



อินัน

Web : www.imlbd.com, E-mail : info@imlbd.com



INAN MEDICALS LIMITED

aim for good health



Internship Report

On

***Human Resources Management
Practice in
Inan Medicals Limited***

Submitted To

Dr. Suman Paul Chowdhury
Assistant Professor, and
Coordinator, MBA Program
BRAC Business School

Submitted By

Md. Abu Bakar Siddique
ID No: 15264066
MBA Program
Major: HRM

Date of Submission: April 18, 2018

Letter of Transmittal

18 April, 2018

To,

Dr, Suman Paul Chowdhury
Assistant Professor, and
Coordinator, MBA Program
BRAC Business School

Subject: Internship report on “HRM Practices in Inan Medicals Ltd.”

Dear Sir,

With due respect and immense gratification, I am submitting my internship report on **“The Practices of Human Resource Management in Inan Medicals Ltd.”** that you have assigned me as an essential requirement of the Internship program. It is really an enormous prospect for me to gather together vast information and grasp the subject matter in an appropriate way. I have found the study is quite attention-grabbing, beneficial & insightful.

I tried my level best to prepare an effective & creditable report. The report will provide clear concept about the overall functions of HR practiced in Inan Medicals Ltd. I welcome your query & criticism on the report, as it will give me the opportunity to learn more and enrich my knowledge. I hope you will consider the mistakes that may take place in the report in the spite of my best.

Sincerely,

Md. Abu Bakar Siddique
ID: 15264066
Brac Business School
MBA Program

Student's Declaration

I hereby declare that the internship work entitled “Human Resource Management Practices in “Inan Medicals Ltd” is an original work done by me under the guidance of Dr, Sumon Pual Chowdhury, Assistant Professor, and Coordinator, MBA Program, Brac University this project work is submitted in the partial fulfillment of the requirements for the Internship Program. This report has not been submitted to any other university or Institute for any other award of any degree.

Md. Abu Bakar Siddique

ID: 1524066 (MBA)

Major: Human Resource Management

Brac University

Supervisor's certificate

This is to certify that the internship report on ‘Human Resource Management Practices in Inan Medicals Medicals Ltd’ Has been submitted for the award of Master of Business Administration with the major in Human resource; from Brac University carried out by Md. Abu Bakar Siddique, bearing ID: 15264066, Under my supervision.

I wish him every success in life.

Dr, Suman Paul Chowdhury
Assistant Professor, and
Coordinator, MBA Program
BRAC Business School

Acknowledgement

I would like to take this opportunity to convey my heartfelt appreciation to those, whose blessing and cooperation was important to bring this report in light. I want to show my gratitude to:

Dr, Suman Paul Chowdhury

Assistant Professor, and
Coordinator, MBA Program
BRAC Business School

Mohammed Ismail

Managing Director
Inan Medicals Ltd.

Md. Jahangir Alam

Head of HR
Inan Medicals Ltd.

K.M. Tofazzal Hossain

Adviser
Inan Medicals Ltd.

Mohammad Rokibul Hasan

Assistant Manager (HR &Distribution)
Inan Medicals Ltd.

Feroj Ahmed

Assistant Sales Manager
Inan Medicals Ltd.

Md. Farque Hossain

Deputy Sales Manager
Inan Medicals Ltd.

Md. Rubel

Commercial Officer
Inan Medicals Ltd.

Last but not the least I also acknowledge the management team and employees of Inan Medicals Limited for their great support for making this report a successful and comprehensive one.

Executive Summary

Inan Medicals Ltd. is one of renewed non-banking financial institution in Bangladesh. It started its operation at 2007 and it is the pioneer financial institution in Bangladesh. IML has export quality of goods. I have done my internship in Inan Medicals HR and my Topic is “The HRM Practice in Inan Medicals Limited”. Human resources are the most important resource of every organization to gain a sustainable competitive advantage over competitors. To manage these human resource there are several practices that are used globally by different organizations to create a competent workforce. These HR Practices are a set of principles that is used as a potential contributor to find suitable personnel for and improve their commitment, productivity and loyalty toward the company. This report contains the summery of Human Resource practices followed by Inan Medicals Ltd. and how its importance to improve their manpower. The analysis is based on my journey as an Intern of Human Resource Department. Our bookish knowledge tells us that, in theory there are practices like HRP, Recruitment & Selection, Compensation & Benefit, Training & Development, and Performance Management, sums up as HR Practices. There are sets of different versions and uses of these theories. But my experience tells me, not many organizations follow those bookish theories. They tend to modify them, update them and even just drop them when necessary. In my report, I modestly tried to uphold all the HR activities and practices conducted and followed by Inan Medicals Ltd., find the flaws which are drawing them back and make some recommendation which may better their situation.

Table of Contents

Cover Page	i
Letter of Transmittal.....	ii
Student's Declaration.....	iii
Supervisor's certificate	iv
Acknowledgement	v
Executive Summary	vi

Chaper-1.Introduction

1.1 Introduction of the study	2
1.2 Background of the study.....	2
1.3 Objective of the Study	2
1.4 Broad Objective.....	3
1.5 Specific Objective	3
1.6 Source of Data	3
1.6.1 Primary Data.....	3
1.6.2 Secondary Data.....	3
1.7 Limitation of the Study.....	3

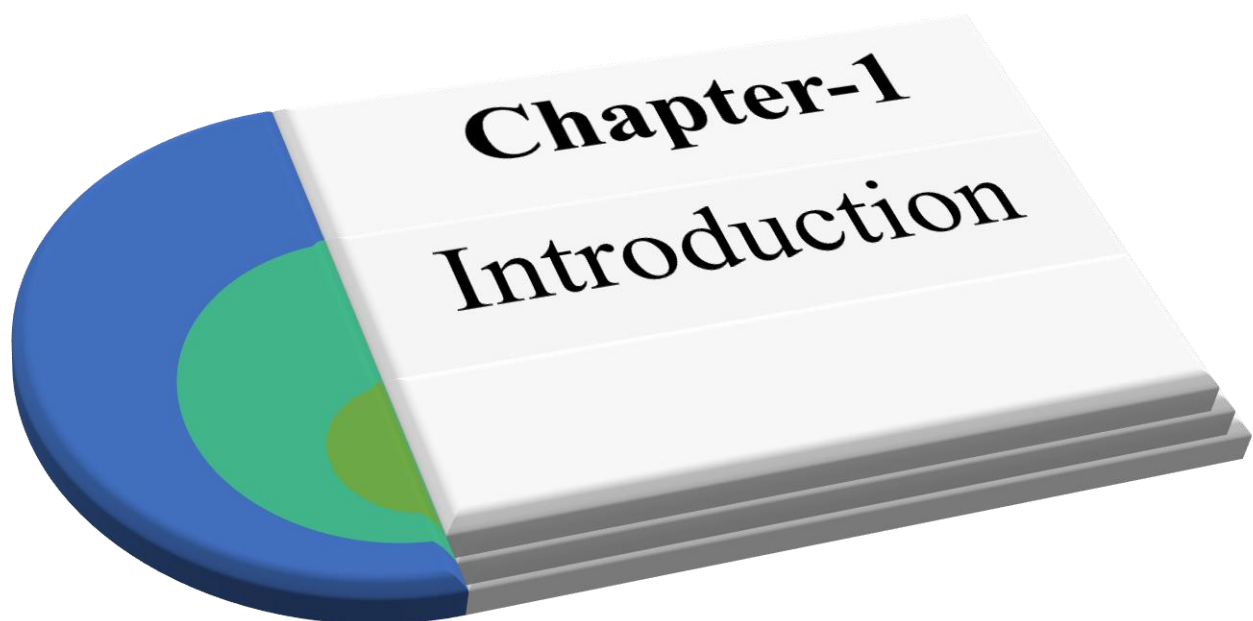
Chaper-2. Company Overview

2.1 Company Overview	5
2.2 Message of Founder and MD.....	5
2.3 Our Vision.....	6
2.4 Our Mission	6
2.5. Global Area.....	6
2.6. INAN Peoples	6
2.7 Social Responsibility	7
2.8 Corporate Customers	7
2.9 Other Customer.....	7
2.10 Organogram	8
2.11 Our Brand & Product	9-15
2.12 Major Competitors.....	15

Chaper-3. Activity as an Internee.....	16
3.1 To check daily transaction.....	17
3.2 Prepare Monthly Salary Sheet.....	17
3.3 Prepare TA/DA Sheet.....	18
3.4 Inventory Reporting and Auditing	19
3.5 Provide Monthly Sales Incentive	19
3.6 Check Credit Report Daily Wise.....	20
3.7 Employee Recruitments information/ Release	21
Chaper-4. Literature Review on HRM	22
4. Job analysis and design , \.....	23
4.1 Job analysis and design , \.....	23
4.2 Employee recruitment and selection	23
4.3 Employee Training and Development.....	24
4.4 Performance Management	25
4.5 Pay Structure, Incentives and Benefits	25
4.6 Labor / Employee Relation	25
Chapter-5. HRM of lo Medicals Ltd.	26
5. HR Function (IML)	27
5.1 Strength of IML HR	27
5.1.1 Human Capital.....	27
5.1.2 Staff Strength of IML	27
5.2 Mission of HR IN IML	27
5.3 Our Resources Type chapter title (level 3)Are Precious to Us	28
5.3.1 Team HR-Organogram of IML	28
5.3.2 Rank Structure of Inan Medicals Ltd.	28
5.3.3 Major Function of IML HR	29
5.4 IML Staff Strength (As of March, 2018)	29
5.5 Major focus	30
HR Planning & Talent Acquisition (Recruitment & Selection)	31
5.6 The Right People in The Place at The Right Time	32
5.7 Recruitment process	32
5.8 Recruitment Approval	33
5.9 Selection process	34
5. 10 Selection of CV	34

5.11 Processing for Interview.....	34
5.12 Recruitment Assessments Sheet.....	35
5.13 Organizing Written Test.....	35
5.14 Finalization of Recruitment	35
5.15 IML Recruitment & Selection Process at a Glance.....	36
5.16 IML Recruitment & Selection Process at a glance	36
Training & Development	37
5.17 Developing people through training	38
Performance Appraisal & Management.....	39
5.18 Performance appraisal.....	40
5.19 Performance Management.....	40
5.20 Performance Management.....	40
5.21 Performance Appraisal Form	41
5.22 Promotion	42
5.23 Employees are considered for promotion based on the following criteria	42
5.24 Rewards that drive employee motivation	42
Compensation & Benefits	43
5.25 HR and Compensation Committee	44
5.26 Compensation & Benefits	44
5.27 Various new policies / benefits	45
5.28 Leave Privileges.....	45
5.28.1 Annual Leave	45
5.29 Employee Beneficiary Funds	46
5.30 Employee Increment	47
5.31 Insurance Facility	47
Employee Relation & Workplace Environment	48
5.32 Fostering a healthy workplace	49
5.33 Work Environment.....	49
5.34 Equal Opportunities for All	49
5.35 Positive Working Environment.....	49
5.36 Health and Safety of our Employees	50

5.37 Work-Life Balance	50
5.38 Ethical standards	50
Organization Management.....	51
5.39 Organization Development	52
5.39.1 Succession Planning.....	52
5.40 Process followed for Succession Planning	53
Organization Management.....	54
5.41 Automating human resource processes	55
5.42 HR Operation	55
5.42.1 Microsoft Excel Database	55
5.42.2 Software HR Module	56
5.42.3 On Software Leave	56
5.42.4 Manual Leave Balance	57
5.43 IML HRD at a glance	57
5.43.1 Creating Value for Employees.....	57
Chapter -6. Recommendation & Conclusion.....	58
6.1 Recommendations & Findings	59-62
6.2 Conclusion.....	63
References	45



1.1 Introduction of the Report

Human Resources department is the emerging sector in the new era of corporate world. Previously HRM was ignored organizations. Today the situation has changed, most of the organizations are emphasizing on HRM practice. The main reason is; the organization runs by the people or human resources not by the machine. So, it is important to maintain these human resources in order to gain long term success in business. Inan Medicals Limited (IML) also gives emphases on HRM practice. In my internship Report, my main target is to identify the area of HR practices of IML.

1.2 Background of The Report

There is no doubt that the world of work is rapidly changing. As part of an organization then, HRM must be equipped to deal with effects of the changing world of work. For them this means understanding the implications of globalization, technology changes, workforce diversity. Changing skill requirements, continuous improvement initiatives contingent workforce diversity, decentralized work sites and employee involvement are the issue for confront. Now it is a big challenge for the HRM to support the organization by providing the best personnel for the suitable position in shortest possible time. Starting with recognizing the vacancies and planning for them is a great task. Moreover, selecting attracting the suitable candidates and selecting the best person in time is a challenge.

The cost of the recruitment is significant. So, proper planning and formulate those plan is the task require more focus and improvement. Equal opportunity and sourcing is also a vital part. Realizing this need we tried to find the difference and similarities between theoretical aspects with the practical steps taken by the company. Also the automation process of HR practices through HR software is significant with right vendor software selection.

1.3 Objectives of The Report

The main objective of the report is to provide an enhance analysis on over all HR practice of Inan Medicals Limited (IML). This report will reveal how IML focusing on different processes of recruitment & selection, training & development, performance appraisal, compensation and HR related activities.

1.4 Broad Objective

- ❖ To identify what type of HRM practices are done by Inan Medicals Ltd.
- ❖ To enhance My experience

1.5 Specific Objective

- ❖ To know the internal system of the management and the administration
- ❖ To analyze overall HR practice and policies on that organization.
- ❖ To recommend necessary steps for overcoming problem.

1.6 Sources of Data

1.6.1. Primary Data

⇒ Primary data has been collected through face to face conversation.

1.6.2. Secondary

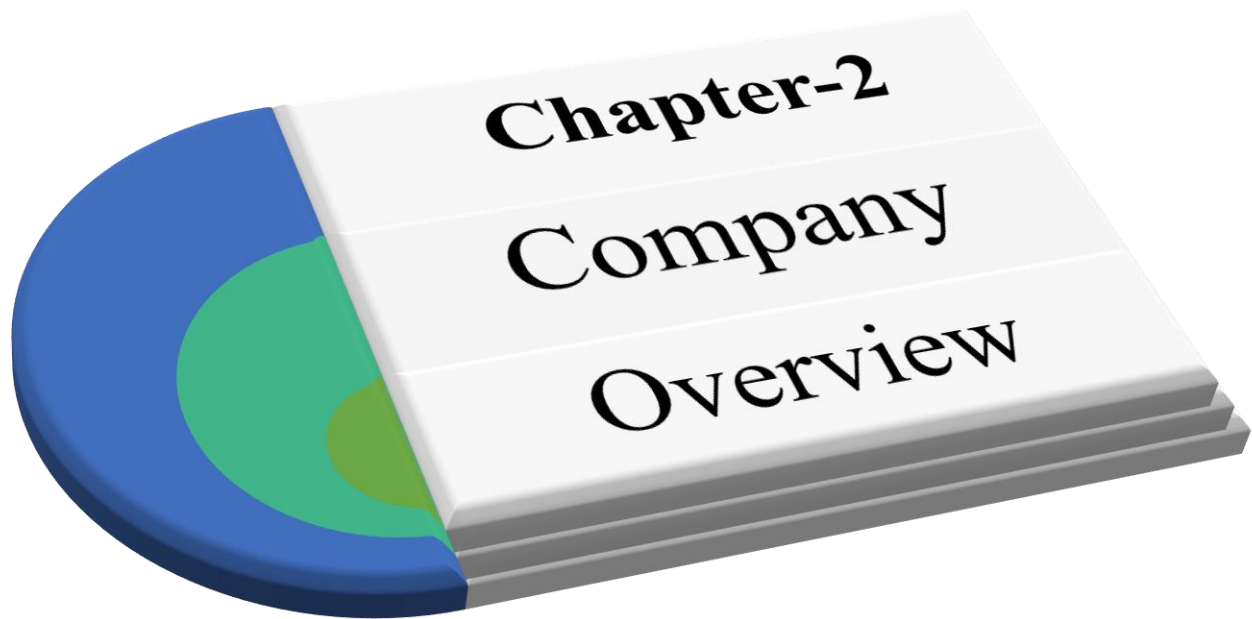
Sources of secondary data of this report are:

- ⇒ Annual report of IML
- ⇒ Different text book and journal
- ⇒ Website of IML
- ⇒ Direct Information from IML employee

1.7 Limitation of the Study

I have faced some problems during preparing my report:

- I) lack of experiences has acted as constraints in the way of meticulous exploration on the topic
- II) Extreme work pressure restricted the officials can't give us much time even if they had cordial intentions to provide accurate information.
- III) Due to the sensitive nature of some topic, many efforts were required to remain aware and adhere to the company requirement of maintaining confidentiality
- IV) Lack of current information
- V) Shortage of time for preparing the report in order
- VI) The study was conducted mostly on secondary data



2.1 Company Overview

Inan Medical limited is a Medical Instruments Company which is specialized exploitation, production and distribution of Health products. The Company's headquarter is in capital city, Dhaka, Bangladesh and Company itself markets in capital city, Dhaka and other parts of Bangladesh, products are distributed through distributors. The Company's main stockiest products are BP & Stethoscope. GlucoSure plus Meter (Touch in Strips), GlucoSure Star Meter, GlucoSure Auto Meter and Multisure GC Meter (Cholesterol and Glucose Monitor), Honsun Digital BP. Moreover, we also import some other hospital products, Haemostatic clips and Applier, Cardio Vascular Sutures and General Sutures. We also import and distribute Medical Promotional Items Like Pen Light, Hammer, Diagnostic Kit, Otoscope, Ophthalmoscope, Nebulizer, various types of Digital Thermometers, Anatomy wall Chart and sterile Gloves. However, Inan Medicals Limited has a vision to introduce any Healthcare products which is new innovation for Human Health.

2.2 Message of Founder and CEO



Mohammed Ismail

INAN was established in April, 2010 based on medical appliance and medicals instruments

We have achieved good reputation among our all types of customers within a short period of time. We have introduced more than 70 items by last 8 years. This is tremendous performance by INAN.

We have a firm belief and confidence in achieving of our target through organizational spirit and will not lose intension.

we are promising our commitment to be brought world's best possible goods with competitive price.

Finally, we want to thank to our customer, supplier, vendor, well-wisher, supporter, adviser and consumer whose kind support has reached us our present position. We are committed to them to supply quality goods in time and competitive price.

2.3 Our Vision

INAN will be a quality growth, multi-local company in the total healthcare and professional market place with focus on the management of chronic disease and provide superior products and services for prevention, diagnosis and treatment. NAN will ease the people's life by providing possible best quality product with competitive price.

2.4 Our Mission

INAN is aim to improve the quality of everyone's life by providing clinically tested, innovative medical instruments for health monitoring, therapy and disease prevention. Our extensive range of products includes blood pressure monitors, respiratory therapy devices, digital thermometers and activity monitors, personal scale, and a line of medical devices for professional applications. Our products have a proven reputation for high quality and performance, ease of use, innovative technology and attractive features.

2.5 Global Area

Our ability to transform ourselves is driven by a strong emphasis on employee empowerment at every level. We constantly seek to attract and retain the best talent available in the industry and always take initiatives to ensure that our people are enabled and motivated, and provide them with an environment that instills pride, fosters growth and encourages innovation. Keeping in line with our global ambitions, our long term Learning and Development Program is designed for our employees to achieve global quality benchmarks.

2.6 INAN Peoples

Our ability to transform ourselves is driven by a strong emphasis on employee empowerment at every level. We constantly seek to attract and retain the best talent available in the industry and always take initiatives to ensure that our people are enabled and motivated, and provide them with an environment that instills pride, fosters growth and encourages innovation. Keeping in line with our global ambitions,

our long term Learning and Development Program is designed for our employees to achieve global quality benchmarks.

2.7 Social Responsibility

Every successful corporation has a responsibility to use its resources and influence to make a positive impact on the world and its people. INAN endeavors to achieving success in ways that respect ethical values, people in need, their communities and the environment. The Company's key strategies always aim to provide a strong return for shareholders, while creating social and economic value in the communities where it operates.

2.8 Corporate Customers

- ⇒ Apollo Hospital, Dhaka,
- ⇒ United Hospital,
- ⇒ Square Hospital,
- ⇒ National Heart Foundation,
- ⇒ Kidney Foundation
- ⇒ Dhaka Metropolitan hospital,
- ⇒ Al Noor Eye Hospital,
- ⇒ Ibn Sina Hospital,
- ⇒ Japan Bangladesh Friendship Hospital,
- ⇒ Azgor Ali Hospital etc.

2.9 Others Customers

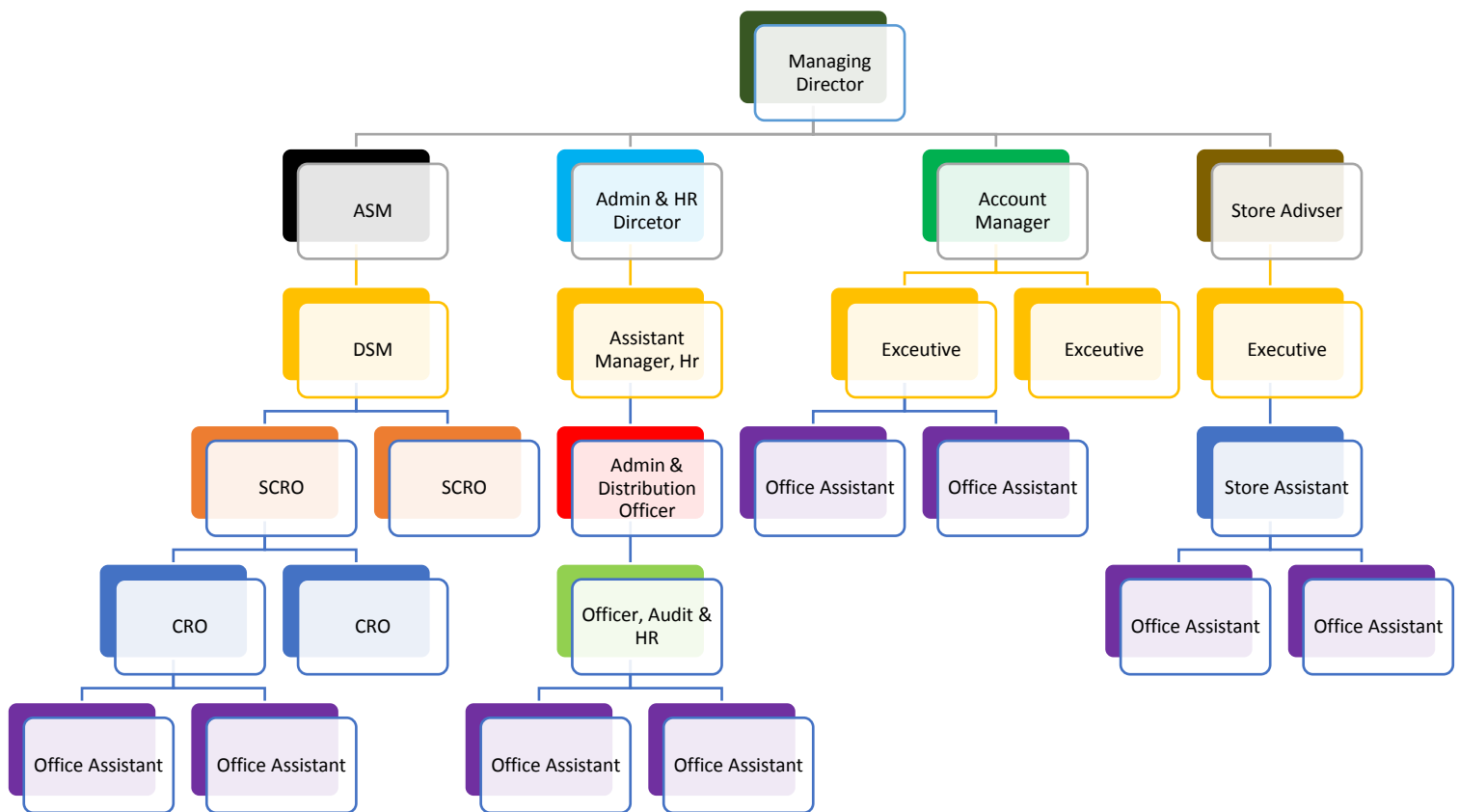
- Wholesale Market
 - ⇒ BMA Bhaban
 - ⇒ Midfort

⇒ Babu Bazar

⇒ Shahbug

- Local Market

2.10 Organogram

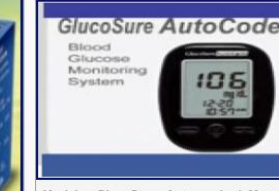


2.11 Our Brand & Product

Inan Medicals Ltd.	
Head Office	75513
Product Name	Model No
BPM1001-Doctors BP - Anroid	BPM1001
BPM1002-Doctors Stethoscope	BPM1002
BPM1048-Doctors Stethoscope L-I	BPM1048
HeartmAn	Model No
BPM1006- HeartmAnn stethoscope N	BPM1006
BPM1007-HeartmAnn Stethoscope Premium	BPM1007
BPM1005- HeartmAn BP Anroid	BPM1005
IML	Model No
DBP310A- IML Blood Pressure	DBP310A
IML1003 -IML BP	IML1003
IML1004-IML Stethoscope	IML1004
SCIAN	Model No
LD520A- SCIAN- Blood Pressure	LD520A
LD579A- SCIAN Blood Pressure Monitor	LD579A
LD101- All types of Digital BP	LD101
LD575A-SCIAN -Blood Pressure	LD575A
LD578A-SCIAN- Blood Pressure	LD578A
Cardiac	
Tigaloc	Model No
TATL1201-20-Lega -Applier	TATL1201-20
TCTL 2200-Tiga Lok-M	TCTL 2200
TCTL 121 Tiga Lok -Small -Red	TCTL1201
TCTL4200-Tiga Lok -Large	TCTL4200
Diabetes Care	

Diabetes Care	
GlucoSure	Model No
DIA1009 GlucoSure Star Kit	DIA1009
DIA1010-Star Strips 25, S Pack	DIA1010
DIA1011-Star Strips 50,S Pack	DIA1011
DIA1012-Star strips 100S Pack	DIA1012
DIA1013-GSA Kit	DIA1013
DIA1014-GSA Strips 25,S Pack	DIA1014
DIA1016-GSA Strips 50, S (F)	DIA1016
DIA1017-Touch In Micro 25,S Pack	DIA1017
DIA1018 -GS Advance II	DIA1018
DIA1019- GSA-II Strips (Foil 50,S)	DIA1019
Digital	
HeartmAn	Model No
1008-IML Pulse Oximeter	1008
1046-Pulse Oximeter -Bery	1046
Equipments	
IML	Model No
1034-ECG -3 Channel , 2 Years Warrenty	1034
1035-ECG Machine -6 Channel -2 Years Warenty	1035
1036-Patient Monitor	1036
Homecare	
HeartmAn	Model No
1041-Digital-HeartmAnn thermometer	1041
IML	Model No
1029-IML Air Mattress	1029
1031-Air Bed	1031

Others	
IML	Model No
1042-IML Otoscope Box	1042
1018-IML Hot Bag 2000ML	1018
1019-IML Hot Bag with Bag 2000ml	10191
1020-Non-Contact Thermeter	1020
1021-Otoscope -N	1021
1022-Fiber Optic Otoscope	1022
1024-Blood Lancet Device	1024
1025-BP Bluder	1025
1026-BP Bulb	1026
1028-Pen Light 310 FO	1028
1032-Tourniquete	1032
IML Pen Light - F2	OTH1060
Oth1061-IML Pen Light F13	Oth1061
OTH1062-IML Diagonstic set	OTH1062
OTH1071-Doctors Needles	Oth1071
OTH1072-SUR-GLoves-ULMA 6.5	OTH1072
OTH1073-PenLight with Box	OTH1073
Respirotory	
IML	Model No
CNB218C - IML Nebulizer	CNB218C
SCIAN	Model No
NB810B SCIAN Nebulizer	NB810B
NB210C - SCIAN Nebulizer	NB210C
NB218C- SCIAN Nebulizer	NB218C
NB219C- SCIAN Nebulizer	NB219C
NB220C - Nebulizer- SCIAN	NB220C
NB221C -SCIAN Nebulizer -Compressor	NB221C

 TOUCH-IN Micro Blood Glucose Test Strip Model : GlucoSure Brand : Touch In	 GlucoSure AutoCode Blood Glucose Test Strip Model : GlucoSure Auto Code Brand : GlucoSure Auto Code Strips	 GlucoSure STAR Blood Glucose Monitoring System Model : GlucoSure Star Brand : Star	 GlucoSure STAR Blood Glucose Test Strip Model : GlucoSure Star Brand : Star	 GlucoSure AutoCode Blood Glucose Monitoring System Model : GlucoSure Auto code (Meter , Lancet device , 10,S strips , 10 pcs needles) Brand : Auto Code
---	---	---	---	--

 Model : 578 Brand : SCIAN	 Model : 221C Brand : SCIAN	 Model : 750 Brand : SCIAN	 Model : 737 Brand : SCIAN
--	---	---	--

 Doctors BP Special Aluminium alloy manometer	 Model : BP201 Brand : Doctors	 Model : BP202 Brand : HEARTMANN	 Model : HN201 Brand : HONSUN
---	--	---	---



Product Name : Open Applier (S , M , L)

Brand :Tiga Lock (Suitable for all barnds goods)



Model : Ie 300Gv (3 channel)

Brand :Biocare



Model : BP-10M

Brand :Biocare

Country of Origin: PRC



Model : Small (Red)

Brand :Tiga Lock

Country of Origin: PRC



Model : 221C

Brand : SCIAN



Model : 221C

Brand : SCIAN



Model : NB810B

Brand : SCIAN



Model : NBL 218C

Brand : IML



Hand Held Pulse Oximeter



Product : Fetal Monitor



Product : Syringe Pump (Model : Ip21B)



Product : Infusion Pump (Model: Ip21B)



Model :Pen Light (Stainless stell)

Brand : IML



Model :PenLight Box

Brand : IML



Model :Pen Light

Brand : IML



Model :Big SIZE Stainless steel Penlight

Brand : IML



Model :Tourniquete

Brand : IML



Model :Tourniquete

Brand : IML



Model :Ophthalmoscope

Brand : HONSUN



Model :Fiber Optic otoscope

Brand : Honsun



Model :Air Mattress (Bubble)

Brand : IML



NON Contact thermometer

Model :101



Digital Thermometer

Model : 102



Hot Water Bag (2000ML)

Brand : IML



Neonantal Stethoscope

Brand: Doctors



Child Stethoscope



Stethoscope for adult.

Brand: Doctors Eco



Professional Stethoscope for adult

Brand: Heartman



Product Name : Medical Hammer (Injection Shape Hammer)

Brand : IML

Country of Origin: China



Model : Fancy Hammer

Brand : IML

Country of Origin: Taiwan



Model :Gristle Hammer

Brand : IML

Country of Origin: China



Model :Bowling Shape Hammer

Brand : IML

Country of Origin: China



Model :Medical Promotion kit

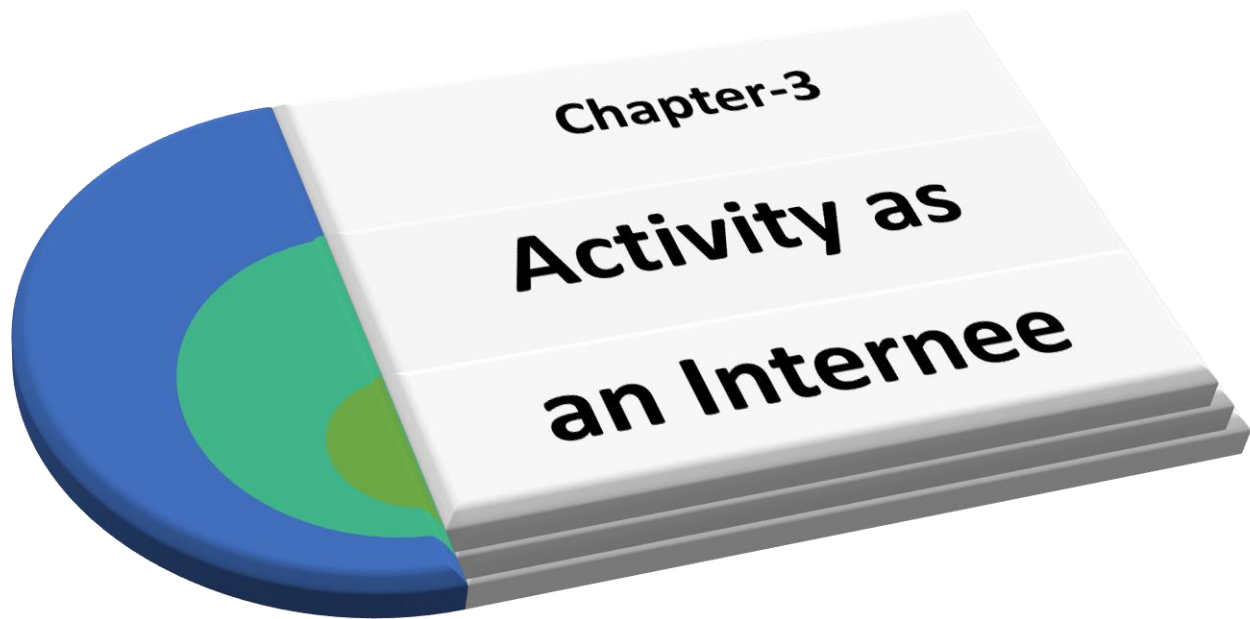
Brand : IML



Surgical Gloves

2.12 Major Competitor

- Omron
- Microlife
- Rossmax

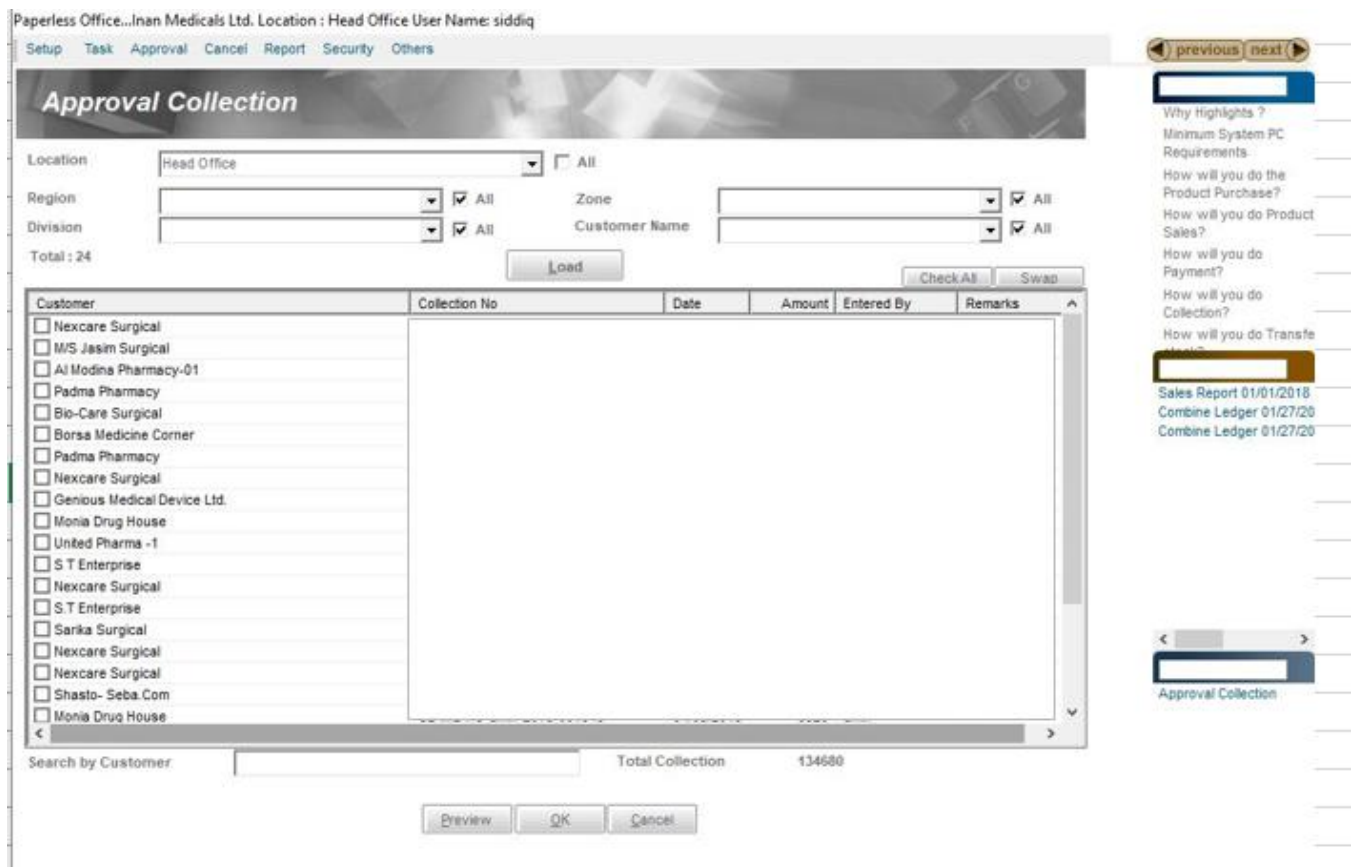


3. Activity as an Internee

As an internee, I have several duties in this organization. I work as an Audit & HR. Let discuss my responsibility:

3.1 To check daily transaction

Our main business is to sell product in Whole sale market or local market or anywhere in Bangladesh. So organization earn money from such kind of activity. There have also a report which is called collection report. On the way, there have some cost. That have also report which is called collection report. I check both of report every day.



3.2 Prepare Monthly Salary Sheet

I prepare monthly salary of Inan Medicals Ltd. At first, I prepare salary sheet. Then checked it by senior of my department. After completing the check of salary sheet, we will take print finally. Then we do submit for approval. Approval is taken from head of department. When we get the approval, we will process to send in employee salary account. Then Employee receive from their separate account by

cheque or card. Salary sheet is mainly Excel base. We have also softwaresystem which is not start yet. Hopefully it will be coming soon.

INAN MEDICALS LIMITED													
Salary Sheet													
For the Month of January, 2018													
SL	Name	Dsign.	Joining Date	Basic 50%	Other 50%	G.Total	B.Fund 5%	Absent Fine	Adjust	Deduct	Net Pay	Remarks	Signature

3.3 Prepare TA/DA Sheet

Transportation allowance/ Daily allowance is provided by according to designation. It is divided by two part. One part is given after first 15 days of a month. Then remain part is given after next 15 days of month.

INAN MEDICALS LIMITED				
Zakaria House, (2nd floor), Section -07, Road-05,				
Pallabi, Mirpur, Dhaka				
Staff Name: _____			Date: _____	
Designation: _____				
Date	Working Area	TA	DA	Taka
	DSM			
	S CRO			
	CRO			
	Office Assistant			

3.4 Inventory Reporting and Auditing

As I mention before it needs to audit the product. Every have history is software which is called stock report. Employee can easily know about product information. It needs to monitor manually. I check the goods manually which is excel base.

INAN MEDICALS LTD.			
Audit Report			
			Date.....
Particulars	In Software	Physically	Remarks

3.5 Provide Monthly Sales Incentive

Sales incentive depend on achieved target without due and return. Sales target decide from monthly meeting. Target provide according to zone wise.

INAN MEDICALS LIMITED		
Monthly Achievement Report		
For the month of.....		
		Date :
SL	Activity	Description
1	Name	
2	Supervisor	
3	Area	
4	Montly Sales Target	
5	Total Sales	
6	Net Sales	
7	Cash Collection	
8	Cheque Collection	
9	Total Due	
10	Total Return	
11	Bad Debt	
12	Achievement	
13	Quantity of Cheque Dishonor	
14	Incentives	
15	Amount	
16	Adjustment	
17	Cause	
18	Salary	

3.6 Check Credit Report Daily Wise

Credit report collect from software. It reserves as name wise. I collect information from here. After then give report from there. Then authority will take action. Basically this report is shown total sale, total collection and due separately.

Paperless Office...Inan Medicals Ltd. Location : Head Office User Name: siddiq

Setup Task Approval Cancel Report Security Others

Daily Sales

Location Name: ☐ All

Date From: To:

Sales Person: ☐ Sold By Dealer Total 10

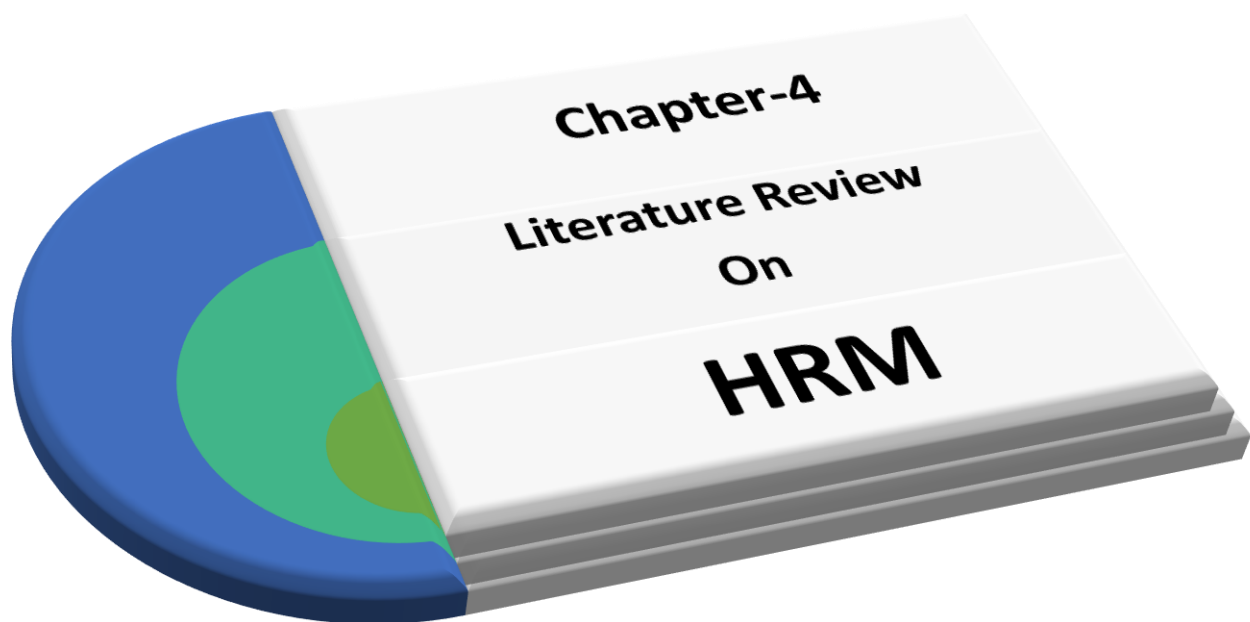
Dealer Name	
☐ Atikul Islam	
☒ Farque Hossain	
☐ Hashem	
☐ Humayun Kobir	
☐ Ikramul Kobir	
☐ MD	
☐ Mohammed Al-Amin	
☐ Nuruzzaman	
☐ Siraj Uddin	
☐ Tuhin	

Date	Invoice No.	Sales Person	Buyer Name	Total Amount	Cash	Cheque	Due

3.7 Employee Recruitments information/ Release

There is some procedure for employee recruitment in HRD:

- ⇒ To collect Joining Letter
- ⇒ Provide Nominee form
- ⇒ Provide Reference form
- ⇒ To collect or provide release letter/ Clearness/ NOC
- ⇒ To collect original certificate / grantor etc.



4. HR Function

The Actual Function of HRM within the value chain of an organization is of significance. It has been postulated by some researchers that the role of HRM within an organization is significant in the firm's ability to achieve its organizational objectives and develop sustainable competitive advantage with in the market place which it operates. This is achieved via the policies each firm enact, and the method it uses to attract and retain the right employees for its need (Holland, Act 2007). The HR function can be thought of as having six menus, from which companies can choose the most appropriate practices. Decider and Kramer (2008, P58) state that each of these menus refers to a particular functional area of HRM: Job analysis, job design, recruitment, selection, training and development, performance management, pay structure, incentive, benefit, and labor/ employee relation.

4.1 Job analysis and design

This refers to the process of getting detailed information about a job (De Cieri & Kramar, 2008, P60), which could provide information for a variety of purposes, including determining training needs, development, criteria, and appropriate pay and productivity levels (price, 2003, P362). Job design deals with making decisions about tasks that will be required in a given job (De Cieri & Karmar, 2008; Hacker, 2003)

There are two specific elements to pay here. The first concerns the need to meet the organization's needs in terms of productivity, achievement and quality, while the second relates to the need of individual employees and the requirement to provide them with work environment that is challenging and rewarding (Amstrong, 2009; Compion , Master & Higgs 1993; Kozlowski & Bell 2003; Stewart 2006) the effectiveness of HR practices requires that the job be clearly understood by both Jobholders and the organizations activity pursuing this practice as an HR planning strategy are likely to gain a competitive advantage (Anthony, Kacmar & Prrewe 2002 ; Dessler 2003).

4.2 Employee recruitment and selection

Any process for which an organization seeks applicants and attracts potential employees is called recruitment selection refers to the process by which an organization identifies those applicants with the

knowledge, skill, abilities, and other characteristics that will help it achieve its goals (DeCieri & Karmer 2008, P30). The overall aim of the recruitment and the selection process is to obtain at minimum cost the number and quality of employees required to satisfy the human cost the number and quality of employees required to satisfy the human resources needs of the organization (Amstrong 2003, P395).

Employer try to select and recruit the right candidates. At the same time, job seekers gather information about organizations and current job offerings, because they cannot gain complete knowledge of all alternatives and their potential characteristics, they rely on imperfect signal (Chan & Kuock, 2011). It has been noticed that organizations that want to fill their vacancy very quickly or who are unwilling to have recruitment process such as job analysis, are possibly less discriminating in the quality and quantity of candidates (Careless 2007). While organizations who put effort in to the process of recruitment turn on more search channels than organizations who do not (Russo, Rietveld, Nijkamp & Gorte 2000). When the cost of a mistake in recruitment is high, organizations are more discerning and the turnover of employee will increase (Chan & Kuok 2011).

4.3 Employee Training and Development

Training is not simply a means of arming employees with the skills they need to perform their jobs; it is also often deemed to be representative of an employer's commitment to their work force (Storey & Sisson 2003)

Investment in training measures and the implementation of development schemes are becoming increasingly acknowledged as vital elements of HRM (Oakland & Oakland 2001)., and studies across an wide range of industries and sectors have all found a positive correlation between investment on training and employee commitment (Basis & Buren correlation between investment on training and employee commitment (Basis & Buren 2001). For example, studies completed by living and Thomas (1997) and marching ton and Wilkinson (1997) focus on employee commitment among hospital administrators, nurses, service workers and clerical employees were more committed to their jobs and their achievement of the objectives of the organization when they felt that the company cared about their training and development needs. In summary, appropriate training contributes positively to employee retention because it makes employees feel recognized for their strengths and it creates possibilities to develop their qualities (Kyndt Et al 2009), Visser 2001).

4.4 Performance Management

Performance management is mainly concerned with the individual's performance and development. It is used to ensure that the employee's activities and outcomes are development. It is used to ensure that the employee's activities and outcomes are congruent with the organization's goals (De Cieri & Karmert 2008, P61), by focusing on future performance appraisal (Armstrong, 003, P481). This requires management to act as partners within framework in which they and the employee's together can achieve the result required. For this to occur managers need a clear understanding of the way in which performance appraisal can help the organization (Chelladurai, 2006).

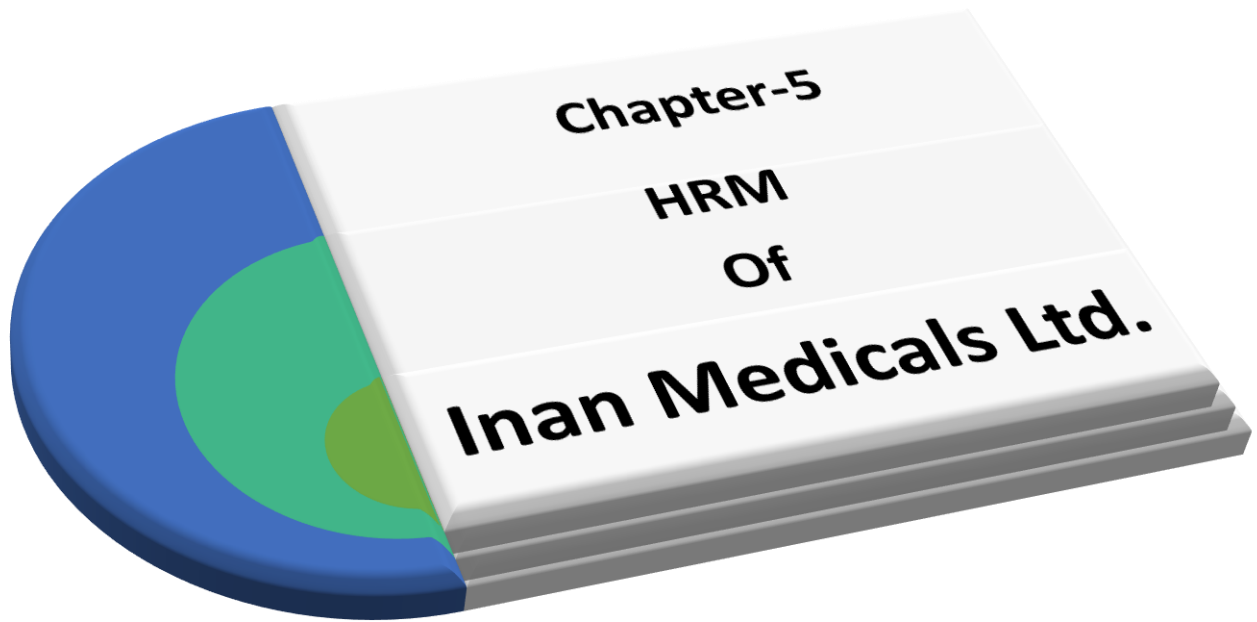
4.5 Pay Structure, Incentives and Benefits

Pay is an important feature of HRM. As De Cieri Kramer (2008, P62) state, the pay system has an important role in implementing strategies. The way people are paid affects the quality of their work, , their attitude towards customers, and their willingness to be flexible and learn new skills (Milkovich, Gerhandt & Hannon 1991). De Cieri and Kramer (2008, P62) state that a high level of pay and / benefit relative to that of competitors can ensure that a company attracts and retains high -quality employees. Pay may be one way workersmeasure whether the time they spend and the effort they out into working are worthwhile (Ryan & Sagas 2009). Using discrepancy theory, rice, McFarlin, and Bennett (2006). One standard that an employee may use is what other workers receives. If they feel that their efforts and contributions exceed the rewards from the organization and job, especially, in pay, dissatisfaction may occur (Ryan & Sagas, 2009).

4.6 Labor / Employee Relation

The term 'employee relation' refers to a company's efforts to manage relationships between employers and employee. An organization with a good employee relations program provides fair and loyal to the company. Such program also aims to prevent and resolve problems arising from situations at work.

Employee relations programs are typically part of a human resource strategy designed to ensure the most effective use of people to accomplish the organization's mission. Human resources strategies are deliberate plans companies use to help them gain and maintain a competitive edge in the marketplace. Employee relations programs focus on issues affecting employees, such as pay and benefits, supporting work life balance, and safe working conditions.

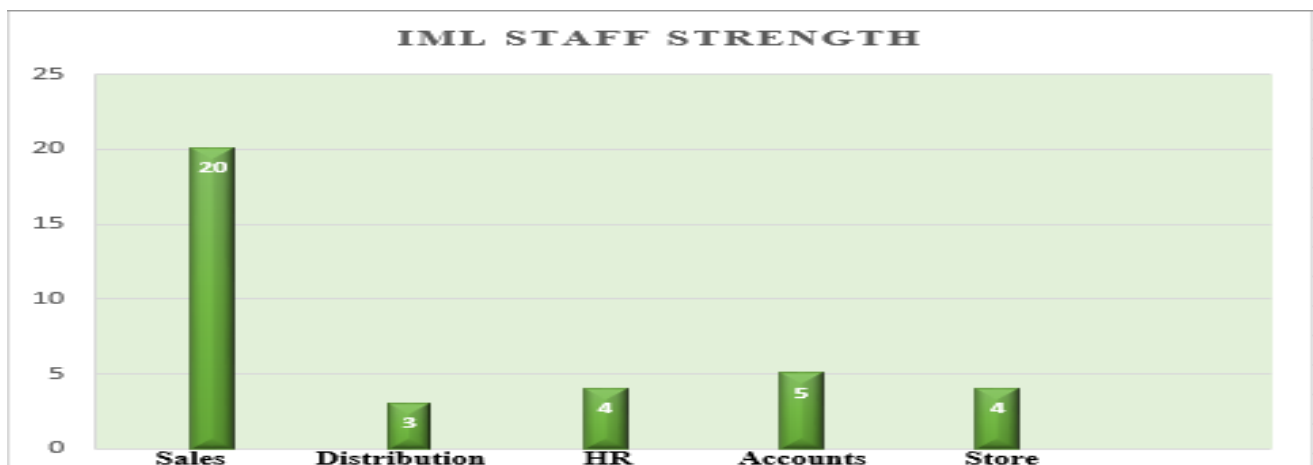


5.1 Strength of IML HR

5.1.1 Human Capital

Human capital means core strength. Effective human resource management has proven to be a critical component in the success of a business. IML is focused on recruiting the best resources and implementing programs to develop and retain high quality human resources. IML continues to implement human resource management policies and practices that are aimed at growing and developing employees and ensuring their active contribution towards the achievement of corporate goals. Effective resources have also been linked to superior company performance. IML believes that its human resources are critical in building and running the company. Each and every employee is considered, developed and motivated to contribute optimally towards the achievement of corporate goal.

5.1.2 Staff Strength of IML



5.2 Mission of HR IN IML

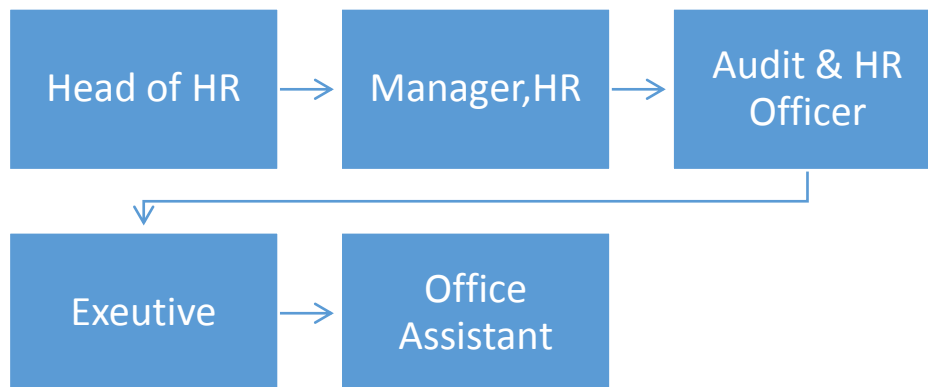
IML's HRD is committed to work strategically with diverse business segments in identifying and responding to the evolving business needs. As a strategic business partner, IML's HRD creates a work environment that thrives on diversity, high individual and organizational productivity and performance, continuous improvement and exceptional customer service. Dedicated to construct an outstanding product-oriented culture as well as maintain a strong work-life balance. Moreover, by encouraging employee engagement, we foster the spirit of teamwork and collaboration with a strong focus on quality in our day-to-day operation.

5.3 Our Resources Are Precious to Us

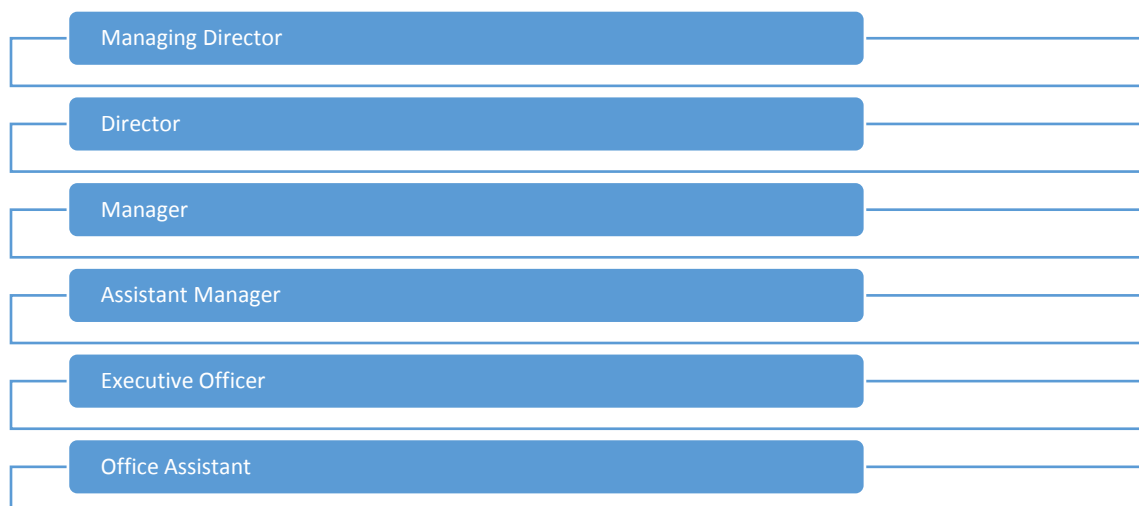
At Inan Medicals Ltd. (IML), we are power by talent. We consider our human resources as the most important asset and mobilize people and teams by engaging them in product promotion practice and also as an attractive employer. IML offers a board spectrum of opportunities for both professional and personal development as well as encourage a work environment that is characterized by respect, trust, Cooperation and collaboration. We do so because the skill and enthusiasm of our employees are a major force that helps us achieve sustainable.

Being the business for the past 10 years, we have provided challenging career prospects to young and enthusiastic professionals. IML's human resource department continuously works towards attaining the goal of attracting, retaining, growing and inspiring and the employees of the Company.

5.3.1 Team HR-Organogram of IML



5.3.2 Rank Structure of Inan Medicals Ltd. (IML)



5.3.3 Major Function of IML HR

Strategic Partner contributing to the quality and exponential growth of the company through attracting, developing and retaining *talent* in a *healthy work environment* with sufficient opportunity to *learn, grow* and *shine*.

- ⇒ Recruiting the most suitable candidates and the right number of people for optimal use of human resources of the company.
- ⇒ Assessing employee' training need and oversee the training and development programs to build a skilled and superior workforce
- ⇒ Managing the performance appraisal system for measuring employees' individual performance to reward accordingly.
- ⇒ Developing and documenting human resources policies beneficial to both the employee and company
- ⇒ Cooperating and overseeing implementation of services, policies and programs through the members of human resources department and identifying opportunities for improvement and resolves any discrepancies.
- ⇒ Designing directing and managing a company-wide process of organization development that addresses issues such as succession planning, rotation of job, key employee identification etc.

5.4 IML Staff Strength (As of March, 2018)

Department	Staff Strength
Sales & Marketing	20
Accounts	6
HR	4
Store	3

5.5 Major focus

Strategic Partner through attracting, developing and retaining Talent by giving special focus on 6 (six) major areas:





5.6 The Right People in the Place at the Right Time

The right people in the right place at the right time While the goal is to provide the best candidate for the Company's needs, it is also important that we place people in the right positions at the right time. This requires us to emphasize on the efficiency of our hiring and staffing processes even as we continue to look for ways to create efficiencies in our hiring methodologies. We also recognize the need to use further analytics in our recruitment efforts to enable us to understand our workforce needs, levels and the effectiveness of our recruitment strategies. The purpose of Inan Medicals Ltd. merit-based recruitment and selection process is to ensure that vacancies are filled by the most competent incumbents. Inan Medicals Limited provides equal employment opportunities to all applicants without bias to race, religion, gender, age, disability or any other criteria permissible by the statutory laws of the country. Recruitment and selection is based solely on job-related criteria. The recruitment and selection process is consistently applied and promotes fairness, diversity and transparency. The process complies with all state laws, regulations and policies.

Year	Recruitment	Release	Overall Turnover Rate
2016	6	10	66.67%
2017	5	6	30%
2018 (As of March 31)	5	3	8.5%

5.7 Recruitment process

The recruitment process of Inan Medicals Limited is very clear and up to the mark. When recruitment process starts, at first the HR gives an online advertisement at bdjobs.com website and they give the advertisement in the daily newspapers also. And receives application via e-mail and postal. After the dead line exceeds, Inan Medicals Limited arrange a written test, from written exam short listed candidates called for an interview, after interview selected candidates asked for medical test. If the selected candidates found fit in the medical test the management committee recruit him/her for the job.

Inan Medicals Limited gives equal opportunity for all the applicants, regardless of race, religion, origin, sex, age, disability or political affiliation/influence. Recruitment and selection are done solely based on job- related criteria. In Inan Medicals Limited merit based recruitment is done through following steps:



Inan Medicals Limited Conducts two forms of recruitment namely internal recruitment and external recruitment. When a position is created, Inan Medicals Limited first tries to fill up the position internally. If there are no suitable candidates internally found then the organization goes for external recruitment. Inan Medicals Limited uses both internal and external sources. The choice of source somewhat depends on the employment level and/ or location of the position/job. For example, for upper management positions employee referral are used extensively.

5.8 Recruitment Approval

If the organogram/manpower planning is approved by the Managing Director or his designated person. It is the responsibilities of the HRD to make their own organogram and manpower planning in the beginning of the fiscal year and make it approved from Managing Director or his designated in consultation with HR.

5.9 Selection process

Inan Medicals Ltd. has a variety of different assessment methods in the selection process. Inan Medicals Ltd. first determines the steps that need to be applied in the selection process. Implementation of these steps requires creation of a selection sequence, which is an orderly flow of people through the stages of applicant, candidates, finalist, and offer receiver. Guidelines regarding employee assessment of Inan Medicals Ltd. are as follows,

5. 10 Selection of CV

Position	Preliminary Screening	Final Screening
Non-Management Position		Concerned HRD officer
		Concerned Department/ Division
Assistant Manager/ Assistant Sales Manager Position		Concerned HRD officer
		Concerned Department/ Division
Above Assistant Manager Position	Concern Officer of HRD Department/ Division	Head of Department
		Head of HRD

5.11 Processing for Interview

- Fixation of time with the concerned Interviewers
- Fixation of Interviewing time & Venue
- Issue Interview Letter/ Contact over the phone.

5.12 Recruitment Assessments Sheet

 INAN MEDICALS LIMITED aim for good health										
Recruitment Sheet										
SL	Name of the Candidate	Experience	Salary		Knowledge & Qualification	Attitude/ Initiative/Drive	Verbal Communication	Overall Presentability/ Appearance	Possibility of Staying in Inan Medicals Ltd.	Your Choice (in order of preference)
			Present	Expected						

5.13 Organizing Written Test

Human resource team will organize the written/typing test before final interview

Written/ typing test	Preliminary Review	Final Review
Non-Management Position	Concerned officer of HRD	Concerned HR Officer
		Head of Department
Assistant Manager & Above positions	Concerned officer of HRD	Concerned Department/ Division

5.14 Interview

Position	Preliminary	Final
Non-Management Cadre	Head of HRD & Department/ Division Head	Head of HRD
Probationary Officer		
Executive officer		
Sr. Executive Officer		
Assistant Manager and above positions	Concerned Departmental Head	Managing Director
	Head of HRD	General Managers
		Head of HRD

The Primary Interview members should submit their evaluation score sheet to the HR Manager immediately after the interview.

** For Management Trainee & Above positions, MD Sits separately at the end of the Final interview and finalize.

5.15 Finalization of Recruitment

- ✓ Finalization of candidate by the final review committee.
- ✓ Head of Human resource will fix up the salary grade of the selected candidates based on their professional qualification & experience in related fields.

Though the organization is not very large, its recruitment policy perfect for these situations. But the company increases day by day. And they are trying to develop their HR Department. The company recruits employee by newspaper advertising and sometime Internship student and also through website application. Here I would like to suggest that now they should also use

⇒ Campus Recruitment System.

As in this system help them to choose the intelligent and fresh talented employee. So the company has to follow and take step to get the process as early as possible.

5.16 IML Recruitment & Selection Process at a glance

- Step 1:** Recruitment Need Assessment and memo generate.
- Step 2:** CV Collection: By Advertisement (Printing or Web), Open Source, Internal Recruitment, and Collect from the Existing Market.
- Step 3:** Slotting of CV's for required position.
- Step 4:** First Interview and/or written test
- Step 5:** Second Interview
- Step 6:** Credit check of the primary selected candidate.
- Step 7:** Final negotiation with the candidate
- Step 8:** Approval memo for the selected candidate.
- Step 9:** Provide the Letter of Joining.
- Step 10:** Submit for management approval.



5.17 Developing people through training

A workforce consisting of individuals eager to learn and grow is a sure sign of a company hiring well. Employees engaged in their jobs and careers seek to know more about their company and the industry and to learn skills that will improve their performance. Employers who want to harness the full value of their employees and foster loyalty and retention find that training is a winning prospect for all involved. Training programs strengthen knowledge and awareness of leadership. Inan Medicals Ltd. recognizes the contribution of training towards enhancing efficiency and profitability. The Company's training policy applies to all employees and aims at ensuring that appropriate training is imparted to enable individuals to reach a satisfactory performance level. Inan Medicals Ltd. develops and delivers high-quality learning and provides other suitable initiatives in response to the needs of individual employees. While we emphasize on training and development opportunities, employees are also encouraged to take responsibility for their own development. Since we consider our employees as our most valuable asset, we invest considerable time and effort for their personal and professional development. We assist our employees to be the best through providing relevant training and workshops both at home.



5.18 Performance appraisal

Performance appraisals can benefit employees and organizations by clarifying goals and expectations, and creating an environment of open communication. The best performance appraisals offer positive feedback and advice for improvement and typically consist of a conversation between the management and the employees. Inan Medicals Ltd. is a performance-driven enterprise. Inan Medicals Ltd. performance appraisal is the single-most important tool that enables the Company to measure the performance of an individual and plan his/ her career progression accordingly. At Inan Medicals Ltd., the sole motive of the performance appraisal system is to maximize efficiency of the Company's objectives with the guidance to achieve each member's career aspirations. The performance appraisal system is fully structured to assess the competency of all full-time employees. This extensive process starts with the circulation of appraisal forms, approved by the management.

5.19 Performance Management

- Job objective based Performance Appraisal
- Performance Bonus

5.20 Performance Management

Inan Medicals Ltd. has a strong HR cultural. Being a local company it has its own way of evaluation. Through different formats of evaluation they measure their employee's performance. Participant diary and observation these two methods are applied for evaluation. After evaluation using some matrices comes out the performance appraisal of employees. Then it is decided whether the employee needs more training sessions or developments. Inan Medicals Ltd. tries to maintain a fair evaluation process. The employees are evaluated twice a year. The employees first assess themselves and the final evaluation is based on discussion with the supervisors. If the employees have any objection to their evaluation they can mention it in their evaluation sheet. Although these systems are in place, employees rarely mention it in their evaluation sheet as they may think it would deteriorate their relationship with the supervisor. The areas of evaluation are performance, Capability, Responsibility and attitude. Depend on this evaluation performance employees are getting benefited, this performance reflected in annual review of salary & consideration for promotion. Inan Medicals Ltd. follows all the function, steps and process of

performance appraisal and they follow the strategy fully. They try to develop their employee performance evaluation is being done by HR department twice a year.

5.21 Performance Appraisal Form

Job objective based Performance Appraisal

INAN MEDICALS LIMITED
Web : www.inanbd.com

Employee Performance Review

Employee Information

Employee Name: _____ Employee ID: _____
 Job Title: _____ Date: _____
 Department: _____
 Manager: _____
 Period of Job: _____

Ratings

	(1) = Poor	(2) = Fair	(3) = Satisfactory	(4) = Good	(5) = Excellent
Job knowledge	☐	☐			
Comments					
Work Quality	☐	☐			
Comments					
Attendance/punctuality	☐	☐			
Comments					
Initiative	☐	☐			
Comments					
Communication/Listening Skills	☐	☐			
Comments					
Dependability	☐	☐			
Comments					
Leave with permission	☐	☐			
Comments					
Leave without permission	☐	☐			
Comments					
Behavior	☐	☐			
Comments					

Overall Rating (average the rating numbers above): _____

Evaluation

Additional Comments: _____

Goals (as agreed upon by employee and manager): _____

By signing this form, you confirm that you have discussed this review with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.

supervisor

Date

5.22 Promotion

Promotion opportunities are the life-blood of staffing and retention. Without the proper use of incentives and coaching, employees are likely to refrain from maintaining relationships with a business for an extended period of time. Competitors take the best talent from other companies by offering individuals enhanced pay and benefits. Promotions and bonuses to the personnel help in ensuring that they do not feel the need to leave their employers. At Inan Medicals Ltd., promotions signify the management's commitment to recognize and reward excellent performance. It motivates employees to aspire for advancement opportunities within the Company. It also contributes to employee satisfaction and retention. Employee promotion is made by examining all factors necessary to determine the best qualifications and capabilities to fill the position.

5.23 Employees are considered for promotion based on the following criteria:

- ☐ Growth in the role dimension and complexity
- ☐ Resource classification
- ☐ Individual performance track record
- ☐ Market liquidity
- ☐ Leadership quality
- ☐ Attitude and behavior
- ☐ Mobility
- ☐ Vintage

5.24 Rewards that drive employee motivation

Inan Medicals Ltd. always recognizes the efforts of individuals who aspire to make a difference. Inan Medicals Ltd. employees receive a performance bonus annually in acknowledgement of their individual contribution, hard work and dedication. Moreover, we also give 'spot awards' to appreciate those who have the spirit to take on new challenges and contribute to areas outside their regular responsibilities. A reward is recognition of employee contribution that has exceeded expectations. It may or may not be accompanied by monetary value. At Inan Medicals Ltd., employees are especially rewarded by the management to motivate and inspire – to walk the extra mile.



5.25 HR and Compensation Committee

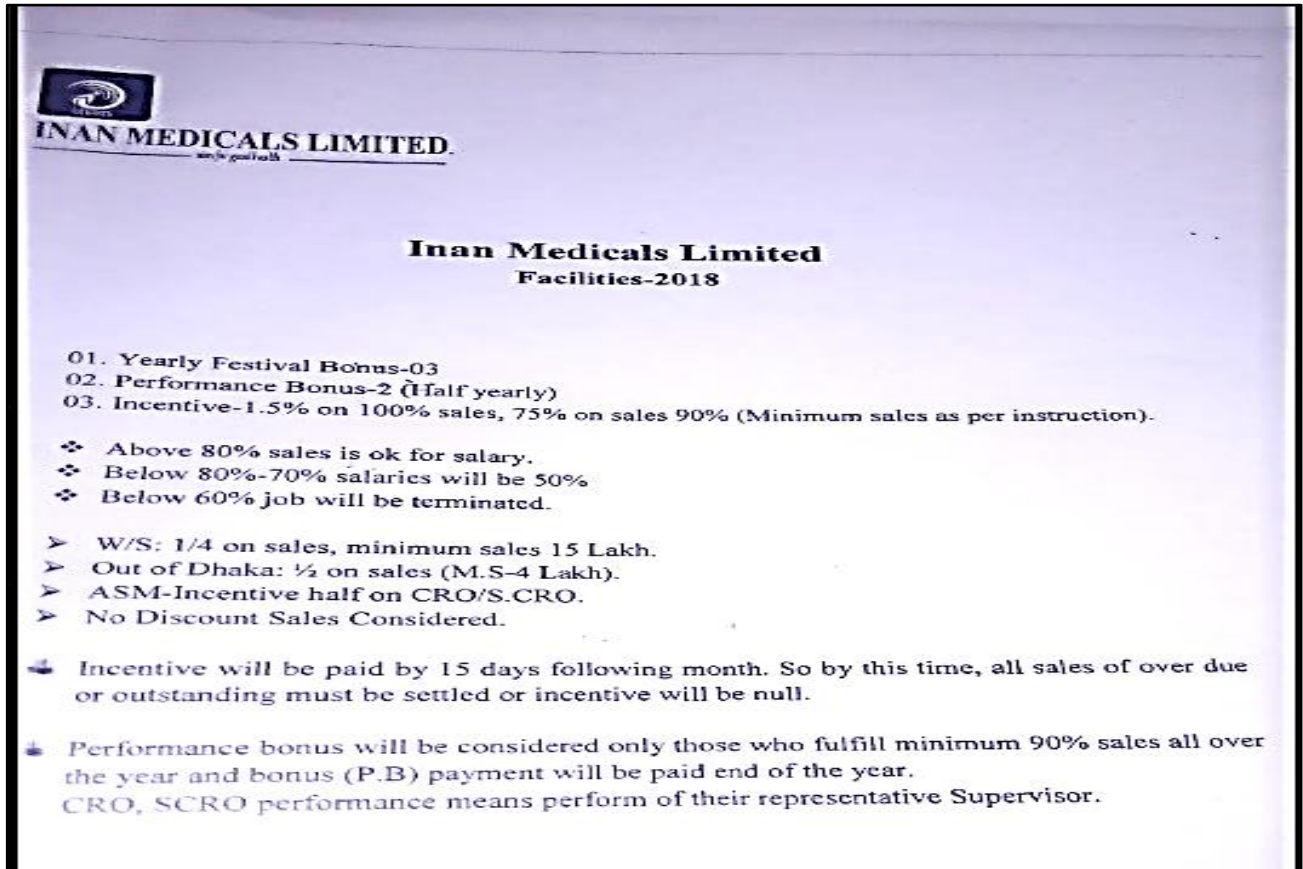
IML's HR and Compensation Committee is a forum for the discussion of various HR-related issues of the Company. The main role and function of the Committee is to assist HRD in developing and administering a fair and transparent procedure for setting policies on the overall human resources strategy of the Company. The Committee's responsibility is to ensure that the Company has a wide scope for equal opportunity and transparency in terms of:

- ☐ Suitable recruitment
- ☐ Compensation on the basis of merit, qualification and competence
- ☐ adequate training and development facilities
- ☐ Performance appraisal and promotions based on individual performance and contribution IML

In addition, the Committee looks into any other benefits-related issues regarding the Company's operating results and comparable market statistics.

5.26 Compensation & Benefits

IML ensured be Competitive in the Market with handsome compensation & benefits. IML conduct salary survey to benchmark the market trend.



5.27 Various new policies / benefits

- Personal Loan, Loan against PF
- Life Insurance, Terminal Benefits
- Beneficiary Fund
- Mobile Phone & Allowance
- Foreign tour likes as Singapur, Malaysia, Thiland etc.

5.28 Leave Privileges

5.28.1 Annual Leave:

Total leave is 35 days with Earn leave, Casual leave, Sick leave.

- ✓ **Earn Leave**

Total earn leave is 14 days. Mandatory day is 7 days. Other is optional. But it is only applicable for permanent period (after six month or more of job which is decided for head of HRD and MD). Provisional period is not applicable.

- ✓ **Causal Leave**

Total earn leave is 7 days. But it is also only applicable for permanent period (after six month or more of job which is decided for head of HRD and MD). Provisional period is not applicable.

- ✓ **Sick Leave**

Total earn leave is 14 days. But it is also only applicable for permanent period (after six month or more of job which is decided for head of HRD and MD). Provisional period is not applicable.

- ✓ **Other Leave**

Other leave includes Extra-ordinary, Paternity leave, Marriage leave etc. But it depends on permission of authority. No specific time or day available till now.

Inan Medicals Limited

Leave policy-2018

Mandatory leave-7 days:

- 7 Days mandatory leave to all employees enjoyed every year.

Sick leave -14 days:

- If three days or more leave by employees must be submit medical certificate.
- Maximum 7 days allow leave once time.

Earn leave-14 days:

- 7 days mandatory and other 7 days will be allowed as per employee needs.
- Leave will be allowed who will apply leave application before 7 days the date of leave.
- Non permanent employee will not be entiteled any leave.
- If necessary one day leave will be allowed without pay.
- If needs one day more leave job will be vacant without any notice.
- Any unauthorized leave will be considered as misconduct and management can take any decision against them. (financial or others)

5.29 Employee Beneficiary Funds

Inan medicals provide beneficiary Funds. Employee will deposit 10% of their monthly salary. Organization also provide similar types of funds. They will provide double after 10 years. But it also depends on employee's performance, promise and effectiveness. If employee leave from job before the

period, he can disqualify for this facility. He may get the deposited funds. Otherwise there are no benefit provided at that time. That is the rules of all employee. One thing remain that it will count only from permanent period of job.

5.30 Employee Increment

Increment provide in each year. it depends on job confirmation and performance. List of increment:

Increment									
For the year of 2018									
SL	Name	Dsign.	Joining Date	Basic 50%	Other 50%	Increment	Increment %	Remarks	Signature with Stamp
1	Mr. Farque Hossain	DSM	November 1, 2012						
2	Mr. Seraj Uddin	Sr.CRO	February 1, 2014						
3	Mr. Abul Hashem	CRO	September 1, 2016						
4	Mr. Abul Kalam	Store Asst.	July 17, 2016						
5	Mr. Rubel	Com. Off.	November 12, 2016						
6	Mr. Rafiqul Islam	Jr. Admin	November 26, 2016						
7	Mr. Abu Hanif	Off. Asst.	March 19, 2016						
8	Mr. Ahad Islam Rony	Off. Asst.	December 1, 2016						
9	Mr. Musharaf Hosen	Off. Asst.	January 8, 2017						

5.31 Insurance Facility

It is new concept. It will be currently started by few members. It includes life insurance, accidental, health or other facility that will be given as per rules. This policy is starting from March 2018. I hope that company will take appropriate decision for development.



5.32 Fostering a healthy workplace

One of Inan Medicals Ltd. goals is to move towards a comprehensive approach to creating a healthier workplace. This is in the best interests as individuals and the institution as a whole. Employees enjoy favorable working hours so that they can ensure a balance between professional and personal interests. Inan Medicals Ltd. ensures that the workplace health and safety complies with internal health and safety policies and procedures. It also develops, coordinates and implements strategies to prevent workplace injuries and illnesses and sets standards for health and safety training. Moreover, special accidental issues related to the employee and his/ her family members are reviewed by the HR and Compensation Committee to compensate them in any way possible. For example, Mr. Farque Hossain (DSM), had been suffering disease for 58 days. He was working in sales and marketing. Organization helped him every moment until his recovery. Inan Medicals Ltd. Is currently working free medicals facility by creating insurance facility.

5.33 Work Environment

At Inan Medicals Limited, we appreciate effective internal communications and free flow of ideas, creativity and innovation, fairness, commitment, teamwork and highest standards of professional excellence and integrity.

5.34 Equal Opportunities for All

At Inan Medicals Limited always committed to maintain a positive environment in workplace, free from any discrimination in terms of gender, age, race, religion, creed or any other criteria. We ensure equal opportunities for all in terms of recruitment, selection, promotion, training, development and rewards.

5.35 Positive Working Environment

We strive to maintain a friendly and respectful environment at all times that motivates employees to give their best and contribute to their full potential. We have created an environment of trust and support within the organization to enable everyone to work together as a team, while at the same time encourage individuals to be innovative and creative within their own roles. Senior Management is accessible at all times to provide guidance when required, and encourage ideas that contribute to business performance and continuous improvement.

We are proud to state that favorable job responsibilities, comfortable working environment and adequate maternity benefit policies are gradually increasing the number of female members in our Inan Medicals Limited family.

5.36 Health and Safety of our Employees

Ensuring health and safety of Inan Medicals Limited employees are key priorities at all times. Keeping this in mind, Inan Medicals Limited regularly arranges routine health check-up for employees. Moreover, the company also provides hospitalization insurance coverage to ensure medical security of its staff, as well as group Life Insurance scheme to cover the unforeseen risk of death. Commit to maintain a work environment that is free from discrimination or harassment stemming from race (including color, nationality, ethnicity or origin), religion or lack of religion/belief, creed, sex, disability, age, sexual orientation, or any other characteristics;

5.37 Work-Life Balance

- ⇒ Try to balance work and private life, and help others do the same.
- ⇒ Recognition for Hard Work
- ⇒ Strong Team Spirit

5.38 Ethical standards

Inan Medicals Limited adheres to the highest ethical standards and considers it to be a key business priority. The management expects employees to fully embrace statutory compliances. Each employee is required to read and sign the Code of Ethics every year as a sign of recurrence to the principles enshrined in it. Additionally, Inan Medicals Limited encourages employees to act with integrity and spread the message of social responsibility to the community and the world at large.



5.39 Organization Development

5.39.1 Succession Planning

Inan Medicals Limited management possesses succession plans to provide leadership continuity and avoid extended and costly vacancies in key positions, recognizing that changes in management are inevitable. Succession plan is designed to identify and prepare candidates for high-level management positions that become vacant due to retirement, resignation, death or new business opportunities. It is IML's policy to assess the leadership needs of the Company in a way that ensures the selection of qualified leaders which matches its mission and goals.\

- ❖ Succession Planning
- ❖ Key Resources Identification & Retention

Succession planning is intended to support and provide a framework in the following broad areas:

- Determine pivotal positions and identify and prepare immediate back up to deal with short-term vacancies in those positions
- Develop viable internal candidates to fill vacancies
- Project future changes in the organizational staffing needs and changing competency requirements based on institutional goals and workforce trends and predictions
- Develop promising leaders through comprehensive training, mentoring and performance management programs, and facilitate individual career development plans
- Active development of longer-term successors through ensuring their careers progress, and by making sure they get the range of work experiences they need for the future
- Encouraging a culture of "progression" through developing employees who are seen as a 'business resource' and who share key skills, experiences and values seen as important to the future of the business

Of the above objectives, it is the active development of a strong 'talent pool' for the future which is often viewed as the most important. Increasingly, this is also seen as vital to the attraction and retention

of the ‘best’ people in Inan Medicals. This plan must be able to satisfy the company’s objectives in three perspectives:

- The Organization
- Managers
- Individual Employees

Focused Group of Succession Planning in Inan Medicals Ltd.

- ⇒ Departmental Heads
- ⇒ Managers
- ⇒ Executive
- ⇒ Other Key Positions

5.40 Process followed for Succession Planning

It is obvious that the concerned Departmental/Divisional Heads are the most accurate source of information about his/her own successors. Subsequently,

- ✓ Human Resources Department circulated among the concerned employees.
- ✓ The respective employee, after a thorough analysis carefully selected his/her successor and duly completed the form for their respective department/ division
- ✓ Forwarded the forms to the Human Resources Department for obtaining appropriate approvals and act accordingly.
- ✓ Human Resources Department set the final plan by seating with the individual divisional head.

Employee Name	Designation	Successor	Designation



5.41 Automating human resource processes

With a growing number of employees across different regions, efficient HR management is becoming a significant challenge. As such, technology driven solutions are the need of the moment to bring in place more robust processes to increase efficiency, maximize productivity and ensure precision and security. With this view, IML's HR Department has undertaken an automation project to launch the HR management software for the Group.

5.42 HR Operation

Microsoft Excel Database

Software HR Module

On software leave

Manual Leave Balance

5.42.1 Microsoft Excel Database

Employee Status.xlsx					Open with
A	B	C	D	E	
INAN MEDICALS LTD.					
Document Upgration Report					
Updated on 3rd July, 2017					
Sl	Nome of Employee	Designation	Documents Submission Status	Document Remaining	
	Mr. Farque	DSM	Incomplete	Recent Photograph	
				<i>Nominee -1: One copy Photograph & Photocopy of NID</i>	
				<i>Nominee-2:One copy Photograph & Photocopy of NID</i>	
				<i>Reference - 1: One copy Photograph & Photocopy of NID</i>	
				<i>Reference - 2: One copy Photograph & Photocopy of NID</i>	
2	Mr. Seraj	Sr. CRO	Incomplete	Recent Photograph	
				<i>Nominee -1: One copy Photograph & Photocopy of NID</i>	
				<i>Nominee-2:One copy Photograph & Photocopy of NID</i>	
				<i>Reference - 1: One copy Photograph & Photocopy of NID</i>	

5.42.2 Software HR Module

Inan Medicals Ltd.				
Address : Zakaria House (2 FL) , Section -07, Avenue-01, Plot -i/2, Thana : Pollobi, Mirpur				
Phone : 0 Fax : 0 E-mail : 0 Web : 0				
List of Employee				
01/04/2018 To 01/04/2018				
Employee ID	Employee Name	Mobile No	E-Mail	Joining Date
IML-10001	MOHAMMAD ISMAIL	01856-436699	info@iml.com	01/06/2010
IML-10002	K. M. TOFAZZAL HOSSAIN	01839-383840		01/09/2016
IML-10003	MD. FARQUE HOSSAIN	01856-436688	farque.protyay@gmail.	01/11/2012
IML-10004	DELWAR HOSSAIN	01856-436684	delwar.7747@gmail.co	16/08/2016
IML-10005	Rafiqul Islam	01856-436686	rafiqrafi99@gmail.com	26/11/2017
IML-10006	MD. RUBEL	01856-436681	rubelmd564@gmail.co	12/11/2017
IML-10007	MD. ABUL KALAM	01856-436687	N/A	17/07/2016
IML-10008	MD. SERAJ UDDIN	01856-436685	serajuddin@gmail.com	01/02/2014
IML-10009	Eadul Islam	01856-436689		18/07/2016
IML-10026	Md. Mohsin Khanadaker Su			20/09/2017
IML-10010	Abul Hashem	01856-436695	hashembda@gmail.com	11/05/2013
IML-10011	Abu Hanif	01856-43666		16/03/2017
IML-10012	Rasel Mahmud Khan	01856-436696		10/05/2016
IML-10013	Md. Abu Bakar Siddique	01672-559006	seju.siddique@gmail.co	02/05/2016

5.42.3 On Software Leave

Paperless Office...Inan Medicals Ltd. Location : Head Office User Name: siddiq

Setup Task Approval Cancel Report Security Others

Employee Information

General	Allowance
Employee ID: IML-10007 First Name: MD. Middle Name: ABUL Last Name: KALAM Nick Name: Sex: Male Marital Status: Unmarried Blood G: O+ Height: Weight: 57 KG Mobile No: 01856-436687 Phone No: 01926306632, 01725-032456 E-mail: N/A Present Address: House # 6, Road # 07, Mirpur-11, Dhaka-1216 Father Name: Md. Ajgar Ali Jarder Mother Name: Mst. Mafuza Khatun Permanent Address: Vill # Pania, P.O # Obydurnagar, P.S # Kaligonj, Dist # Satkhira Date of joining: 07/17/2016 Basic: [] Remarks: Status- Permanent, NID- 8754771494442 Leave History: Earn Leave : 01, Approved in 22.02.2018 Attachments: Save View Delete	Employee ID Employee Name Mo IML-10001 MOHAMMAD I... 011 IML-10002 K. M. TOFAZZ... 011 IML-10003 MD. FARQUE H... 011 IML-10004 DELWAR HOS... 011 IML-10005 Rafiqul Islam 011 IML-10006 MD. RUBEL 011 IML-10007 MD. ABUL KAL... 011 IML-10008 MD. SERAJ UD... 011 IML-10009 Eadul Islam 011 IML-10026 Md. Mohsin Kh... 011 IML-10010 Abul Hashem 011 IML-10011 Abu Hanif 011 IML-10012 Rasel Mahmud 011 IML-10013 Md. Abu Bakar ... 011 IML-10020 Md Mahmudul H... 011 IML-10014 Md. Ekramul Ko... 011 IML-10015 Md. Humayan K... 011 IML-10016 Md. Nuruzzama... 011 IML-10018 Shawon Khan N/A IML-10017 Md. Ahad Islam 011 IML-10019 Musharaf Hosen 011 IML-10021 Gazi-Atkur R... 011 IML-10022 Md. Atikul Islam 011 IML-10023 Md. Imraj Hoss... 011 IML-10024 Nurul Amin 011 IML-10025 Asadul Islam 011 IML-10027 Golam Rabbi 011 IML-10028 Md. Rokbul Ha... 011 IML-10032 Md. Abdullah S... 011 IML-10031 Md Imran Kabir 011 IML-10033 Md. Shakil How... N/A IML-10029 Feroz Ahmed 011 IML-10030 Md Imran Hoss... 011 IML-10034 Md. Farukul Islam 011

Add Edit Delete Report Clear Close

Combination Search

5.42.4 Manual Leave Balance

							INAN Medicals Ltd.											
							LEAVE REPORT 2018											
							EL					SL			CL			
SL	Full name	Employees id	Organization name	Position	Hire date	Person type	Terminati on Date	Balance'	Entitlement	Entitled	Availed	Balance of Mar	Entitled	Availed	Balance	Entitled	Availed	Balance
1	Mr. Farque Hossain	IML-10003	Inan Medicals Ltd.	DSM	CRO	Permanent			28	7	7	7	14	14	14	7	6	6
2	Mr. Seraj Uddin	IML-10008	Inan Medicals Ltd.	SCRO	CRO	Permanent			28	7	5	5	14	14	14	7	7	7
3	Mr. Abul Hashem	IML-10010	Inan Medicals Ltd.	CRO	O/A	Permanent			28	7	6	6	14	14	14	7	7	7

5.43 IML HRD at a glance

5.43.1 Creating Value for Employees



Inan Medicals Ltd. facilitate to align human resources and business goals by ensuring Employee Satisfaction, giving more focus on high engagement and managing transformation & change.

Chapter-6

Recommendation &

Conclusion

6.1 Findings & Recommendations

- ✓ Highlighting the benefits of HR module system. Most time maximum employees are unaware of how to apply for leave request or how to download pay slip from system. There is minimum tendency for request leave application through online system rather employee send email to their supervisor for leave approval. Later HR officer print out the email copy or took down note and later on adjusted in system. Most time employee failed to view accurate casual/ earned leave status in system as the fully depend on HRD manual leave status. So strong recommendation for arrange a training session on “Self-service HR module system” and system modification.
- ✓ Upgraded attendance software is highly recommended. Manual tracking of leave application questioned the usefulness of existing attendance tracking system. So selecting the right system is mandatory. Employee leave request could not able to merge with paperless software system. As HR office manual track down the leave request in paper. Later on adjusted the leave request in separate excel sheet.

Paperless Office...Inan Medicals Ltd. Location : Head Office User Name: siddiq

Setup Task Approval Cancel Report Security Others

Employee Information

General

Employee ID: JML-10007

First Name: MD. Middle Name: ABUL Last Name: KALAM

Nick Name: Sex: Male

Marital Status: Unmarried Blood G: O+ Weight: 57 KG

Height: Mobile No.: 01856-436687

Phone No.: 01926306632, 01725-032456

E-mail: N/A

Present Address: House # 6, Road # 07, Mirpur-11, Dhaka-1216

Father Name: Md. Ajar Ali Jarder

Mother Name: Mst. Mafuza Khatun

Permanent Address: Vill # Pania, P.O # Obydurnagar, P.S # Kaligong, Dist # Satkhira

Date of joining: 07/17/2016 Basic: [Blue Box]

Remarks: Status- Permanent, NID- 8754771494442
Leave History: Earn Leave : 01, Approved in 22.02.2018

Attachments: Save View Delete

Allowance



Browse

Employee ID	Employee Name	Mo
ML-10001	MOHAMMAD I...	011
ML-10002	K. M. TOFAZZ...	011
ML-10003	MD. FARQUE H...	011
ML-10004	DELWAR HOS...	011
ML-10005	Rafiqul Islam	011
ML-10006	MD. RUBEL	011
ML-10007	MD. ABUL KAL...	011
ML-10008	MD. SERAJ UD...	011
ML-10009	Eadul Islam	011
ML-10026	Md. Mohsin Kh...	011
ML-10010	Abul Hashem	011
ML-10011	Abu Hanif	011
ML-10012	Rasul Mahmud ...	011
ML-10013	Md. Abu Bakar ...	011
ML-10020	Md Mahmudul H...	011
ML-10014	Md. Ekramul Ko...	011
ML-10015	Md. Humayan K...	011
ML-10016	Md. Nuruzzama...	011
ML-10018	Shawon Khan	N/A
ML-10017	Md. Ahad Islam	011
ML-10019	Mushraf Hosen	011
ML-10021	Gazi-Atekur R...	011
ML-10022	Md. Atkul Islam	011
ML-10023	Md. Imaj Hoss...	011
ML-10024	Nurul Amin	011
ML-10025	Asadul Islam	011
ML-10027	Gulam Rabbi	011
ML-10028	Md. Rokbul Ha...	011
ML-10032	Md. Abdullah S...	011
ML-10031	Md Imran Kabir	011
ML-10033	Md. Shakil How...	N/A
ML-10029	Feroz Ahmed	011
ML-10030	Md Imran Hoss...	011
ML-10034	Md. Easul Islam	011

Add Edit Delete Report Clear Close

Combination Search

- ✓ Leave report is not found in software. Software show the date of leave or leave category. It is based on excel sheet. So it needs automation.

						INAN Medicals Ltd.												
						LEAVE REPORT 2018												
						EL					SL			CL				
SL	Full name	Employees id	Organization name	Position	Hire date	Person type	Terminati on Date	Balance	Entitlement	Entitled	Availed	Balance of Mar	Entitled	Availed	Balance	Entitled	Availed	Balance
1	Mr. Farque Hossain	IML-10003	Inan Medicals Ltd.	DSM	CRO	Permanent			28	7	7	7	14	14	14	7	6	6
2	Mr. Seraj Uddin	IML-10008	Inan Medicals Ltd.	SCRO	CRO	Permanent			28	7	5	5	14	14	14	7	7	7
3	Mr. Abul Hashem	IML-10010	Inan Medicals Ltd.	CRO	O/A	Permanent			28	7	6	6	14	14	14	7	7	7

- ✓ Credit Report is shown without return. Return is shown as due. It needs to development site. It creates difficulty for future credit management.

Paperless Office...Inan Medicals Ltd. Location : Head Office User Name: siddiq

Setup Task Approval Cancel Report Security Others

Daily Sales

Location Name: ☐ All

Date From: To:

Sales Person: ☐ Sold By Dealer Total 10

Dealer Name

- ☐ Atikul Islam
- ☒ Farque Hossain
- ☐ Hashem
- ☐ Humayun Kobir
- ☐ Ikramul Kobir
- ☐ MD
- ☐ Mohammed Al-Amin
- ☐ Nuruzzaman
- ☐ Siraj Uddin
- ☐ Tuhin

Date	Invoice No.	Sales Person	Buyer Name	Total Amount	Cash	Cheque	Due
04/03/2018	04/03/2018	04/03/2018	04/03/2018	04/03/2018	04/03/2018	04/03/2018	04/03/2018

- ✓ Though company have software salary sheet, salary sheet is based on excel based. They are not start yet. So it needs to automation. Another thing, salary sheet is only shown Basic and others but other site (Medicals, House rent etc.,) is hidden. So it needs to develop.



INAN MEDICALS LIMITED													
Salary Sheet													
For the Month of January, 2018													
SL	Name	Design.	Joining Date	Basic 50%	Other 50%	G.Total	B.Fund 5%	Absent Fine	Adjust	Deduct	Net Pay	Remarks	Signature

Paperless Office...Inan Medicals Ltd. Location : Head Office User Name: siddiq

Setup Task Approval Cancel Report Security Others

Salary Generator

Month: Year:

Employee ID:

Employee ID	Employee Name	Basic	Deduction Day	Adjustment
-------------	---------------	-------	---------------	------------

- ✓ As the main business is to sale medicals. It needs to more operation in outside of Dhaka. It may be ensured to sales person or creates more dealership. It should remote area of
- ✓ Through organization have online sales or Facebook sales site. But it is not working perfectly. It need to promote human resources. It will be essential in development of future business.



Model : GlucoSure Auto code (Meter , Lancet device , 10,S strips , 10 pcs needles)

Brand : Auto Code

Country of Origin: Taiwan

CE , FDA Approved

DGDA Registration under process

Complain : 01911-391-609

Buyer Query : 0185-643-66-99

01

Order Request

Like 192 Share

- ✓ Employees must wear the ID card must be visible in office premises. It must be strictly followed. ID cards are for identity of a person and more over it is a part and parcel of HR policies. When we talk about professionalism, everything comes into play start in from the dress code, behavior, attitude and also the ID cards. It can be written down in Code and Conduct.

6.2. Conclusion

Inan Medicals Ltd. provided good quality product such 2007. It will work for development. It needs to follow more HR policy. Though they have enough system, it should be essential to rearrange their whole system. They have to decide foreign training. It may be costly. But I think that it will be a great investment for organizational development.

Bibliography

- [1] Inan Medicals Ltd. Annual Report
- [2] Inan Medicals Audit Report
- [3] Paperless software of Inan medicals Ltd.
- [4] Rubel. Md, Inan Medicals Limited,pers.comm., 20 January, 2018.
- [5] I. Saiful, K/ Alam Com, pers.comm., 5 January, 2018.
- [6] DOCTYPE html (2010), Glocusure Autocde kit –detail_single. Retrieved January 2, 2010, From http://www.imlbd.com/p_details_single.php?pro_id=144
- [7] DOCTYPE html (2010), Diabetic Care –detail_single. Retrieved January 2, 2010, From http://www.imlbd.com/p_details.php?pid=35&item=Diabetes%20Care
- [8] DOCTYPE html (2010), Glocuproduct gallery–detail_single. Retrieved January 2, 2010, From http://www.imlbd.com/product_gallery.php
- [9] DOCTYPE html (2010), view –detail. Retrieved January 2, 2010, From<http://www.imlbd.com/#>
- [10] DOCTYPE html (2010), view –content. Retrieved January 2, 2010, From http://www.imlbd.com/view_content.php?pageid=195
- [11] DOCTYPE html (2010), view –content. Retrieved January 2, 2010, From www.imlbd.com/view_content.php?pageid=196
- [12] DOCTYPE html (2010), view –content. Retrieved January 2, 2010, From www.imlbd.com/view_content.php?pageid=197