



**Recruitment & Selection Process at
The ACME Laboratories Ltd**

An Internship Report

Bus 699: Internship

Submitted To

Md. Tanvi Newaz

Submitted By

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LETTER OF TRANSMITTAL

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Dear Sir

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 Masters of Business Administration (MBA) program at BRAC University.

The report provides a brief introduction of the Pharmaceuticals Company and focuses on my responsibilities as a Intern At Human Resource Division. The MBA 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 tenets in business administration into my area of practice.

The report links academic concepts with practioner's problems and is structured according to the requirements of the course BUS 699.

Sincerely,

Tapan Kumer Nath

Date

Executive Summary

This report on The ACME Laboratories Ltd focuses on application of theories and concepts discussed in business administration and how some of those concepts were applied in the Human Resource Division at The ACME Laboratories Ltd, a Pharmaceutical company in Bangladesh. Taking the internship period of the author as a scope to apply business knowledge into practice, this report provides key insights on how a Human Resource Division more emphasize on Recruitment & Selection Process and additionally how HR people can gain valuable knowledge from the MBA program.

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

Number of secondary sources like text books, academic journals, and web resources were adopted in preparation of the report. Primary data came from the author's day to day practice at the organization as an Intern, Human Resource Division. Therefore, some bias on the views expressed in the report cannot be ruled out. Yet, effort was given to minimize the bias and produce an unbiased account of the project.

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. The author gained valuable insights on how and why organizations must be more adding values in terms Recruitment, HRIS, HR Transaction, Performance Appraisal, Healthy & Safety Issues and how Human Resource Division become a Business Partner.

The report provides recommends for both academia and practitioners. It recommends that management training can also take the time constraints 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, the Masters in Business Administration program allows professionals to apply business knowledge into practice, as was in the case of the author's work at The ACME Laboratories Ltd.

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1.0 Introduction

1.1 Origin of the Report

This internship report is prepared to make a study on “Recruitment & Selection Process at The ACME Laboratories Ltd.” It is part of the fulfillment of internship project required for the completion of MBA program at BRAC University.

The preparation of the report was supervised by Md. Tanvi Neawz, Senior Lecturer at BRAC University and the author is thankful to his for assigning this project.

1.2 Aim and Objectives of the Report

The main aim of the report is to identify how theories and concepts discussed in the MBA program 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 MBA program that can be applied in How Improved 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 a Intern, Human Resource Division at The ACME Laboratories Limited. The project as 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. 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.

2.0 The Organization

2.1 Introduction:

The pharmaceutical industry in Bangladesh is one of the most developed hi-tech sectors within the country's economy. In 2000, there were 210 licensed allopathic drug-manufacturing units in the country, out of which only 173 were in active production; others were either closed down on their own or suspended by the licensing authority for drugs due to non compliance to good manufacturing practices or drug laws. The industry manufactured about 5,600 brands of medicines in different dosage forms. There were, however, 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.

Top 10 pharmaceutical company

1. Square Pharmaceuticals Ltd.
2. Incepta Pharmaceuticals Ltd.
3. Beximco Pharma ltd.
4. Bio-pharma Ltd.
5. Opsonin Pharma Ltd.
6. Eskayef
7. Renata Pharmaceuticals
8. Acme Pharmaceuticals
9. ACI Pharmaceuticals
10. Aristopharma

2.2 Organization History:

The history of The ACME Laboratories Ltd. dates back to 1954 when a proprietorship firm was conceived to manufacture ethical drugs. It started 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 visionary of the organization since its inception until his sad demise in February 1994.

After its initial years of trials and tribulations, the firm was converted into a private Limited Company in the year 1976 and the Balancing Modernization, 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. ACME has also endeavored to strengthen its network of international marketing operations to export its products abroad. We are optimistic 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 Manufacturing, Sales & Distribution. ACME is exporting medicines to 16 countries in all dosage forms and competitive price. Its head quarter is in Bangladesh and it has market coverage Sri Lanka, Nepal, Myanmar, Philippines, 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 second largest manufacturer and exporter of Human, Herbal and Animal Health Pharmaceutical Products in Bangladesh. The ACME Laboratories Ltd, the pharmaceutical and the flagship company of the ACME Group, is a manufacturer and global exporter of human, herbal and veterinary pharmaceutical products. Since 1990 the company has achieved an average growth rate of 25% compared to 13% registered by the pharmaceutical sector of the country.

2.2.1 Vision

The ACME's vision to achieve significant business in prescription 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 cGMP, 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 designed to achieve quality products with vision to export in global market.

2.2.2 Mission

Our holistic approach is to ensure Health, Vigor and Happiness for all by manufacturing ethical drugs and medicines of the highest quality at affordable 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.

2.2.3 Company's Goals

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

2.2.4 Strengths

- ❖ The largest Solid Dosages Form facilities in Bangladesh. Total facility area is 2,19,162 sft and clean class –100,000 area is 43,726 sft.
- ❖ Dedicated building for non penicillin, non-cephalosporin and non steroid products.
- ❖ More than three billion tablet manufacturing facility 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 differential 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 maintaining 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 equipments. 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 perform microbiological tests.
- ❖ Strict safety profile is maintained throughout the plant. In view of this world renowned safety devices are introduced for fire detection and fire protection.
- ❖ Environment friendly modern ETP & Incinerator are available for managing solid and liquid waste disposal.

2.2.5 Quality policy of ACME

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

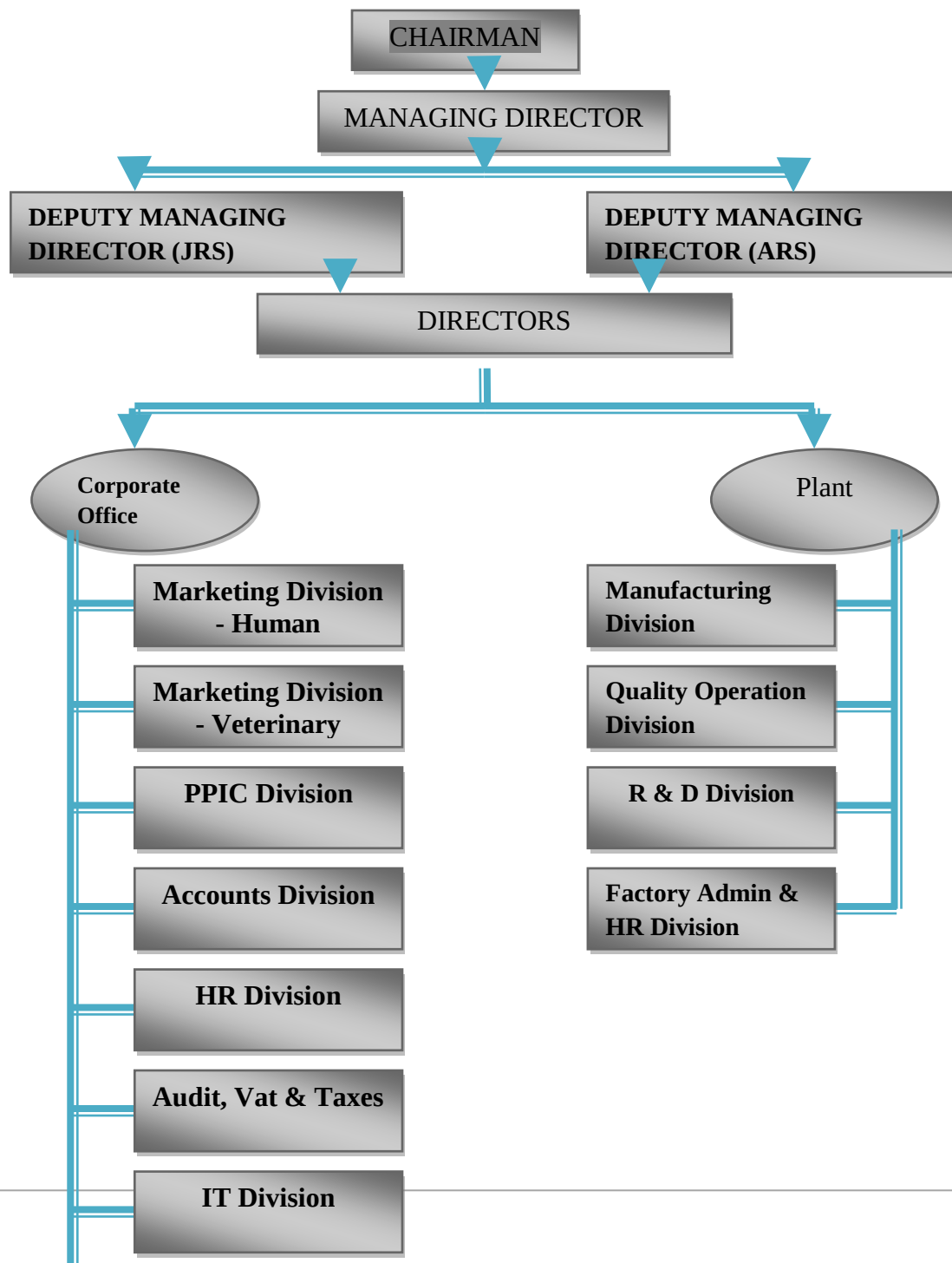
2.2.6 Quality Assurance

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.

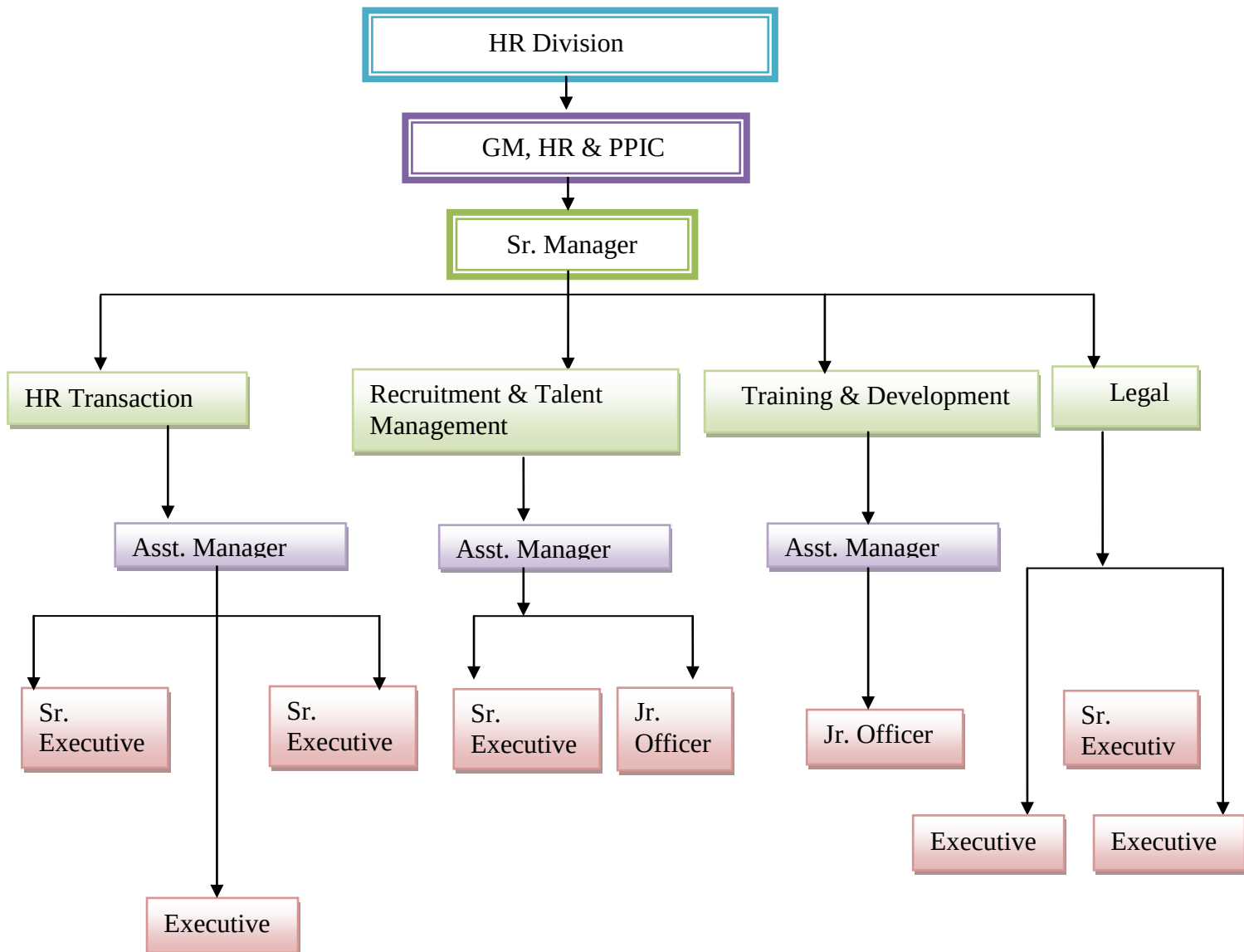
The Company has adopted ISO-9001 and WHO CGMP (Current Good Manufacturing Process) Standards and has been accredited with ISO-9001 certification in 1999. The entire manufacturing procedure, starting with the incoming raw materials, through stringent intermediate manufacturing process and packaging of 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 inspecting 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.

2.3.1 Organizational Structure of the ACME Laboratories Ltd.



2.3.2 Human Resource Division of the ACME Laboratories Ltd:



3.0 Activities Undertaken

Before I join 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.

3.1 Works Related

First day my supervisor Md. Mahbabul Wahid 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-

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

When ACME give a Circular in newspaper 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. Candidates can apply through www.bdjobs.com or from ACME's web site <http://www.acmeglobal.com/>

☞ **Preparing Call List to call the candidates for viva or written test.**

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

Corporate Office, Dhaka.			
Call list for the position of "Sales Representative(SR)			
Viva Interview date:2012 at am., Corporate office			
Cv. No.	Name & Father's Name	Contact No.	Signature
1	Mohammad Arman Late. Abdul Gaffar	01914810240	
2	Mohammad Abul Hossain Late. Goyjuddin Munshi	01672057428	
3	Tanvir Ahamed Motahar Hossain	01744333331	
4	MD. Sakil MD. Hasan Ali	01745161933	
5	Nazmus Sadat Mohammad Zaker Late. Abdullah-Al-Masud	01948254085 01939910228	
6	Md. Saokot Hossain Sorfuddin	01718868128	
7	Md. Arifur Rahman Md. Fazlul Haque Choukider	01751067059	
8	Tohurul Islam Tajaul Haque	01734104041 01948736120	
9	Wasim Ahmed Asraful Islam	01928591985	

☞ 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.

A	B	C	E	F	G	H	I	J	K
The ACME Laboratories Ltd.									
Corporate office, Dhaka.									
Candidates profile for the position of "Territory Manager(TM)									
Viva date,Time, and Venue: 17th September'2012 at 9.30 am, Corporate Office, Dhaka.									
CV .Sl	Name & Father's Name	Home District	Last Education	Subject	University	Date of Birth	Experience	Viva (20)	Remarks
1	Mohammad Monjur Khan Chowdhury Mohammad Abdul Kader Khan Chowdhury	Comilla	B.Com		National University	15-Jul-77	1. Kallol Group of Company Ltd,October,2002 to October,2005 as Territory Sales officer. 2. Akij Group of Company Ltd,October,2001 to October,2002 as Sales man. 3. Apex Pharma Limited. Octoder 2008 to till now as Medical Promotion Officer		
2	Mohammad Lipu Hossain Mohammad Anwar Hossain	Mymensingh	M.S.S	Economics	National University	05-Feb-82			
3	Md.Mofazzal Hossain Late Narul Haque Bhuiyan	Patuakhali	BA(Pass)		National University	10-Aug-74			
	MD Mirsh Hossain				National				

☞ Preparing exam paper for written test.

Before the exam date my work is prepare the answer sheet for written test. In answer sheet there are 5 white pages and one top sheet. In top sheet there has

candidates name, father's name, mother's name, contact number, and signature of the examiner.

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

Also I make an attendance sheet for the exam where the candidates whom attend the exam give there sign in the sheet. This sheet looks like the call list but in attendance sheet there just 3 fields. These are CV serial, Name & Father's Name, and signature of the candidates.

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

Some time I go to the exam hall where I give the answer sheet and question paper in the exam time. And also control the full exam hall till finish the exam.

☞ **Organize all the answer and question sheet 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.

☞ **I also cheek the exam scripts sometimes.**

Some time I check the MCQ part of the exam. And count the total marks of candidates.

☞ **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.

☞ **Make a call list for Viva.**

After that I make a call list again for Viva. This list actually make for inform the candidates about there viva date and time.

☞ **Shout out who are failed in viva.**

After viva I again shout out those people failed in viva & keep them in the fail bunch.

☞ **Make a final result.**

After all the formalities we prepaid the final result and submit them to our supervisor.

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.

3.2 Organization-Wide

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

☞ **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.

☞ **Sill and Sign from top Level**

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

3.3 Other Works

Also I did some more repetitive jobs such as photocopying and ring binding but I Didn't mind as I saw why they were needed and everyone had to do these things sometimes.

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. The only aspects that I did not enjoy was traveling for 2 hours a day as this was very tiring of tear a long day but this is one of the realities of working I supposes.

4.0 Challenges & Proposed course of action for improvement

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.

4.1 Identified/Observed in the Organization

☞ **Totally a new environment for intern.**

- 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.

☞ **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 same activities need to be repeated.**

- 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.

☞ **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.

☞ **Sometimes organization construct limit to get information.**

- 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.

☞ **Strong health and safety in the office.**

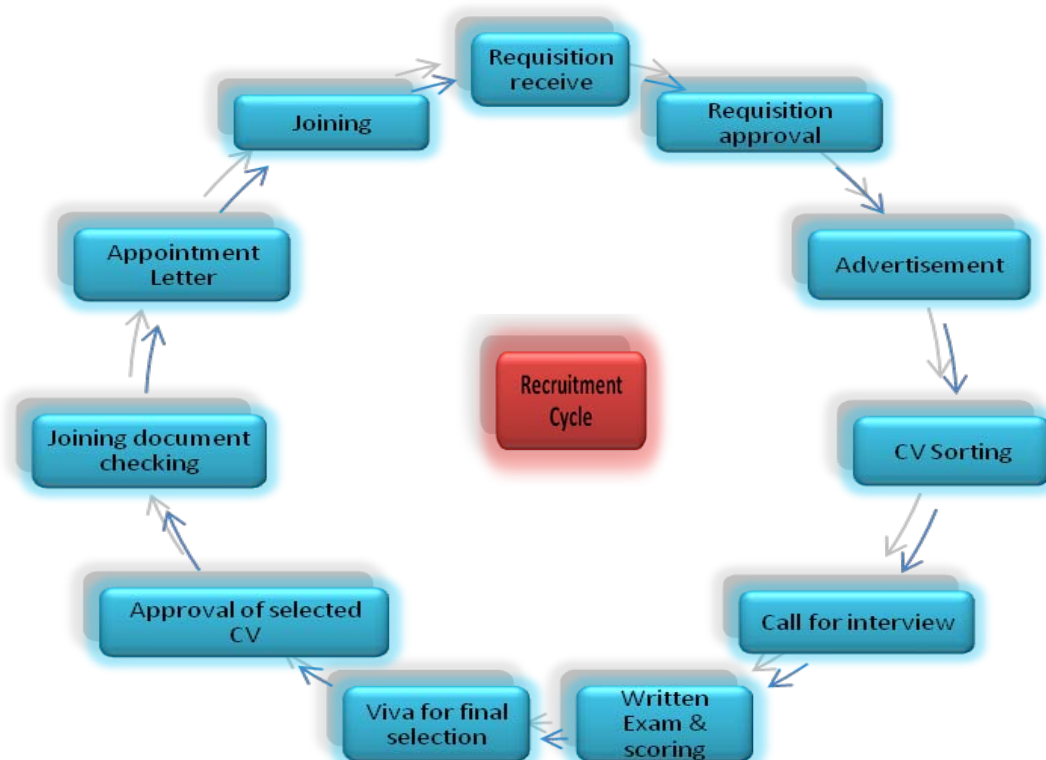
- I think ACME has strong health and safety equipment. They have emergency stair, Fire extinguisher, Fire Alarm, First aid box and other safety equipment. Also every 6 months later they do drill for emergency fire exit or emergency exit. But in that drill not all employees participate. So this drill 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.

4.2 Mismatch between assigned task & academic preparation

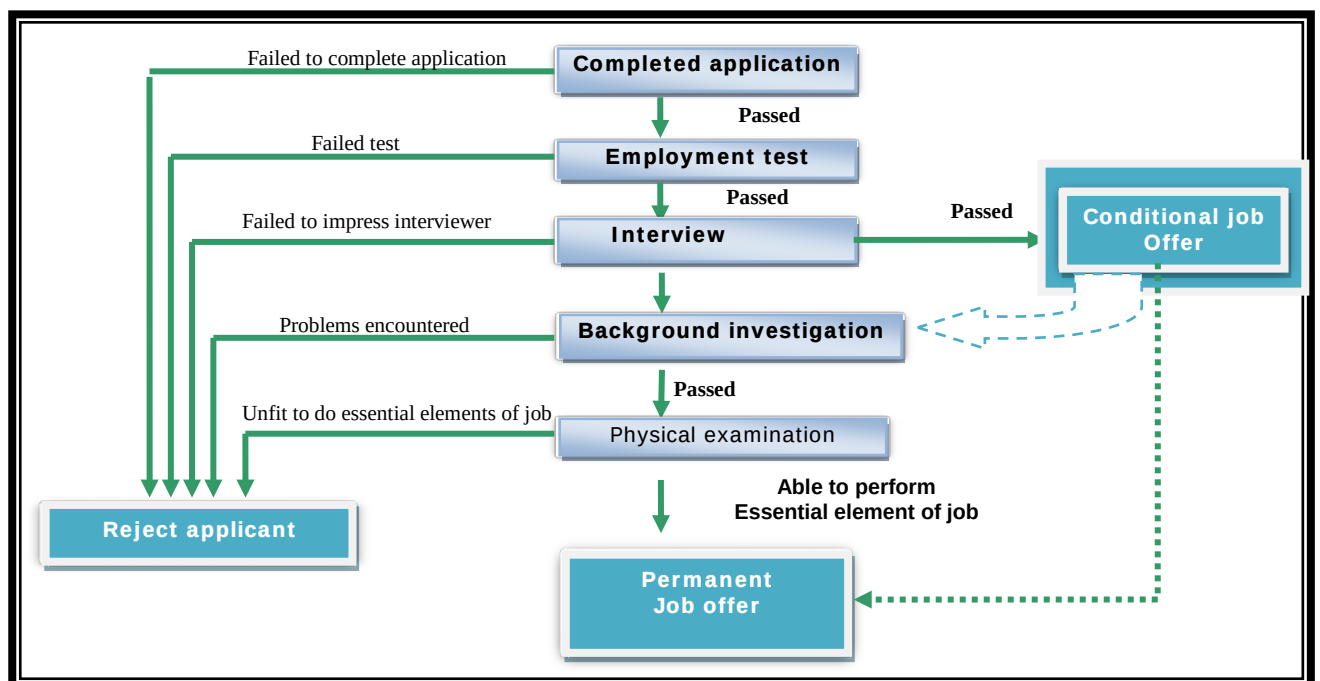
Recruitment cycle:



❖ **Mismatch Between Academic learned and organizational Recruitment process:**

This is the Recruitment cycle of ACME Laboratories Ltd As well as the ideal format of recruitment cycle that we have learnt in the book .How far I have seen ACME always try to follow this ideal format during the recruitment process going on. So, in this case I don't find that much of mismatch between academic process of recruitment that I have learnt in book and actual recruitment process that ACME follow. More or less they are same.

Selection Process:



❖ **Miss match Between Academic learned and organizational Selection process:**

This are the ideal Selection process as well as ACME's Selection process, but because of shortage of time or any other reason ACME cannot be able to follow this whole process during the selection time. Most of the time ACME follow this selection process, First of all completed application then employment test then interview, after that either reject applicant or permanent job offer. ACME never go for conditional job offer, sometime go for background investigation and physical examination but not for executive or high level jobs only for the lower level jobs.

Here, I find some mismatch between the academic and actual selection process of ACME laboratories Ltd.

5.0 Lessons Learned From The Internship Program

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.

5.1 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.

❖ Time Management

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.

❖ Stress Management

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**

Is an action performed by a team towards a common goal, during this internship program we understand the importance of teamwork. Team includes seven common elements: 1. common purpose; 2. interdependence; 3. clear roles and contributions; 4. satisfaction from mutual working; 5. mutual and individual accountability; 6. realization of synergies; and 7. Empowerment, 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.

❖ **Use of Computer**

Employees should be careful while using the computer and must abide by the "IT Security Policy" which has been uploaded in the ACME Intranet for detail information (http://www.acmeims.com/acme_it_security.htm).

❖ **Personal Property**

Keep your personal things in safe place. If anything is lost / misplaced from your desk, ACME is not liable for that.

❖ **Smoking**

ACME's premise has been decalred 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/work Station**

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.

❖ **Access to the colleague's desks/ PC**

Without permission, you should not touch/ go through your peers' documents whether it is hard/ soft copy.

❖ **Sexual and Other Harassment**

ACME affirms that no employee will experience harassment physical or verbal or emotional or in a combination of these carried out by an individual or a group of people. Under the terms of this policy it shall be considered an act of gross misconduct for any employee to engage in harassment of another employee. ACME affirms that all employees have the right to be treated with dignity and respect.

5.2 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 BRAC University 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.

6.0 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.

6.1 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:

Recruitment procedure:

- 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 battlement 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
- **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

- Interview
- Group
- Presentation
- Written report

7.0 Suggestions for Improvement

- 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.

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