

Report On  
“Human Resource Management Practice of Quantanite  
Bangladesh.”

By  
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ID- 21304137

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

Brac Business School  
Brac University  
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**Declaration**

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

**Student's Full Name & Signature:**

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**Sharat Hossain Shihab**

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**Supervisor's Full Name & Signature:**

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**Mr. Zaheed Husein Mohammad Al-Din**

Senior Lecturer, Brac Business School

Brac University

## **Letter of Transmittal**

Mr. Zaheed Husein Mohammad Al-Din  
Senior Lecturer,  
Brac Business School  
BRAC University  
66 Mohakhali, Dhaka-1212

Subject: Submission of the Internship Report on “**Human Resource Management Practice of Quantanite Bangladesh.**”

Dear Sir,

It is an honor and pleasure for me to present you the internship report on “A study to establish a correlation between employer satisfaction and optimizing business results” as a prerequisite of completing the BBA program. It has been made during the internship period at Quantanite based on my practical learning and the information collected from my supervisor, colleagues, staff and websites.

This report aims to demonstrate how the Campaign strategist Team is led by the Growthonics Department of Quantanite. It was a great pleasure as well as a challenge to work in such an international BPO organization and prepare this report which has helped me significantly to enhance my knowledge and skills.

I, therefore, express my profound gratitude to you for the kind cooperation, supervision and guidance in successfully preparing this report. I hope you will consider this report and oblige me thereby. I shall be happy to provide any clarification on any relevant matter.

Sincerely yours,

---

Sharat Hossain Shihab  
Student ID - 21304137  
BRAC Business School  
BRAC University  
Date: Month Day, Year

## **Acknowledgement**

Most importantly, I would like to express my heartiest gratitude to almighty Allah for keeping in good health and giving me the strength, ability and opportunity to accomplish the report within the schedule time successfully.

I convey my deepest appreciations to my Academic Supervisor **Mr. Zaheed Husein Mohammad Al-Din**, Senior Lecturer at BRAC Business School, for his valuable suggestions, advice, support and important guidance while preparing this report. For sure, I am appreciative to all the Faculty Members of BRAC Business School from whom I have been learning and inspired in different courses.

Additionally, my graceful admiration goes to Mr. Nadiul Islam, Manager, Campaign Strategist team, Growthonics, Quantanite who has provided guidance that enabled me to learn in endless ways the functions of Campaign, specially Email Campaign. Moreover, I am grateful to the Head People's Operation, Nafiz Alam, who paved the way for me to have my internship completed in such a great platform. The experience I have gained here will be a privilege for my future career. A special word of appreciation goes to all the staffs of HR Department of Quantanite for their generous cooperation and assistance during my entire period of internship.

I would like to thank my family members for their constant support and love in my life that always pushes me forward.

Lastly, I am really thankful to them who have shared their views about my work, provided me with necessary information, criticized my work and congratulated me. This page is not enough to tell them how important their opinions are on this report, how indebted I am to them.

## **Executive Summary**

Quantanite Bangladesh is among the major BPO centers in Bangladesh. They have been HR operating since the inception of the business. The Human Resources section of Quantanite Bangladesh works for the growth of every worker. They rename their company for RPA or Robotic Process Automation.

Quantanite Bangladesh is carrying out its HR practices in some method. They have a formal recruiting and evaluation process. There are several consistent moves to pick a candidate as a worker. That's why they're willing to recruit the most potential hires. The working environment of the company seems to be in a way that workers can be well qualified with realistic experience. Training courses are held for three to four days on the premise of off-the-job instruction, often depending on the situation. The probationary period of every employee shall be six months. Quantanite Bangladesh tests the efficiency of workers on the basis of several variables. They track the success of workers by tracking their work duties. There is also space to test colleagues and superiors as well. Quantanite Bangladesh development structures are focused on the qualifications and results of workers. The pay rise shall be sustained according to the time and efficiency of the employee. The study focuses on an analysis of the human resource activities of Quantanite Bangladesh Limited. It includes context, goal, tactics, organizational structure, recruiting policy, performance management policy, encouragement policy, research, methods and so on. I also add a part of the outsourcing which is the appendix.

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## **Chapter 1**

### **Introduction**

Human Resources Management (HRM) is a vital aspect of a company's operations, encompassing a range of tasks such as recruitment, training, performance evaluation, career development, compensation and benefits, and more. It plays a key role in managing and utilizing a company's personnel resources to achieve business goals. The absence of a proper HRM approach and methodology can lead to poor performance and ultimately, a lack of success for the company. The HR department is responsible for attracting and selecting the right employees for the company, and also provides recommendations on how to effectively manage them. HR operations cover various areas including hiring, development, compensation, and labor relations. Human capital, which includes the skills and knowledge of employees, is crucial to any company, and includes tasks such as job identification, recruitment, training, advancement, and performance management. Succession planning is also important, as it helps to identify and develop potential leaders who can fill important positions when they become available. In order to succeed, a company should possess several essential competencies, including but not limited to: strong communication skills, the ability to consult with others, a commitment to ethical conduct, the capacity for critical analysis, business acumen, effective leadership, technical expertise, relationship management, and a sensitivity to different cultures. It is important to cultivate and maintain these competencies in order to thrive in today's complex business environment.

Quantanite is a rapidly growing BPO company based in Bangladesh. I recently held the position of an Analyst in the Growthonics division of Quantanite, starting from April 28, 2022. BPO involves outsourcing non-core business operations and functions to third parties. Quantanite's main focus is now on Robotic Process Automation (RPA). They act as a third-party provider, offering lead generation opportunities and building offshore data teams. They also offer both centralized and customized services. They started in 2014, and currently employ over 1700 employees.

## **Reasoning of the study**

BPO means the supply of services has been created doable by data technology. Advances have begun elsewhere within the BPO market. effort the proper experience can enable you to be told concerning the essential living conditions of a BPO organization. Quantanite People's Republic of Bangladesh is his BPO company that gives services to 3rd parties. This report, Quantanite Bangladesh's human resources management activities have provided me with valuable insights into the practical aspects of business, which align with the requirements of the BBA program. Through my study, I have had the opportunity to gain a comprehensive understanding of Quantanite Bangladesh's business operations and the broader business environment, which has been a highly beneficial experience.

### **1.1 Objectives of the report**

The report has been regarded with 2 types of objectives . One is the Primary objective and another one is secondary objective. These 2 are given below,

#### **Primary or the main Objectives of the report is to -**

The first and the main reason to complete the needed prerequisite for the Brac Business School of the BRAC University.

#### **Secondary or the lesser important Objectives of the report is to -**

The report analysis offers an overview of Quantanite Bangladesh's human resource activities, including how they operate and implement HR policies

- It highlights the organization's commitment to fairness in HR practices and provides insights into its management of spending and efficiency processes.
- Additionally, the report sheds light on how Quantanite Bangladesh has achieved profitability and continued growth, with particular attention paid to its salary structures, promotion policies, and methods for compensating employees.
- Overall, the report provides a detailed understanding of how Quantanite Bangladesh manages its human resources and maintains a successful business.

### **1.2 Limitations of the Study**

Quantanite it's challenging to assess practices across the unit of time sector in Bangladesh. Personnel details are very secretive.They do not disclose the information for the safety of the company.. the constraints I practiced whereas putting this on ink analysis are:

**Time Limitation:**Times were assigned at the top of the analysis. Quantanite we have a tendency to have terribly restricted time to find out additional concerning human

resource management practices in Bangladesh.

**Area Limitation:** For various issues, we have a tendency to not contact some parts within the Human Resource department of Quantanite Bangladesh.

## **Methodology**

### **Research Steps**

This piece of writing is a survey intended to showcase the common practices of human resources management at Quantanite Bangladesh. Its purpose is to reinforce the organization's approach to HR and provide an overview of its key practices in this area.

Generated by compilation secondary information. Reports ought to be ready for victimization specific techniques, gathering info from a range of sources. This text is associated with empirical study.

### **Sources of Data**

#### **Primary Data:**

- An easy-to-understand clarification of what you old within the situation coaching.
- Get full support from managers, team leaders and a lot of.
- Other divisions of Quantanite.

#### **Secondary Data:**

- Reports and documents associated with analytics.
- The postcode of Quantanite's GB workplace.
- I learned a number of the idea through my main course at HRM.

- Online support on our web site.

## **Chapter 2**

### **Industry & Company Overview**

#### **Bangladesh BPO industry:**

Business method outsourcing (BPO for short) could be a branch of outsourcing during which sure business method roles and functions square measure performed to a 3rd party. BPOs usually create cost-cutting selections for services that corporations would like however are not that specialize in to remain competitive. There square measure 2 forms of BPO corporations. These square measure backend outsourcing suppliers that supply front work outsourcing services. His BPO on the far side the company state is thought as offshore outsourcing. BPO restricted to a company's adjacent or encompassing states is thought as nearshore outsourcing.

Bangladesh's method marketplace for outsourcing firms is growing speedily. If People's Republic of Bangladesh desires to affix the IT movement, it 1st desires a extremely educated and globally recognized hands. Otherwise, no payment on any sector of the economy will have a major impact on this population of regarding one hundred thirty five million. The population density he's 900 individuals per sq. metric linear unit, and quite five hundredth of this population he's beneath the age of thirty. People's Republic of Bangladesh is currently ready to expand its hands within the ICT sector a lot of and a lot of together with alternative sectors, encourage foreigners and build several opportunities yet as establish organized men and export earnings The introduction of a comprehensive ICT-focused education information can facilitate the country to become a very important quality center, give hot ICT jobs, raise wage rates and build jobs for several individuals in People's Republic of Bangladesh. it'd facilitate. IT leaders across all sectors agree that IT experience continues to be in brief offer, and given the regional impediments to ancient economic activity at the pace needed to support large communities, the main target is principally to modify People's Republic of Bangladesh even for skilled ICT employees. , each domestically and internationally, depends well on one amongst the foremost underutilized tools for its large population.

#### **Snapshot of the Industry:**

Nevertheless, Bangladesh is understood for providing merchandise that use technology among developed countries. Bangladesh has several blessings. Our freelancer is educated and wise. the most advantage of his BPO in Bangladesh is that the essential charge for one hour is comparatively low. They aim to supply the best quality during a low value during a shorter time. Bangladesh BPO suppliers will pay the best quality at low costs and have several

suppliers. In recent years, all developing countries like the us, Canada, India, African country, Sweden, Singapore, and Australia have adopted his native IT specialists for offline and on-line work. For this reason, international corporations wish to get together together with his IT specialists in Bangladesh. within the past 2 years, this business has gained an excellent growth of concerning one hundred and fiftieth year -on -year. So far, about 40,000 native IT employees are operating during this field, and by March, as well as this yr (fy), revenue from this field has once more reached \$ thirty million. From the last yr. the subsequent is Associate in Nursing example of a class -based free cavalryman financial gain.



Bangladesh has become a contract rival to Bangladesh, Bangladesh and a few japanese European countries. This clearly shows the intelligence and talent of Bangladeshi IT specialists in Bangladesh. Freelancers earn a mean of \$15-\$20 per hour in their skilled lives and \$5-\$10 per hour in body or non-professional tasks. New competitors during this area earn concerning \$2 to \$5 counting on the quantity of labor.

**Company Overview of Quantanite Bangladesh Limited:**

Quantanite is renaming this company from Taskeater to its name as a result of RPA (Robotic method Automation) configures computers to mimic human behavior and integrates such actions to integrate them within the operation of business processes. as a result of it's the flexibility to exchange act. Robots ar designed to request and manage information input by modifying the implementation of knowledge machines within the same means as humans. the corporate focuses on business method integration, primarily through the creation of an avid force in robotic management systems, AI, and offshore data systems. Quantanite develops growth team members for internet firms in operation primarily in Europe. Quantanite workers support customers in areas like information assortment, backend processes, administration, lead generation and internet selling. Quantanite builds a forward-thinking skilled team that

works closely with our customers. RPA provides tools supporting variety of his RPA engines like UiPath, Blue Prism, Automation all over and Microsoft Power modify. they provide a flexible combination of support, maintenance and management packages. It's reasonably a necessity as a result of they are making an attempt to form fast changes as shoppers need quality operations. affect it before it happens. They work for RPA consultants on white naming and plus growth pro re nata. They work on a daily basis, every day. offer customizable her RPA oversight management as she determines what the client extremely wants, plans with insight into wants at that time, plans packages, and caters to each the advisor and her RPA shoppers to try and do. Customers see Quantanite as AN approach to reassigning specific cycles, permitting them to focus development and therefore gain a grip in their areas of focus. This organization contains a ton of management like naming and knowledge clarification, RPA general management, business execution, back workplace BPO, front workplace BPO, etc. Quantanite's current and past customers return from everywhere the globe as well as Finland, Sweden, Denmark, African country, India, Holland, UK, Australia, USA, Lithuania, France, North American country and Germany.

#### **Company Background:**

- The start of Quantanite was in March 2014 in Finland but the headquarter is in Dhaka, Bangladesh.
- In March 2015, Quantanite Bangla Desh restricted was united to support the developing association in Dacca.
- In August 2015, Quantanite employed its 1st European-based worker in London to start building the worldwide Deals Association.
- It was in February 2017 when the workplace first moved to Mirpur. bangladesh.
- As of Gregorian calendar month 2017, Quantanite has 220 workers. As of November 2019, Quantanite employs 600 folks.
- The organization presently encompasses a total of 700 workers. They recruit workers in step with their qualifications, in step with their level of potency. primarily they're attempting to recruit qualified workers.

#### **Company Goals**

Quantanite has no mission or vision, but two clear goals.



- To be the definitive whole for employ by corporations that have with success developed in Europe.

- Providing the most effective support in less time and while not disruption.
- To become a definitive business for young professionals in Bangladesh.
- To become the most effective BPO company.

### **Company Culture and Values**

Quantanite square measure seen as a partnership with cordial condition and fields wherever we tend to take responsibility for own development and dominate in our demonstrable ability through creating esteems for every one altogether our partners. This gift organization's 1st price is responsibility. typically|this can be} often the primary goal. Responsibility fixates on close to home obligation and responsibility. To be named as a accountable associate implies that when they set Associate in Nursing enterprise or a date for ourselves, others listening is definite that they are attending to depart this world as they have bonded. this may be a given paying very little mind to if the deliverable was documented in passing or noted in meeting minutes, and no-one should reassert whether or not or not they silent what they centered on. Responsibility is tied in with relating to as like duties and eliminating the pointless worry from collaborators or totally different partners that deliverable might be late, that might endanger for associates' work. Setting needs properly with regard to what and once we'll send might be a key nature of a accountable skilled. All things thought of there have 2 functions behind that that is, from the start they need very|to actually|to essentially} devote themselves to inserting every Associate in Nursing incentive into the organization culture therefore it's really engrained into all that we tend to do, from using to however they join forces with their customers to however we elect new help contributions. Most organizations reveal some qualities one when another, anyway from transcription and moreover with oral communication that have had with peers; and seen that the summing up of qualities will while not a lot of of a stretch become a spherical of obtaining representatives' recollections all the qualities instead of genuinely disguising all of them told that they're doing. they'll feel inside the wake of showing a particular variety of qualities, regardless of whether or not it's four or seven or fifteen, that farther than a particular purpose it will be too exhausting to even provide some thought to making sure steadfastness to {every} one in every of them

when that we tend to might prefer to not disclose to any extent more. Besides, the foremost vital factor {the value|the price} we tend to square measure developing nowadays that is felt to them as a result of the one worth and it had been usually reverential concerning as of currently. this is often to not imply that that there are not totally different qualities which is able to be a lot of center to their organization culture, except if they somehow happened to reveal various qualities, dread that it'd indiscreetly understand the thanks to convert variety of them into the organization's cycles, nonetheless then feel obligated to by a way or another discover spots to line up the remainder of the qualities. By going separately, every price they prefer to tackle can get total thought once they build up it to the organization and see approaches to line up its that all that they accomplish for the organization reason. Responsibility to boot implies that taking ownership in one's work. On the off probability that someone consents to send a bonded bit of labor, they got to feel that being late or transfer however spectacular implies that they have minimized the estimation of their own work contrasted with inside the event that it had been sent as bonded. To be referred to as accountable is one of the foremost vital individuality or characteristics of a personal whole anybody might have inside the skilled world. Most administrators would place responsibility at the head of their summing up of wished individual characteristics they'd rummage around for in new colleagues. Being extremely accountable is shockingly terribly exceptional but needed when inside the work setting, conceivably significantly a lot of therefore than some scholastic or specialised skills, which can be educated. they are accountable to every one in all their partners to their customers; to the associates they administrate, to their friends, and to their administrators. it's essential to any or all of completely to have others to figure out accountable specialists. By these ways in which they continue their means of life and

qualities.

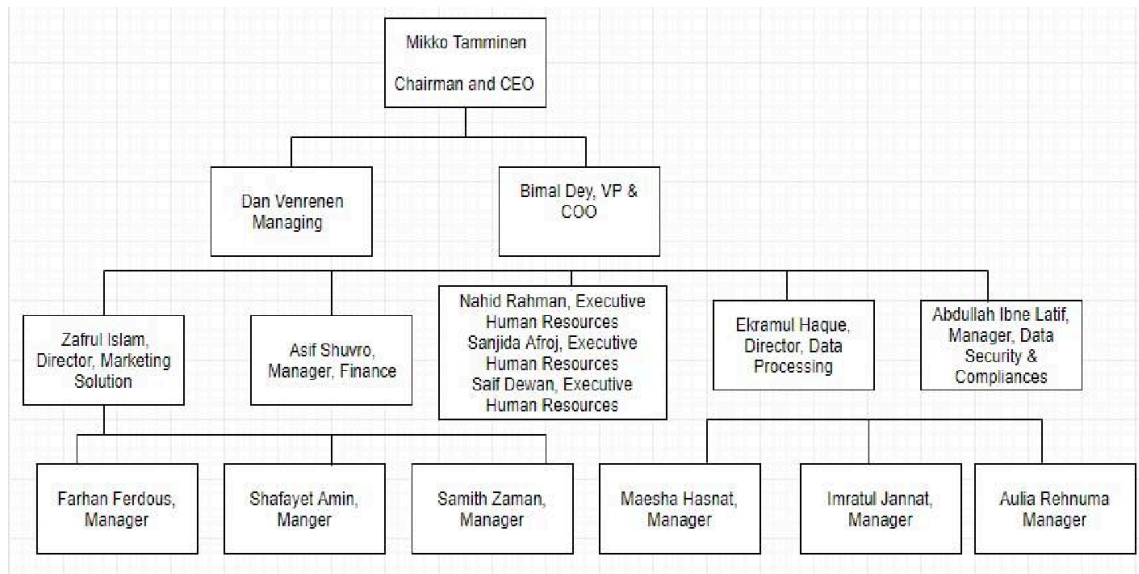


## **The values that characterize our employees:**

Quantanite helps one another develop professionally.

- For us, the workplace could be a place wherever we are able to grow professionally, and Quantanite North American nations our any potential to find new things that facilitate us grow.
- Quantanite learns and hone their honed skills by taking tests and failing tests.
- Employees square measure accountable. as an example, they take personal responsibility by giving nice facilitate. staff perceive the main points of their work to realize the best quality.
- The employees square measure friendly, helpful, and actively frown at their job.
- Employees respect different colleagues in reference to the organization's ways and rules.
- They place in further effort, time once asserting the operating day when the meeting.
- In the method of coverage the operating hours limit, they're going to provide you with further effort time. staff have a high level of resilience, thus although AN worker feels a lot of work pressure, he will endure it.
- Quantanite understands our transportation atmosphere and the way it values you and his Quantanite.
- Quantanite is consistently discovering performance.

## Company Organization and Management



### Management Team Responsibilities:

Mikko Tamminen, Chairman and CEO: in command of company administration, system, fund, accounting, company flip of events, lawful problems, administrations development and higher-up crew.

Bimal Dey, chairman and COO: up to speed of tasks at capital of Bangladesh workplaces, all activities school, organization development designing, key client the board and cycle the executives.

Dan Vanrenen, Managing Director: in command of deals, showcasing, important client connections and handling the London workplace.

Zafrul Islam, Director, and selling Solutions: in command of lead age teams and lead age client the board. Backing with daily activities of capital of Bangladesh workplace all employees, 60 minutes & legitimate problems.

Maesha Hasnat, Manager, & information process: up to speed of the delivery of data processing consumer groups, consumer communications, quality assurance & consumer communications.

Ekramul Haque, Director, and process Solutions: up to speed of data getting ready teams, getting ready new info handling teams, roaring conveyance measures and new client interchanges.

Maesha Hasnat, Manager, and information preparing: in command of the conveyance of information handling client teams, client interchanges, quality confirmation and client correspondences.

Imratul Jannat, Manager, and information preparing: up to speed of the conveyance of data handling client teams, client interchanges, quality confirmation and client correspondences.

Aulia Rehnema, Manager, and information preparing: to blame of the conveyance of data handling client teams, client interchanges, quality confirmation and client correspondences.

Farhan Ferdous, Manager, and Lead administrations: up to speed of the conveyance of lead age client teams, client interchanges, quality confirmation and client communication.

Shafayet Amin, Manager, and Lead administrations: in control of the conveyance of lead age client teams, client interchanges, quality affirmation and client correspondences.

Samith Zaman, Manager, and Lead administrations: in command of the conveyance of lead age client teams, client interchanges, quality affirmation and client correspondences.

Asif Shuvro, Manager, and Finance: in command of fund and authoritative issues with Quantanite Bangladesh restricted, whilst overseeing cash and representing European company parts.

Nahid Rahman, Executive, and Human Resources: in control of representative relations and fulfillment and techniques and consistence.

Sanjida Afroj, Executive, and Human Resources: in command of period of time and staffing.

Saif Dewan, Executive, Human Resources: responsible overseeing or managing participation records, peer audits, execution surveys and employee records.

Abdullah Ibne Latif, Manager, information Security and Compliance: in control of typically info security and consistence. Overseeing and supporting with day by day IT-activities and IT-framework of Quantanite Bangladesh restricted.

## Chapter 3

### Human Resource Practice of Quantanite Bangladesh

A Company cannot build a robust team of operating families while not comfortable human capital. Therefore, it shouldn't be treated gently. Human resources square measure indispensable for organizations in varied fields, from system development to business. time unit specialists from freelance corporations with well-balanced skills provide employees a range of controls. Human Resource Management (HRM or time unit) is AN applied strategy to characterize AN organized cycle for effectively managing HR at intervals a corporation with the goal of sanctionative the organization to realize important benefits. Human resource management (HRM) is actually a technique for choosing, hiring, placing, and mentoring workers at intervals a corporation. A no-hit personnel rehearsal at AN association is a crucial supply of advantage. time unit rehearses core time unit tasks. they have to create the setting and direction for addressing folks within the organization and align it with the most strategy. Human resource management covers major tasks like arrangements, bookings, regulation and supervising. Some cycles square measure delineate as:

- Continuous operation.
- This includes getting, promoting and supporting human capital.
- It helps to realize the strategic goals of workers, corporations and society.
- It's regarding quality and collaboration.
- Human Resources Management is associate degree integrated subject. This includes coping with administration, psychology, culture, political economy and social science.

These steps became important for all sorts of business. HRM includes body tasks like coming up with, scheduling, observance and observance. This includes recruiting, producing, and managing human capital. It aims to beat personal, structure and ecological challenges. HRM is a crucial legal issue. This includes analysis of business science property, political economy and social science. This includes team chemistry and cooperative options. HRM aims to bring human intending to employees World Health Organization will improve their skills, opportunities, expertise, achievements, inspiration, skills, dedication, advanced data and additional. Therefore, the worker's identity is understood as a crucial soul. this is often her HRM concern in any company, management method or presentation. Human resource management deals with the human component of management. each organization is created of people, therefore maintaining resources, developing skills, encouraging them to realize

high levels of success, and pains to take care of their loyalty to the corporate can facilitate the corporate reach its goals. a crucial think about achieving

- Recruitment and selection

- training
- Performance evaluation
- Compensation management



## **Recruitment & Selection**

The company can confirm the order and order as a results of the duties analysis and publish it in magazines mistreatment ads. it's formally referred to as adoption. when the promotional material is denote, an oversized variety of respondents square measure submitted, interviews, and applicable individuals square measure selected . Therefore, accomplishment and accomplishment square measure another necessary space of HRM. Preparation for registration is that the 1st a part of the accomplishment method, and it looks that the amount of empty positions is evaluated and known. The powerful and arranged accomplishment method is extremely necessary. It facilitates stakeholders across disciplines. The accomplishment method ensures that candidates square measure competent, qualified, and willing to undertake the specified work. candidates square measure told to satisfy the necessities 1st within the screening method. The example includes data on gender, ethnicity, country of origin, education level, and incapacity. alternative topics embody past remuneration ranges, ages, driving license records, residency records, and mastercard numbers. Young staff got to give their mastercard numbers to their staff each time they're used. it's going to be applicable for workers to envision her background, however this is often not the case. Provides a mastercard variety. accomplishment processes essentially mean to settle on someone or cluster with a particular role, and might be thought to be a method that connects staff and potential staff. The accomplishment method can even be outlined to edit the request of the task seeker and choose the optimum human for the desired job position. Quantanite People's Republic of Bangladesh is functioning to rent human resources UN agency will do client business at a high level and contribute greatly to business culture. They affect their company and need to be out of the law to impress their shoppers in their work. Quantanite People's Republic of Bangladesh practices totally different accomplishment policies.

### CV Sorting:

Resume sorting may be a methodology of completely reviewing portfolios to eliminate candidates. The aim is to search out the simplest candidates for the on the market positions. Resume filtering helps scale back the price of interviewing and testing giant numbers of candidates. CV process conjointly quickens the method.

Again, Quantanite Bangla Desh will constant with CV filtering to pick appropriate candidates from a pool of candidates. Quantanite Bangla Desh effectively offers a loop to bdjobs.com. He conjointly shares the social networking website Circular on his Facebook profile and LinkedIn page. Quantanite Bangla Desh conjointly values proactive feedback from existing staff.

## Employee Selection Process:

During the chief achievement method, candidates need to vie with one another to demonstrate their skills. Candidates tend to prove it from their purpose of read, creating it a much better selection than some. worker choice is however you attract the proper folks to the proper firms. it's a framework for matching structure standards with people's skills and backgrounds. economical filtering happens as long as the match is roaring. By choosing the proper candidates for the proper positions, firms will maximize the productivity of their workers. Quantanite Bangladesh's employee screening method consists of 3 phases. every individual should bear her 3 sessions. the primary interview are done by phone. Once the mortal is chosen, the time unit Manager conducts the subsequent interviews. This spoken language needs everybody to require a information check on machine performance. All shortlisted candidates can then be needed to own another meeting and a final interview are conducted by the road manager of the project from that the mortal was selected .



**1st Interview:**After process the candidate's resume, associate degree initial analysis was conducted over the phone. The analysis was conducted by a person's resources manager and candidates essentially asked commonplace queries. queries should be answered affirmatively.

**2<sup>nd</sup> Interview:**Shortly when the primary communicating, once the human was elect, he offered a second appointment.This analysis was additionally conducted by the Human Resources Manager, and this one-hour written communicating was supported the applicant's skilled achievements. to assist value the when the second interview, 10-15 candidates stay on the list.

**3<sup>rd</sup> Interview:**After the second interview, the litigator requested a 3rd interview, that was a sham interview. The third interview is with the direct manager of the agency the somebody is recruiting for. throughout this final interview, i used to be asked many questions about every department role i used to be employed for. If the somebody will satisfy them with their

answers, the somebody will become a part of her Quantanite community.

Here, United Nations agency|the entire|the complete|the full|the total} method takes a few week or additional and that they choose the simplest who works. that's the flow of enlisting and choice.

### **Training & Development:**

Preparation may be a info for members to accumulate basic data and work with efficiency.

Progress has become a lot of inclusive and centered on worker growth and potential success.

this can be to not accelerate job readiness, however amendment is Associate in Nursing integral a part of talent growth. This includes tasks that area unit more and more necessary as

a results of the event of innovations, leading to regular will increase in issue, higher client demands for potency and management, and consequently the requirement to cut back prices.

has become it is also proving more and more necessary for professionals designing new

careers. This white his paper describes Associate in Nursing outward approach to coaching

and growth and the way it will profit workers and firms. we have a tendency to concentrate

on maintaining.

Quantanite Bangladesh recruits recent graduates with relevant expertise. Development is

additionally a much-needed facet of human capital operations. Quantanite Bangladesh offers

education. All workers have a right away manager to whom they will report. the road

manager has known associate degree worker to mentor the new rent. Trainers additionally

guide recently employed workers in understanding their jobs and needed qualities, and

trainers will give feedback on however new hires develop their skills.

In strategic designing, previous placeholders savvy newcomers work. during this manner they

will simply deal with their individual roles

Quantanite Bangladesh is capitalizing on coaching opportunities. The teaching tools they use

ar mentoring tools. during this method, distinguished or knowledgeable staff attempt to

mentor new hires, WHO bear coaching throughout business hours. As named when skilled

preparation. it's the teacher's duty to tell the full apply methodology. Quantanite Bangladesh

can offer members with the chance to leverage a variety of tools, capabilities, current

employees and procedures to alter new members to raised perform their jobs and alter new

members to trump lifestyles. so as to optimize system performance at your affiliation and

implement it into your characteristics and processes, people. This strategy ought to be utilized

by 2 representatives and a manager. This methodology can assist you aboard new staff with

success. It may also have a long-lasting positive impact on the corporate and its name.

On the process of career performance:

New hires will simply learn from peer teams and managers with this method. as a result of coaching that matters is that the safest thanks to learn. this enables workers to perform tasks and learn by attempting to imitate their behavior. Again, this approach is free. every of the wide used approaches are:

- Coaching:

Teaching may be a helpful thanks to prepare newcomers. it's clearly a task geared toward properly coaching potential workers for the strain of the role. can integrate additional. Our tutors, as well as hospital administrators, topic leaders, specialists, and relatives, place importance on one-on-one instruction, and aim to boost the information and functions of beginners, also as boost their confidence and skills. Quantanite Bangla Desh is work instructional methodologies. an educator may be a trough or Associate in Nursing knowledgeable representative.

- Computer or net coaching Kit:

This company incorporates a clear hand in crafting contracts because the contracts area unit careful and don't need the presence or existence of different staff. Tailored to your expectations. Quantanite People's Republic of Bangladesh needs a brand new worker to require her web-based examination upon completion of coaching. It conjointly provides purposeful estimates of learning and identifies areas that require additional development.

- Mentoring system:

Mentoring may be a quintessentially profitable coming up with technique during which workers rise in rank providing steering and references that time to completely different components of the team. Tutors ar usually enthusiastic advisers and supporters of beginners, with a stress on coming up with and support. this is often essential for boarding because it helps establish the correct relationships between workers moving between offices and build internal connections. Fearless coaching programs have the potential to make interactions that we have a tendency to believe ar really skilled and completely connected. This strategy is employed in some partitions of Quantanite People's Republic of Bangladesh.

- Job rotation:

Job transfer is that the act of transferring a newcomer from another role at intervals the association. this may provide you with a deeper information and train others in your numerous skills. This approach improves the novice's information of the work every community is accountable for on a day to day. you'll additionally perceive that the most effective reason for communication lies with every party. Quantanite People's Republic of Bangladesh permits AN worker to transfer to a different workplace when half dozen months if needed. in addition, they used this system in their designing method.

#### Off the Method of Work Teaching:

The off -the -job arrangement should be clearly allotted for the arrangement. despite the workplace space, whether or not you're aloof from the geographical point, a zealous coaching center or a building that diode an inspiration off from the operation space, detours area unit token, and students think about coaching at their own discretion. I can. The -OF-WORK program doesn't offer coaching on actual work the maximum amount as an observer program. Quantanite Bangladesh isn't ready for career. Once a brand new methodology is introduced, a very elite employee is also exempted from work directions. If you're going to implement a brand new work methodology or alternative -specific applications, regulate the skilled coaching.

#### **Performance Appraisal:**

A performance appraisal may be a comprehensive assessment of associate degree employee's performance and potential for private improvement and development. The Human Resources department monitors worker potency and reports worker grades. Future regular payment will increase, bonuses, and raises square measure determined supported this calculation.

Performance appraisal may be a systematic approach to assess Associate in Nursing employee's potency in regard to the tasks they need worked on and their role within the company. additionally referred to as annual analysis or results analysis. Managers will place their best workers within the right jobs supported their skills. workers could also be genuinely curious about obtaining details on their results and examination them to their peers to boost. Therefore, each organization wants a powerful performance management framework. It tests not solely worker potency, however additionally worker skills. Performance testing ought to

be conducted to see worker abilities and skills for improvement and growth. this can be aimed toward assessing the importance of a personal within the company he or she works for. Performance appraisal is that the systematic analysis of Associate in Nursing employee's job performance and promotion opportunities. A performance appraisal is that the analysis of somebody's performance over a amount of your time.

Performance Determiner:

Performance determinants are certain variables that must be present in every organization in order to increase employee efficiency. These factors are-

- Required KSA's (Knowledge, Skill, Ability)
- Good work climate
- Motivation

Without an organization that has all, employees' ability to perform is compromised. Therefore, organizations should make sure that sure factors square measure met before evaluating results. Quantanite Bangladesh has secured these 3 variables.

Required KSA:

KSA stands for information, Skills and talents. There ar distinctive qualities and private qualities that has got to be dowered to any explicit work. Quantanite Bangladesh tries to rank candidates within the achievement method, however they're competent and unqualified. And once the recruiter features a coaching reference. they have to examine however they will enhance her KSA with bound tasks.

Good operating atmosphere:

All workers wish the correct atmosphere to try to to their job well. workers should be equipped with all necessary instrumentality for operation. Not simply the facilities, however the positive vibes you wish to urge the task done.

Quantanite Bangladesh strives to form a healthy atmosphere for all staff. Here peers type a secure and respectful partnership. Quantanite Bangladesh has few institutions that inspire staff to concentrate with refreshments. The workplace complicated has 2 kitchens. Tea low is usually on the market. there's an area for lunch. there's a greenhouse wherever staff will relax throughout their breaks. there's conjointly a prayer area. Therefore, they supply a healthy

atmosphere, encourage staff and keep their spirits contemporary for a fun day at work.

Motivation:

Encouragement is outlined as associate accomplishment that evokes a member to figure or not work towards achieving a pre-determined goal. it's a behavioural state to boost temperament. Encouragement develops specific activities and methods that encourage the general public to act with most passion to realize their goals. Encouraging members, however, is associate structure commitment to empower and inspire them to dedicate their share to their business duties. this can be supported the explanation that managers cannot predict staggering employees performance before and till delegates resume.

Performance:

Quantanite Bangladesh honors its staff in some ways. you continue to keep in mind staff United Nations agency do their jobs well. high performance is rewarded and appreciated by the corporate executive. Organizations additionally use money incentives as a supply of motivation and reward for labor. Fees area unit determined on a independent basis and can be beaked sporadically unless otherwise determined.

Appraisal tools:

Performance reviews ar a part of the daily lives of staff and managers in most organizations. once worker surveys ar taken seriously and done properly, they will facilitate improve your staff and have a positive impact on your company as an entire. Quantanite Bangladesh uses a spread of strategies to live performance.

The methods used by Quantanite Bangladesh are -

- Target analysis
- Evaluation from colleagues
- Ranking of subordinates
- Customer review
- Check timesheet

Target check:

Goal analysis is that the analysis of the employee's task. Goal analysis permits you to grasp employee behavior. At Quantanite Bangladesh, each worker incorporates a goal that has to be



achieved among a timeframe. Objectives are determined by the higher echelons of the employees. The goal has 3 stages.

These are listed below.

- goal oriented
- organizational orientation
- people-oriented

Task Oriented:

Each employee's manager ought to set a point for the worker to complete bound tasks. These activities are unit the most tasks of the worker. These activities are unit evaluated supported performance analysis. supported this, symbols are unit transferred to staff.

Organization Orientation:

There are unit some tasks that are unit delegated to staff to fit your organization. The role adds to the advantages of the establishment, because the work is essentially completely different from regular work. Quantanite People's Republic of Bangladesh aims to become Associate in Nursing authorized operator by the ISO alignment for Standardization this year. There are not any employees targeted on that. you're playacting organization-driven tasks.

Person oriented:

There are unit many roles for people. These activities specialize in personal data and improvement. At Quantanite Bangladesh, these responsibilities are unit delegated to staff who fulfill these responsibilities. an individual who has this special ability to hold out the work of this person-oriented task.

The goal analysis ought to be aligned with the company's mission. Goals ought to be set put together by managers and staff. Quantanite Bangladesh staff are attempting to succeed in their goals among an inexpensive time.

Peer review:

Peer assessment may be a technique of performance analysis performed by one or additional folks whose skills and information match. Peer evaluations are typically done by members of an equivalent team. it's associate approach to take care of quality standards at target levels and improve potency and performance. Quantanite Bangladesh needs all workers to finish a referee on the Doomsday of each month. All workers need colleague screening. Quantanite

from the pinnacle Generation department needs to review the staff UN agency add lead generation. Quantanite additionally incorporates a manager rating technique. every worker ought to give a duplicate to their immediate supervisor. I even have a Google kind that needs AN worker to produce the name of another worker within the cluster. There ar four choices a employee will make a choice from. The take a look at technique is confidential to all or any workers. workers cannot see if different workers have provided summaries. solely Human Resources will access worker screening data. Provides a good vary of worker details. Be additional tuned in to feedback from colleagues. As a result, workers become tuned in to their weaknesses and become additional economical. A 360-degree assessment additionally includes peer assessment, self-analysis, and management assessment.

Timesheet review:

A timesheet could be a sheet for every worker to induce a report from her list of current jobs. Timesheets have data concerning comes to start out before they begin. It conjointly has data concerning the expected time to complete the task. Leaf management acknowledges the hours worked by employees. Personal participation is needed for performance evaluations. Timesheet analysis is employed to see one-time contributions. every worker incorporates a schedule for the way long they require to figure. Customers even have access to the present sheet, and hour conjointly uses it to guage worker performance.

Customer review:

Customers square measure truth leaders of the corporate. obtaining recommendations from customers is extremely vital. Revenue comes from customers. Therefore, acting their duties is their primary responsibility. client analysis conducted in Quantanite Bangladesh. several workers square measure integrated with international customers. All workers should guarantee daily contact with customers. every client is given 1 / 4 containing employees queries. you've got to face the question. The company's human resources department receives evaluations from customers at the top of the year. client reviews kind the idea of our consulting method. They reinforce their commitment to every client's goals, align their ways, and improve their platform.

Performance evaluation:

A performance appraisal may be a method that usually includes each verbal and written components and may be a method by that managers review and supply input to worker performance, together with actions to enhance or modification activities wherever necessary.

Offers. A record of success is that the basis for raises and promotions. Quantanite's success rating survey offers twenty points for group action hours, twenty points for work level, twenty points for business strategy, twenty points for client loyalty, and twenty points for peer review/culture. this permits for a limit of one hundred points that a employee should earn. hour personnel keep a sheet with all the materials. As a result, they perform successful analysis. workers still have to be compelled to have a link to the document.

The whole score system is given below:

<b>Metrics</b>	<b>How is it decided?</b>	<b>“Requires progress” Score: 1</b>	<b>“Meets desires” Score: 2</b>	<b>“Exceeds desires” Score: 3</b>
<b>Customer Satisfaction</b>	Account Manager (Sales Team) questions the consumer how happy they are generally.	The customer has difficulties with the worker and wants to see change.	The customer is satisfied with the delivery and believes that the employee satisfies the standards.	Consumer assumes that workers meet goals, perform above what they might do in-house, and proactively improve procedures.
<b>Standard of Job</b>	The accountable QA is searching for examples of good and bad performing at work.	The customer or QA has established repetitive consistency problems in the work of the employee.	Employee works constructively with quality problems even though others are exist.	The worker depicts a high degree of attention to detail and there are no consistency problems.
<b>Presence</b>	Regular presence shall be measured as a proportion of	Regular presence is less than 94.00 per cent. The hourly	Regular presence is equivalent to or between	Regular enrollment rate is equivalent to or greater than

<p><b>Company System</b></p> <p><b>Mate Evaluation</b></p>	<p>planned days of work at the workplace over the last three months, except scheduled vacations. Hourly presence shall be measured as a proportion of planned hours of work performed on days attended in the last three months.</p>	<p>percentage of attendance is less than 100 percent.</p>	<p>94.0096.99 per cent. The hourly percentage of attendance is 100 percent or above.</p>	<p>97.00 per cent. The hourly percentage of presence is 100 percent or above.</p>
	<p>HR Accountable is searching for concrete examples of adherence to business policy. Arrival at the workplace on schedule is included in these requirements.</p>	<p>Concrete cases of consistently violating business rules.</p>	<p>Worker responsible to company policies most of the time.</p>	<p>Employees completely compliant to business policy are quick to handle and respect corporate laws.</p>
	<p>A normal of the representative's colleagues' latest mate surveys.</p>	<p>Mate evaluation performance overview dropped to the bottom 20% of group ranking.</p>	<p>Mate evaluation score overview dropped to the middle 60 percent of group Score.</p>	<p>Mate analysis performance percentage slips to the top 20% of group results.</p>



**Compensation Management:**

Employee compensation could be a fundamental aspect of board capacity and staff retention. There are such a big amount of reward laws. Compensation and preparation of compensation is that the responsibility of the HR department. Workers listed as non-exempt earn what employers commonly call wages. Wages are measured on an hourly basis and include bonuses for jobs over 40 hours per week. the additional salary is double the prices of the hourly rate. Since employees are mentioned as not exempt and don't seem to be entitled to extraordinary, the salary of execution usually applies to annual wages that the worker earns or to the sort of payment of employees who doesn't include extraordinary. for instance, the relevancy an employee is commonly wont to indicate the staff who don't deserve extraordinary. The compensation standards, as an example, the compensation tables published annually by the American Office of Personnel Management, provide annual wages, also as increases supported the stage and also the clarifications of the diploma for state employees who paid in accordance with the overall services and also the senior executive service wages. Furthermore, the functioning of the Board of Directors is what determines the raise in wage regulation. The assignments are regularly adjusted supported the placement and evaluation of the execution. Employee success has also dictated their salary packages, incentives and promotions. When there are the most recent changes to their system or something, they let their staff know that they may work wisely with their latest

announcement and not make any stupid mistakes. They still recommend how employees can do their best by giving them advice, specifically giving them an opportunity maybe their great achievements by demonstrating productivity. They measure employee performance as if they're taking the time to finish their work, or with less time, as if they're doing precise tasks with excellence. They follow things and improve the increase of the workers. they're often rewarded when employees perform well or exceed expectations thanks to their success. They know the expertise of their employees, during which field or role they will work best by assigning them their tasks. they need to supply their clients with the very best quality of labor. The less time they need to spend on quality assurance of their work, the more often it strains the performance of the individual or group. An exceptional performance evaluation can cause a 5 percent increase in payment. Probationary incentives and incentive programs include monetary incentives that rely upon the employer's gross pay or the employer's offer that depends on the available pool of funds put aside for the allocation of employees whose implementation has contributed to the completion of the business. Numerous official incentives and motivational forces promote medical care, or perhaps increase the amount of proposals for owned organizations. It takes advantage of the budgetary and non-monetary benefits of hiring volunteers, minimizing revenue, running incentives, and increasing staff commitment. it's to blame for ensuring that compensation and benefits remain central which compensation systems evolve with the strain of the staff. the final population during this position works with the main points, but at the identical time quickly recognizes the complexity of the institution's strengths. In Quantanite Bangladesh the earnings regime is in situ. The legitimacy reward may be a way of managing the reward that gives better performing agents bonus money, sometimes called inspirational power money. The credibility process is more important because there's enough evidence to live the success of the members. Legitimacy compensation sends a beautiful message about how representative the necessity to work out employees succeed is and what the manager wants them to try and do. By making the spectrum of validity of obtainable pay transparent, stakeholders can see where their growth falls within the statutory pay levels defined by the organization's graduated table. These are therefore the methods applied for the payment of taxes as follows:

Compensation method:

Quantanite usually encourages industrious and galvanizing workers to develop their personal and technical skills. we've a performance-based compensation system if we demonstrate that

our workers will be properly stipendiary here. This framework permits a unit of time to watch workers and their success. unit of time departments will use this incentive system to calculate personal goals for his or her workers. All workers should come through their goals so as to be higher rewarded.

**Pay scale:**

Salaries area unit negotiated by potential workers and managers before this employee's rent date. the corporate aims to form all payments forever at the tip of every arrange month. If the Day of Judgment of the month falls on a Sunday or public vacation, salaries area unit calculated on the primary consecutive operating day. Your pay are debited to your approved payroll account. New workers who be part of the corporate once the twenty fifth of every month receive the primary pay of the subsequent month. The pay cap for workers is Tk thirty two,000. to boot, increments area unit solely on the market once associate worker takes on new duties that need further work hours on prime of his traditional full shift. Overtime pay, performance review premiums, and deductions for delinquency and changes incurred within the previous month are adjusted to subsequent month's pay.

**Bonus Policy:**

Quantanite, like most corporations, offers sure perks and incentives to its workers. This bonus is managed by Human Resources. There are 2 styles of incentives.

**Personal Bonus:**

Organizations additionally use money incentives as the simplest way to inspire and reward exertions. Premiums area unit one by one united on a item-by-item basis and area unit beaked monthly unless otherwise determined. workers area unit solely eligible if they meet their goals and their worker analysis tests:

Score	Level	Raise
13-15	Exceeds expectations	2,000 BDT
9-12	Meets expectations	1,000 BDT
5-8	Requires improvement	500 BDT

Other remuneration will increase and pay will increase square measure one by one negotiated between staff and management. As a result, the corporate sagely raises worker wage rates supported job success, earning paid holidays, extra vacation pay, bonuses and share will increase. So, it is a thanks to assess your level of success and also the score you employ to maximise your remuneration, and this framework helps you acknowledge high-performing, skilled, and productive staff.

Festival Bonus:

The organization has implemented the following festival reward strategies:

- The principles of festival incentives are arranged down in every employee's contract with the organization.
- A worker is eligible for a pageant performance if he has been with the corporate for a minimum of half-dozen months.

Festival incentives square measure totally offered to senior management and are aimed toward recognizing in progress and long-run contributions to the corporate. Team members terminated by competition bonuses don't seem to be competition bonus candidates.

Tax credit:

In Bangladesh, payroll tax may be a tax levied on firms. the number of the tax credit depends on the company's nonexempt financial gain. Quantanite Bangladesh conjointly excludes the additive range of months increased in annually from gross wages. Management and

Discipline Management:

Quantanite Bangladesh has strict laws and laws and everybody is answerable for all body matters. The on top of tasks square measure performed below management and management.

### **Code of Conduct**

The company has strict rules within the following areas: Failure to follow these tips can mechanically give grounds for termination.

Alcohol and Drugs:

The presence, use or management of alcohol or medicine throughout business hours is strictly prohibited.

harassment:



Harassment of staff, supervisors, or supervisors is expressly prohibited and not permissible. If AN worker believes they need been vulnerable, they ought to take the steps delineate within the Resolution Mechanisms section. Abuse cases area unit taken seriously and handled on a individual basis by vice chairman and COO David Earlam.

Participate:

If you find that one of your team members will not be able to work during normal working hours, you must inform your manager as soon as possible. Since the company relies on its employees to perform the work of the agent, it is very important that the management deals with the future problems that arise due to absence. For planned absences, employees can specify a specific team email address two weeks in advance or through the HRMS application. Insufficient notice periods can reduce employees' ability to take leave. In the event of an unforeseen event, such as falling ill or developing a fever, employees should contact their manager online as soon as possible. Team members who plan to work from home are asked to adhere to the work-from-home policy during such unplanned absences.

Dress code:

There is no official dress code for workers, but workers must dress appropriately and male workers must wear shoes, not flip-flops. People should wear slippers only if they are wearing Punjabi.

To come Late and not to complete shifts:

In case of delay, the employee must notify his manager or his team leader by phone at least one hour before the start of the shift. Unless otherwise specified, employees must be at their assigned workstation 8 hours after her. If the employee e.g. starts work at 11.00, she starts an hour later and leaves at 19.00. The law always requires an employee to be in the office for 8 hours, unless agreed with her line manager or team leader, especially if the work is done for less than 8 hours. It also shows that employees do not care about their work, they lack commitment to work duties or responsibilities. This has a negative impact on employee compliance. Employees must know and take into account their working hours. If the employee arrives one minute later than him, the salary will also be canceled. If an employee is late for more than 30 minutes or does not complete a full shift, the daily wage is reduced by one-third as if the daily wage was BDT 800, saving BDT 250, which is a business rule point.

The count also takes into account the Blues, which affects their next review of the campaign. If she is more than 30 minutes late for the fourth time, or if she fails to complete her entire shift, HR will take all corrective action using the methods described in the Disciplinary Action section of this employee handbook. To act.

Work from home during unplanned absence:

Paid sick leave will not be revoked if a teammate is unable to come to the office and wants to work from home that day, but participation in performance reviews will be affected. On this day, employees must notify their manager or team leader by phone or SMS as soon as possible. The following rules apply to working from home:

Surveys should be done daily, not sporadically, which is impossible for administrators. If the delivery exceeds her normal 100% production target, the employee must inform the manager or team leader as soon as possible to avoid delaying the end of the shift. Customers must regularly fulfill orders and managers must fill in the missing work or provide instructions to customers. Internet speed or power outages are not a reasonable excuse, as employees themselves choose to work from home in the morning rather than on vacation. Employees also pay for their own internet backup (moving their data/security plugs) and laptop if they plan to work from home.

View company email externally.

An employee can search company email (@quantanite.com account) on their mobile device or laptop, but does not have permission to access files or records. Unlawful access to data is a crime under the Bangladesh Information and Communication Technology Act 2006 and both the organization and its legal offices and employees who do not have written permission to access information must comply with the law. Prepare for compatible behavior.

**Disciplinary Action:**

Legal intervention can be decided on a case-by-case basis, usually under the following agreements:

verbal warning:

A verbal statement by a line manager to a member of his or her team that a law or policy has been violated and that such a violation should not have occurred. The line manager must agree to inform HR or her VP and CEO Bimal Dey. written warning:

Employees must be formally warned in writing that they have violated a rule or regulation. The official notification will be sent via email and should be copied to HR and VP & COO friend Bimal Dey. the end:

The professional relationship with the employee is terminated. Note that as mentioned above, this is a general procedure and may vary depending on the situation. Sexual misconduct, including but not limited to the situations described herein, may result in immediate termination, appropriate civil action and a warning.

- Business Retention and Breach of Confidentiality
- Misuse of company property, especially if it causes loss
- Effects of drugs and alcohol at work
- Inappropriate customer contact
- To abuse an employee in a verbal way or by hitting physically.
- Actions that harm social or business
- Avoid any form of corruption

Circumstances that lead to poor performance may also lead to termination of employment, such as in the following situations:

- Notice of short absences from staff leave is consistent
- Absenteeism that significantly exceeds business expectations and interferes with work
- Poor quality of work or no self-improvement
- When employees do not show improved results as expected after warning
- If employees do not raise their level of work or their work ratio continues to be low
- Not following business rules. public holiday
- If, despite continued support, a person repeatedly has difficulty achieving goals that are considered acceptable, the person will be terminated.

Troubleshooting steps:

Organizations have mechanisms for resolving personal and professional conflicts. Please note the following steps.

- Notify line managers by email or verbally. They will contact you as soon as possible to clarify the process of solving the problem. This usually begins with a one-on-one meeting to explore the initial question in more detail.
- If you are still not satisfied with the resolution provided, or if the issue is with her manager and members of her team, please contact her Vice President and CEO, Bimal Dey, who will investigate the issue. Her Bimal Dey's decision in this matter is final.
- During the problem-solving process, team members should not make comments or take actions that disrupt the organization.

We also act in accordance with our business policies and code of conduct. When employees enter the organization, they express all their opinions directly to the employees.

Processing method:

Quantanite is concerned about providing business services to look for the best robotics and human knowledge. The quantum blog ensures increasing development, such as automation of automotive processes, product classification, business process automation, industry views and the basics of knowledge. These include employee support, careful recruitment, self-management and effective teams, fair and performance-based compensation, advice on specific expertise and making knowledge readily available to those who need it. The company, a global technology services organization focused on RPA-enabled business process optimization, partners with high-growth companies that are accordingly improving business practices using the most appropriate combination of digital technology and human intelligence. Quantanite has been recognized by BCG as the "Industry King" in business process outsourcing (BPO) services, excelling in its path by proving time and time again that it can achieve high quality production, maintain high client efficiency and focus on developing strategic skills to manage processes. Automation Changes A company's management and development plan is considered a key asset necessary for a company to further develop into an ideal BPO provider. BCG is now partnering with this organization to provide outsourcing services as a certified business process solutions provider through a nationwide network of partners and clients. We are proud that it is an attractive data processing destination that BPO companies are currently paying attention to. They fund construction and outsourcing activities and hope to provide a very positive work environment for companies like ours in the area. We try to provide the best resources to maintain it. They still make the company more profitable.

#### Confidentiality of information:

The company manages sensitive customer data, so employees must be very careful with customer data. In addition, business data may not be shared with others without the express consent of the board. The group has worked with a Bangladeshi law firm to ensure it is properly trained to take legal action against anyone who divulges confidential client or business information. If you are not sure whether such data is confidential, you can ask your manager. If a team member believes that their confidentiality may have been intentionally or unintentionally violated, they should notify their manager immediately.

## **Chapter 4**

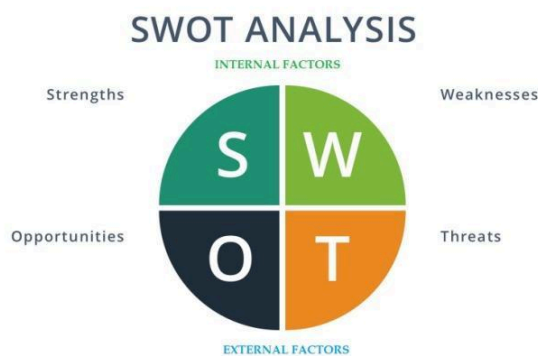
### **Analysis and Findings**

As a business operations redistribution management specialist, Quantanite works with a global organization of partners and clients. BCG selected Quantanite as an "industry champion" based on its strengths in business process outsourcing (BPO). That's because we're committed to building the expertise to reliably deliver high-quality returns, maintain high customer satisfaction, and manage the measurement mechanized movement.

Quantanite's approach to management and improvement is seen as a key quality necessary for the company to continue to grow as the BPO provider of choice. With the analysis they got SWOT, collaboration analysis and last but not least PESTEL analysis. analysis as below.

### SWOT Analysis of Quantanite

SWOT analysis means strengths, weaknesses, opportunities and threats. SWOT analysis involves role-playing and examining an organization's strengths, weaknesses, opportunities and threats. The main purpose of this review is to identify the key technologies that will enable the company to operate in a competitive market and to create a business model that best suits the prevailing climate and environment in which the company operates. It also enables companies to allocate valuable capital to the right platforms and adapt their business models as needed to adapt to changing market conditions. Below is an analysis of Cantanite's strengths, opportunities, weaknesses and threats.



#### Strength:

- sufficient human capital
- good ordering system
- good leadership
- Cost advantage

- Lots of young and energetic employees
- enough money
- Professional and loyal staff;
- cheap customer service
- An all-weather advantage

**Weakness:**

- Lack of satisfactory internet connection
- Cultivation
- High revenue
- Creativity forecast is relatively bad

**Opportunities:**

- Limited number of competitors
- Extended dynamic range
- Versatile government code

**Threats:**

- New policies or laws passed by the government
- Slow infrastructure related to business development
- safe question

**Cope Analysis of Quantanite:**

Correspondence analysis has four separate parameters. "Co" refers to market conditions, and "P" refers to performance, that is, the performance of products and services. These are the tools for managing strategically. Quantanite follows this analysis. The standard is as follows.

- Product and market portfolio:Kvantanit helps companies achieve the optimal balance between technology and human expertise in their business. A portfolio of results on which products are right for your business. Sociocultural factors are a source of influence. Community and needs-based market. Business growth depends on society and societal or consumer preferences or innovation. However, Quantanite usually offers consumer or consumer-based services strategically and we always try to combine them to maintain the level of customer engagement.

- Positions: Quantanite still exists today and works every day to improve its business. Miko Tamminen founded Quantanite in 2014 and has since become a well-known figure in business process transformation. He introduced a new service, RPA or Robotic Process Automation. It represents the ability to program a robot to mimic human behavior and implement those activities. Simulate the experience of human behavior in business processes. They still try to provide the best service to maintain their position.
- Tools used: Quantanite often asks how employees can get feedback or seek guidance on services, workloads or future improvements, how they can consciously improve their SWOT plans, and how they can strive to reduce vulnerabilities and risks. investigation. They use the latest technology and tools to provide their services and maintain their functions.
- Development capabilities: Every organization has its own core competencies that make it unique. It improves workforce readiness and people skills, including qualitative, quantitative, qualifications, knowledge and expertise. But Quantanite doesn't back down. They also discovered these qualities in their employees and found ways to provide the best possible product based on customer needs. Smart, even quality, subjective, smart, this organization is still trying to do these things.

### **Pestle Analysis of Quantanite:**

PESTEL analysis is a valuable method for determining the rise and fall of a company and explains the role, trajectory and future of the organization. Pestle is an acronym for political, financial, educational, technological, legal and environmental security.





**Political factors:**

Quantanite will continue to comply with all regulations and laws passed by the government and will pay the government the total amount of the company's profits.

**Economic factors:**

The economic situation in Bangladesh is as calm as it is now. The industry supports young people, and as the recession hits young people hard, the outsourcing industry is adjusting its views. This is a real cost advantage that helps improve management skills and improve technology.

**Sociocultural factors:**

We believe Quantanite is a no-brainer in this regard as it uses unique thinking, strategy and technology to do business to deliver quality services.

**Technical factors:**

They still rely on strategic skills. Technology impacts businesses by advancing new iterations of technology and applications, building platforms, and opening up better or more flexible jobs.

**Legal factors:**

The company carries out its work under a third-party contract with their consent, on the basis that the orders are always the same. They live according to laws and government regulations.

**Environmental factor:**

They focus on environmental issues, people are already aware of the world and don't want to do anything to harm the world. Therefore, they are still trying to solve the problem.

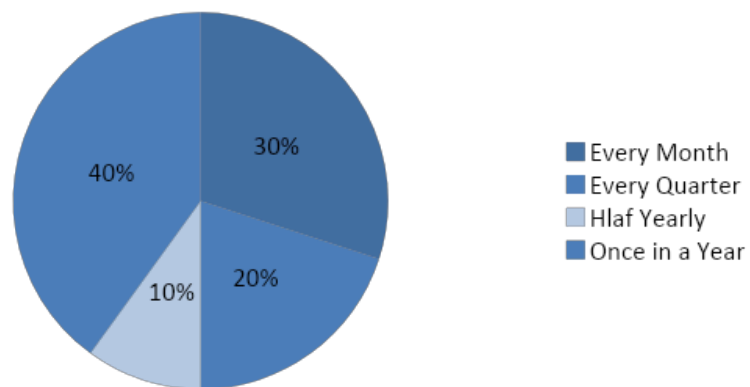
In summary, these are the analyzes of this company, through which we understand the company's situation.

**Statistical Tool of Survey Questionnaire:**

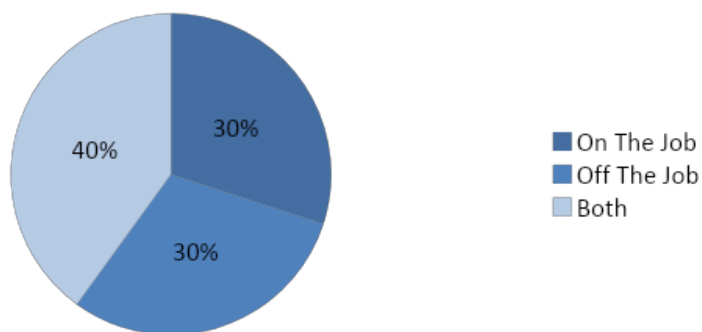
So another research answer given here is about business planning, efficiency, salary etc.

Given the diversity of opinions gathered in this study, there are multiple views, and 25 people participated in this study. These tools are:

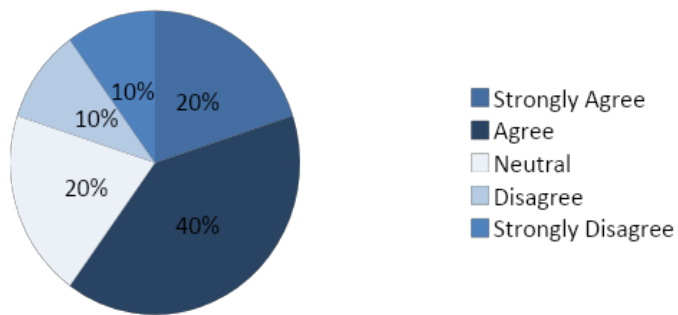
**How often the training program conducted in your organization?**



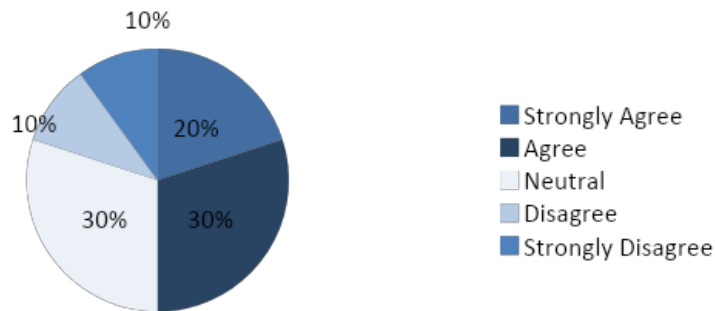
**What kind of Training method do you prefer in your organization?**



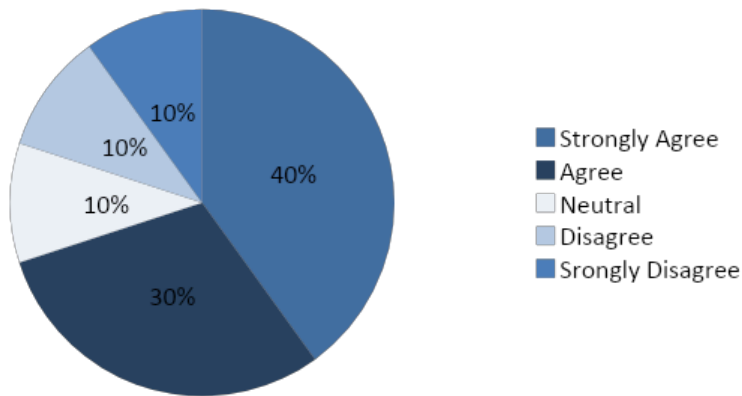
**Is training program helped to increase the productivity of both quality and quantity?**



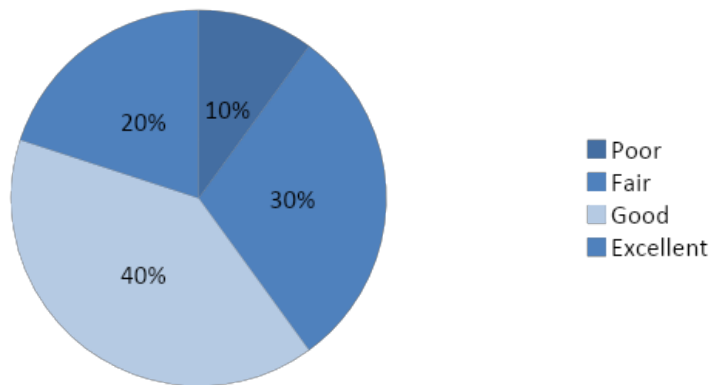
**Does the development activity helps management in identifying, analyzing, forecasting, and planning changes needed in compant's HR area?**



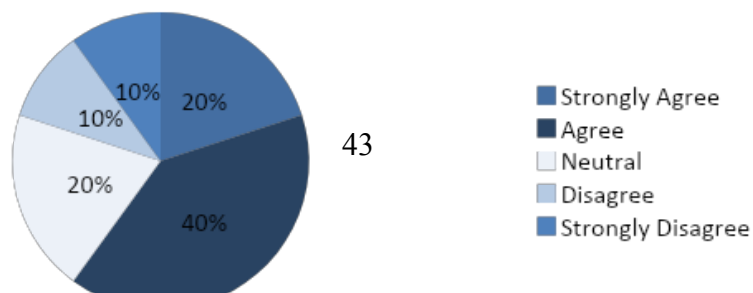
**Does your company have bonus or incentive system?**



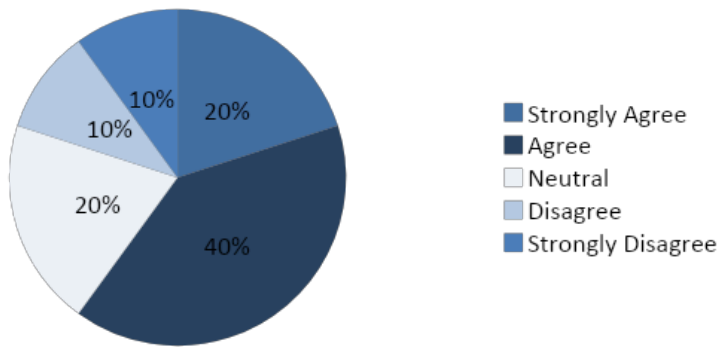
**How is the quality work you feel you deliver?**



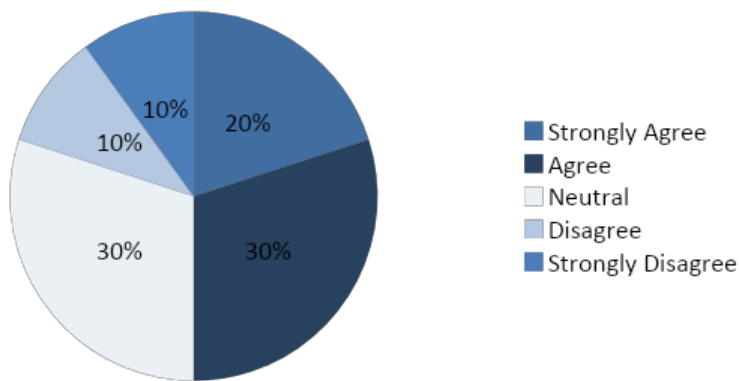
**Have your organization high level of accountability?**



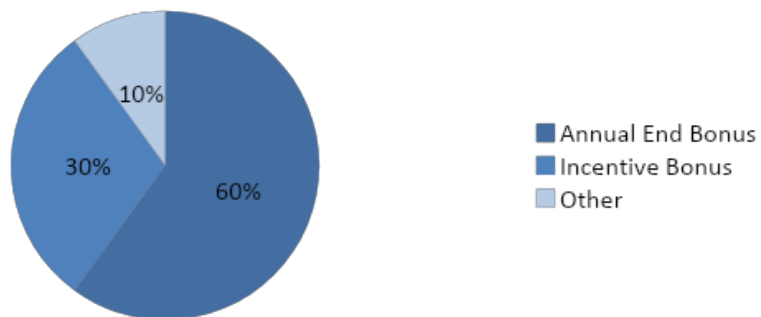
**Does your organization operate a formal performance management?**



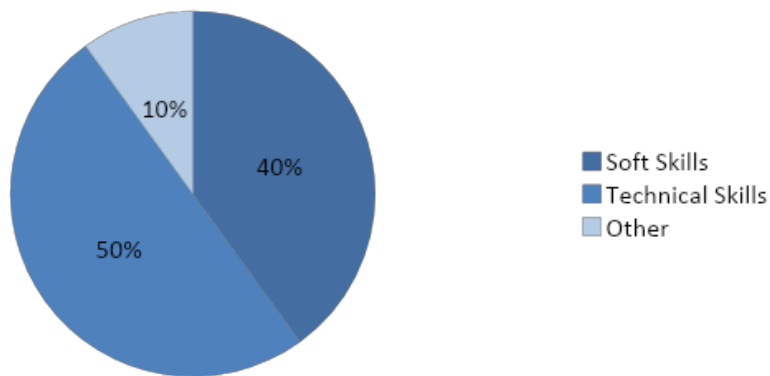
**Does your company give overtime payments?**



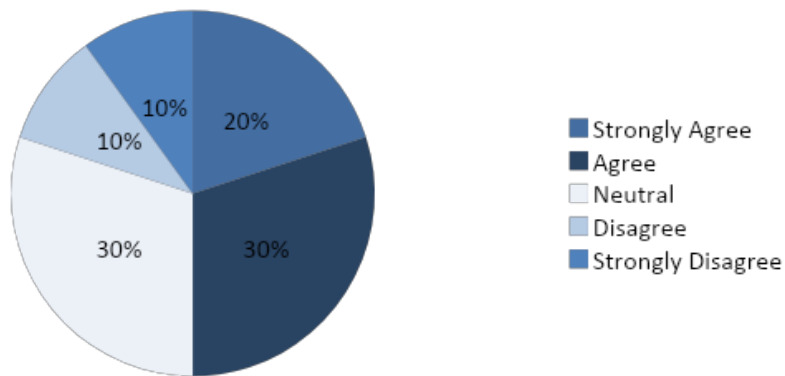
**What type of bonus your organization give?**



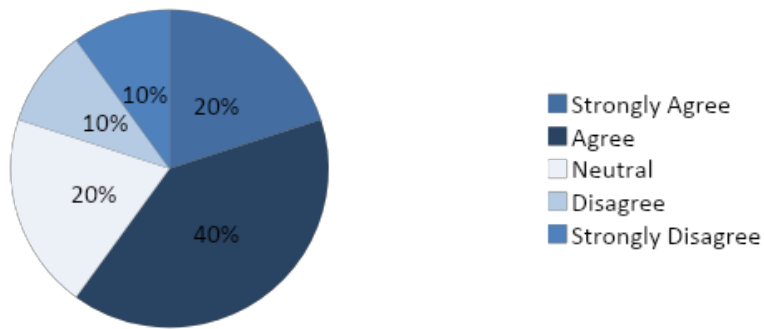
**What kind of training would you choose for your training organization?**



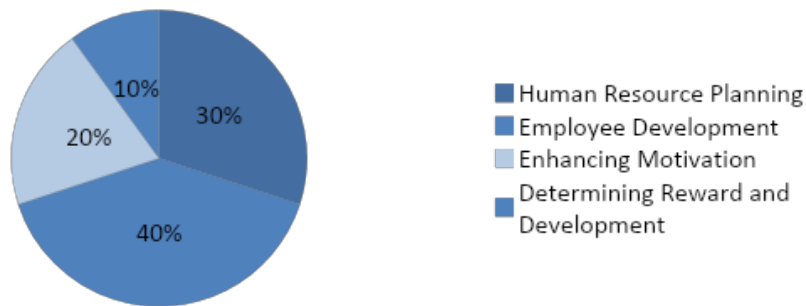
**Do people understand in your organization that change will impact them?**



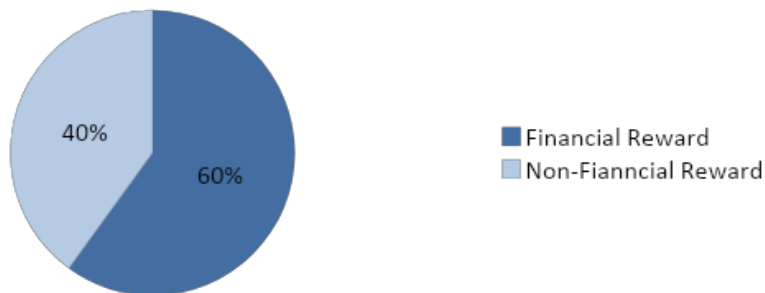
**Has the organization a structured policy for management of attrition and turnover?**



**Identify the areas where the results of performance appraisal system are primarily used on?**



**What types of reward relevant to your organization?**



The collected information helps to point out small problems that can be solved. It helps to understand things and shows the actual results of the survey. That's why we gather people's valuable opinions and conduct research analysis.

## **Findings**

By evaluating all operational practices, HR functions and employee job satisfaction, we found some positive and negative impacts of Quantanite Bangladesh. These positive and negative results are summarized below.

Positive Findings:

A) Quantanite has a single hierarchy where all employees work directly with their managers.

Therefore, employees learn directly from their bosses.

B) Interaction with Quantanite staff is strong. There were a few loyal employees who created Quantanite and they didn't give up. They always do their best for the company. You are committed to your organization.

C) The company made the transition quickly and made people happy. When the transition happens, you can easily prepare and start the conversation. If someone encounters a problem or setback during practice, they should contact their team leader, boss, or manager.

D) In this organization, communication between different departments is very simple. They are very polite to each other. If they need support, they will step forward and support each other. This company is like a second home for employees.

E) What sets them apart from the other BPO companies is that they think about business, listen carefully, share insights and collaborate. First, listen carefully to what your employees consider success, what they think, how they use their ideas, and how they can succeed to support your company's growth. It's a great way to prioritize your employees' thoughts and perspectives.

F) In fact, their employees give them new ideas that are best suited for the growth of the company, so that they can work even harder to satisfy their customers, how they will make more profit, and offer better work with much less time and looked as if it is very much necessary for running the work process. Any company wants their business to achieve its goals and achieve the desired results.

G) The business environment is very good, they are nice to the employees. They strive to provide their employees with ambient daylight, a clean and relaxing environment, good equipment, quiet spaces, so that employees can work with focus, be well connected with



colleagues, have effective communication and invest in employees, which is important because employees receive good feedback. , it means satisfaction, flexibility and so on.

H) Their training courses are great because they offer courses that they understand that their employees are entrepreneurial or not familiar with, so they support them and give them advice on how to do their jobs. They mostly recognize their workers.

I) They realize that workers are the best in the area and because of this expertise, they delegate their jobs wisely. Basically, they monitor employees for specific periods of time and add areas where they excel and areas where they are not good.

J) When a new change is created, they immediately suggest and communicate to the employees so that they understand it or understand it from experience and no problems arise and they can complete the task with the latest reasonable changes. If an employee makes mistakes at work, he should not blame other employees. Instead, they will recognize the employee's mistake so that he does not repeat the wrong calculation twice. When the next employee makes the same mistake over and over again, that employee will receive a warning text.

K) They prioritize people with other skills such as production, web design, graphics, music, etc. They like these skills and find it important to acquire other abilities.

L) They try to celebrate different periods with their employees and this growth is matched by employees in other departments. When they are happy, they let them show off their skills like playing guitar, singing, anchoring, etc.

M) They still offer equal pay for equal work. They still pay reasonably based on role and performance. They don't seem to support the staff.

Negative Findings:

A) At Quantanite, our dedicated team and management go above and beyond to satisfy our customers. There is no doubt that this can be a fair approach. But sometimes management doesn't value employees that much. I think employees are just as important as customers.

B) Organizations practice a teamwork culture, but some employees emphasize being called units.

C) If there is a replacement in the training program, it is difficult for him to immediately accept the new one, and access is difficult for anyone, so he will be able to find it.

D) Starting with the assignment when the employee joins and with their salary cap system they set a minimum wage and that amount for the employee's trip they return, so from the employee's point of view it's usually not such a good system. They would have to pay full salary for the first month.

E) They are expected to increase the speed of the Internet, so this is very important for both companies. At night, work is blocked, time is lost, etc. so they have to rethink it.

F) If the worker does not do their best or work 100%, the client will be limited to the worker's salary. They should try to reform this approach so that the employees of the organization are under pressure.

G) Often employees are fired without notice or only once, so employees are really involved. They need to change the information and be warned or told before it happens.

H) They don't have a transport infrastructure, so rural workers often don't get to work on time, because they lose the minimum wage if they are a minute late. So if they create a transportation plan, maybe it can support the employees.

I) They focus more on education. Few workers want to be kicked out of job schools that can benefit them.

J) Managers often don't give people the attention they deserve, especially newcomers.

So there are various positive and negative outcomes from which improvements can be made.

## **Chapter 5**

### **Recommendation and Conclusion**

#### **Recommendation:**

Quantanite currently has over 700 employees. Limited business capital does not support all HR consulting activities. Maybe there is a solution I want. these are:

#### **Independency:**

I think Quantanite employees deserve more vacations. When employees take the initiative to do something, companies progress. The CEO of the company is often not in the region, so

certain tasks of the CEO become difficult. If an available MD or VP has the authority to do this, the job will be done quickly.

### **Salary structure:**

Quantanite's pay system is not overly structured. Every employee wants to change that. There is no fee for new students. Quantums are needed to eliminate wage disparities between departments.

### **Responsibility:**

Quantanite also delegates administrative duties to human resources. Therefore, the HR department is still staffed. Therefore, we cannot emphasize the creation of human capital.

### **A better workplace:**

Quantanite is located in Mirpur-14 CRP building. The 9th, 10th and 11th floors are Kantanite's workplaces. The place is for commercial use for rent. So the elevator is unbearable. Employees were frustrated with the line waiting for the elevator. Quantanite is growing every day and I think we need a better place for our people to work.

### **Improve employee engagement:**

To strengthen your organization, you need to increase employee engagement. Without employees, it is difficult to retain employees. HR managers must develop and implement employee engagement and management plans that consider not only the actual experiences of employees, but also their past and future aspirations.

### **Proper Performance Appraisal:**

Quantanite uses strabismus analysis to screen employees. But within this framework, one employee may have personal problems. If they work as a team, then what they say about each other reflects on each other. It is not difficult to know who doesn't like you. Develop the company's organizational strategy. But I think we should adopt a 360-degree system to measure success.

### **Match Market Compensation Policy:**

The company's payroll system is chaotic. They don't pay enough for new hires and their pay structure is not that simple. Salary cap rules also apply here. Payments are subject to certain

restrictions. It is not expensive for some employees. Therefore, the reward system must be industry practice and be clear to employees.

### **Training and Education:**

The company relies on professional preparation methods. However, some employees still need experience outside of work. When placing a specific order with a customer, it is important to prepare the necessary work. Companies should focus on hiring and evaluation, and companies should force employees to complete a master's degree. New requirements for promotion should be set, also after graduation. The staff acknowledges that further research is needed.

### **Presenting new HR plan:**

HR practice in Bangladesh is not properly used because it is a company outside the region. A Quantanite employee must execute the plan properly. This should include new and changed HR resources. The incentive system should be more structured. More needs to be done to manage employee turnover. Employees want control.

With these suggestions, you can continue to improve your business.

### **Conclusion:**

Quantanite Bangladesh is a leader in the BPO industry in Bangladesh. You've grown incredibly over the past few years. The number of workers is increasing every day. Thanks to its curated and personalized program, it offers a wide range of advertising to international clients. Quantanite has been profitable since its inception. Today, they are one of the most profitable companies in the BPO industry. This study is recommended for Quantanite Bangladesh's human capital management practices. Quantanite's mission is to level up. Quantanite focuses not only on employee loyalty but also on consumer loyalty. The organisation's HR department has embarked on an ambitious transformation program to ensure that the future benefits from a high culture and a strong position to engage and promote high experiential wisdom.

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