stair, Fire extinguisher, Fire Alarm, First aid box and other safety equipment. Also every 6 months later they do drill for emergency fire exit or emergency exit. But in that drill not all employees participate. So this drill is not so much effective for the employees.

☞ **HR Practice.**

I think ACME has good HR Practice in their organization. Because they have good organization in HR Division and all employees know their job descriptions very well.

☞ **Performance Evaluation.**

The ACME Laboratories Ltd. has performance evaluation system in their intranet website. They first register an account then they sign in their account and fill up the KRA _ Key Result Area form there. Then the form is evaluated by the Senior HR executives, Managers, and Head of HR.

3.7 Recommendations for Future Strategic Actions

Recommendation:

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

- The HR manager of ACME Laboratories Limited should be taken the right decision under the internal and external pressures and must be selected most qualified candidates for the betterment of the company.
- The HR manager of the company should try to conduct an ideal recruitment program. Because it stimulates qualified candidates and de-motivates disqualified candidates to submit their CVs in the organization. As a result, on the one hand, the manager may fill-

up the vacant positions with the most qualified candidates but the other hand; the manager may reduce the hassles of the HR department.

- The HR department of the company should form a committee by the internal and external in order to conduct a standard recruitment program. This committee should be capable to select the most qualified candidates for filling the vacant positions of the organization.
- The HR manager of this company should up-to-date the recruitment process and practices. so that he/she can smoothly overcome the problems of recruitment and selection practices

- Every organization should sufficient employees in recruitment section if they need good and sufficient employees for their organization. And if the organization is mostly dependent on market development. But ACME doesn't have sufficient employees in recruitment and talent management section. So I suggest them to increase more employees in this section. Another thing they can do. If they implement new software for online apply. Though interested candidates can apply by e-mail. But most of the candidates send their CVs thorough By Mail. That time shouting CVs is so much difficult.
- Though they have own HRIS and SQL software but they take lots of papers and bonds from the new employees before joining. I think it is one of the harassment for the new employees. And also its make difficult when at a same time many new employees come to submit their papers for joining.
- Every day new CVs come to the office and every day shouting the CVs. So I think if every day we exchange our job duties then we all intern can learn every things of HR division.
- Intern is very short time. In this sort time we don't have enough opportunity for learn. But if they give some training regarding the activities of the organization then that will be helpful for all whom do intern here.
- My super visor of the company is so much friendly so I have opportunity to get much more information. As an Intern that's sufficient I think. But, all interns don't get that

opportunity. I think the information about the organization is so much important for internee in future life. I think if ACME provide full prospectus about their works then we can earn much more knowledge about their full organization.

- In ACME there have no training for the new internee. But if they provide any training program for us then it will be so much easy for me to adjust new environment.

4.0 The Project.

4.1 Introduction

The Project is based on the Recruitment and Selection Process Of the ACME Laboratories Ltd. It describes how the Human Resource department manages its human Resources in the most effective and efficient manner.

4.2 The Project Description

The ACME Laboratories Ltd is one of the Top listed Pharmaceutical in Bangladesh. The ACME Laboratories Ltd. believes that Human Resource Capital is the most important part of their company and that is why they take very good care of it. They maintain a very strict and systematic approach in the recruitment and Selection Process. They know that business is not about numbers and functions rather it is about people / employees whom they run it. So the Human Resource Division of the ACME Laboratories Ltd. continuously develops ideas to manage them and also take initiatives to formulate those. To get the better outcome from their quality employees they do performance evaluation and perform necessary tasks to motivate their employees in case of poor performance. They do have training and development program for the Medical Representatives and Sales Representatives for the better performance of their Sales Management team. The report provides recommends for both academia and practitioners. It recommends that management training can also take the time constrains in industry into consideration and train students to conduct academic projects like marketing plan within a specific number of hours and thus introduce performance matrices at the early stage of training. Additionally, it recommends that how The ACME Laboratories ltd. can run as a more HR Driven

firm. Finally, the report concludes that although the scholarly domain focuses on theory development and also elaborates the key functions of Human Resources which are the most important part of the organization to achieve their organizational goals. Therefore the ACME Laboratories Ltd. follows the systematic way to manage their Human Resource Functions to be the market leader in the pharmaceuticals industry of Bangladesh.

4.3 Recruitment & Selection Process organization wide:

The Acme laboratories Follows the key individual roles listed below have been identified as key to the recruitment and selection process:



Hiring Manager (HM)

- Identifies hiring need, develops the position description, Recruitment Plan, organizational chart and other recruitment related documents
- May serve as Search Committee Chair and identifies Search Committee members
- Conducts recruitments showing good faith efforts to broaden diversity

- Ensures understanding of collective bargaining agreements' specific provisions with respect to filling of bargaining unit positions

After the HR Manager identifies the Hiring need then He process the Advertisement for the specified post with the permission of Head of HR. Then the jobs are advertised on the Websites and the Newspaper. Next stage is screening the CV's of the candidates and select the candidates for the written test or interview. Then HR manger verifies the references and other academic compatibility issues. Then Short-listing the candidates for Panel or board interview to negotiate the salary, preferable job loacation and all other issues. After all those stages finally they select the candidates for the company who is better matched with the requirements.

4.4 Drivers of Recruitment & Selection Procedure:

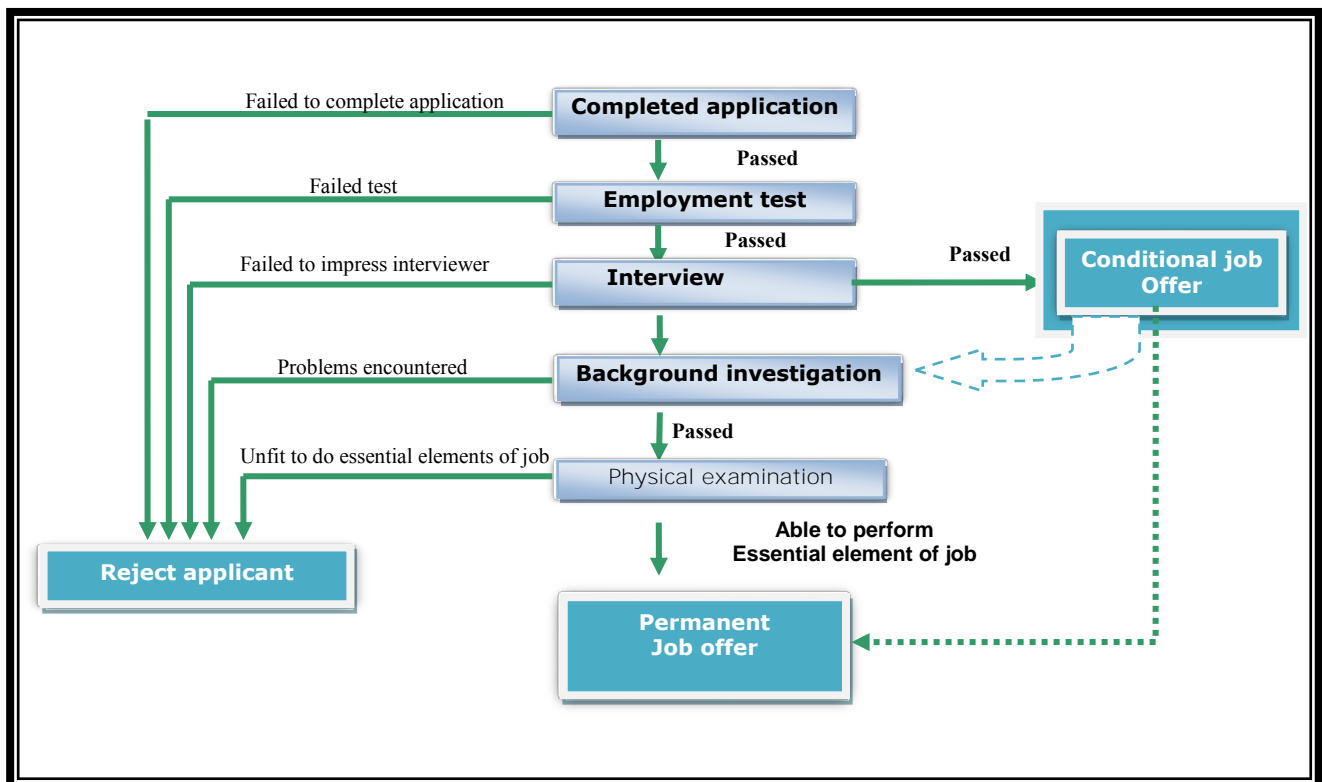
ACME do have a good systematic procedure but not necessarily follow that rule all the time. ACME do not maintain that much hard and Fast Rules in recruitment and selection process. In most of the cases due to Internal references the actual qualified candidates don't get chance which is not ethical. Sometimes the unqualified candidates got selected due to political pressure and internal reference which leads to low performance and output from those candidates. So to keep the good brand value of organization wide they need to be much stricter in these issues to ensure the better quality and service.

4.5 Training & Development Program in Brief:

ACME is more of a pharmaceutical company rather than FMCG. So for the company purpose they do run some training and development programs for some positions. Such as training and development program for the Medical representatives and Sales Representative or Sales management teams. I had the opportunity to observe the training and development program of Medical Sales representative. They run one month training program for those positions. During this one month training program they teach the candidates some basic norms and company policy which they need to maintain. They also teach some job related tactics to cope up with the competitive market.

As I mentioned above that ACME do have training and development program for only some positions but they don't have any training and development program for the existing employees. They don't have any specified section for performance evaluation or performance measurement system for their internal employees.

4.6 Selection Process:



Since the company doesn't face any problem in selection procedure or there is no major weakness in their selection process. But I can say that the company can update their selection procedure to find out more qualified personnel by following way:

Selection Techniques:

- Leadership
- Problem solving
- Verbal communication
- Written communication

- Time management
- Decision making
- Negotiating & influencing skills
- Analytical ability

All these skills of a potential employee can be measured by conducting

4.7 Lessons Learned From the Internship Program

The recruitment and selection process is important for new and established businesses alike. Human Resource department has the support and expertise of employment specialists who assist hiring managers with the procedures. The study was conducted to evaluate the Human Resource Department and ACME group overall Recruitment and Selection process. As the chosen organization is a highly reputed one in our country. I decided to find out the Recruitment and Selection process that are practiced inside the company.

4.8 Implications 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 have to arrange, organize, schedule and budget my time to complete a particular task, which help me to improve my time management skill that is related with effective work and productivity.

❖ Work loads

In the time of work lots of problems are arise and because of this problem employee get stressed. This internship program helps me to know how to remove, prevent and cope up with this stress.

❖ Teamwork

It is an action executed by a team towards a common goal, throughout this internship program we understand the importance of teamwork. Team work includes seven common elements: 1. common determination; 2. interdependence; 3. clear protagonists and assistances; 4. satisfaction from reciprocated working; 5. mutual and individual culpability; 6. apprehension of synergies; and 7. authorization, which make the work much easier and enjoyable.

❖ **Communication**

During the internship program I have to talk and interact with different types of people for my work completion which help the intern to improve his/her communication skills as well as his/her confidence level.

❖ **Organization Culture**

During the time of internship program in ACME I understand the organization values, visions, norms, working language, systems, and symbols; it includes beliefs and habits which named as organizational culture.

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

❖ **Safety Issues**

Some safety measures need to care about because in case of any occurrence Acme won't be Responsible. So keep your personal things in safe place. If anything is lost / misplaced from your desk, ACME is not liable for that.

❖ **Smoking Zone**

ACME's premise has been decaled a non-smoking zone. Employees who prefer to smoke are advised to use designated place for smoking. Cooperation of all in this regard is highly appreciable.

❖ **Clean Desk**

Your desks must be kept neat and tidy and all unnecessary papers and files should be removed. Make sure that your confidential documents are kept in right place, before leaving your desk.

4.9 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:** Academic knowledge is most important part for any student. Because academic knowledge make a person's future. Leadership skill, motivational factors and important things which help me during my internship.

❖ **Learn socialization:** Everyone should be social. Because no one can live alone. For that we should be social if we want to make our bright future. And for that I think BRACUniversity help me a lot. Because here I have lots of friends and also I have good relationship with some of the faculties. From that I learnt lots of things which help me during my internship to adjust with new people and new environment.

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

5.0 Conclusion

5.1 Concluding Statements

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 have study over the existing state of Recruitment and Selection process, practices at ACME Laboratories Ltd.

All the data that I have been plot and discuss in this report they are collected though my direct experiences and by talking with the people who are working in ACME. So the data and information that I give in this report they are very much reliable thus the Recruitment and Selection process disclosed through this study are more accurate and reliable.

The strength of ACME is product line that refers that it has diverse products. The growth of ACME and their market is satisfactory not only in Bangladesh but also another country where

they export. Availability and awareness of the brand ACME is very good. There is a critical competition in the market of pharmaceutical products in nationally and internationally.

Since the starting of the operation ACME was confident that they were quite capable to face challenge. Building good relationship all over the country segmented on the basis of price, quality and consumers satisfaction. ACME is represented their products and services in every part of Bangladesh to ensure promotion and distribution of its products at every level of consumers. Strong Recruitment and Selection process and Teamwork is the secret of ACME's success, which has become a part of ACME culture. The market condition of ACME is excellent than others. At the present is one of the second largest pharmaceutical companies in Bangladesh. Now, they are exporting several kinds of product many countries in the world. People are getting more benefits as well as social help to use the ACME's product. ACME is also earning a huge foreign currency by exporting their products. Therefore, companies must take initiatives to produce raw materials and government should foster this industry with support and incentives to encourage the growth of domestic pharmaceutical industry in our country.

The study shows that effective Recruitment and Selection process is followed by The ACME Laboratories Ltd and its activities successfully as well as sound HR practices are a source of sustainable competitive advantage for the company since it is devoted to both service and products delivery. That is why the study had a broad coverage of Recruitment and Selection issues and how it is aligned to have best output. This report also explore whether the organizational strategies, plans, policies and systems are well adjusted with Recruitment and Selection process and finally the report has recommended some policies for Recruitment and Selection process based on the real experiences.

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Appendix

Job Circular for the post Of “Medical Representative” (MR)



Walk-in-Interview

Medical Representative (MR)

Pre-Requisite to apply:

1. Bachelor degree (science background up to HSC)/4 years Honors/Masters from general education.
Candidates with unpublished result (appeared) are unacceptable.
2. Should have ability to work under pressure to meet work deadline
3. This position requires extensive tours and candidate should have willingness to ride motorcycle.
4. Age limit 30 (Thirty) years.
5. Candidate must be unmarried.

Key Responsibilities:

1. Maintain constant liaison with doctors & healthcare professionals.
2. Promote company products and create brand awareness.
3. Achieve sales target assigned by the company.
4. Provide updated products information to the doctors and chemists on a regular basis.

The **ACME Laboratories Ltd.** is one of the pioneers in the pharmaceuticals industry of Bangladesh. We are looking for enthusiastic, committed, self-motivated and energetic personnel to fill out the above mentioned position who will contribute to attain our business expansion needs.

Job Location :
Any where in Bangladesh

Interview Date & Time :
28th June to 2nd July, 2015
(Sunday to Thursday) at 09:00 am.

Candidates who are eligible should come along with Application addressed to the Head of HR, The ACME Laboratories Ltd. detailed C.V., attested copy of certificates (including all original certificates) and two recent passport size color photographs to the mentioned address as per scheduled date & time.

Corporate Office, Dhaka : Court de la ACME, 1/4 Kallayanpur, Dhaka-1207
Bogra Sales Centre : Holding No. 1887-A, Dhaka Rangpur Highway, Fuldighi, Bogra.
Rajshahi Sales Centre : 268, Sagorpara (Bot Tola More) Gharamara, Rajshahi.
Khulna Sales Centre : 43, Yousof Row, Mirzapur, Khulna
Jessore Sales Centre : 58, Upo-Sohor, Sector-2, Jessore.

(Only male are allowed to apply)



Here are some of the Sample questions that HRM Team OF ACME Follow on priority basis:

1. When you recruit someone you need to consider:
 - a. The involvement of all stakeholders

- b. What other companies are doing
 - c. What newspaper to use
 - d. What skills you need to attract
2. Effective recruitment is about:
- a. Increased performance
 - b. Assessing your culture
 - c. Keeping your structure intact
 - d. Making totally objective appointment decisions
3. E-recruitment is primarily:
- a. A tool to reduce paperwork
 - b. Used by recruitment agencies
 - c. A technology-driven process
 - d. Used by large corporate
4. Social Networking can assist recruitment as follows:
- a. It creates opportunities for people to socialise
 - b. It has access to large networks
 - c. It creates access to global job opportunities and talent pools
 - d. It assists poor communities to have access to the internet
5. Temporary appointments are:
- a. Against the law
 - b. Beneficial as you get people with a diverse set of skills
 - c. Creates instability and uncertainty
 - d. Useful if you have a cyclical business
6. RPO is:
- a. Very costly
 - b. Is an acronym for Recognition of Prior Outputs

- c. A big risk to the organisation in that they loose control over the recruitment process
 - d. Facilitates effective candidate searches – thus reducing costs
7. Benefits of e-recruitment include:
- a. Very costly
 - b. Is an acronym for Recognition of Prior Outputs
 - c. A big risk to the organisation in that they loose control over the recruitment process
 - d. Facilitates effective candidate searches – thus reducing costs
8. Pre-screening involves the following:
- a. Checking candidates bank records and statements
 - b. Do a criminal check
 - c. Verification if ID numbers and driver licences
 - d. Confirming home-ownership
9. Should supply exceeds demand:
- a. Voluntary retrenchments can be considered
 - b. Internal promotions are effective
 - c. Replacements for vacancies are easy
 - d. Worksharing can be considered as an potion
10. Should demand exceeds supply:
- a. Pay cuts can be implemented after extensive consultation
 - b. Succession planning becomes very important
 - c. Lay-offs and forced retrenchments are often considered
 - d. Subcontracting and temporary appointments are good alternatives
11. External factors impacting on recruitment includes::
- a. The Gender Equality Act of SA
 - b. The Labour market
 - c. Coast and Solidarity

- d. LRA 66 of 1995
 - e. The rising petrol costs and falling house prices
12. Internal factors impacting on recruitment includes::
- a. Corporate culture
 - b. Business strategy
 - c. Internal politics and structure
 - d. Recruitment criteria
13. Which statements are incorrect?
- a. Recruitment and selection are part of the sourcing/attraction process
 - b. Recruitment is inherently a negative process
 - c. Selection creates a pool of talent to consider for future jobs
 - d. Recruitment enables the selection phase
14. A job analysis enables you to:
- a. Create a detailed development plan
 - b. Provides a document to be used during disciplinary
 - c. Define key outputs and standards
 - d. Determine key requirements
15. A SMART Objective is:
- a. Realistic
 - b. Approved
 - c. Specific
 - d. Time-bound.
16. In order to ensure you have a good job profile, you should:
- a. Define narrow and very specific profiles
 - b. Agree the content with all incumbents
 - c. Spend enough time to clarify the semantics


- d. Develop the role around specific individuals.
17. A Competency consists of:
- a. The specific tasks a person must do
 - b. A list of tests that will measure cognitive ability
 - c. Skills and behaviours
 - d. Defined knowledge clusters required
 - e. Clear definitions of policies and procedures relevant to the job.
18. A good advertisement should:
- a. Have a full description of the job content
 - b. Create desire by listing interesting aspects of the role
 - c. Never list the salary or package details
 - d. Use white spaces to attract attention
19. Screening applicants can include:
- a. Proper interviews to determine suitability
 - b. Structured telephonic interviews
 - c. Analysis of submitted CV's
 - d. Checking applicant's health history
20. Paper scanning can assist to:
- a. Identify gaps in employment
 - b. Determine the type of person you are dealing with
 - c. Get an idea of remuneration and benefits
 - d. Identify possible questions for the interview
21. Questions during the interview should give you an indication of:
- a. Where this person sees him/herself in the future
 - b. Weaknesses and strength of the candidate's personality
 - c. The candidate's hidden motivations and agenda's

d. Past performance and evidence of competence

22. Questions during the interview can include:

- Questions about children and marital status
- Questions about religious affiliations
- Previous exposure to relevant situations
- Questions regarding mental stability

Job Circular For other Post's



নিয়োগ বিজ্ঞপ্তি

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

পদের নাম : ফোরম্যান

- প্রার্থীকে অবশ্যই ইলেকট্রিক্যাল ট্রেডকোর্স সহ এস.এস.সি বা সমমানের পরীক্ষায় পাশ হতে হবে।
- প্রার্থীকে সকল ধরনের ইলেকট্রিক্যাল কাজের তাৎক্ষণিক সমস্যার সমাধান ও রক্ষণাবেক্ষণ 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 এক্সিম ল্যাবরেটরিজ লিঃ, কোর্ট-ডি-লা এক্সিম, ১/৪ কল্যাণপুর, মিরপুর রোড, ঢাকা-১২০৭ এ
ঠিকানায় পাঠানোর জন্য অনুরোধ করা যাচ্ছে।

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 concious male person for following position with below mentioned requireemnts.

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.

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.

Pre-requisites to apply:

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

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

Call List for the position of " Medical Representative "

Viva Interview date: 18th June (Friday)'2015 at 10.30 am., Corporate office

Cv. No.	Name & Father's Name	Contact No.	Signature
1	Helal Uddin Nur Ali Miah	017*****1	
2	Karim Ullah Jaman Sharif Ali	019*****1 016*****8	
3	Md. Mamun Sheikh Md. Abul Basher Sheikh	017*****5	

Candidates profile for the position of "Medical Representative"

Viva Date,Time, and Venue:18th July '2015 at 10.30, Corporate Office, Dhaka.

CV.SI	Name & Father's Name	Last Education	University	Date of Birth
1	Helal Uddin Nur Ali Miah 017*****7	Medical Assistant Training Course	MedicalAssistantTraining School	12-Oct-92
2	Safali Akter Late Ator Ali 019*****1 016*****8	Diploma(appeared)	Shasthya Paricharja O Kallyan Sangstha	15-Feb-84
3	Md. Mamun Sheikh Md. Abul Basher Sheikh 017*****5	L.M.A.F	Kallayanpur,Dhaka	13-Apr-83